REQUEST FOR PROPOSAL

VOICE OVER IP TELEPHONE COMMUNICATION SYSTEM AND UNIFIED VOICE MESSAGING SYSTEM

FOR

THE CITY OF CATHEDRAL CITY, CALIFORNIA

PROPOSAL DUE BY 5PM ON: JUNE 15, 2006

Delivers should be made to:

Address: **68-700 Avenida Lalo Guerrero**
City, State, and Zip: **Cathedral City, CA 92234**
Attention: **Daryl Betancur, Deputy City Clerk**

Project Managers:

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1 REQUEST FOR PROPOSAL

1.1 RFP Overview

The City of Cathedral City seeks a solution that replaces the existing telephone communications system with an integrated Voice Over Internet Protocol (VoIP) voice and data system. All existing telephones should be replaced with new Internet Protocol (IP) phones that support basic telephony features. Employees should be able to log in anywhere on the network and automatically receive calls without administrative intervention.

The City of Cathedral City also requires a new unified messaging voice mail system for approximately 175 office phones.

The City of Cathedral City remote locations should be able to access all the features and functionality available at the main site, City Hall.

This Request for Proposal (RFP) consists of the City of Cathedral City's requirements for a pure IP-based voice communications system. The proposed IP communications system must be able to support all the required call processing, voice messaging, management and administrative features listed in this RFP. In addition, the proposed IP communication system must be capable of meeting anticipated growth without major system cost (i.e. forklift upgrade). Since this RFP calls for a converged system, it is expected that vendors will propose an intelligent phone network infrastructure to meet these capabilities.

This RFP is intended to provide a standard base from which to evaluate alternatives for communications systems and to allow the vendor flexibility in proposing the most appropriate and cost-effective system. The acceptance of a proposal does not obligate the City of Cathedral City to purchase a system from any vendor. The City of Cathedral City reserves the right to reject all proposals. All costs for proposal preparation are the responsibility of the bidder. After receipt of the proposals and prior to signing a contract, the City of Cathedral City reserves the right to modify the system requirements by adding or deleting specific equipment or optional features.

Key System Requirements

- **IP-based Voice capabilities and Intelligent Network Infrastructure:** The proposed solution must integrate voice applications into a converged Internet Protocol (IP) solution. It must be a highly reliable and available switching system with a wide variety of interfaces to the PSTN and legacy TDM equipment. It must allow for the choice of analog or IP phones for endpoints including users, modems, fax machines, conference rooms, etc.

- **Reliability:** The proposed system must **not** have a single point of failure. It must have a proven availability of five-9's. Phones in remote locations must maintain all features and be able to operate independently in the event of Cathedral City's Wide Area Network experiencing an outage.

- **Voice Quality:** Must be toll quality voice. Latency must not exceed 35 milliseconds in one direction.

- **Vendor Experience and Vision:** The vendor shall posses vast experience in building intelligent phone communication networks. The vendor will provide references for a minimum of five implementations of equal or greater size and functionality.

- **Vendor support for Open System Standards:** The vendor must be committed to supporting open system industry standards, such as G.729, 802.1p and 802.1q, MGCP, RTP, TAPI, JTAPI, etc. IP handsets must use a standard signaling protocol (i.e. MGCP).

- **Voice Messaging:** The solution must be a scalable and cost-effective voice messaging solution that supports both telephone and desktop access. The system will support unified messaging that integrates with Microsoft Exchange 2003 on the server side and all Microsoft email client software on the client side.

- **System Administration:** The system shall have a single point of management from any point on the network for all components including the PBX, voicemail, auto attendant, ACD and unified messaging system. The management software must provide for maximum flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface.

- **Vendor Support/Service Capabilities:** The vendor must be capable of remote serviceability and technical support of the entire PBX system and associated applications.

- **Scalability:** The system must provide for modular, cost-effective growth for both phones and applications over the next five years.

- **Simplicity of Installation**: Ease of installation and configuration will be important.

- **Training and Usage**: The System must be easy to use and easy to learn and to administer by a network administrator.

1.2 Customer Contacts and Contract Requirements

All questions or clarifications are to be directed to the bid evaluators listed on title page. Any contact or attempt to contact other employees of City of Cathedral City could result in the immediate disqualification of the vendor. Requests for clarifications should be e-mailed only. Responses to questions by prospective bidders will be sent to all proposing bidders.

1.3 Schedule of Events

Event	Date
Request for Proposal Issued	5/3/06
Vendor site visit	5/10/06
Last Day for Questions/Clarifications	5/24/06
RFP Response Due	6/15/06 (2:30 p.m.)
Purchasing Decision	7/6/06
System Delivery Date	to be decided
Target System Cut Over Date	8/10/06

1.4 Proposal Response Format

This RFP has been provided in soft copy for the bidder's convenience. Responses to the City of Cathedral City's RFP must be in the same format as the original request. Responses to questions should be written in the body of the document following the specific question. As requested, please place additional information in the **Appendix**.

Please note that any modifications to the questions in this RFP by the bidder will result in immediate rejection of that proposal.

The bidder shall respond with five (5) hard copies and one (1) electronic copy in either Microsoft Word or Adobe Acrobat format.

1.5 Overview of Current Environment

Following is the description of the current environment

1.5.1 Locations and Users

This section describes the City of Cathedral City's current environment including the name and number of locations and the number of users at each site.

Site	Site	Address	Phones
1	City Hall	68-700 Avenida Lalo Guerrero	136
2	Fire Station 411	36-913 Date Palm Drive	2
3	Fire Station 412	32-100 Desert Vista Road	28
4	Fire Station 413	27-610 Landau Boulevard	2
5	Public Works	68-385 Kieley Road	6

1.6 General Vendor Questionnaire

Bidding Company Name:	
Address:	
Sales Representative Name	
Telephone Number	
e-mail address:	

Technical Advisor:	
Telephone Number:	
e-mail address	

1.6.1 **Who manufactures the proposed system?**
Response

1.6.2 **Do you install the product or use business partners?**
Response

1.6.3 **Do you maintain the product or use business partners?**
Response

1.6.4 **Do you maintain a support call center for reporting problems/resolutions and if so, what are the hours of operation?**
Response

1.6.5 **Do you provide on-site assistance if required? If so, please describe additional costs if any.**
Response

1.6.6 **Please submit five customer references. Reference information must include company name, contact, telephone number and approximate size of system.**
Response

2 VENDOR RESPONSE FOR THE PROPOSED SYSTEM

This section is an introduction to and summary of the vendor and the system being proposed. This should be structured so anyone reading only this section has a clear understanding of the proposed system.

2.1 Proposed System

2.1.1 **Provide a description of the proposed VoIP and the Unified Messaging Voice Mail systems. Include diagrams where necessary for clarity.**

Response

2.2 System Architecture

2.2.1 **Describe your experience in designing, implementing, and supporting VoIP solutions.**

Response:

2.2.2 ***Describe the system's reliability and availability of voice services including maintaining a dial tone during WAN outages, failure of the system's Windows based servers, and power outages.***

Response:

2.2.3 ***Describe the maintenance and administration for all sites of the system.***

Response**:**

2.2.4 ***What remote service capabilities will be supported by the system and how are they used to provide technical support by you?***

Response:

2.2.5 ***Explain how the system will scale to twenty percent (20%) additional user capacity and how additional sites are added to the system.***

Response:

2.2.6 ***Describe the installation process and provide references on the relative ease or difficulty of the installation process.***

Response**:**

2.2.7 ***Explain the network requirements that allow the proposed system to deliver high quality voice to both local and remote sites.***

Response:

2.2.8 ***Describe the required or recommended training for system administrators and end users of the system including time and cost.***

Response:

2.2.9 What is the maximum number of simultaneous conversations supported by the proposed system?

Response***:***

2.3 System Software

2.3.1 Which software packages are being proposed? Please provide the release and version numbers.

Response:

2.3.2 Describe all the system software components for call processing and identify the platforms they are to be hosted on?

Response:

2.3.3 Identify how the proposed software maintains call processing services to the users at all sites during server or WAN failures?

Response:

2.4 Hardware Configuration

2.4.1 What hardware is being proposed including the handsets? Please provide the model names and numbers?

Response:

2.4.2 Describe the IP call processing hardware platform in detail. Is it based on industry standard hardware, or is it proprietary?

Response:

2.4.3 What is the user capacity of the proposed system? Provide a description of how a twenty percent (20%) scalability can be achieved?

Response:

2.5 Network Infrastructure Requirements

2.5.1 Describe requirements of the data network to support the system including necessary infrastructure features and capabilities.

Response:

2.5.2 What capabilities are required of the Local Area Network and across the Wide Area Network?

Response:

2.5.3 How does your proposed network infrastructure support end-to-end Quality of Service (QoS) in a converged network supporting voice and data?

Response:

2.5.4 Explain how you can provide easy addressing of the IP phones?

Response:

2.5.5 Explain how IP phones installed on the IP network are identified and added to the system?

Response:

2.5.6 Can your proposed IP phones share existing Ethernet ports with data devices or do they require additional Ethernet ports to be added by the City to support voice?

Response:

2.6 PSTN Integration

2.6.1 Identify all types of PSTN interfaces or trunks supported by the system?

Response:

2.6.2 If PRI is supported, identify supported protocols and PRI services such as ANI, DNIS, Caller ID Name and Number.

Response:

2.7 Proposed System Cabling

2.7.1 Describe the system cabling. Include the number of wire pairs and/or network connections required to support the specific hardware configuration, telephones, and PSTN interfaces.

Response:

2.8 Station Hardware

2.8.1 Does the system support the following types of user equipment?

Equipment	YES	NO
Analog Telephones (2500 Type)	☐	☐
IP Telephones	☐	☐
Proprietary Digital Phones	☐	☐
Modems	☐	☐
Fax Machines	☐	☐

2.8.2 Does your IP station equipment provide the following features? *If any of these features are optional or result in additional charges please detail.*

FEATURE	YES	NO	OPTIONAL
Audio Volume Adjust	☐	☐	
Call Forward Busy	☐	☐	

Call Forward No Answer	☐	☐	
Call Forward All Calls	☐	☐	
Call Hold / Release	☐	☐	
Call Park / Pickup	☐	☐	
Call Transfer	☐	☐	
Call Waiting	☐	☐	
Calling Line ID Name and Number	☐	☐	
Make / Drop Conference	☐	☐	
Last Number Redial	☐	☐	
Multiple Calls Per Line Appearance	☐	☐	
Call Waiting Caller ID Name and Number	☐	☐	
Prime Line Select	☐	☐	
Privacy	☐	☐	
Ringer Pitch Adjust	☐	☐	
Ringer Volume Adjust	☐	☐	
Shared Extensions on Multiple Phones	☐	☐	
Single Button Retrieve	☐	☐	
Speakerphone Mute	☐	☐	
Speed Dial (Auto-Dial)	☐	☐	

2.8.3 Provide a description of each IP telephone available with the proposed system?

Response:

2.8.4 Please specify the power requirements for each IP telephone and whether or not they require local or closet power. Describe which services, including the telephone itself, are enabled or disabled during a power failure?

Response:

2.8.5 Are headsets available for all IP telephones? If not, then what will be the additional cost of the each headset?

Response:

2.8.6 What per-user configuration is required for each IP phone deployed or re-deployed in the system?

Response:

2.8.7 Can telephones from third parties also be used with the proposed system? If so, what types of third party telephones are supported?

Response:

2.9 System Reliability

2.9.1 How does the system provide reliability for voice services? Explain how it avoids any single point of failure.

Response:

2.9.2 Explain how the system reacts when the routers and hubs fail. Can reliable dial tone and call routing be achieved without purchasing redundant network hardware?

Response:

2.10 System Features

For the following features, use the table to indicate their availability. If any of these features are optional, result in additional charges, or are planned in future releases please detail.

FEATURE	YES	NO	OPTIONAL
Answer/Answer Release	☐	☐	
Attendant or Operator Console	☐	☐	
Audio Volume Adjust	☐	☐	
Automatic Attendant	☐	☐	
Auto Echo Cancellation	☐	☐	
Automated Call-by-call Bandwidth Selection	☐	☐	
Automated Phone Installation Configuration	☐	☐	
Automatic Phone Moves	☐	☐	
Admission Control On WAN Usage	☐	☐	
Call forwarding (Off Premise)	☐	☐	
Call forwarding (Ring and/or No Answer)	☐	☐	
Call forwarding (Self Directed)	☐	☐	

FEATURE	YES	NO	OPTIONAL
Call Hold / Release	☐	☐	
Call Park / Pickup	☐	☐	
Call Transfer	☐	☐	
Call Waiting	☐	☐	
Calling Line ID Name and Number	☐	☐	
Call waiting Caller ID Name and Number	☐	☐	
Conference Calling (describe number of concurrent conferences and number of extensions allowed to in each conference).	☐	☐	
Dial by Name Directory	☐	☐	
Direct Inward Dialing	☐	☐	
Direct Outward Dialing (DOD)	☐	☐	
Distinctive Ringing (internal vs. external call)	☐	☐	
Distinctive Station Ringing Pitch	☐	☐	
Extension Dialing Between Locations	☐	☐	
IP-based Integrated Messaging	☐	☐	
Last Number Redial	☐	☐	
Lowest Cost Trunk Selection	☐	☐	
Multi-Station Hunt Groups Spanning Locations	☐	☐	
Multiple Calls Per Line Appearance	☐	☐	
Multiple Line Appearances	☐	☐	
PRI Protocol Support	☐	☐	
Ringer Pitch Adjust	☐	☐	
Shared Extensions on Multiple Phones	☐	☐	
Station Monitoring or Busy Lamp Field Across all Locations	☐	☐	
TAPI 2.1	☐	☐	
Temporary Set Re-Assignment for Traveling Workers	☐	☐	
Toll and Nuisance Number (900,976,970,550,540 exchanges) Restriction	☐	☐	
Tone On Hold	☐	☐	
Visual Message Displays (All digital telephones) (name, extension, etc.)	☐	☐	

2.11 Desktop Call Management

2.11.1 Describe the system's desktop call manager, and the call control features supported from the user's desktop computer.

Response:

2.11.2 Does the desktop call manager application provide directory dialing across all locations in the system?

Response:

2.11.3 Does the desktop call manager provide caller history or call logging to report the user's telephone use? If so, please attach a sample report.

Response:

2.11.4 Does the desktop call manager that provides call routing information for delivered calls identify how the caller reached the users though the proposed system?

Response:

2.11.5 Does the desktop call manager provide searching and dialing of the user's contacts from Microsoft Outlook?

Response:

2.11.6 Does the desktop call manager provide name match and display when received caller ID information matches information in the user's personal information manger?

Response:

2.11.7 Are the matched names also displayed on the user's telephone?

Response:

2.11.8 Does the desktop call manager provide speed dialing of the user's configured frequently called numbers?

Response:

2.11.9 Are the configured speed dial entries also available on the user's telephone?

Response:

2.11.10 Describe the ease of preprogramming teleconferences and the ease of creating ad hoc teleconferences.

Response:

2.11.11 Does the system allow for video conferencing?

Response:

2.11.12 Describe the ease of programming the auto attendant.

Response:

2.12 911 Services

2.12.1 If emergency-911 municipal services are mandated for commercial systems, is your proposed system in compliance today?

Response

2.13 System Administration

2.13.1 Describe the system administration tool(s) available to provide integrated administration of the system across all locations.

Response

2.13.2 Is the system administration application accessible from any workstation on the LAN /WAN?

Response

2.13.3 Is the system administration application accessed through a standard web browser?

Response

2.13.4 Can moves and changes be "batched?" Batched refers to the ability to make changes to a number of subscribers or a class of service simultaneously. If so, please describe the process.

Response:

2.13.5 Can administration of multiple remote sites be done through a centralized workstation? Is there any limit to how many workstations are supported?

Response

2.13.6 How is security provided to prevent unauthorized access to the administration application? Can some administrative users be defined with "view-only" permissions?

Response

2.13.7 Is there a limit to the number of administrators that can be logged on to the system at one time?

Response

2.13.8 Does the administrative application have on-line help? If yes, describe. If no, describe where help can be found.

Response

2.14 System Maintenance and Upgrades

2.14.1 Explain the back-up procedures for the system configuration and information and how the administrator would reload the data if needed to restore a previous configuration?

Response

2.14.2 How are customers provided future software releases? How are software upgrades performed?

Response

2.14.3 When system or station software updates are performed, must the system be shut down, or can these types of activities take place in an on-line environment?

Response:

2.14.4 During a system upgrade, explain how each component of the system is upgraded including estimate total time for upgrade for the proposed system and the estimated time each service or component is off-line.

Response

2.15 System Monitoring and Diagnostics

2.15.1 Describe the diagnostic tools available for monitoring and maintaining the system's performance.

Response

2.15.2 Does the system support logging of diagnostics events into the Windows server software Event Log?

Response

2.15.3 What remote diagnostics are available? Can administrators see and access any alarms or alerts on the system from remote terminals?

Response

2.15.4 Can the system be configured to notify the administrator of diagnostic events when they are remote or away from the system? If so, how is this accomplished?

Response

2.15.5 Please review each of the following system monitoring items listed below. Respond with a "Yes" if the proposed IP PBX monitoring features can support the feature. If the answer is "Partly Yes", then define exactly what is supported and what is not supported, and when you expect the IP PBX to be able to support this feature. If the answer is "No", then state if and when you expect the IP PBX to be able to support this feature.

Feature	YES	NO	Availability Date
Status of all Trunking	☐	☐	
Status of all call routing components	☐	☐	
Integrated status of all locations	☐	☐	
Status of individual stations (IP / Analog)	☐	☐	
Call usage reporting	☐	☐	
WAN usage reporting	☐	☐	
IP quality statistics reporting	☐	☐	
Diagnostic events listing or reporting	☐	☐	
Real-time traffic status	☐	☐	
Status of all gateway ports	☐	☐	

3 VOICE MAIL AND UNIFIED MESSAGING SYSTEM SPECIFICATIONS

3.1 Voice Messaging System Description

3.1.1 Describe in detail your voice messaging product offering. Include an overview of the hardware, software, architecture, and components of the equipment proposed to meet the City's requirements.

Response

3.2 Voice Mail System Specifications

3.2.1 How many users are supported by the proposed voice mail system? How are additional users added to the system?

Response

3.2.2 How many ports are proposed to support City of Cathedral City's voice mail system? If additional ports are required in the future, how are these added? Explain how the system scales beyond the number of proposed ports.

Response

3.2.3 Is the voice mail application centralized at a single site or distributed across the different locations in the system?

Response

3.2.4 Indicate the capacity limits that can be defined for a particular voice mailbox. Indicate whether or not this is configurable by class of service.

Response

3.2.5 What is the length of the longest message that can be recorded by a caller?

Response

3.2.6 What is the maximum total number of minutes of messages that can be stored in a single voice mailbox?

Response

3.2.7 How many classes of service can be defined for voice mail permission levels?

Response

3.3 Voice Mail System – System Features

3.3.1 Is the voice mail system remotely accessible? Can the system be accessed from a standard touch-tone phone? Are other types of client devices supported?

Response

3.3.2 Does the voice mail system provide an interface to deliver voice mail messages into standard desktop email applications to provide unified messaging?

Response

3.3.3 Describe the impact on the existing email infrastructure (Microsoft Exchange Server 2003) to provide unified messaging.

Response

3.3.4 Is unified messaging included with the proposed system? If not, what is the additional cost for this component?

Response

3.3.5 Is a desktop application included that provides visual access to view and manage user's messages from their PC?

Response

3.3.6 If a caller does not know a particular subscriber's extension number, can they "look up" the subscriber by "spelling" the name via touch tone input? Explain how the system would resolve the situation where one name has multiple entries (e.g., "Jones").

Response

3.3.7 Can system prompts be interrupted by experienced users? In other words, is there a "fast path" for users? Can system prompts be repeated?

Response

3.3.8 Does the voice mail system support a "zero out" to the attendant feature? Is this feature configurable by class of service? Can the "zero out" destination be a station rather than the attendant? If the "zero out" destination is busy, or rings unanswered, will the call be re-directed?

Response

3.3.9 Can individual users configure their own personal "zero out" destination for callers separate from the system wide target? Is this configurable by class of service?

Response

3.3.10 Does the voice mail system support multiple greetings? If yes, describe all available greetings.

Response

3.3.11 Does the voice mail system have a default system generated greeting?

Response

3.3.12 Does the system support automatic remote notification and delivery of voice mail messages to users?

Response

3.4 Voice Mail System – User Features

Can system subscribers conduct the following actions?

Feature	YES	NO	Optional
Play, pause and replay messages	☐	☐	
Record responses and replay to voice mail messages	☐	☐	
Record messages, send and mark "urgent" etc.	☐	☐	
Forward messages to other users and append them with their own comments	☐	☐	
Send or forward messages to other users at any location in the system using extension addressing	☐	☐	
Create, edit, and modify their own distribution lists	☐	☐	
Obtain user instructions through system prompts	☐	☐	
Record personal greetings	☐	☐	
Modify their own passwords	☐	☐	
Set business days and hours for alternate greetings	☐	☐	
Manage voice mail from their personal computer or inside their email inbox	☐	☐	
Can the voice mail system identify callers that leave voice mail messages and display their name based on caller id information that matches contact information in the users personal information manager	☐	☐	

3.5 Voice Mail System – System Administration

3.5.1 Is system administration done through a standard web-enabled GUI? If so, which browser does the administrative application support?

Response

3.5.2 Describe how the system administrator is able to perform the following actions:

3.5.2.1 Add or modify a class of service. State what user permissions or characteristics within a class of service can be created or modified.

Response

3.5.2.2 Add, delete, or modify a user's voice mailbox.

Response

3.5.2.3 Set the maximum length of voice messages.

Response

3.5.3 Explain how the system administrator would perform a backup and restore on the voice messaging system.

Response

3.5.4 Is the voice mail administration integrated with the administration of users or via a separate administration action?

Response

4 IMPLEMENTATION

4.1 Project Management

4.1.1 Project Plan - Bidders are required to supply a complete description of the key activities required for the installation of the proposed system.

Response:

4.1.2 Transparency - It is essential that the installation of the new system be as transparent as possible to the users. There should be no telephone service interruptions, no interim changes in dialing procedures, and no perceived degradation in the quality of service. Please describe how your plan on achieving this.

Response:

4.1.3 Responsibility Matrix and Project Schedule - A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks City of Cathedral City is expected to perform to successfully implement the new system.

Response:

4.2 Installation Requirements

4.2.1 Responsibility - The selected vendor is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.

4.2.2 Initial Work - Vendor will perform station reviews, data base preparation, and original program initializations.

4.3 Facility Requirements

4.3.1 Bidders must furnish all space, power, and environmental requirements for the proposed telephone system and optional voice messaging equipment.

- **Space** – Provide the physical dimensions of the proposed equipment. See attached specification sheet. All system requirements UL approved.
- **Power -** All power requirements, including any special conditioning or grounding requirements.
- **Heat -** Vendor must provide heat dissipation for proposed switch room and the recommended safe temperature operating range for the proposed system.
- **Floor Loading -** Vendor must provide complete floor loading requirements.

4.4 Training

4.4.1 Requirements - The successful bidder is required to conduct end-user training on Cathedral City's premises, tailored specifically to the City's particular requirements (e.g., console operator, message center operator, secretary, and professional). Please describe your plan to accomplish this.

Response:

4.4.2 Training Plan - Please provide a training plan outlining your program and materials designed for City personnel who will train future employees.

Response

4.4.3 Description - For each product application proposed, provide a detailed description of the training the vendor will provide.

Response

5 VENDOR SERVICE

5.1 Maintenance and Warranty

5.1.1 A complete maintenance and warranty agreement must be included as part of the bidder's proposal to support the business between 8a.m.and 5p.m. Monday through Friday.

5.1.2 One Year Warranty - The telephone system and all associated equipment in the bidder's proposal must be warranted by the bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover.

5.1.3 Defective Parts - During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to City of Cathedral City.

5.1.4 Maintenance Personnel - All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization and at no additional cost to City of Cathedral City other than those charges stipulated to maintain the warranty.

5.2 Logistical Support

5.2.1 Please identify the address of the vendor's local service centers and the number of service personnel trained on the proposed system.

Response

5.2.2 Include in this section any other support levels in the local area available to City of Cathedral City for the maintenance of the proposed system.

Response

5.3 Repair Response

5.3.1 Repair Commitment - Please include a description of the your repair commitment from time of trouble discovery through the time the trouble is cleared.

Response

5.3.2 Response Time – the City of Cathedral City needs to be guaranteed a response time of no more than 4 hours for all major system problems and a maximum of 24 hours response to other system problems.

5.3.3 Major/Minor Problems - Describe your definitions of major and minor problems.

Response

5.3.4 Replacement Time - Explain the amount of time required for full replacement of the central operating hardware/software of the system, assuming a suitable site exists for locating the replacement components.

Response

5.3.5 Emergency Installation - How long does it take trained personnel to install and load operating system software and database software, if a major disaster destroys the call processing component (gatekeeper) of the system?

Response:

6 CONFIGURATION/PRICING

Itemize all charges for individually identifiable components of the proposed IP Communication system, including all associated installation, programming, and cabling. Bidder must include charges for all components required to connect all applications, all design charges, Telco interface charges, and training charges.

7 FINANCIAL REQUIREMENTS

7.1 Payment Options

7.1.1 Describe your accepted methods of payment, including leasing options.

Response:

7.2 Payment Schedule

7.2.1 Describe payment schedules available with the proposed system.

7.3 Terms and Conditions

7.3.1 Damage Liability - The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

7.3.2 Permits - The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to the City of Cathedral City.

7.3.3 Insurance - The vendor shall, at the vendor's expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's and the City of Cathedral City's personnel against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

7.3.4 Vendor Responsibility - Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

7.3.5 RFP Responses - All materials submitted by the vendor in response to this RFP become the sole property of the City of Cathedral City upon receipt. The material contained in these responses will be

appended to the final contract, further defining the contractual responsibilities of the vendor.

8 APPENDIX

8.1 Product Literature

8.2 References

8.3 Network Drawing