

Town of Arlington

RFQ Bid # 18-11

BID # 18-11 VOIP TELEPHONE SYSTEM PROJECT

Request for Quote

IP Telephony Based Telecommunications System

March 5, 2018

**Pre-bid Meeting: March 16, 10 AM, Arlington High School, Main Entrance,
869
Mass Ave., Arlington, MA 02476.**

Town of Arlington

3-05-2018

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Town of Arlington Massachusetts

REQUEST FOR QUOTE

VOIP TELEPHONE SYSTEM PROJECT

1 – Procurement Scope

BID#: 18-11

PROJECT TITLE: VOIP Telephone System Project

DUE DATE: April 4, 2018

Notice is hereby given that bids will be received by the Town of Arlington, to provide and install a new phone system for the municipality.

1.1 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 within its 24 listed facilities, 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 awarded Contractor will be responsible for furnishing all labor, supervision, equipment, materials, and supplies necessary to properly and competently install the IP based telecommunications system and support items included in this contract in accordance with the performance thresholds outlined in this Request for Response (RFQ).

1.2 Terminology:

In this RFQ, the Bidder is the individual or organization responding to this RFQ. The term "Bidder" refers to "An individual or organization proposing to enter into a Contract to provide a Commodity or Service, or both, to the Town of Arlington." The "Vendor" is the Bidder awarded a contract under this RFQ, who is responsible for the provision of the stipulated deliverables and services. The Vendor is the prime-contractor and single point of contact for the entirety of the contract. The Vendor will be responsible for ensuring compliance with all project deadlines and deliverables, as well as contract terms and conditions by subcontractors. Town of Arlington reserves the right to approve all subcontractors utilized by the Vendor.

The Procurement Management Team (PMT) refers to the individuals at Town of Arlington who will be managing the procurement process and evaluating Bidders' responses.

1.3 Eligible Bidders:

The Town of Arlington and its designated Evaluation Committee are soliciting Bidders for the acquisition of professional services to support the goals outlined in Sections 4-6 of this RFQ.

In order to be eligible to bid on this RFQ, the Bidder must be on the ITT50 statewide contract. *Pursuant to the June 12, 2014 Notice sent from the Operational Services Division (OSD), Statewide Contract ITT50 Converged Voice and Data Communications Systems, Services and Equipment Providers, Apparent Successful Bidders may respond to Requests for Proposals (RFQs) from Eligible Entities for services to commence after July 1, 2014. However, before execution of a Statement of Work (SOW) or other engagement of services with an Eligible Entity, the selected Vendor must appear on the state's procurement system, COMMBUYS, as an awarded Vendor under ITT50, or if this is not the case, must request and receive confirmation from the Massachusetts Supplier Diversity Office (SDO) that a Statewide Contract has been executed with their company.*

Please note that Town of Arlington reserves the right to bypass any Apparent Successful Bidder of an RFQ posted by an Eligible Entity if OSD has not executed their ITT50 Contract.

The following Bidder qualifications minimum requirements to submit a proposal:

- Experience in implementing telecom solutions within highly complex operational environments and regulatory controlled environments
- Extensive experience in IP Telecom operations and integration
- Extensive experience in IP Telecom environment design, configuration, set up, and deployment
- Demonstrated experience in integration of IP Networks Supporting VoIP Traffic
- Extensive experience in IP Voice Platforms configuration design, set up, and operations.

1.4 E-Rate Program:

The Arlington Public Schools are participants in the USAC-SLD sponsored Universal Service Fund (USF or E-Rate) program. The USF program was designed to ensure that all eligible schools and libraries have affordable access to modern telecommunications and information services. Up to \$2.25 billion annually is available to provide eligible schools and libraries with discounts, often referred to as the “E-Rate,” for eligible services. More information regarding the E-Rate program can be found at: www.sl.universalservice.org.

Certain elements of this RFQ may be eligible for E-rate funding. According to the SLD, (VoIP) components are eligible as Internal Connections. This includes voice servers (hardware and software), voice mail systems (hardware and software), network switches, routers and IP set licenses.

As a result, all Contractors MUST also be participants in the E-Rate program and MUST supply a valid Service Provider Identification Number (SPIN) as well as contact information for the individual(s) who are responsible for the filing of vendor E-Rate forms.

By the time and date set forth by this RFQ’s deadline for submission, all Contractors MUST have up-to-date forms 499-A, 498 and 473 on file with USAC-SLD.

1.5 Pre-Proposal Conference:

A Mandatory pre-bid conference and walk-through to discuss the content of this RFQ and answer any Contractor's questions will be held on March 16, 2018 at 10AM, at Arlington High School, 869 Mass Ave., Arlington, MA, Main Entrance. A tour of key facilities will follow the meeting. Each interested Contractor is requested to inform the Town of Arlington of its intent to attend the pre-proposal conference and limit the number of representatives attending to two.

The Bidder should be advised that oral responses provided during the Bidders’ Conference are not binding on Town of Arlington. As only written responses from Town of Arlington will be binding on Town of Arlington, the PMT encourages the Bidder to submit written inquiries (by March 21) in cases where a clear and binding response may be required.

Bidders are responsible for any and all costs associated with attending the Bidders Conference.

Any change to this Bidders’ Conference date and/or time will be published electronically on the COMMBUYS system.

1.6 Written Inquiries:

Bidders may submit questions concerning this RFQ no later than the date and time specified under the Procurement Calendar. Questions must be posted to the solicitation record on COMMBUYS under the designated tab. Inquiries must include the RFQ number (Town of Arlington-18-11), Bidder Company name and the name (and contact information) of the person submitting the inquiry. This inquiry procedure provides the only means by which a Bidder may request information on the requirements of this RFQ, including the mandatory Commonwealth Terms and Conditions as required under ITT50.

Bidders are cautioned that an inquiry should be presented in generic terms and must not contain cost data. The inclusion of cost information in an inquiry may result in the Bidder's disqualification.

The PMT will review and consolidate inquiries received before the deadline, prepare written answers and post these written answers to the Commonwealth's COMMBUYS website (www.commbuys.com). The source(s) of the question(s) will not be revealed.

No responses to this RFQ will be accepted after the date and time listed in the Procurement Calendar in Section 1.13. Any changes to this due date will be published on the COMMBUYS (www.commbuys.com) system for this procurement.

1.7 Onsite Demonstrations:

Contractors that meet the Minimum Requirements stated in item 2.1 below will be invited to participate in onsite interviews to clarify their responses and respond to questions raised by the evaluation team.

1.8 Submission of RFQ Responses: COMMBUYS:

This RFQ has been distributed electronically using the COMMBUYS system. RFQ attachments that are referenced are incorporated by reference into the RFQ and are available as separate files within the Forms tab and Specifications tab of the COMMBUYS Solicitation record. OSD Forms are also available at www.mass.gov/osd under the Related Links section. All Bidder Responses will be placed thru the COMMBUYS

1.9 Single or Multiple Vendors:

In this procurement Town of Arlington will issue a single contract. However, Town of Arlington will allow the Bidder to be either a single entity or a business partnership of more than one entity.

Bidders may propose sub-contractors, all of whom must be disclosed in full and approved by Town of Arlington. The subcontractor information furnished must include a description of the work to be performed by each subcontractor and the percentage of the total effort that work represents. Town of Arlington will hold the Bidder responsible for meeting the requirements of the contract even if a subcontractor is performing specific services. However, though one prime contractor is preferred, Town of Arlington may enter into separate contracts through this RFQ process for some, none or all of the services.

1.10 Single Point of Contact:

The selected Bidder will assign a single point of contact with respect to this RFQ. It is anticipated that the contact person will not change during the period the RFQ and resulting contract is in force. In the event that a change is necessary, the party requesting the change will provide prompt written notice to the other. Town of Arlington reserves the right to approve or disapprove of any substitution in service during the contract period. In the event a change occurs because of a non-emergency, two-week written notice is required.

1.11 Criminal Offender Record Information (CORI):

The Arlington Public Schools is registered under the provisions of M.G.L. c. 6, §172 to receive CORI background for the purpose of screening current and otherwise qualified prospective employees, subcontractors, and volunteers.

As a prospective contractor or subcontractor, Bidder understands and acknowledges that a CORI check will be requested and must be supplied for any person that will be performing services on-site at any of the listed facilities.

1.12 Prevailing Wage Compliance:

The Bidder hereby agrees to adhere to all prevailing wage rate laws, reporting requirements and schedules as determined by the Commissioner of the Commonwealth of Massachusetts Department of Labor and Workforce Development, Division of Occupational Safety and the United States Department of Labor. The Bidder must pay prevailing wage rate, when applicable, as determined by the Division of Occupational Safety. The DOS web site is

located at www.mass.gov/dos.

The Bidder must adhere to all reporting requirements related to the payment of prevailing wage.

1.13 Procurement Calendar:

Listed below are specific and estimated dates and times of actions related to this RFQ. The actions with specific dates must be completed as indicated unless otherwise changed by Town of Arlington. In the event that Town of Arlington finds it necessary to change any of the specific dates and times, it will do so by issuing amendments to this RFQ. There may or may not be a formal notification issued for changes of the estimated dates and times.

The procurement calendar for this RFQ is as follows:

Estimated Procurement Calendar		
Tasks	Date	Time
RFQ issued on COMMBUYS	03-05-2018	4:00 PM EST
Pre-Bid Meeting	03-16-2018	10:00 AM EST
Written questions/clarifications due on or before	03-21-2018	4:00 PM EST
Release of official response to questions on or before	03-28-2018	4:00 PM EST
Proposal Submission Deadline on or before	04-04-2018	4:00 PM EST
Bidder Evaluations – Presentations	04-10-2018	10:00 AM EST
Preliminary award on or before	04-13-2018	4:00 PM EST

End of Section:

2 General Information & Terms and Conditions

2.1 Procurement Definition:

The terms of 801 CMR 21.00: Procurement of Commodities and Services is incorporated by reference into this RFQ. Words used in this RFQ shall have the meanings defined in 801 CMR 21.00. Additional definitions may also be identified in this RFQ. All terms, conditions, requirements, and procedures included in this RFQ must be met for a Response to be determined responsive. If a Bidder fails to meet any material term, condition, requirement or procedure, its Response may be deemed unresponsive and disqualified.

2.2 Measurements & Units:

Unless otherwise specified in this RFQ all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds, equipment must be new and of current manufacturing models and unused, and all cost responses or figures in U.S. currency.

2.3 Responses:

All Responses must be submitted in accordance with the specific terms of this RFQ. Town of Arlington will not assume nor be liable for any costs incurred by the Bidder in preparing and/or submitting a response to this RFQ.

2.4 Bidder Communication:

Bidders are prohibited from communicating directly with any employee of the procuring department or any member of the Procurement Management Team (PMT) regarding this RFQ except as specified in this RFQ, and no other individual or Town of Arlington employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFQ. Bidders may contact the contact person for this RFQ in the event this RFQ is incomplete or the Bidder is having trouble obtaining any required attachments electronically through COMMBUYS.

2.5 Public Records:

All responses and information submitted in response to this RFQ are subject to the Massachusetts Public Records Law, M.G.L., c. 66, s. 10, and to c. 4, s. 7, ss. 26. Any statements in submitted responses that are inconsistent with these statutes shall be disregarded.

2.6 Ownership of Responses:

All documentation, materials, data, etc., submitted in response to this RFQ shall become the property of the Town of Arlington and will not be returned to the Bidder. Bidders are cautioned that ideas, techniques, information, etc., submitted as part of the Bidder's response may be used by Town of Arlington without separate payment to the Bidder or Sub-Contractors.

2.7 Estimated Provisions:

The Town of Arlington makes no guarantee that any Commodities or Services will be purchased from any Contract resulting from this RFQ. Any estimates or past procurement volumes referenced in this RFQ are included only for the convenience of Bidders, and are not to be relied upon as any indication of future purchase levels.

2.8 Trademarks, Patents, Etc.:

Unless otherwise clearly stated in this RFQ, any reference to a particular trademark, trade name, patent, design, type, specification, producer or supplier is not intended to restrict this RFQ to any manufacturer or proprietor or to constitute an endorsement of any good or service, and Town of Arlington may consider clearly identified offers of substantially equivalent goods and services submitted in response to such reference.

2.9 Costs:

Costs which are not specifically identified in the Bidder's response, and accepted by Town of Arlington as part of a contract, will not be compensated under any contract awarded pursuant to this RFQ. The Town of Arlington will not be responsible for any costs or expenses incurred by Bidders responding to this RFQ.

2.10 Payments:

Payment shall be made for services only after such services have been delivered and accepted by Town of Arlington. Payments shall be made only in arrears. No advance payments can be made to Bidders. Payment will be made 45 days after acceptance and following receipt of invoice. Bidder shall provide a Payment Schedule of Values that details installation and deliverable milestones. All invoicing will be tied to the schedule of values as accepted by the Town of Arlington.

2.11 Taxes, Fees, Assessments, Etc.:

Bidders must pay all taxes, fees and assessments associated with furnishing the products as part of the contract.

2.12 Freight:

Unless otherwise specified, all products and services shall be "FOB Destination". Town of Arlington will not assume any separate freight, mileage, travel time or any other associated charges in addition to the bid price. Any charges of this nature must be included in the bid price.

2.13 Service Representative:

The selected Bidder must assign (a) service representative(s) which Town of Arlington may contact regarding the service performance during the contract term. Town of Arlington reserves the option to require this individual(s) be replaced if it finds that the individual(s) is not responsive or compatible.

2.14 News Releases:

The successful Bidder shall not issue any news releases, advertising or promotional materials pertaining to the performance of the contract without prior approval by the Town of Arlington, Town Manager or his Designee.

2.15 Pricing - Federal Government Services Administration (GSA)

Town of Arlington reserves the right to request from the successful Bidder(s) initial pricing schedules and periodic updates available under their GSA or other federal or state pricing contracts. In the absence of proprietary information being part of such contracts, compliance for submission of requested pricing information is expected within 30 days of any request. If the Contractor receives a GSA or Veteran's Administration Supply contract at any time during this contract period, it must notify Town of Arlington's contract manager.

2.16 Price Limitation:

The Bidder must agree that no other customer of similar size and similar terms and conditions shall receive a lower price for the same commodity and service during the contract period, unless this lower price is immediately effective for Town of Arlington. The Bidder must also agree to provide current or historical pricing offered or negotiated with other governmental or private entities at any time during the contract period upon request of the contract manager.

Such accommodations may be requested from a Contractor during an actual emergency. To accommodate such requests, Contractors may be requested and must make every effort to service these requests from regular sources of supply at the rates set forth in any standard contract resulting from this RFQ.

2.17 Environmentally Preferable Products and Services:

Town of Arlington and the Contractor may negotiate during the contract term to permit the substitution or addition of Environmentally Preferable Products (EPP's) when such products are readily available at a competitive cost and satisfy Town of Arlington's performance needs.

2.18 Revisions to this RFQ:

If it becomes necessary to revise any part of this RFQ, or if additional data is necessary to clarify any of its provisions, a supplement will be posted on the COMMBUYS system. Bidders are responsible for reviewing the COMMBUYS system regularly during the time this procurement is “active”.

2.19 Alternates:

A response which fails to meet any material term or condition of the RFQ, including the submission of required attachments, may lose points or be deemed unresponsive and disqualified. Unless otherwise specified, Bidders may submit responses proposing alternatives which provide equivalent, better or more cost effective performance than achievable under the stated RFQ specifications. These alternatives may include related commodities or services that may be available to enhance performance during the period of the contract. The response should describe how any alternative achieves substantially equivalent or better performance to that of the RFQ specifications.

Town of Arlington will determine if a proposed alternative method of performance achieves substantially equivalent or better performance. The determination of Town of Arlington on the Bidder’s proposed alternative method will be final.

2.20 Procurement Goal:

The goal of this RFQ is to provide the best value of commodities and services to achieve the procurement goals of Town of Arlington. Bidders that propose discounts, uncharged commodities and services or other benefits in addition to the RFQ specifications may receive a preference or additional points under this RFQ as specified

Contractors may also propose alternatives for equivalent, better or more cost effective performance than specified under the Contractor’s original response to enable Town of Arlington to take advantage of enhanced technologies, commodities or services which become available during the term of the contract.

2.21 RFQ Cancellation:

Town of Arlington reserves the right to cancel this bid at any time before a Contract has been executed and approved, in which event Town of Arlington will reject any and all bids received in response to this RFQ. Should the bid be canceled, all expenses related to preparation of response to this RFQ remain the responsibility of the Bidder.

Rejection of Bids: Town of Arlington may reject any and all bids in response to this RFQ if it deems it is in its best interest to do so. Town of Arlington may also reject any and all bids for the following reasons:

- a) fails to adhere to one or more of the provisions established in this RFQ; or
- b) fails to submit its bid at the time or in the format specified herein, or to supply the minimum information requested herein; or
- c) fails to meet **unconditionally** all of the mandatory performance and business specifications of this RFQ; or
- d) fails to submit its bid, to the required address, before or on the deadline date established by the Procurement Calendar; or
- e) materially misrepresents its services or provides demonstrably false information in its bid; or
- f) fails to submit costs on the Cost Table (Attachment C), or to guarantee the costs for 90 days; or
- g) refuses to provide clarification, if requested by the PMT; or
- h) fails to sign a Contract within ten (10) business days of receipt of the Contract for signing.

2.22 Mandatory and Desirable Specifications:

Mandatory specifications in this RFQ are identified with the words "must", "shall", "will", "mandatory", or "is required". However, Bidders must assume that every specification included herein is a mandatory specification, unless it is clearly indicated to be otherwise. A mandatory specification is one that must be met in order for a response to be considered responsive. Any response, which fails to meet a mandatory specification of the RFQ, will be deemed non-responsive and will be disqualified.

To each mandatory RFQ specification, the Bidder must clearly state in the affirmative that the Bidder will “comply” with, “agree” to or “understand” the RFQ mandatory requirement. Town of Arlington has defined a response of “comply” or “agrees” or “understands” or any statement in the affirmative as one in which the Bidder accepts the terms and conditions of the mandatory RFQ specification.

If a Bidder is unable to meet any of the mandatory specifications required in this RFQ, the Bidder’s Response must include an alternative method for meeting such specification by identifying the specification, the proposed alternative, and thoroughly describing how the alternative *achieves substantially equivalent or better performance* than the performance required in the RFQ specification.

Desirable specifications are designated with the words, "is desired", "desirable", and "highly desirable". Unless there is an explicit indication to the contrary stated in this RFQ, Bidders may receive evaluation points for “desirable” goods and services.

To each mandatory or desirable RFQ specification that requires that the Bidder “list”, “describe”, “state”, or “provide” a subject matter, the Bidder must clearly provide the list, description, statement, etc. in that section of its RFQ response. The Bidder must not simply reply with “Comply” or other similar response. References, by the Bidder, to review attachments containing brochures, white papers or other standard “boilerplate” material as a response to a particular RFQ specification are not acceptable. The Bidder is, however, allowed to provide such attachments in support of its response to the particular specification.

To each desirable (optional) specification, the Bidder must clearly state in the affirmative that the Bidder will “comply” with, “agree” to or “understand” the RFQ desirable specification. Town of Arlington has defined a response of “comply” or “agrees” or “understands” or any statement in the affirmative as one in which the Bidder accepts the terms and conditions of the desirable RFQ specification. The Bidder is also required to provide all necessary information requested in the particular desirable specification demonstrating how it will meet this optional specification. Failure to provide this necessary information may result in the award of no evaluation points or a lesser amount of evaluation points to the Bidder’s response.

2.23 Response to RFQ Specifications:

The Bidder is required to follow the same sectional format of this RFQ and provide an individual response *to each RFQ specification* (whether the specification provides information, requires compliance or requires a descriptive response) in its Response. All Responses must be presented *using the same numbering sequence and order* used in this RFQ document.

2.24 Project Approach and Work Plan:

Using the Scope of Work presented in this RFQ, submit your proposed project management work plan detailing major milestones, time frame and approach for competing this project including deadlines for preparing all project deliverables. Describe the sequential work tasks you plan to carry out in accomplishing this project. If specific project team members or vendors are critical to specific tasks, bidder needs to identify where they will be utilized and/or committed. Include the results and deliverables expected from each major milestone. Identify appropriate assumptions and considerations that could impact the scope and timeline for completing each task.

2.25 Implementation Difficulties:

Describe some of the difficulties and/or constrains the Town of Arlington can expect during implementation and integration of this sort and how you, as selected vendor would recommend mitigating anticipated project difficulties, constrains and solution to minimize and/or avoid those risks.

2.26 Prime Contractor Responsibility:

Town of Arlington requires a single point of responsibility for performance of any Contract that may result from this RFQ. Subcontractors may be used, but the Prime Contractor must accept full responsibility for the subcontractor's

performance. All subcontractors must be identified by the Prime Contractor and the Prime Contractor must describe the type of contractual arrangement that will exist with all subcontractors. The Prime Contractor shall be responsible for meeting all of the terms of the Contract resulting from the RFQ. Prior approval of Town of Arlington is required for any subcontracted service of the contract. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as Contractors.

2.27 Business Profile/Change in Financial Condition:

Town of Arlington reserves the right to request, at Town of Arlington expense through the reporting system in place at the time, a business profile and financial condition report on any corporation, parent company, directors, principals, officers, partnerships or sole proprietorships involved in submitting a response to this RFQ.

In addition, Town of Arlington reserves the right to obtain, from sources other than the Bidder, information concerning the Bidder, the Bidder's capabilities and the Bidder's performance under other contracts which Town of Arlington deems pertinent to this RFQ and to consider such information when making an award.

Bidders shall be required to immediately inform the Town of Arlington in writing of any major change in the financial condition or organization of the company. Misrepresentation or failure of the Bidder to notify Town of Arlington shall be grounds for contract award cancellation and/or termination.

2.28 Insurance:

Bidder shall maintain, throughout the term of the contract the type of insurance as set forth below:

Workers Compensation Insurance for officers, employees and agents employed in connection with this contract in accordance with applicable law, including the laws of the Commonwealth of Massachusetts as well as the laws of any other state where the Contractor maintains its principal place of business with a limit of at least two hundred thousand dollars (\$200,000) per occurrence with an annual aggregate of one million dollars (\$1,000,000).

Vehicle Liability Insurance covering owned, non-owned, substitute and hired vehicles in accordance with applicable laws, including, but not limited to, the automobile insurance laws of the Commonwealth of Massachusetts, and any other states where the Contractor maintains its principal place of business with a combined single limit annual aggregate of one million dollars (\$1,000,000).

Commercial General Liability Insurance for all damages arising out of bodily injury or death, or damage to personal or real property incurred with respect to work performed under this contract. Said insurance shall provide for bodily injury and property damage coverage liability limits of one million dollars (\$1,000,000) per person with an annual aggregate of three million dollars (\$3,000,000) per event.

The Bidder shall provide certificates of insurance evidencing such coverage to Town of Arlington within 10 days of the date of execution of the contract by the Bidder and Town of Arlington. Failure to provide and maintain such insurance shall be deemed a breach of contract, and may, at the sole discretion of Town of Arlington operate as an immediate termination hereof. Each policy of insurance shall expressly provide 60 days prior notice by the insurer to Town of Arlington of any intent to cancel, failure to renew or material change in the coverage identified above. The automobile liability insurance and the commercial general liability insurance policies shall identify Town of Arlington as an additional insured. All insurance shall be maintained from an insurance carrier authorized to conduct business in the Commonwealth of Massachusetts.

2.29 Affirmative Market Program (AMP):

Massachusetts Executive Order 390 established a policy to promote the award of state contracts in a manner that develops and strengthens Minority and Women Business Enterprises (M/WBEs) that resulted in the Affirmative Market Program in Public Contracting. M/WBEs are strongly encouraged to submit responses to this RFQ, either as prime Bidders, joint venture partners or other type of business partnerships. All Bidders must follow the requirements

set forth in the AMP section of the RFQ, which will detail the specific requirements relating to the prime Bidder's inclusion of M/WBEs. Bidders are required to develop creative initiatives to help foster new business relationships with M/WBEs within the primary industries affected by this RFQ. In order to satisfy the compliance of this section and encourage Bidder's participation of AMP objectives, the Affirmative Market Program (AMP) Plan for large procurements greater than \$50,000 will be evaluated at 10% or more of the total evaluation. Once an AMP Plan is submitted, negotiated and approved, the agency will then monitor the Contractor's performance, and use actual expenditures with SOMWBA certified Contractors to fulfill their own AMP expenditure benchmarks. M/WBE participation must be incorporated into and monitored for all types of procurements regardless of size; however, submission of an AMP Plan is mandated only for large procurements over \$50,000.

This RFQ will contain some or all of the following components as part of the Affirmative Market Program Plan submitted by Bidders:

Sub-contracting with certified M/WBE firms as defined within the scope of the RFQ,

Growth and Development activities to increase M/WBE capacity,

Ancillary use of certified M/WBE firms,

Past Performance or information of past expenditures with certified M/WBEs and

Additional incentives for Bidders to commit to at least one certified MBE and WBE in the submission of AMP plans.

A Minority Business Enterprise (MBE), Woman Business Enterprise (WBE), M/Non-Profit, or W/Non-Profit, is defined as such by the State Office of Minority and Women Business Assistance (SOMWBA). All certified businesses that are included in the Bidder's AMP response are required to submit an up to date copy of their SOMWBA certification letter. The purpose for this certification is to participate in the Commonwealth's Affirmative Market Program for public contracting. Minority- and Women-Owned firms that are not currently certified but would like to be considered as an M/WBE for the purpose of this RFQ should submit their application at least two weeks prior to the RFQ closing date and submit proof of documentation of application for consideration with their bid response. For further information on SOMWBA certification, contact their office at 1-617-973-8692 or via the Internet at mass.gov/somwba.

Affirmative Market Program Subcontracting Policies: Prior approval of Town of Arlington is required for any subcontracted service of the contract. Agencies may define required deliverables including, but not limited to, documentation necessary to verify subcontractor commitments and expenditures with Minority or Women-Owned Business Enterprises (M/WBEs) for the purpose of monitoring and enforcing compliance of subcontracting commitments made in a Bidder's Affirmative Market Program (AMP) Plan. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors.

Reasonable Accommodation: Bidders with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFQ information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case by case basis. A Bidder requesting accommodation must submit a written statement which describes the Bidder's disability and the requested accommodation to the contact person for the RFQ. The PMT reserves the right to reject unreasonable requests.

Americans with Disabilities Act (ADA): It is very desirable for Bidders to submit a list of products which can be ordered for use by individuals with physical disabilities.

2.30 COMMBUYS:

This RFQ has been distributed electronically using the COMMBUYS system. RFQ attachments that are referenced are incorporated by reference into the RFQ and are available as separate files within the Forms tab and Specifications tab of the COMMBUYS Solicitation record. OSD Forms are also available at www.mass.gov/osd under the Related Links

section.

While COMMBUYS offers optional, value-added, automated COMMBUYS Subscription Service on an annual-fee basis, all Bidders are solely responsible for obtaining and completing the required attachments that are identified in this RFQ and for checking COMMBUYS for any addenda or modifications that are subsequently made to this RFQ or attachments.

The Town of Arlington accepts no liability for and will provide no accommodation to Bidders who fail to check for amended Requests for Quotes (RFQs) or any other procurement opportunities and subsequently submit inadequate or incorrect responses. Bidders are advised to check the Last Changed Date field on the Summary page or the Amendment History within the Other Information tab of the issued RFQ in order to ensure that they have the most recent RFQ files. Bidders may not alter (manually or electronically) the RFQ language or any RFQ component files. Modifications to the body of the RFQ, specifications, terms and conditions, or which change the intent of this RFQ are prohibited and may disqualify a response.

2.31 Contract Documents:

The contract between Town of Arlington and the successful Bidder will include as integral parts thereof:

Commonwealth Terms and Conditions
Standard Contract Form
This RFQ and amendments thereto
Bidders response and amendments thereto

In the event of a conflict in language between any of the above mentioned documents, the provisions and requirements set forth or referenced in the Commonwealth Terms and Conditions and this RFQ with the amendments shall govern. In the event that an issue is addressed in the response that is not addressed in the RFQ, no conflict in language shall be deemed to occur.

2.32 Bid Response Forms 7 Requirements:

- The Bidder must complete and include, in its response, the Bidder Identification Form in Attachment A.
- The Bidder must complete and include, in its response, the Bidder Response Checklist in Attachment B.
- The Bidder must complete and include, in its response, the Cost Tables found in Attachment C.
- The Bidder must complete and include, in its response, the Business Reference Form found in Attachment D.
- The Bidder must complete and include, in its response, the System Summary Forms found in Attachment E.
- The Bidder must complete and include, in its response, the Commonwealth Terms and Conditions found under the “Forms and Terms” tab under this specific procurement on the CommBuys website (www.COMMBUYS.com).
- The Bidder must complete and include, in its response, the Standard Contract Form found under the “Forms and Terms” tab under this specific procurement on the COMMBUYS website (www.COMMBUYS.com).
- The Bidder must complete the Affirmative Action Commitment Statement Form found under the “Forms and Terms” tab under this specific procurement on the COMMBUYS website (www.COMMBUYS.com).
- The Bidder must complete and include, in its response, the W-9 Request for Taxpayer ID Number and Certification found under the “Forms and Terms” tab under this specific procurement on the COMMBUYS website (www.COMMBUYS.com).
- The Bidder must complete and include, in its response, the Contractor Authorized Signatory Listing Form found under the “Forms and Terms” tab under this specific procurement on the COMMBUYS website (www.COMMBUYS.com).
- The Bidder must complete and include, in its response, the Prompt Payment Discount Form found under the “Forms and Terms” tab under this specific procurement on the COMMBUYS website (www.COMMBUYS.com).
- The Bidder must complete and include, in its response, the Affirmative Market Plan (AMP) form found under the “Forms” tab under this specific procurement on the COMMBUYS website (www.COMMBUYS.com).
- The Bidder must complete and include, in its response, the Desirable Feature Summary Forms found in Attachment F.

2.33 Contract Expansion:

If additional funds become available during the contract duration period, Town of Arlington reserves the right to increase the maximum obligation to some or all contracts executed as a result of this RFQ or to execute contracts with Contractors not funded in the initial selection process, subject to available funding, satisfactory contract performance and service or commodity need.

2.34 Contract Award:

The Contract will be awarded to the Bidder with the lowest overall cost that has met all mandatory performance and business specifications provided it is the “best value” for the Town of Arlington. A procurement will be considered in the best interest, or the “best value” when it: 1) supports the achievement of required performance outcomes; 2) generates the best quality and economic value; 3) is performed timely; 4) minimizes the burden on administrative resources; 5) expedites simple or routine purchases; 6) allows flexibility in developing alternative procurement and business relationships; 7) encourages competition, encourages the continuing participation of quality Bidders.

2.35 Best Value Selection and Negotiation;

The Procurement Management Team (PMT) may select the response(s) which demonstrates the best value overall, including proposed alternatives that will achieve the procurement goals for the Town of Arlington. The PMT and a selected Bidder, or a Contractor, may negotiate a change in any element of contract performance or cost identified in the original RFQ or the selected Bidder’s or Contractor’s response which results in lower costs or a more cost effective or better value than was presented in the selected Bidder’s or Contractor’s original response.

2.36 Acquisition Method:

This procurement will be an outright purchase.

2.37 Single or Multiple Bidder Contract:

Town of Arlington intends to award a single contract as a result of this procurement, but reserves the right to award multiple contracts.

2.38 Anticipated Duration of Contract:

Any contract resulting from this RFQ shall be for the period of three (3) years including specified extended system warrantee and support commencing on the resulting contract start date.

Town of Arlington shall have the option to extend the term of any Contract(s) resulting from this RFQ for up to three (3) one year periods. Town of Arlington shall exercise its option by submitting written notice to the Bidder at least thirty (30) days prior to the termination.

2.39 Anticipated Expenditures:

The expenditure associated with this procurement is to be determined. If, due to unforeseen circumstances, the scope of services is substantially changed or modified, Town of Arlington maintains the right to amend the contract and increase the maximum obligation in order to obtain the best value.

The Bidder will be bound by the terms of the contract and Town of Arlington will not be responsible for price increases due to market fluctuations or product availability.

2.40 Bidder Presentation/System Demonstration:

Town of Arlington as part of its evaluation of submitted responses to this RFQ will request that Bidders deemed as “finalists” to provide Town of Arlington with a functional demonstration of the proposed IP Telephony Based Telecommunications System exhibiting the required and desired features. Such requests will be made prior to the award of the contract. This demonstration must be conducted within reasonable distance from Arlington, Massachusetts.

It is desirable functional demonstrations would be held within the Town of Arlington at a location that is mutually acceptable to accommodate the venue.

2.41 Evaluation of Responses:

Bidders must submit responses that meet all the submission requirements of the RFQ as defined herein. Only responsive proposals that meet the submission requirements will be evaluated, scored and ranked by Town of Arlington according to the evaluation criteria. Additional information and clarification of the Bidder's response may be requested from the Bidder by the Town of Arlington for evaluation purposes.

Any submission which fails to meet the submission requirements of the RFQ will be found non-responsive without further evaluation unless the Town of Arlington PMT, at its discretion, determines that the non-compliance is insubstantial and can be corrected. In these cases, the evaluation team may allow the Bidder to make minor corrections to the submission.

As required by Town of Arlington's policies and procedures, the actual evaluation criteria created by the Town of Arlington PMT prior to the due date for Bidder submissions cannot be released to the Bidders. However, the evaluation criteria will take into account the following:

- | | |
|--|--|
| 1. Mandatory Requirements | No Points Awarded. Compliance Required. |
| 2. All Required Forms Provided | No Points Awarded. Compliance Required. |
| 3. Desirable Specifications | Points Awarded as per Evaluation Criteria. |
| 4. Bidders' References | Points Awarded as per Evaluation Criteria. |
| 5. Bidders' Proposed Costs | Points Awarded as per Evaluation Criteria. |
| 6. Affirmative Market Program (AMP) | Points Awarded as per Evaluation Criteria. |
| 7. Finalists' Demonstration/Presentation | Points Awarded as per Evaluation Criteria. |

2.42 Best and Final Offer:

After the deadline for response submission, Town of Arlington reserves the right to extend a Best and Final Offer opportunity to all or a select number of Bidders. Bidders may be asked to submit additional information specific to system specifications and cost.

End of Section: 2

3 Glossary of Terms Definitions

For the purposes of this RFQ document, the following definitions shall be used.

Affirmative Market Program (AMP): (Executive Order 390) In order to ensure the continued fiscal health of the Commonwealth and particularly its disadvantaged areas, the Commonwealth is committed to ensuring equality in the market place. To that end, this program encourages companies to work with and promote minority-owned and woman owned businesses in a manner that develops and strengthens Minority and Women Business Enterprises (M/WBE's).

Benchmark: Represents the total number of dollars the Contractor commits to spend with SOMWBA certified MBE(s) or WBE(s) for the duration of this contract.

Bidder: An individual, corporation or other entity engaged in the business of supplying communication network services and related goods and services who has submitted a Response to this RFQ solicitation and/or the individual, corporation or other entity that is awarded a contract as a result of this procurement.

Contract: The word "contract" refers to any contract resulting from this RFQ.

Contractor: The Bidder awarded any contract as a result of this solicitation.

Desirable: RFQ specifications prefaced with language such as: "desirable", "may," "could," "suggested," and "requested," may be considered by the Bidder to be optional and thus not required for submission of its response. The meeting of desirable specifications, however, may be considered "added value" during the evaluation process.

Fiscal Year: The year beginning with July first and ending with the following June thirtieth as defined in M.G.L. Chapter 4, Section 7. This may also be referred to as the "State Fiscal Year."

Joint Venture: A limited purpose undertaking by two or more partners can be set up by a contractual agreement or partnership.

Mandatory: RFQ sections prefaced with language such as: "shall," "will," "will not," "may not," "can only," "prohibited," and "required," are considered to be "mandatory," and are required for meeting the basic requirements to be considered as a responsive to this RFQ. Bidders must meet all mandatory specifications of this RFQ or propose alternatives that achieve substantially equivalent or better performance.

MBE: Minority Business Enterprise that has been certified as such by the State Office for Minority Business Assistance (SOMWBA).

M/WBE: Minority- and/or Women-owned business enterprise certified as such by SOMWBA.

M.G.L.: Massachusetts General Laws

Original Equipment Manufacturer (OEM): The manufacturer of equipment that is used by another Bidder as part of a larger product being marketed and sold by that Bidder.

Procurement Management Team (PMT): Representatives from Town of Arlington that design this procurement, developed specifications, conduct this solicitation and shall award a contract.

Session Initiation Protocol (SIP): Signaling protocol for Internet conferencing, telephony, presence, events notification and instant messaging.

Sub-Contract: A formal legal arrangement where there is an exchange of financial resources between the Contractor and sub-Contractor for the provision of commodities and /or services.

Telecommunications System: For the purposes of this RFQ, a telecommunications system is defined as IP Telephony based communications system allowing for both voice and data communications.

Unified Messaging: Unified messaging is the integration of several different communications media, such that users will be able to retrieve and send voice, fax, and e-mail messages from a single interface, whether it is a wireline phone, wireless phone, PC, or Internet-enabled PC.

Value Added Services: The RFQ contains some very specific procurement specifications to which the Bidder must (mandatory) or may (desirable) respond. Although all mandatory specifications must be met by the Bidder, the PMT encourages the Bidder to differentiate themselves from its competitors by meeting the mandatory and desirable specifications with services and features that would be considered added value to the Town of Arlington.

Request for Quote (RFQ) - The mechanism used by a Procuring Department to ask contractor(s) for quotations of a specific commodity or service prior to purchasing in order to get the best value and/or generate competition for the lowest price.

Response - A Response from a Bidder to a Request for Response (RFR) under a competitive Procurement; also referred to as a "bid", "Quote" or "proposal".

End of Section: 3

4 Implementation & System Installation Requirements

Implementation of the proposed telecommunications system solution will require a Bidder with expertise not only with its product line but experience with installation project management and IP Telephony deployments. The proposing Bidder must demonstrate this experience in its response to the Town of Arlington. Although the Bidder is encouraged to utilize its proven system implementation procedures, the Bidder must adhere to the requirements of this Section during the implementation of the telecommunications system solution and any peripheral systems purchased by the Town of Arlington.

4.1 Statement of Capabilities:

The Bidder must agree, in its response, to furnish all installation labor, equipment, software, programming labor, needed materials and required supplies necessary to properly and competently install the telecommunications system solution procured from this contract in working order according to the performance thresholds agreed upon by the Bidder and the Town of Arlington.

4.2 Installation Timeframes:

Based on the procurement calendar in Section 1, the Town of Arlington desires the entire completion of the installation of the proposed system solution prior to June 30th 2019. The Phased Installation Schedule noted in Section 5.5 of this RFQ provides specific details on the desired implementation phases. Bidders shall describe in the noted section their approach to meeting these desired install timeframes.

The Bidder must explain, in its response, how it will allocate adequate installation, programming and training resources in order to meet this implementation timeframe based on a contract award 04-13-18.

Once installation (cutover) dates are agreed upon by the Vendor and Town of Arlington, the Vendor is required to use all reasonable efforts to meet these installation dates. Changes to the agreed upon installation due date may be made only at the discretion of the Town of Arlington.

4.3 Required Project Manager:

The Bidder must provide a Project Manager for the implementation of the proposed telecommunications system solution for the Town of Arlington. The Project Manager must serve as the Single Point of Contact (SPOC) during the system implementation period until system acceptance by the Town of Arlington. The Project Manager must be available to the Town of Arlington PMT team via telephone, cellular telephone, and e-mail at a minimum during the course of this project.

The Project Manager for the implementation of the telecommunications system solution must have experience with the implementation of telecommunications systems on a scale equal to the Town of Arlington project outlined in this RFQ.

The Bidder must provide, in its response, the name of the Implementation Project Manager who will serve the Town of Arlington during this project. A professional résumé detailing this Project Manager's qualifications and experience on projects of similar size and complexity as the Town of Arlington project must be provided as an attachment to the Bidder's response.

4.4 Implementation Team:

The Bidder must include, in its response, a list of the members of the Bidder's implementation team that will oversee the implementation of the telecommunications system solution for the Town of Arlington. This list must include:

Team Member Name

Team Member Role

Location (Office) of the Team Member

Qualifications Statement (Expertise/Experience) for the Team Member.

4.5 Implementation Schedule:

The Bidder must include, in its response, a milestone chart for the implementation of the telecommunications system solution at the Town of Arlington. This milestone chart should include those major tasks involved in the implementation of the system solution from the initial implementation meeting to the cutover and then acceptance of the system solution. For the purposes of this RFP, the Bidder should assume an initial implementation meeting of April 23rd 2018 at a time and location to be determined by the Town of Arlington.

4.6 Initial Implementation Meeting:

Upon receipt of an order for the new telecommunications system, the Bidder must conduct an initial implementation meeting with the Town of Arlington's Project Team. This initial implementation meeting must include the following at a minimum:

- Introduction of the Bidder's implementation project team and the specific responsibility of each team member;
- A review of the system solution's configuration to ensure that the Town of Arlington and the Bidder agree on the system configuration to be installed;
- A review of the peripheral systems/services purchased;
- A discussion of the project timeline and a setting of a final system implementation schedule;
- A review of all implementation task responsibilities of the Bidder and those of the Town of Arlington;
- A review of training procedures and the responsibilities of the Bidder and the Town of Arlington to enact the required training for end users and system administrators;
- A discussion of the network of services to be used with the new telecommunications system and what is required of existing circuits;
- A discussion of the re-use of the existing station cabling and how such will be accomplished;
- A physical review of the telephone rooms that will be used for the Primary and Secondary Core Platforms will reside.
- A review of escalation procedures in case of issues during the installation process.

4.7 Installation Personnel Requirements:

The Bidder must agree that all implementation personnel shall be familiar with the requirements of this RFQ document in order to ensure that all tasks required of the Bidder will be performed by the implementation project team.

The Bidder must ensure that all installation personnel assigned to install the proposed telecommunications system solution at the Town of Arlington locations appear at the Town of Arlington site dressed in a professional manner and possessing some type of company photo identification.

All Bidder personnel, upon entering the premises of the Town of Arlington, must inform the designated Town of Arlington contact of his/her arrival. The Bidder must also inform the designated contact when leaving the Town of Arlington premises upon completion of work for that day.

All Bidder personnel must comply with the physical security requirements of the Town of Arlington for each Town of Arlington location in which they are performing services under this contract including the signing of required log in/out forms.

All Bidder installation personnel must conduct themselves in a professional manner during the installation process at the Town of Arlington leading to little or no disruption in the Town of Arlington's daily business/operation or to its visitors.

The Town of Arlington reserves the right to request the re-assignment of any installation personnel it believes are not performing in a proper or professional manner. Should such reassignment of installation personnel be requested by the Town of Arlington, the Bidder must provide replacement personnel immediately in order to meet assigned installation dates.

Town of Arlington facilities are considered “smoke free” and “tobacco free”. The Bidder must agree to inform its installation personnel of such non-smoking/non-tobacco regulations and enforce such at the Town of Arlington premises.

4.8 System Programming Preparation:

The proper programming of the proposed telecommunications system solution is essential to the success of the implementation and the correct operation of the system. The data discovery stage and proper preparation of the system database results in the required programming of the system and provides the Bidder the necessary details to become fully acquainted with the Town of Arlington and telecommunication services and requirements. During this system database gathering process, the Bidder will be able to suggest solutions based on the proposed telecommunications system solution’s unique capabilities and the specific needs of the Town of Arlington itself.

The Bidder must provide necessary labor and expertise for the generation and creation of the telecommunications system solution’s database including all telephone instrument feature and extension assignments, “call coverage” applications, classes of service, incoming call routes, intercom groups, etc.

The Town of Arlington will provide the selected Bidder with the appropriate information requested, however, the Bidder may not simply provide standard forms to be completed by Town of Arlington personnel. The Bidder must work closely with Town of Arlington personnel to ensure that all required forms are completed as necessary. This includes any necessary on-site meetings with the Town of Arlington and possible interviews with end users or department manage.

The Bidder must keep complete, accurate and legible records of system programming including all station programming, station classes of service, extension assignment, “call coverage” assignments, intercom groups, etc. A copy of these records must be made available to the Town of Arlington at any time during system implementation. A complete copy of these records must be provided to the Town of Arlington at the completion of system installation both in hard copy and electronic format (e.g., Microsoft Excel®, etc.).

4.9 Equipment Delivery and Storage:

The Contractor is responsible for the safe transport, rigging, moving and shipping of all systems to their final installation location at all facilities. The Town or Arlington will make accommodations for the delivery of vendor’s equipment however; the Town of Arlington does not wish to have vendor installation and system equipment sitting in storage areas, awaiting relocation to the equipment rooms. The Town of Arlington prefers that the system be delivered directly to its final installation location.

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

4.10 Premises Debris Removal:

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

4.11 Installation Personnel Safety:

Personnel safety is of the utmost importance during this installation project, thus the Bidder must employ all industry standard safety procedures and practices during the project with the Town of Arlington. The Bidder must conduct all installation procedures in compliance with all local, state and federal safety regulations and ordinances.

4.12 Implementation Work Hours:

The Bidder should assume normal business working hours for programming and installation of the proposed telecommunications system solution. Actual cutover of the proposed telecommunications systems (including the re-use of the station cabling system) at each Town of Arlington location must take place after business hours to ensure a fully operational system by the next working day. The Bidder must agree to work with the Town of Arlington to determine the best evenings for the system cutover in each Town of Arlington location

4.13 Installation Work Compliance:

The Bidder must ensure that all of its work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of system installation.

The Bidder is responsible for obtaining all necessary permits. Should violation of codes occur relating to this telecommunications system solution installation project because necessary permits were not identified and obtained by the Bidder, the Bidder will cease all work at that specific location and correct the situation, immediately, at no cost to the Town of Arlington prior to continuation of system installation.

4.14 System Testing:

The Bidder must describe, in its response, how it performs standard system testing of the proposed telecommunications system solution under the following:

- Upon delivery of system hardware to the Bidder's location;
- Upon delivery of system hardware to the Town of Arlington location;
- Upon installation of the network services at each Town of Arlington location;
- Upon implementation of the specific programming;
- Upon completion of cabling cross connection and telephone instrument installation.

The Bidder must briefly address each of the bullet items in its response. The Bidder must state, in its response, what is required of the Town of Arlington during system testing and at which point in the installation process the Town of Arlington responsibilities will take place.

4.15 Burn-in Testing:

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

4.16 Project Completion – Acceptance Criteria:

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

Prior to Acceptance by the Town of Arlington, the Contractor shall be responsible for performing testing and inspections to verify that the installation and all equipment and materials are performing in compliance with the manufacturer's specifications. PMT personnel shall have the option of witnessing the testing.

At a minimum, pre-cutover functional tests as part of the acceptance test plan shall include:

- All required subscriber, operator and system features for each installed station
- Placement and reception of test calls under a variety of conditions: busy, no answer, call forward, etc.
- Tests to correctly place and receive calls via connected common carrier facilities
- Voice quality tests
- Auto Attendant Structures are performing proper call treatments
- Administrative and Maintenance subsystem capabilities
- Demonstration of acceptable performance in the presence of traffic overloads

- Demonstration of automatic fault detection, survivability and recovery following artificially-induced failures of each subsystem
- Carrier Diversity Failover between the two core platforms

4.17 System Acceptance:

Acceptance of the telecommunications system solution installation will be made by the Town of Arlington 30 calendar days after system installation. In order for this system acceptance to be made by the Town of Arlington, the Bidder's installation must adhere to the following specifications.

The installed telecommunications system solution at the Town of Arlington location must operate "problem free" for the 30 calendar days following installation.

The Bidder must agree, in its response, to negotiate the definition of "problem free" during contract negotiations with the Town of Arlington prior to contract award.

Town of Arlington defines "problem free" as the following:

- Failure of no more than five percent (5%) of the telephone instruments;
- Failure of no more than two (2) station line circuit card/blade;
- Failure of no more than one (2) analog C.O. line circuit card/blade;
- Failure of no more than one (1) digital trunk (DS-1/ISDN PRI) card/blade;
- No significant and consistent degradation of voice calls on the IP network (after network assessment and proper programming);
- Operation of the system operating system software without major conflicts or feature failure;
- Non- failure of any Central Processing Unit (CPU) or Server.

"Problem free" operation applies to the physical components of the telecommunications system solution provided by the Bidder but does not include problems caused by the failure of any Town of Arlington provided premises cable plant, failure of any Town of Arlington provided network service, LAN or WAN switching/routing systems not provided by the Bidder, or erroneous software/system programming by the Town of Arlington.

Should the telecommunications system solution or the system component fail to operate "problem free" (as mutually defined by the Bidder and the Town of Arlington) during the 30 day acceptance period, the Bidder shall correct the problem at no cost to the Town of Arlington and the 30 day acceptance period will begin again from the date of problem resolution.

Should the installed telecommunications system solution operate "problem free" during the initial 30 day acceptance period, the Bidder may commence its initial warranty period starting from the installation/cutover date.

4.18 Factory acceptance

As part of the System Acceptance by the Town of Arlington, bidder will receive from the proposed manufacturer an installation acceptance validation to verify compliance of the material elements and function of the telecommunications platform, hardware and software.

4.19 Exchange carrier services:

It is the responsibility of the vendor to coordinate the services provided by the local and inter-exchange carriers, and to assure the proper delivery of their service(s). This coordination includes but not limited to Copper Failover Lines, PRI and SIP Destination Unreachable Services and Testing, DID alignment and Porting at designated Cutover Intervals. Vendor shall work with carriers and other engaged contractors pertinent to this systems installation to assure continuity and will arrange for and/or participate in required coordination meeting or calls as part of their installation process. Costs for these installation coordination services must be included in the bidder's response.

4.20 System Documentation:

Upon completion of the telecommunications system solution installation, the Bidder shall provide the following system documentation to the Town of Arlington.

- Detailed software listing of each station including button layout, class of service, “call coverage” applications, etc. This information must be provided in electronic format such as Microsoft Excel®, Microsoft Access®, Microsoft Video®, etc.
- Complete set of system reference manuals for the installed telecommunications system solution, voice messaging system solution and any optional peripheral systems purchased by the Town of Arlington. These manuals must be provided electronically.
- The Contractor shall provide technical documentation including system manuals, technical specifications, as-built drawings (hard copy and electronic using AutoCAD and/or Visio), and a complete inventory of all components, including at least the serial number, model number, manufacturer, description, and location installed. The inventory database shall be provided in electronic format agreeable to the Town of Arlington. The Bidder shall supply all necessary documentation to the Town of Arlington with regard to system maintenance contact numbers, maintenance reporting procedures, maintenance escalation procedures, etc.

4.21 Decommissioning and Removal of Existing Voice Platform:

The Bidder shall be responsible for removing all current station equipment (telephones) as it successfully installs the new station (telephone) equipment at all identified locations. All current station equipment that is removed must be deposited in a location designated by the Town of Arlington.

In cases where the proposed telecommunications system will be installed in space occupied by the current telephone system, the Bidder shall be responsible for removing (with appropriate Town of Arlington personnel) all common equipment of the current telephone system to a location designated by the Town of Arlington within the building.

It is desirable that the Bidder accept the current Town of Arlington owned telephone equipment collected as a trade in against the proposed telecommunications system solution. The Bidder must state any actual trade in value for the current Town of Arlington owned telephone equipment in the appropriate Cost Table in Attachment C.

4.22 Training Requirements:

System training is a critical component to the successful implementation and utilization of the new Voice Telecommunications Platform. The Bidder is required to provide complete training to the Town of Arlington on the proper operation and administration of the proposed telecommunications system solution. The Bidder must provide system training in the following “categories”:

- End User (telecommunications system and peripherals)
- Town of Arlington “Power User” End User (telecommunications system and peripherals)
- Peripheral System/Functions
- Console Attendant Training
- Basic System Administration (On-site at Town of Arlington)
- Advanced System Administration (As Arranged between Bidder and Town of Arlington);

The Bidder must provide training personnel that are fully versed in the proposed telecommunications system solution and voice messaging system’s features and operation.

The Bidder must provide training personnel that are familiar with the Town of Arlington’s system application to ensure that the training provided is catered to those specific system functions to be used by individuals and departments within the Town of Arlington.

The Bidder must provide all end user system training as “hands on” and on site at the Town of Arlington with live system components in a demonstration type environment. “Hands-on” training is described as the actual use of the telephone instrument including placing and receiving calls, transferring callers, placing a caller on hold, access a voice

mailbox, etc.

The Bidder must provide all end user system training prior to the actual cutover of the proposed telecommunications system to ensure that the Town of Arlington's end users can utilize the system's functions during the first day of business after system installation.

The Bidder must provide, in its response, an outline of the training sessions they are proposing that would be conducted for Town of Arlington for each of the above listed categories. This outline must provide the following at a minimum.

- Length of training class;
- Description of training materials;
- Any end user testing provided;
- Follow up training required.

These basic functions must include, but not be limited to, the following:

- Assign programmable buttons on telephone instruments;
- Change programming at the individual station level;
- Add/delete/move stations;
- Add/delete system speed dial lists;
- Add/delete intercom groups;
- Review of trunk reports (PEG counts);
- Change station COS/COR;
- Run system usage reports;
- Review network usage reports.
- Add/delete voice mailboxes;
- Add/delete information mailboxes;
- Add/delete auto attendant menus;
- Program mailbox class-of-service;
- Program out calling functions;
- Reset mailbox passwords;

4.23 Post Cutover On-Site Support:

The Bidder must provide on-site post cutover support for the first full business day following system cutover by facility as determined in the project implementation schedule. This post cutover support will be provided by skilled personnel that are fully apprised of the platform services and have knowledge & training experience in the operation of the systems, peripherals and user end points.

4.24 System Warranty and Maintenance Requirements:

The maintenance of the proposed telecommunications system and voice messaging solution after installation is of critical importance to the Town of Arlington. Bidder shall describe in their response how they propose and outline a comprehensive System Warrantee, Maintenance and Support program. Bidders must have extensive experience in providing such maintenance services and adhere to the requirements of this section.

First Year Warranty Requirements: The Bidder must propose the telecommunication and voice processing system solution with a three (3) year warranty covering all hardware, software and installation services.

It is desirable that the telecommunication and voice processing warranty period exceed the minimum three (3) year requirement. The Bidder must state, in its response, the length of its initial warranty period.

Commencement of Warranty: The telecommunications system and voice processing system warranty period shall commence upon completion of the 30 day acceptance period as described in the prior section of this RFQ document.

Statement of Compliance: The Bidder must agree, in its response, to provide the necessary labor, parts, materials and transportation to maintain the installed telecommunications system solution in good working order throughout the duration of the warranty period and any subsequent maintenance contracts entered into with the Bidder.

Support Maintenance Staff:

The Bidder must agree, in its response, that all maintenance staff who service the installed telecommunications system solution are fully trained and certified by the manufacturer of the telecommunications and voice messaging system in the technical maintenance of the hardware and software installed.

The Bidder must provide, in its response, the names of the technicians that are expected to service the telecommunications system solution installed at the Town of Arlington and include documentation of each technician's certification from the manufacturer (e.g., certificate, letter from the manufacturer, etc.).

Bidder must provide maintenance staff that is fully knowledgeable in all facets of Local Area Networking (LAN) and Wide Area Networking (WAN) to ensure competent troubleshooting, preventive maintenance, software re-programming and repairs when troubles occur with the installed system solution operation. The Bidder must provide documentation demonstrating this LAN/WAN knowledge level for the maintenance staff to be assigned to the Town of Arlington in its response to this RFQ document.

4.25 System Trouble Reporting:

The Bidder must provide the Town of Arlington access to the Bidder's Service Department for the reporting of system maintenance issues twenty-four (24) hours-a-day, seven (7) days-a-week, three hundred and sixty five (365) days a year.

The Bidder must explain their Maintenance and Support Programs and what tools are provided to Town of Arlington personnel on how to report and track system maintenance issues. Access to the vendors Maintenance and Support tools for logging and tracking shall at a minimum allow for:

- Initiate repair orders (major and minor)
- View the status of open repair orders
- View closed repair orders and the action performed by the Bidder
- Initiate moves, additions or changes
- View the status of open change/addition orders
- View repair order history
- View change order history

The Bidder must describe in detail, in its response, this on-line trouble reporting mechanism including hardware, software and network requirements of the Town of Arlington.

4.26 Service Level Categories:

The Bidder must agree, in its response, to comply with the following categories for maintenance of its proposed telecommunications system solution at the Town of Arlington.

- Severity Level 1: Emergency Maintenance Critical
- Severity Level 2: Non-Emergency Maintenance
- Service Level 3: Preventive Maintenance

Severity Level 1: Emergency Maintenance Critical

The Town of Arlington considers the following system situations, at a minimum, to qualify for its emergency maintenance requirement. The Bidder must adhere to the Emergency Maintenance Requirements outlined in this section of the RFQ in relation to the following situations:

- any problem affecting 10% of system stations or telephone instruments;
- any problem affecting 10% of system network services;
- any problem affecting a single DS-1 or ISDN PRI circuit;
- any problem causing significant jitter, echo, dropped calls or delay on any IP Telephone;
- any problem causing jitter, echo, dropped calls or delay with conversations to remote sites;
- any problem seriously affecting the attendant console resulting in the inability to process incoming calls effectively;
- any problem affecting the system's ability to fully function as programmed;
- the failure of the system's primary processor or central processing unit (CPU);
- any problem affecting 10% of the voice processing system's access ports;
- the failure of any hard drive in the voice processing system;
- the failure of the voice processing system's processor or central processing unit (CPU);
- any problem that affects the security or possibly allows unauthorized access to the system;
- any problem that affects the power to five (5) or more IP Telephones;
- Any system trouble condition that significantly impacts the Town of Arlington's ability to function and serve the general public.

Emergency Maintenance Response Requirements: The Bidder must adhere to the following maintenance response and repair requirements for the system trouble conditions/situations listed in this section.

Severity 1: Critical:

- The Bidder must commence remote testing of the system within 30 minutes of receipt of the trouble report from the Town of Arlington representative.
- The Bidder must complete all remote testing of the system within 90 minutes of the initial service call by the Town of Arlington representative unless extenuating circumstances prevent such. Such extenuating circumstances must be explained to the reporting Town of Arlington representative immediately.
- The Bidder must notify the Town of Arlington representative of the progress or results of system testing within 60 minutes of the initial service call.
- The Bidder must be capable of providing maintenance reports or records, upon Town of Arlington request, of all required system testing to confirm compliance with the 90 minute testing requirement listed above.
- Should the affected system not be capable of being repaired via remote access by the Bidder, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the affected Town of Arlington location within four (4) hours from the time of initial trouble report.
- It is desirable that the Bidder have a qualified technician on site at the Town of Arlington within two (3) hours from the time of initial trouble report.

Severity 2: Non-Emergency:

- The Bidder must commence testing of the affected system or system component within six (6) hours of receipt of the trouble report from the Town of Arlington.
- The Bidder must complete all testing of the system or system component within ten (10) hours of the initial service call by the reporting Town of Arlington representative.
- The Bidder must notify the reporting Town of Arlington representative of the progress or results of system testing within eight (8) hours of the initial service call.
- The Bidder must be capable of providing maintenance reports or records, upon Town of Arlington request, of all required system testing to confirm compliance with the ten (10) hour testing requirement listed above.
- Should the affected system or system component not be repaired via remote access, the Bidder must have a qualified technician, suitably equipped for the installed service, on site at the Town of Arlington location within 12 hours from the time of initial trouble report.

Service Level Maintenance:

- The Bidder is required to provide preventive maintenance services at no charge to the Town of Arlington for all components of the proposed telecommunications system solution during the system's initial warranty period.

- The Bidder must provide preventative maintenance services at no additional charge to the Town of Arlington for all components of the proposed telecommunications system during the post warranty period as long as the Town of Arlington maintains a maintenance contract with the Bidder.
- The Bidder must describe, in its response, the preventative maintenance procedures and schedule that it will employ for the proposed telecommunications system solution for the Town of Arlington.

4.27 System Maintenance and Support Hours:

The Bidder must agree, in its response, that it will provide maintenance service to the Town of Arlington as follows:

- Emergency Maintenance: 24 hours-per-day, seven days-per-week
- Non-Emergency Maintenance: 8:30 am to 5:00 pm, Monday through Friday

It is desirable that the Bidder agree to Non-Emergency Maintenance hours that are 8:30 am to 5:00 pm, Monday through Saturday.

Service and Support Escalation: The Bidder must provide, in its response, the following information regarding its standard escalation procedures. The Bidder must address each of the following bullet items in its response.

- criteria by which escalation is initiated and conducted;
- methods by which escalation is initiated and conducted;
- a list of personnel at each level of escalation (titles/positions in place of specific individual names is acceptable);

Maintenance Records: The Bidder must provide to the Town of Arlington maintenance records that include a listing of all repair notices including the date and time of the telecommunications system solution's trouble report, the nature of the problem reported, and date/time of problem resolution and the solution provided.

- The Bidder must provide historical maintenance records for the entire first year warranty period.
- The Bidder must provide historical maintenance records for as long as the Town of Arlington maintains a system maintenance contract with the Bidder.
- It is desirable that access to such maintenance records be provided through the desirable on-line account management system listed in within this Section.
- The Bidder must fully describe, in its response, how it will provide warranty and post warranty maintenance service to the Town of Arlington (e.g., primary technician assignment, standard dispatch procedures, emergency dispatch procedures, escalation procedures, etc.)
- The Bidder must have service facilities located in an area close in proximity to the Town of Arlington locations that facilitates the Bidder meeting all maintenance response and repair times. The Bidder must list, in its response, the facilities from which maintenance technicians shall be dispatched to service the Town of Arlington account.
- The Bidder must list, in its response, the number of service technicians trained in the proposed telecommunications system solution and the proposed voice messaging system solution who will be available to service the Town of Arlington locations.
- The Bidder must describe, in its response, the procedure for ensuring that critical system components are available to the maintenance technicians serving the telecommunications system solution and voice messaging system solution installed at the Town of Arlington.

4.28 Maintenance & Support Parts Availability Guarantee:

Bidder must describe, in its response, how additional and replacement parts to the proposed system including, but not limited to, telephone instruments, disk drives, software upgrades, station circuit cards, C.O. line circuit cards, system memory, central processor, etc. will be available to the Town of Arlington for a period of not less than ten (7) years from the date of installation. These parts shall be used and available to meet the Service Level Agreement and response times to repair stated above.

4.29 Post Warranty Maintenance:

The Bidder must provide post warranty maintenance services for the Town of Arlington on an annual contact basis.

This post warranty maintenance contract must be proposed in the following options, at a minimum:

Full System Solution Maintenance: Under this option, the Bidder provides all labor, software & software firmware patches releases and hardware to maintain the system in working order according to the manufacturer's requirements. This includes all system hardware including telephone instruments and all software including IP Soft-Phones. All components of the telecommunications system solution and the voice messaging system solution must be included in this option. This maintenance is a fixed annual cost based on the Town of Arlington configuration.

System Solution Only Maintenance: This option includes everything listed above but does not cover the installed telephone instruments. This maintenance is a fixed annual cost based on the Town of Arlington configuration.

- All costs associated with these two post warranty maintenance options must be included in the appropriate Cost Table in Attachment C.
- The Bidder must describe, in its response, all post warranty system maintenance options - including any multi-year discount plans - it has available to the Town of Arlington. All costs associated with such options must be included in the Cost Table in Attachment C.
- The Town of Arlington shall have the right to cancel any and all post warranty maintenance contract with the selected Bidder during the term of said contract without financial penalty. Cancellation of this maintenance contract will be at the sole discretion of the Town of Arlington although reason for the cancellation shall be provided to the Bidder in writing. Upon cancellation, the selected Bidder will reimburse the Town of Arlington for any pre-paid monies relating to the unused portion of the contract.
- The Bidder shall notify the Town of Arlington of the expiration of any post warranty system maintenance contract 90 days prior to its expiration in order to allow the Town of Arlington to make an informed decision regarding the renewal of such services, allow the budget and encumbrance of adequate funds and complete all necessary contract forms.

System Software Upgrades: The Bidder must supply system software upgrades that are provided by the manufacturer solely for maintenance purposes including all software maintenance "patches" to the Town of Arlington at no cost during the system solution warranty period as well as post warranty as long as the Town of Arlington retains a maintenance contract with the Bidder.

4.30 Bidder Experience:

The Bidder must, at the time of response submission, be in the business of providing business telecommunications system solutions to the end user community for a minimum of five (5) years. The Bidder must state, in its response, the number of years it has been in the business of providing premises-based telecommunications system solutions to the end user community.

The Bidder must, at the time of response submission, have been distributing and installing the proposed telecommunications system solution for a minimum of three (3) years.

The Bidder must be an authorized distributor of the manufacturer of the proposed telecommunications system solution and the proposed voice messaging system solution. The Bidder must provide, in its response, evidence of this authorization in the form of one of the following:

A letter from the manufacturer (on company letterhead) stating that the Bidder is an authorized distributor of the specific product solution being proposed.

4.31 Bidder Organization:

The Bidder must include, in its response, a brief summary (*one page maximum*) which describes its company history and current operation. The purpose of this summary is to provide the Town of Arlington with a clear understanding of the Bidder and its position in the telecommunications industry. This summary must include the following items:

- Number of sales/service offices (and their locations) serving Massachusetts;
- Total United States based staff (company-wide);

- Total staff serving Massachusetts;
- Number of years in business;
- Number of years providing telecommunications system solutions;
- Number of years providing IP telephony and VoIP solutions;
- Number of local and state government customers;
- Number of K-12 School District Customers;

4.32 Business References:

The Bidder must provide end user references from the past three (3) years with its response. These references may be contacted either by telephone or e-mail by the Town of Arlington PMT to verify the Bidder's experience and "real world" installation procedures.

A minimum of five (5) references must be provided on the Business Reference Forms in Attachment (D) of this RFQ Document. These Business References must be for installations similar to the telecommunications system solution proposed for the Town of Arlington. The Bidder must provide, with each reference, a brief description of the telecommunications system solution installed at the Bidder's customer. At least two (2) of these references must have been an IP Telephony/VoIP application implemented in the last 3 years.

Failure to provide references as required on the Business Reference Forms will lead to disqualification of the Bidder's response.

The Town of Arlington reserves the right to obtain, from sources other than the Bidder, information concerning the Bidder, the Bidder's capabilities and the Bidder's performance under other contracts which the Town of Arlington deems pertinent to this RFQ and to consider such information in evaluating the Bidder's bid.

End of Section: 4

5 Project Background Information

5.1 Background and Current State:

Town of Arlington plans to replace / upgrade their aging Mitel Voice PBX Platform with a premises based, state-of-the-art, IP telephony-based telecommunications system solution. The proposed telecommunications system solution must be capable of providing Town of Arlington with all desired voice, messaging and multichannel functionality as outlined in this RFQ including networking between Town of Arlington locations. The proposed telecommunications system solution must also be adaptable to future hardware, software and networking capabilities.

The telecommunications system solution proposed for Town of Arlington must employ IP based technology allowing for the convergence of voice and data communications. The telecommunications system solution must provide for analog, digital and IP telephones (“hard” and “soft”). Analog telephone ports will be utilized for analog devices such as fax machines, dial-up modems etc. Analog Trunk Ports will be used for copper line failover further describe in this section and paging system access across the schools internal paging systems. IP telephones (and IP Softphones) are the primary voice endpoint deployment under this RFQ.

5.2 Current Network Environment:

Town of Arlington data network consists of a municipal private fiber optic backbone configured in a hierarchal star topology. This backbone operates at 10gig over a layer III routed network fully managed. All Network LAN Switches, Routers, Firewalls and the Wireless Network are VoIP VLAN ready. POE Enabled switches exists at all locations and communication closets to allow for the deployment of VoIP end points. All network details including IP sub nets and routing tables will be provided to the installing vendor.

5.3 Network Readiness Assessment:

As detailed above, improvements to the customer’s data network are not within the scope of this 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 if found that would negatively impact VoIP call quality or the implementation of the proposed solution, and make written recommendation to the Town of Arlington 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.

Bidders shall include the costs for this assessment under the Cost Table C.

5.4 Current Carrier Services:

Town of Arlington utilizes RCN as their Voice Carrier Services supporting the Town and Schools. Under these contracted services the Town has DID’s that are assigned to each identified location. In addition to the RCN Voice Services, The Town of Arlington and the Schools have Verizon Copper Lines that support Analog Services such as Fax, Copper Failover, Modems, Etc., at each location. The current delivery of these Voice Services are PRI that are distributed across the Town Optical WAN. The Town will be maintaining the delivery of these voice services from RCN in their current form however, the Town may look to possibly change from the current PRI delivery to SIP

Trunks. For the purpose of this RFQ, bidders shall assume PRI's will be the delivery into the new VoIP Telecommunications Platform.

Copper Circuits will remain at each location for purposes of Failover and Copper Trunk Access for other enhanced services defined in this RFQ. It is anticipated that the quantity of these circuits will be reduced significantly POST installation of this VoIP Telecommunications Platform.

A listing of all DID's and Copper Circuits for each facility has been audited in 2017 as current state. These documents will be available to the installing vendor.

During the build process of this New Telecommunications Platform, the Town of Arlington may initiate conversations with RCN or alternate carrier services to introduce SIP Circuits to handle the Voice Services. Bidders shall provide required coordination efforts with our current carrier or service providers as stated in Section 4.19. If the Town of Arlington chooses to modify or upgrade their delivery of Voice Services from PRI to SIP, Prior to System Build, Vendor will be notified of such and will be requested to include the costs to equip their Core Site IP Gateways with appropriate licenses and interfaces to handle this delivery. Bidder shall provide details on their Proposed Platforms Compliance with SIP Trunk Carrier Access under Section 5.5

Option Pricing for SIP Trunk Delivery is listed under the Cost Tables – Option Pricing. This option pricing shall include all Licensing, Programming and Installation Services to accommodate this change.

5.5 Phased Installation Schedule:

The Bidders shall perform the installation of the new Voice Telecommunications Platform based on the following implementation schedule. Bidders shall in their response provide sufficient details on their implementation approach as stated in Section 4.5

Phase	Site	Install Start	Install Complete
1	High School Core A	April 2018	June 30 th 2018
1	Town Hall Core B	April 2018	June 30 th 2018
1	Gibbs School	April 2018	June 30 th 2018
2	Town Hall IP Phones	July 1 st 2018	August 30 th 2018
2	High School IP Phones	July 1 st 2018	August 30 th 2018
2	Remaining Town Facilities	July 1 st 2018	December 31 st 2018
2	Remaining School Facilities	July 1 st 2018	June 30 th 2019

5.6 Coexistence of Voice Platforms:

The goal of this Request for Proposal (RFQ) is to provide a new Voice over IP (VoIP) telephone system to operate in parallel with and to coexist with our current Mitel telephone system until all locations have been migrated to the new system. Four (4) digit dialing, including extensions, between the new system and existing system is required during this phased approach. It is understood many current features may not be available when dialing between the two systems until full system deployment.

Bidders must describe in detail how they propose to offer a system that will allow the two separate platforms to coexists and what if any, services are required by the Town of Arlington or their current phone vendor to allow for such.

Furthermore bidders should describe what services would be lost during this temporary coexistence of the two platforms.

5.7 Systems Resiliency:

The design intent for the Town of Arlington is to create a Fully Redundant VoIP Architecture by implementing Dual

(2) Voice Core Processing platforms that would be spatially separated between 2 identified sites. These Redundant Voice Cores would provide all call processing, voice mail, auto-attendants, unified communication services etc., and would operate as if they were co-joined by means of IP links.

Bidders must describe how their offering provides for this level of system redundancy and high availability between dual processing cores. This narrative must include how their proposed solution can handle failover from a total loss of its secondary or primary core sites and provide a listing of the major components as part of their design.

The bidder's solution to meet these requirements must be capable of running on a VMware Infrastructure that the Town or Arlington will furnish. Bidders must confirm their solutions capability to operate on VMware, the versioning certification and provide server build specifics to the Town of Arlington.

The new VoIP system should contain all of the required features listed in the "System Requirements" table in this section. It should also include improvements on current system stability by increasing overall redundancy. It is critical for the new system to provide dial tone, access to internal paging systems and, at a minimum, some level of voicemail/auto attendants in all remote locations in the event of an IP fiber connection failure between the remote location and its declared primary core.

5.1 System Reliability:

Each building must be survivable. For the purpose of the project, survivability means that no building shall be dependent on central core equipment in another building to initiate calls in the event that the building becomes isolated due to a network or component failure.

Bidders must provide details on their solution offering under this section that outlines how their call processing, databases and unified messaging services are handled in an Active – Active survivable state.

The system shall be designed and equipped to allow any remote site to function in the event of a loss to both the Primary and Secondary Redundant Cores.

Bidder must provide a narrative on how their proposed solution would operate based on the following events.

- Primary Core Site is off line – Default Core for remote IP Gateway has been lost. Describe how your solution will survive this event and maintain call flow and all voice services off the Secondary Core.
- Primary and Secondary Core Sites are off line, - IP Link Failure at the Remote Site. Describe how your solution will survive this event and maintain call flow and voice services in an isolated state. Describe how callers can initiate and receive calls, access user directory to allow for internal extension dialing, dial by name, access to 911 and access internal paging systems if so equipped.
- The Bidder must describe, in its response, how databases are synchronized in a redundant processor system.
- The Bidder must state how the IP telephones assigned to a Primary IP Core location can "re-home" to a processor in the Secondary IP Core to ensure operation should the processor in the primary location fail for any reason.
- The Bidder must state if additional RTU licenses are required at the remote or secondary processor to enable the High Availability functionality described above.

5.2 Hardware Resiliency:

The system must remain available for generating incoming and outgoing calls, despite individual component failures. In order to guard against failures that will make the system inoperative, the system must possess sufficient resiliency, redundancy, survivability and physical diversity to minimize the scope of a major component failure. Following a major system failure, the system should not lose any critical databases or tables.

Failure of a backed-up component must be automatically reported at a system administrator's workstation or similar facility. Bidders shall detail the nature of partial degradations that may occur in their proposed solution as a result of certain component failures and outline failure modes that may occur.

Bidder shall describe the system components at a typical remote site and their rolls in providing this level of site survivability.

5.3 Hardware Equipped Stand-By Power:

In the event of a primary power failure, an Uninterrupted Power Supply (UPS) with Battery Backup, with a minimum stand-by period of four (4) hours shall be provided for all locations housing VoIP processing equipment and all Remote Site Gateways. When the system is running off battery backup or emergency power, it shall activate an alarm that may be transmitted to appropriate IT staff via email. UPSs shall be managed and accessible from the network.

- It is desirable standby power supplies provide up to 10 hours of run time for the Remote VoIP Gateway systems.
- It is desirable the UPS notification of street power failure be sent to and acknowledged by the Telecommunications Management Platform.

5.4 Voice Platform Management:

The proposed system shall be equipped with all necessary hardware and software to monitor performance, provide intuitive management capabilities and perform diagnostic tests.

The management platform must facilitate complete configuration management and administration of the proposed system. IT personnel should be capable of identifying and isolating and/or correcting the vast majority of failures/operational aberrations from a central location even if the systems are physically distributed throughout numerous buildings.

This capability must be able to operate on the Towns IP network, allowing multiple users controlled access to this functionality. This capability must also be accessible remotely, using secure VPN access or other means described in your proposal. This capability must be available without the need to consult with Contractor personnel. All management and administration tools must be presented in English.

Management of the system alarms:

The management server should offer an application that centralizes the alarms and relevant systems' communication events, as well as any generated by the management server itself. These events must be filtered and displayed in real time, according to the administrator's needs.

These alarms should be categorized according to the six-level ISO severity definitions, and identified by different colors to facilitate direct attention to specific categories. Every alarm should have a detailed explanation at the second level; in addition to likely causes, the application should indicate the appropriate troubleshooting actions to resolve the problem.

In the case of a major alarm, an email must be automatically sent to one or more system administrators. The list of alarms and events, as well as their detailed explanations must be printable and archive-able. A report generator will provide statistical reports.

Topology:

The management server should provide an application that offers a topological view of the telecommunications system that constitutes the organization's network, as well as the links that exist between sites. The presentation should be the simplest possible, and allow for an automatic discovery utility that will automatically display the sub-networks and nodes that exist. This application must be completely customizable in terms of the screens and the icons that represent the objects.

The different objects that represent the organization's network must be synchronized with the alarms application in real time, and items that are affected by alarm-generating conditions must indicate the event, using the same severity and color format. When a problem appears, the administrator will access the faulty element by a mouse-click, and will move through the system architecture, following the network hierarchy (node, cabinet, media-gateway, board, etc.) until the problem element is found. The administrator will be able to automatically launch system configuration and maintenance utilities while viewing this element.

Printing of reports:

The management application should allow the automatic printing of all types of reports on a daily basis, in addition to being able to send it by email in different formats, including:

- Text format: .txt
- PDF format: .pdf
- HTML Format
- Excel format: xls

Bidders shall describe in detail their proposed management solution to meet the above requirements.

5.5 Transmission:

The system shall provide toll quality transmission from end-to-end for station-to-station and station-to-trunk calls to insure a high level of sound quality. Describe the metrics used to measure sound quality.

The proposed system must adhere to current and proposed industry standards as they pertain to VoIP.

- Session Initiation Protocol (SIP) Lightweight Directory Access Protocol (LDAP)
- H.323 suite of standards for multimedia communications over IP
- Media encoding standards (G711, G729)
- QoS prioritization (802.1p, Diffserv)
- Web Services/Services Oriented Architecture

Bidder must provide details on these and other relevant standards that apply to VoIP, specifically as they pertain to your proposed solution, and how the Town of Arlington may benefit from your implementation of these standards.

5.6 Expandability/Modularity:

The proposed systems shall be able to grow and expand in an incremental manner to handle additional lines, storage capacity, and call volume without equipment replacement and/or massive retrofits. The maximum capacity of the proposed system must be at least 100% greater than the quantities required in the RFP, with no degradation in service level.

Bidders shall describe the capacity wired, equipped and total expansion capacity of their proposed solution as it relates to IP licenses, call processing etc.

5.7 Voice Messaging Platform:

The basic telecommunications system must be equipped with a voice messaging application. Bidder will describe all the services available to the users and the voice messaging system administrator, the maximum number of voice mailboxes, the maximum recording capacity, and number simultaneous links that can be handled. In addition to the services described below, the requirements for this RFP are: 1200 voice mailboxes, 32 simultaneous links, and 200 hours of recording, 12 Audio Conferencing Ports, 21 Audio Ports for Auto-attendants, and 12 Fax Ports.

5.8 Messaging System Integrated Faxing:

The Messaging System must provide the ability to receive in-bound faxes to a user's email inbox, and send outbound faxes via email. Contractor must describe any additional client-side software that must be installed (if

any) to view inbound faxes, or send outbound faxes. Proposal shall include an initial rollout of 25 users and 12 ports.

Basic Features Listing:

Answering or answering with date stamp: The system should allow voice mailbox holders the choice of two functions: answering the messages or answering them with a date stamp.

Customizable announcements: When a call is forwarded to the voice messaging system, the box holder will be able to choose between two personalized announcements. If the personal announcement has not been recorded, the standard system announcement will be substituted automatically.

Call forward to the voice messaging system from a box holder: When a box holder agrees to have his or her call forwarded, or after a set amount of time that there is no response, the internal or external caller is automatically directed to the voice messaging system. After the caller hears the announcement, the caller can record a message or decide to be forwarded to an attendant or a specific station.

Overflow of internal calls: After a set amount of time, the system will offer voicemail to internal callers for those who have a voice mailbox.

Recording of calls: The holder of a voice mailbox will be able to take advantage of this service to record internal or external calls. Recorded calls will receive the same service as messages that have been left by callers. The minimum recording length will be 10 minutes.

Message waiting indication: The box holder is advised, by a lit lamp on the station (digital, IP or analog equipped with a message lamp) that there are messages in the mailbox. Users who have terminals without a message lamp should be advised by a voice prompt that there are messages waiting, when user picks up the handset to make a call.

Bidder will describe the operating modes of this service feature.

Message review or access: The box holder can review or access waiting messages from any internal station or an external station via the general telephone network. When using a display terminal, the display will offer dynamic context-sensitive soft keys that operate the message system features on an interactive basis: fast forward, stop, rewind, storage, continue, previous message, etc.

Access security: Security and privacy for the recording of personal announcements and in the review of messages will be assured by a personal code.

Broadcast lists: The box holder will have access to general and personal distribution or broadcast lists.

Forwarding of voice mail messages: The box holder will be able to send a copy of previously received messages to other boxes (with or without requesting acknowledgement of receipt).

Message storage: The messaging system will store messages automatically, for a programmable period of time, after which the message will be automatically erased; only a specific action to erase a message will override the storage of the message, and erase it immediately.

Call by name: To provide universal access, it must be possible to select a voice mailbox by its name by using the telephone dialing keypad. The caller will be guided in this operation by voice prompts. The service should be as available to an outside caller, in which case, the caller will be given the choice to deposit a message or having the system call the desired party directly.

Multiple languages: To ensure consistency with the system voice prompts, the proposed system should be multi-lingual, offering four different languages. The service voice prompts played to a user will follow the same language the

user has selected in the telecommunications system. In no case will a mix or combination of languages on the same voice prompt be accepted.

Automated attendant: The messaging system should offer an integrated and interactive automated attendant service.

5.9 Telecommunications / Voice Messaging System Features:

The system features listed in the following chart are mandatory and must be provided with the proposed telecommunications system solution for the Town or Arlington. These features will be available across the enterprise and built into the Platforms Core Redundancy described above. The name of each feature is provided in its most generic industry terminology. Clarification of any feature may be requested via the format described in Section 1.6

Mandatory Feature Name	Mandatory Feature Name
Account Codes – Optional Entry	Least Cost Routing (3/6 digit)
Account Codes – Forced Entry & Verified	Least Cost Routing (Time of Day)
Alternate Trunk Routing	Message Waiting Indication (Visual)
Alternate Trunk Routing (Time-of-Day)	Music-On-Hold Access/Interface
Attendant Call Waiting	Mute (Speakerphone)
Attendant Display	NANP/ITU Dialing Compatibility
Attendant Night Answer Mode (Alt. Station or VM)	NANP Compatibility
Attendant Overflow	Night Answer Capability
Attendant Recall	On Hook Dialing – Monitor
Attendant Trunk Group Access Control	Paging Access to External System – All Call
Attendant Trunk Group Selection	Paging Access to External System – Zones
Automatic Call Distribution (ACD) <i>Capability</i>	Private Line Capability (Analog POTS)
Automatic Route Selection	Power Failure Transfer Capability
Busy Lamp Field (BLF) Add-On	Privacy
Call Accounting Access <i>Capability</i>	Privacy Release
Call Forwarding – No Answer	Q.SIG Compatibility
Call Forwarding – Busy	Remote Maintenance Access
Call Forward – All Calls (Programmable)	Remote Programming Access
Call Hold	Ringer Mute
Call Park and Retrieval	Save and Repeat Dialing
Call Pickup - Group	Self-Labeling Keys (IP Telephones)
Call Pickup – Directed	Software Extension (Digital/IP Telephones)
Call Transfer	Speed Dialing - Station
Conferencing (6-Party Minimum)	Speed Dialing – System
Dial Intercom (Digital Telephones)	Station Class of Service (10 Minimum)
Digital Trunk (DS-1) Compatibility	Station-to-Station Dialing (4 Digit)
Direct Access to Attendant (“0”)	Station Off Premise Capability
Direct-in-Lines (Private Line)	Station Ringing (Delayed)
Distinctive Ringing – Internal/External	Station Ringing (Distinctive)
Do Not Disturb	TTY/TDD Integration Capability
DTMF Dialing	Time/Date Display (Display Sets)
Flexible Station Number Plan (3, 4 and 5 Digit)	Toll Restriction (10 Digit)
Hands Free Calling (Digital Telephones)	Touch Tone (Station-to-Station)
Hearing Aid Compatible Handsets	Touch Tone (Station to Attendant)
Hunting-Station-Linear	Touch Tone (Station to Trunk/Line)
Hunting-Station-Circular	Uniform Call Distribution <i>Capability</i>
Incoming Caller ID (PSTN-Analog/Digital Trunks)	Uniform Call Distribution Announcements
Incoming Caller ID with Name (PSTN-Analog/Digital Trunks)	Uniform Call Distribution Queuing
ISDN PRI Compatibility	Volume Controls (Speakerphone)
Last Number Re-Dial	Self-Labeling Keys (Digital Telephones)
Blue Tooth Headset Compatibility (IP Telephones)	Time-of-Day Class of Service/Restriction

Elapsed Time Display on Digital and IP Telephones	Call Forwarding Activation Control – Remote
Extension/Cellular “Twinning”	Distinctive/User Programmable Ring Tones
Gigabit IP Telephones	Hot Desking (IP Telephones)
Incoming Caller ID Log on Display Telephones	Intercom Capability Between IP Telephones
Self-Labeling Keys-Customizable (IP Telephones)	
Voice Paging Through Digital Sets (Zones)	Voice Paging Through IP Telephones
Voice Announce Intercom w/Hands Free Answer (IP Phones)	Voice Announce Intercom w/Hands Free Answer (Digital Sets)
Speed Dial from Caller ID Log (End User)	

5.10 Features and Services Descriptions:

Phased Installation: Based on the size and complexity of this deployment, The Town of Arlington will opt for a phased installation, consisting of installing the two (2) noted Voice Processing Core Locations first to validate their access and redundancy behavior, followed by installations at subsequent remote sites over the course of several months. The specific installation schedule shall be at the Town of Arlington’s discretion and dependent on any network improvements required. Bidders shall assume the install completion schedule noted in the announcement schedule as the target for pricing and planning purposes.

System Topography: A generic logical network diagram has been provided as an attachment to this RFQ that describes the desired connectivity and redundancy. This logical diagram depicts each listed site showing a Generic Voice Processing Gateway w/ Trunk, Line & Failover Access. Used as a design guide, bidders shall use this diagram as a bench mark and can propose in their design solution alternatives as long as they are equal to or stronger than the described functional intent. Alternative design approaches can be expanded upon under Section 5.

Analog Station Ports: Each location noted on the Site Allocation Sheet details the Analog Station Ports to be provided at a minimum. Their purpose shall be used as described above.

Analog Trunk Ports: Each location noted on the Site Allocation Sheet details the Analog Trunk Ports to be provided at a minimum. Their purpose shall be used as described above and are primarily used for Failover Access and Local Paging System Access.

Auto-Attendant and voice mail: Support for up to (32) 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.

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.

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 complete IP 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

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

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.

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.

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

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.

5.11 Infrastructure Demarcation Cabling:

Each facility that will be receiving VoIP Telecommunications Core or Remote Gateway Equipment will require appropriate demarcation cabling extending from the Carrier Entrance Point to the identified location of the IP Equipment. The Cost Form C – Site / Facility Form has a column noted Demarcation Costs with a cabling identifier assigned to each listed facility. The minimum cabling required for this purpose is listed below.

Demarcation Cabling A	PRI & Copper (4-4PR w/ 3 Quad x 1 Pr + 1 Cat6 RJ45)
Demarcation Cabling B	Copper Cat 6 (2-4PR w/ 2 Quad x 1Pr)
Demarcation Cabling C	Copper Cat 6 (1-4PR w/ 1 Quad x 1 Pr)

Termination sequence of the above cabling shall be as follows:

At all locations, vendor will provide for a Multi-Media type Patch Panel that will allow for insertion of the appropriate interface jack based on the cabling.

- PRI – Interfaces will be terminated onto RJ-48X type
- Copper 4 Pair cables will be terminated onto RJ 45 568B inserts w/ 2 pair terminated onto the inside 2 pins.
- Each 4 pair cable will span across 2 - 4 pair jacks labeled end to end for use as copper trunk access.

5.12 802.11 Wireless IP Phones:

The Town of Arlington has deployed Centrally Managed Wireless Network Infrastructure across all their connected facilities and wishes to integrate a compliment of 802.11 Wireless IP Phones as part of this VoIP Telecommunications Deployment. Identified in Table 1 below, bidders shall include in their proposal all costs associated with equipping their offered solution to meet this requirement including licenses, appliances etc.

Bidders shall provide below, details on their 802.11 Wireless IP Phone Solution below, include product details and a summary of how their solution will operate including Cellular to Wireless hand off, device registration from facility to facility etc.

5.13 IP Conference Room Phones:

Bidders shall provide details on their offered IP Conference Room Phones to be deployed within the designated facilities listed under Table 1 below. The Conference IP Phones should at a minimum meet the following requirements.

- Support for power over Ethernet (PoE) or external power
- Four simultaneous connections can be linked to create a five-way call
- Up to four user profiles can be saved with settings and contact details
- Call recording function on SD memory card enabling meetings and file notes to be saved and transferred to a computer
- Conference guide enabled group calls – All participants in a group can be contacted at the same time with one-button access. Up to 20 groups can be stored per profile.
- Easy configuration with Web interface – Settings can be imported and exported to other IP Conference Phones.

5.14 IP Endpoints by Location Classification:

The specifications below detail the Desired Features for each IP Phone Classification. Bidders shall provide sufficient details on their proposed IP end points in this section under each named Location Category. The Bid Cost Forms identify these selections by facility.

5.15 Classroom IP Phones Deployment:

Arlington Public Schools classrooms by in large do not have sufficient LAN cabling to support dedicated IP phones at the Wall Mount Locations by the entrance door, (typically by the Wall/Clock/Intercom Location) as such they have chosen to position their classroom IP enabled phones at the desired Teacher/Instructor desk location. The specified IP phones Must have internal 10/100/1000 LAN switch enabling the pass-thru of the LAN network drop from the IP phone to the Teacher/Instructor network device – Lap top/Desk Top. Classrooms typically get reconfigured each year to match the teacher’s preference and the Local Area Switch Network supporting the Arlington Public Schools allows for Plug & Play mobility of IP End Points to provide this flexibility.

5.16 Classroom IP Phones:

RJ-45 LAN: 10/100/1000 Ethernet

RJ-45 PC through 10/100/1000 Ethernet switch
RJ-9 connector for corded handset
Energy efficient Ethernet 802.3az support
One USB port (1.1/2.0) to connect audio equipment (headset, loudspeaker, hands free) and for slow smartphone charging
Power
802.3af Power over Ethernet (PoE)
Class 1 support (<3.84 W)
Audio
HD audio
Wideband loudspeaker
Wideband, comfort and wired handset
Full-duplex speakerphone
Smart noise reduction
Group listening
Acoustic echo cancellation
HAC (hearing aid compatible)
G.711a and mu, G.729ab
G.722
VAD (voice activity detection)/DTX(discontinued transmission) included for all codec
LEDs, keys and navigation
Incoming call blinking LED: Back and front visibility
Pickup/off-hook/call/redial key

5.17 Administrative IP Phones:

Display
100 x 160 pixels, 4 grey level, white backlight
Keypad
Navigator: 4 way navigation + OK + Cancel
Contextual Keys:
Function Keys: On/Off hook, Dial Pad, mute with Led, volume keys +/-, hands-free with Led, 2 personal Keys/Led, redial, info & message with Led
Programmable Keys: Up to 40 soft Keys
Alphabetic Keyboard (optional)
Connectivity
RJ-45 LAN : Gigabit Ethernet 10/100/1000
RJ-45 PC through 10/100/1000 Gigabit Ethernet Switch
RJ-9 connector for corded handset
RJ-9 connector for Alphabetic Keyboard
Dedicated 3,5 mm jack headset port
RJ-11 connector for external ringer & audio active envelop indicator
2 mm Jack Plug for external AC/DC power adapter
SATA connector for Add-on module connection
Power
Power over Ethernet (IEEE 802.3af) Class 2
Optional Transformer: 100 V AC to 240 V AC/48 V DC
Maximum power 4,9W
Audio characteristics
Comfort Handset
Full-duplex speakerphone, Acoustic echo cancellation
Wideband G722, G711 (A-law and Mu-law)
G729 AB, G723.1 voice activity detection (VAD), comfort noise generation (CNG)
Network and provisioning
DHCP and static IP

Manual or dynamic host configuration protocol (DHCP) network setup
QoS support
IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, DSCP, and QoS Tickets
IEEE 802.1 AB/LLDP-MED client (automatic VLAN acquisition, PoE management, inventory information)
Energy Efficient Ethernet 802.3 az support
Security
Authentication: Basic or digest, 802.1x
802.1x Message Digest 5 (MD5)/TLS: For authentication, customer certificates management (with centralized deployment)
Denial of service (DoS) attack protection: Flooding
ARP Spoofing protection
Transport: TLS 1.2/1.0 and SRTP
Encryption and authentication of the signaling traffic;
Encryption of media traffic.
Shipped with (X509v3) certificate installed
Certificates for 802.1x EAP-TLS
HEARING AID COMPATIBILITY
FCC47 CFR Part 68, Industry Canada CS-03, Australia AS/ACIF S040

5.18 Executive IP Phones:

Display
240 x 320 pixels, 1/4 VGA, 16,7 M colors, backlight
Keypad
Navigator: 4 way navigation + OK + Cancel
Contextual Keys: 2 x 5
Function Keys: On/Off hook, Dial Pad, mute with Led, volume keys +/-, hands-free with Led, 2 personal Keys/Led, redial, info & message with Led
Programmable Keys: Up to 72 soft keys
Alphabetic Keyboard (Optional)
Connectivity
RJ-45 LAN : Gigabit Ethernet 10/100/1000
RJ-45 PC through 10/100/1000 Gigabit Ethernet Switch
RJ-9 connector for corded handset
RJ-9 connector for Alphabetic Keyboard
Dedicated 3,5 mm jack headset port
RJ-11 connector for external ringer & audio active envelop indicator
2 mm Jack Plug for external AC/DC power adapter
SATA connector for Add-on module connection
Bluetooth handset and Bluetooth® headset support
Power
Power over Ethernet (IEEE 802.3af) Class 2
Optional Transformer: 100 V AC to 240 V AC/48 V DC
Maximum power 5,3W
Audio characteristics
Comfort Handset Hearing Aid Compatible (HAC).
Full-duplex speakerphone, Acoustic echo cancellation
Wideband G722, G711 (A-law and Mu-law)
G729 AB, G723.1 voice activity detection (VAD), comfort noise generation (CNG)
Network and provisioning
DHCP and static IP
Manual or dynamic host configuration protocol (DHCP) network setup
QoS support
IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, DSCP, and QoS Tickets
IEEE 802.1 AB/LLDP-MED client (automatic VLAN acquisition, PoE management, inventory information)
Energy Efficient Ethernet 802.3 az support

Security
Authentication: Basic or digest, 802.1x
802.1x Message Digest 5 (MD5)/TLS: For authentication, customer certificates management (with centralized deployment)
Denial of service (DoS) attack protection: Flooding
ARP Spoofing protection
Transport: TLS 1.2/1.0 and SRTP
Encryption and authentication of the signaling traffic;
Encryption of media traffic.
Shipped with (X509v3) certificate installed
Certificates for 802.1x EAP-TLS

5.19 Facility VoIP Assignment Chart:

Table 1.

IP Set	IP Lic	Building		Total Count	Phone Distribution					802.11	Total
					Cls Rm	Admin	Exec	Conf			
191	220	High School	869 Mass. Ave.	191	104	70	6	2	35	217	
129	133	Ottosson	63 Acton St.	129	115	11	3			129	
36	40	Bishop School	25 Columbia Rd.	36	18	16	2			36	
45	50	Brackett School	66 Eastern Ave.	45	22	21	2			45	
57	60	Dallin School	185 Florence St.	57	21	34	2			57	
41	45	Hardy School	52 Lake St.	41	21	18	2			41	
32	36	Peirce	85 Park Ave. Ext.	32	12	18	2			32	
44	49	Stratton School	180 Mountain Ave.	44	26	16	2			44	
48	52	Thompson School	60 N Union St.	48	26	20	2			48	
60	65	Gibbs Junior High(TBB)	40 Foster Street	60	40	15	4	1		60	
683	750	67	Total Schools	683	405	239	27	3	35	709	
48	52	Town Hall	730 Mass. Ave.	48		44	4	0		48	
39	42	Town Hal Annex	730 Mass. Ave.	39		35	3	1		39	
40	44	O'Hara DPW	51 Grove St.	40		35	4	1		40	
46	50	Senior Center	Academy/Maple St.	46		42	4			46	
14	16	Central Fire Station	401 Mass Ave.	14		12	2			14	
63	67	Police Dept.	112 Mystic St.	63		58	4	1		63	
8	10	Fox Library	175 Mass Ave.	8		7	1			8	
7	9	Highland Fire Station	1003 Mass. Ave.	7		7				7	
7	9	Jarvis House	50 Pleasant St.	7		6	1			7	
8	10	Park Circle Fire Station	Park Ave.	8		8				8	
44	47	Robbins Library	700 Mass. Ave.	44		40	4			44	
12	14	Skating Rink	422 Summer St.	12		12				12	
20	22	Whitemore Robbins Hs	670 R Mass. Ave.	20		19	1			20	
6		Other		6		6				6	
362	392	30	Total Town	362		331	28	3	10	362	
1045	1142	97									
			Distribution Totals	1045	405	570	55	6	45		
			Wired IP	1045							
			Equipped IP Licenses	1142							

End of Section: 5

6 Bid Forms - INSTRUCTIONS TO BIDDERS

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.

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.

6.1 Cost Table RFQ Response:

Bid forms completeness

There are several Bid Forms associated with this RFQ noted as (Attachment C) Cost Forms that are posted onto the Comm-Buys portal. The details below provide bidders with instructions on how to properly interpret and complete the Bid Forms. During the bidding process bidders should reference the instructions below and the bid forms to assure they fully understand how they are to be completed. Any questions should be raised during the Question & Answer Period of the Procurement Calendar noted in Section 1.

Pricing Forms Provided:

Cost Form C – Site Facility Cost Form – This pricing schedule provides the costs for Materials, IP Telephone and Messaging Equipment, Licensing, Required Cabling and Installation Professional Services Labor by site with totals for each. Column Pricing Inclusion as follows:

Copper Failover = Designates the allocated Copper Line Failover Circuits that are to be provisioned in the IP Voice Gateway. This is for informational purposes only used as a design guide. If bidders are proposing higher numbers in this column this field can be edited.

Sets = the total sets assigned to that site and is provided for reference only.

Infrastructure Deploy = This number is the costs to install the VoIP system per site including equipment install, systems programming, set deployment, end to end testing w/ documentation and first day of on-site cutover support. No equipment is provided in this number.

Site Equipment = This number represents the total site cost for all IP equipment including IP Phones, IP Equipment Shelves / Gateways Fully Equipped, Licenses, UPS systems etc.

Demarcation Costs = This number represents the costs in materials and labor to furnish and install the specified demarcation cabling as specified in Section 5.11

Site Training = Include the costs to perform End User Level Training as specified in Section 4.22

Infrastructure Make-Ready = This number represents a per-site costs to perform Data Discovery to establish the site details, programming attributes and documentation per Section 4.8 and 5.3

Core Sites Noted: High School and Town Hall are the locations where the main IP Voice Core Processing Platforms will reside operating within the specified VMware structure. These locations will have the appropriate configurations in hardware & software licensing to provide the Fully Redundant Telecomm and Voice Messaging Services as described under Section 5. Bidders shall provide all costs associated with these locations in the columns provided above.

Bid Form Unit Price Schedule Infrastructure – This pricing form provides unit pricing for Network Cabling and Infrastructure Related items. This pricing schedule is provided for instances where particular sites may require more NEW LAN Station cabling that was has been originally allocated for. All unit pricing includes complete install with testing and documentation. Bidders shall assume average drop cable lengths of 225’ when calculating these costs.

Bid Form Unit Price Schedule IP End Points & Maintenance – This pricing form provides unit pricing for all Voice IP Station Endpoints Proposed by the bidder per the RFQ specifications. Each IP Endpoint unit price shall include the unit costs for the supporting licenses so the station can access the platform and have full function to the offered services and set install deployment. In addition this price form provides the Maintenance & Support Costs extending from year 2 thru 5 as requested presented in Annual Sums. Vendors can offer Multi-Year Support Discounts on this form if applicable.

Bid Form Optional Enhanced Services –

The Town of Arlington seeks pricing and services from the perspective bidders to bring enhanced offerings across the telecommunications platform and, to the user population. Bidders are asked to provide optional technical responses under this section for each requested technology below.

Responses to this section are NOT mandatory and are not part of the evaluation technical or cost criteria. Any costs associated with the Bidders responses to this section shall be included on the Project Bid Form C – tab Optional System Wide Services.

Bidders responding to this section shall provide enough technical and pricing details to allow Town of Arlington the ability to understand what the capabilities are for each requested enhancements and, if these offerings are inherent to their platform offering or add on.

7 Optional Services:

7.1 Mobility Licenses:

Please provide details on Bidders offering to allow users to have full mobility licenses. While the terminology varies from different manufacturers, the Town of Arlington would like to know the offerings that key on these desired features:

- Softphone Access to users' Desktop / Lap Top / Tablet / Smart Phone
- Desktop and Mobile IP Video Conferencing
- Cellular to Extension Handoff
- Ability to dial from remote location as if they were dialing directly from their standard on premise set. (Number identity)
- Presence across the enterprise or within their associated User Group of Profiles

7.2 Mass Notification System:

Town of Arlington is looking at options for Mass Notifications across the Voice Telecommunication Platform that addresses Life Safety and Situational Awareness. Leveraging their IP network and the interfaces into each facilities IP Voice Gateway, the Town of Arlington sees this as an opportunity to look at current technologies that will enable users and First Responders a user friendly and efficient way to use the technology.

Systems Features should include at a minimum the following capabilities.

- Text Messaging on all IP Display Phones
- Audio Alerts on all phones over internal speaker
- Email Notifications (allow for multiple user entries)
- Visual Notifications
- Smart Phone App – Notifications
- Access to Audio Paging Systems
- Ability to access the system via Web Browser thru Secure Login Credentialing
- Allow for Police and Fire dispatch or in building users to trigger a prerecorded audible alert, custom audible alert, and/or text alert to all display & speaker phones
- System should have integration with IPAWS alerts (for NOAA warnings and integration with Code RED)
- The ability for in building users to initiate an alert during critical incident
- Notification to Police and Fire dispatch when an alert has been initiated with pertinent details of the incident, location and caller.
- Visually and operationally simple to use.

End of Section: 7

**Town Of Arlington
Attachment A
Bidder Identification Form**

The Bidder must complete the following form and include it with its response.

Date:	
Bidder Name:	
Contact Name:	
Title:	
Business Address:	
City, State, Zip Code:	
Telephone Number:	
E-Mail Address:	

**Town of Arlington
Attachment B
Bidder Response Checklist**

Bidder Company Name:

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The Bidder must complete the following form and include it with its response.

		Yes	No
1	Bidder has read the RFR document in its entirety and is in compliance with all mandatory specifications.		
2	Bidder has attended the Bidder's Conference		
3	Bidder has submitted its response in accordance with Section 2.23		
4	Bidder has completed and submitted the Bidder Identification Form (Attachment A)		
5	Bidder has completed Cost Table Forms (Attachment C)		
6	Bidder have completed Business Reference forms (Attachment D)		
7	Bidder has completed and submitted the System Summary Forms in (Attachment E)		
8	Bidder has completed and submitted the Commonwealth's Standard Contract		
9	Bidder has completed and submitted the Commonwealth Terms and Conditions		
10	Bidder has completed and submitted the Affirmative Action Commitment Statement Form		
11	Bidder has completed and submitted the W-9 Request for Taxpayer ID Number and Certification Form		
12	Bidder has completed and submitted the Contractor Authorized Signatory Listing Form		
13	Bidder has submitted a Certificate of Tax Compliance		
14	Bidder has completed and submitted the Prompt Payment Discount Form		
15	Bidder has completed and submitted the Affirmative Market Plan (AMP) form		
16	Bidder has confirmed Compliance with Prevailing Rates		

Optional System Wide Enhanced Services Project Bid Form C

Vendor

	Detail	Per User / System Cost	Annual Support	Install	Total
Mobility Licenses:	Bidders can modify this sheet to describe and detail out the costs for Mobility per Section 7.1				
Mass Notification System:	Bidders can modify this sheet to describe and detail out the costs for Mass Notification System per Section 7.2				

**Town Of Arlington
Attachment D Bidder Business Reference Form
(Five Required)**

Bidder Name:	
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Customer Name:	
Address:	
Contact Name:	
Telephone Number:	
E-Mail Address:	
Date of Installation:	

Brief Description of Telecommunications System Solution Installation

**Town Of Arlington
Attachment E System Summary Form**

Bidder Company Name:

The Bidder must complete the following form and include it with its response.

System/Call Processor	Yes	No
Scalable to over 2000 telephones		
Redundant/distributed call control/processing		
Redundant/distributed auto-attendant/voicemail		
Redundant power supplies		
Redundant network 10/100/1000 Mbps uplink ports		
SIP compatible		
Survivable dial tone for all remote IP locations		
ANI/ALI Enhanced 911 (E 911) capability to department/room level		
Caller ID (External and Internal)		
Music or pre-recorded message on Hold		
Configurable call routing time of day		
Paging and paging zones via telephone speaker		
Integration with overhead paging systems		
Ability to integrate analog equipment such as fax machines, etc		
Direct Inward Dialing (DID)		
Ability to block Caller ID		
Assign single Caller ID to all outgoing calls		
Advanced audio and/or video conferencing (Desirable)		
Call recording (State number of hours) (____)		
Ability to distinguish between internal and external calls, when a call is transferred, or forwarded, from one system to another.		
Support of Open Application Programming Interfaces (APIs) standards		
Support for video collaboration and H.264 standards		
Support for Session Initiation Protocol (SIP) standards		
Support for Telephony Application Programming Interface (TAPI) standards		
Integration with Android, iPhone (Apple IOS) mobile devices		
Integration with Wi-Fi, 3G/4G, Cellular		
Integration with enterprise WLAN Infrastructures		
Find Me/Follow Me		
View presence		
View corporate directory		
Identity CID, if using personal phone client		

Automatic handover between Wi-Fi/Cellular		
Integration with Microsoft Windows Active Directory (AD) for user authentication		
Role based administration (Desirable)		
Detailed call logging and reporting (CDR)		
Telephone Features	Yes	No
Password protected login/logout		
Speed dials		
Hold		
Transfer (prompted and direct)		
Direct voice mail transfer		
Pickup extension from group		
Park		
Last number redial		
Audio Conference minimum of 3 (Desired)		
10/100/1000 pass through port		
Attendant IP Consoles		
Multiple Line Appearance on business phones - minimum of 3		
Message Waiting indicator		
Full duplex speakerphone		
Voice Messaging System	Yes	No
Multi-level auto-attendants (minimum five levels)		
Support for Auto-attendants to be administered by different users without giving administrative control (Desirable)		
Unified Messaging integration with MS Outlook/MS Exchange/MS Office 365		
Unified Messaging integration with Gmail		
Greeting only voice mailboxes		
Support multiple voicemail messages		
Support multiple languages (list qty)		
End User Application	Yes	No
Web based end User application (Desirable)		
Displays presence of other users		
Directory look up		
Ability to call, answer, hold or conference		

Attachment F
Town Of Arlington – Arlington Public Schools
Logical WAN – VoIP Topology

