



Phone System To Support Municipal Government

Request for Proposal

May 09, 2013

PLEASE NOTE: MANDATORY MEETING ON PAGE 3

THIS IS A REQUIRED MEETING FOR ALL WHO SUBMIT PROPOSALS

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Section 1

Legal Notice

Legal notice was published October 22, 2012 in the Franklin Park Herald-Journal as follows:

**Village of Franklin Park
Request for Proposals
Phone System To Support Municipal Government
May 09, 2013**

The Village of Franklin Park is soliciting proposals from firms with demonstrated experience designing, installing and maintaining voice over Internet Protocol (VoIP) phone systems in a municipal environment, inclusive of first responder non-emergency needs.

Qualified firms interested in performing such services should obtain the detailed Request for Proposals package (of which this legal notice is a part) from the Village Clerk's Office, 847-671-4800. The Request for Proposal document may be obtained from:

Village of Franklin Park
9500 West Belmont Avenue
Franklin Park, IL 60131

A **mandatory informational meeting and tour of the Village facilities** to be covered by the surveillance system will be held on **May 20, 2013 at 10:30am** beginning in the Village Hall. It is mandated that firms planning to submit a proposal attend this meeting and tour of our facilities. This will be the only opportunity to discuss the project, tour the facilities that will be linked with the municipal phone system, and ask questions about the scope of services and other requirements of this RFP.

The closing date and time for receipt of proposals is **June 03, 2012 at 4:00pm prevailing time (CT)**, after which time additional proposals will not be accepted.

1C - General Information

The Village of Franklin Park requests proposals to design and install a new telephony system at the following locations:

Phase 1

1. New Police Station, located at 9451 Belmont Avenue

Phase 2

1. Fire Station, located at 10001 Addison
2. Fire Station, located at 3113 Atlantic
3. Fire Station, located at 2940 Elm Street
4. Norcomm, located at 2600 N Mannheim Road

Phase 3

1. Village Hall, located at 9500 Belmont Avenue
2. Public Works, located at 9501 Belmont Avenue
3. Pump House, located at 9535 Belmont Avenue
4. Water & Fleet Garages, located at 9300 Belmont Avenue

All questions and inquiries about this RFP are to be emailed to:

Dennis Wagner
Village of Franklin Park
9500 Belmont Avenue
Franklin Park, IL 60131
dwagner@vofp.com

All inquiries about the RFP will be distributed to all companies by email based upon the email address supplied to the Village during the mandatory informational meeting.

1D - RFP Submittal Requirements

The following copies of the proposal, including all attachments, shall be submitted to the Office of the Village Clerk **on or before 4:00pm on June 03, 2013:**

1. Three hard copies of the proposal in separate sealed envelopes. The separate envelopes shall be clearly marked "Municipal Phone System RFP".
2. One electronic copy on vendor-provided media. Media used can be USB thumb drive, CD or DVD. This media will not be returned to the vendor.

Any proposal received after this date and time will be refused and returned unopened.

Bidders interested in a walk or drive-by of the job site(s) **must attend** a formal pre-bidders meeting on **May 20, 2013 at 10:30am**, at the Village Hall, 9500 Belmont Avenue, Franklin Park, Illinois.

Proposal Preparation and Format

The proposal contents shall be typed and must be presented with the following minimum sections to be considered a compliant response:

Cover

Table of Contents

Transmittal Letter with executive signature

Scope of Services

Detailed Description of Proposal

Required Attachments:

1. References
2. Company and staff qualifications
3. The completed form from RFP Attachment 3
4. Written acceptance of terms and conditions found in RFP Attachment 4
5. A copy of RFP Section 3 indicating acceptance of standards
6. Requested documents and data
7. Product feature sheets and specifications
8. Other vendor materials

Transmittal Letter

The Transmittal Letter shall be in an Executive Summary format and be signed by an officer of the company that can legally bind your company in a contract for the proposed materials and services.

Scope of Services

Provide a clear description of the services, equipment and software that you are proposing. These services shall be similar to the tasks shown in the implementation plan.

Detailed Description of Proposal

Provide a description of your proposed voice solution, including all hardware models/description and all software (administrative and user-facing, if applicable).

Attachment 1: References

Your Proposal must include a reference list for at least three similar projects included in the last two years for local entities. The list will contain a brief scope of work along with the names and contact telephone numbers for each reference. The list must include sub-contractors to be used on this project if applicable. The reference customers must have received similar to the system and services that you are proposing. See RFP Attachment 1 for an example of a form that is appropriate.

Attachment 2: Company and Staff Qualifications

Provide a brief overview of your company.

Identify the Project Manager/Coordinator for the project should you be the successful bidder.

Describe the experience of the personnel that will be involved with the implementation of the project. Show the personnel that are certified by the manufacturer of the equipment or submit other proof of equivalent experience. Provide a brief biography with certifications and experience for each employee that will be participating in the project.

Provide a statement of your hourly labor rate structure.

Attachment 3: RFP Certification Form

Complete the form in RFP Attachment 3. The form must be notarized and included as the attachment to your response.

Attachment 4: Terms and Conditions

Include a written statement that indicates acceptance of the Village of Franklin Park Terms and Conditions that are included in RFP Attachment 4.

Attachment 5: Village Standards

Excerpt RFP Section 3 and include as this attachment to your response. Indicate your acceptance of these standards or make comment where indicated.

Attachment 6: Requested Document or Data

Place any other requested document or data in this section that does not have a designated attachment.

Attachment 7: Product Data Sheets

Include data sheets for all equipment and services being proposed in this attachment.

Attachment 8: Other Vendor Materials if required

Include any additional materials that may be relevant to your proposed approach to this project in this section.

Selection Process and Basis of Award

Village staff will perform an evaluation of the proposals received. Appropriate finalist(s) may be interviewed by the Village, after which a selection will be made.

The Village reserves the right to reject any or all proposals and to waive any informality or technical error and to accept any proposal deemed most favorable to the interests of the Village.

The Village will review proposals based upon your response in the following areas:

1. Compliance with the required format for the response.
2. The ability and skill of the firm to meet the requirements of the RFP and provide ongoing preventive and remedial service.
3. Prior experience with municipal telephony systems.
4. The ability of the firm to meet the requirements outlined in Attachment 3, certification form.
5. Proposed fee structure.
6. Understanding of the Village's current and future needs.
7. Technical and services approach.
8. Customer and Trade References.
9. The financial resources and ability of the firm to perform the contract and provide the required services.

Additional criteria to be used include:

- The ability to provide the service promptly within the time specified without delay or interference.
- The character, integrity, reputation, judgment, experience and efficiency of the firm.
- The quality of the performance on previous contracts for materials and services.
- The previous and existing compliance by the firm with laws and ordinances relating to the firm's services.
- The terms and scope of conditions attached to the proposal.

Section 2

This section contains the description of the requirements for implementation.

2A. Scope of Services

This Request for Proposal (RFP) is intended to result in contract with a single vendor for the purchase or lease/purchase of telephony system throughout the Village capable of expansion to a minimum of 200 stations.

Installation of the new telephony system at the following locations:

Phase 1

1. New Police Station, located at 9451 Belmont Avenue

Phase 2

1. Fire Station, located at 10001 Addison
2. Fire Station, located at 3113 Atlantic
3. Fire Station, located at 2940 Elm Street
4. Norcomm, located at 2600 N Mannheim Road

Phase 3

1. Village Hall, located at 9500 Belmont Avenue
2. Public Works, located at 9501 Belmont Avenue
3. Pump House, located at 9535 Belmont Avenue
4. Water & Fleet Garages, located at 9300 Belmont Avenue

Final installation base at the completion of all three phases above has been calculated to 165 phones, as follows:

- (139) Polycom 331 handsets or equivalent
- (2) Polycom 650 handsets or equivalent
- (4) Polycom 7000 conference phones or equivalent
- (15) Polycom 550 executive phones or equivalent
- (1) Phone “bank” for Police Department, functionality to be detailed at vendor meeting

2B. Telephony System Description and Scope of Work

General Technical Requirements

The system proposed must be a solid state stored program, integrated voice/data Private Branch Exchange (PBX) or equivalent, employing state-of-the-art technology and must be in current production.

The system must provide access to the regulated common carrier exchange network and Common Control Switching Arrangement (CCSA) private networks and private line services.

System proposed must be capable of growing in modular form to a minimum of 200 stations. This expansion must use the same central processor, station and trunk cards, system program and telephones with no loss of equipment utility.

System proposed must be compatible with Pulse dial or Dual Tone Multi Frequency (DTMF) equipment.

All PBX (or equivalent) equipment and peripherals must be new. Refurbished peripherals will be considered only if their condition has no impact on the length and features of warranty.

The PBX (or equivalent) must have provisions that enable connection to customer owned and provided peripheral equipment including digital/electronic key telephone systems, TTY machines, dial dictation, music on hold, radio paging, external voice paging, station message detail recording (SMDR) equipment, and common gong chime.

Control Technology

The system network architecture must support IP based telephony, and the equivalent or better functionality of Pulse Code Modulation (PCM) and digital time division multiplexing (TDM).

The system must be compatible with the North American T-1 Standards, ISDN-PRI and Custom and National ISDN Standard 2 (NI-2)-BRI.

Automatic reloading of the program and database should occur during recovery routines.

The system database must be stored in a memory, which can be accessed directly from a workstation to make changes in the database. The processor must have sufficient capacity to handle full system operation at all times and there must be no "processor occupancy" concerns.

There must be sufficient memory capacity to accommodate the equipped and wired line specifications of each installation assuming a normal distribution of feature assignments.

Area code (NPA) and exchange code (NXX) tables must be easily accommodated and changed without need for additional memory.

Voice Processing/Messaging

The proposed system must be capable of providing Voice Processing/Messaging, as follows:

- It must be integrated
- It must either be embedded within, or interface with, the PBX (or equivalent) in such a way as to allow control signals to be passed to and from both systems
- It must provide auto attendant, voicemail and special applications such as paging (intra and inter-facility), intercom (intra and inter-facility), TTY mail and voicemail to email.
- It must be described in functional detail

The Voice Processing/Messaging system must permit calls received by this system to be transferred as operator escape calls to the attendant console or other designated stations for alternate handling if the caller does not wish to leave a voice message or requires more information or assistance.

Once the call is transferred back to the PBX, the link between the two systems must be released to allow another call. Multiple links must not be required to transfer control back to the PBX system.

The Voice Processing/Messaging system must permit the caller to transfer back to the PBX by dialing either the extension number or the party's name.

The auto attendant feature of the Voice Processing/Messaging system must allow answering of external calls and be capable of prompting the caller for the extension number or name of the person called. The system must timeout, if the caller does nothing, and route the caller to an attendant or another designated station. This ensures callers with rotary telephones can be assisted.

Vendor must notify Purchaser of future upgrade options to the Voice Processing/Messaging system.

Architecture

Each cabinet/carrier must be fully backplane wired at the factory so field upgrades using printed circuit boards (PCB) are possible.

All printed circuit boards (PCB) must have a model number stamped on the frontal side to indicate the function/class/vintage of the PCB.

Describe how the PBX supports LAN connectivity and other data needs:

- Does the system have OAI?
- Is it non-blocking?
- Do port circuits support integrated voice/data transmission such as computer telephony integration?

All components of the PBX (or equivalent) must be of solid-state design. Lines, trunks, DTMF, and all other modular components must be located on plug-in type line cards that can be easily added to the system when the need arises.

Redundancy

Due to the critical nature of Village operations, the proposed system should provide a very high degree of reliability. The proposed system should provide redundant common resources necessary for system operation, including such items as the central processing unit (CPU), memory, power supplies and switching matrix.

Degradation of system performance due to a single point of failure must be minimized. State the maximum number of lines and trunks that can be out of service due to a single failure in the proposed PBX (or equivalent).

The PBX should be equipped with the memory required to accommodate growth to the capacity as specified in this RFP. State the amount of memory provided in the proposed system and the total amount of memory that can be added to the system.

Performance

The system must provide at least P.01 grade of service when handling the busy hour CCS/station line traffic. No more than 1.5% of the originating calls placed during the busy hour will have a dial tone delay greater than three (3) seconds. The performance specified in this section must be maintained up to a maximum station capacity for the installed system configuration. State the proposed system's grade of service for busy hour CCS/station line traffic.

The system must have the ability to operate with or without the attendant(s) console, such as in the evening and on weekends (otherwise known as Night Answer). This must occur automatically at a specific time of day through system programming or by use of featured codes initiated by user.

Power

The system must operate from a voltage source of 105 to 125 VAC (preferred) or 208 to 230 VAC, 60 Hertz, single-phase commercial power. Specify the power consumption and recommend the appropriate circuit breaker rating, along with any special protection required for proper maintenance of the proposed system. The Village is responsible for providing the power, circuit breaker and appropriate service outlet receptacle.

All local loops must be full metallic, with a maximum external loop resistance of 1,200 ohms including the instrument, and a minimum leakage of 15,000 ohms.

All lines and circuits must be fused and protected in accordance with commercial telephone practices.

The system must be grounded according to local code to protect against the effects of ground loops, pick-up noise, and excessive ground current.

The proposed PBX must include a power line surge protection device to prevent system damage or total loss resulting from voltage and current surges superimposed upon the commercial power line and all telephone circuits by lightning strikes, commercial power faults, and power line to telephone faults. The circuit breaker amperage must be in accordance with the equipment power requirement.

An Uninterruptible Power Supply (UPS) with a minimum of 30 minutes of power must be proposed for this system. The contractor must furnish and/or install the UPS as part of the system, if so desired by the Village.

Timing Cycle

The proposed PBX (or equivalent) must provide an adjustable timing cycle for dialing on a local station. If no pulses or touch-tones occur within this adjusted time, a busy tone will be returned to the calling station.

Voice Transmission

Voice transmission must be at adequate volume levels and free of excessive noise, distortion and cross talk. The transmission and receive levels must be adjustable, without the addition of external equipment, on a port-by-port basis by plus or minus 6 dB for personnel with hearing impairments and telephones located in high noise areas.

Diagnostics

The PBX (or equivalent) must have self-diagnostic capabilities for detecting and logging component failures. These diagnostic routines must be scheduled continuously and must detect an error or failure within seconds of its occurrence.

System Administration

Purchaser must be able to perform administrative functions of programming the office database operational features, changing station status, and controlling and printing traffic measurement through the use of a terminal.

Required system features with administrative control must include, at a minimum, the following changes to station status, numbering, and feature assignments as well as switch changes. For each of the following, state whether your proposed system complies:

- Adding/changing/removing extensions
- Class of service for stations and systems
- Facility restriction levels

- Hunt groups and coverage (forwarding) groups
- Call pickup groups
- Features or lines assigned to buttons on electronic telephone terminals
- Authorization/account codes
- Automatic route selection tables
- Least cost routing
- Dialing plans for the North American Numbering Plan
- I OXXX programming
- Message waiting indication (state whether visual, audible or both)
- Circuit cards and carrier assignments
- Trunk assignments
- Hotlines
- Intercept

- Paging access (intra and inter-location)
- Assigning off hook alarm stations
- Forward to external number (e.g. cell phone) using direct transfer or smartphone app
- Intercom access (intra and inter-location)

Traffic Management

The system must provide statistics on traffic flow through the network. The statistics must be retrievable via premise terminal or printer. The following traffic data must be available at a minimum. Include a complete list of traffic data provided by the system.

- Incoming CCS per trunk group
- Outgoing CCS per trunk group
- Incoming peg counts per trunk group
- Outgoing peg count per trunk group
- All Trunks Busy peg count per trunk group
- All Trunks Busy in seconds per trunk group
- Busy Hour traffic
- Total usage in peg count
- Lost calls
- Incomplete calls
- Misdirected calls
- Average hold time
- Long term trending
- Switch summary reporting
- System security reporting
- Malicious calls trapped
- Attendant measurement statistics
- Least cost routing statistics

Demarcation Point

The demarcation point (demarc) must be the point of interconnection between the system and the trunks provided by the local telephone company.

Features

At a minimum the system and handsets should include the following functional capabilities:

- Call pickup
- Call forwarding/transfer to internal extension
- Call forwarding/transfer to external line (e.g. cell phone)
- Call park (hold)
- Caller ID
- Call Log
- Three-way conference calling from handset
- Programmable auto dialer keys
- Programmable features key combinations
- Display contrast/brightness control
- Ringer volume/type control
- Voicemail, including reply/forward
- Voicemail to email
- Paging (intra and inter-location)
- Intercom (intra and inter-location)
- Extension groups / Hunt groups
- Administrative call reporting (see “Reporting” section below)
- Administrative and on-demand call recording to be stored on networked NAS
- Hearing aid compatible

Automatic Route Selection (Least Cost Routing)

The PBX must support NXX-XXXX dialing schemes with a minimum of 10-digit transmission and routing. The system proposed must have Automatic Route Selection (ARS) included as a standard feature available on the basic system at the Purchaser's option.

Wiring

Vendor must be willing to reuse existing wiring at the discretion of the Purchaser. Vendor should be willing to submit a separate bid, after conducting a site visit, to install new wiring within or between buildings following USOC wiring code.

Peripheral Equipment Interface

The proposed system must be compatible and operate properly with peripheral equipment that may be separately procured or provided by the Purchaser, such as voice messaging/processing equipment.

Project Management

Vendor must take responsibility as project manager and work directly with peripheral equipment Vendors until the installation of peripheral equipment is completed and working correctly with the system. This includes interfacing with various types of equipment such as key systems, dial dictation equipment, music on hold equipment, radio pocket paging equipment, external voice paging equipment, call accounting equipment, etc.

Station Message Detail Recording (SMDR) / Call Detail Recording (CDR)

The PBX (or equivalent) must provide the SMDR/CDR feature which records information about calling and called parties and notes the time and duration of each call placed over the direct distance dialing (DDD) network, private telephone networks and local calls.

The following information must be available to the system administrator:

- Account code, if required
- Assignment of call costs to all toll calls
- Date of call (month and day)
- Connect time and completion time (24-hour clock)
- Called number
- Calling station
- Equipment number, if applicable
- Length of call
- Trunk group used
- Optional inclusion of incoming calls

Reporting

At a minimum, reports should include the following:

- Call summary and detail by extension number
- Call summary and detail by department
- Call summary and detail by cost center
- Call summary and detail by trunk group accessed
- Call detail in chronological order
- Selective call detail reports for a particular NPA, NPA/NXX, or a 7 to 10 digit number
- Exception reports for calls over n duration, calls costing over x dollars
- System status reports such as disk utilization, system activity, record storage status and bad line

Off-Hook Alarm

The system must have off-hook alarm. The adjustable timing off-hook alarm must display the station number that is off hook and ring to a Purchaser designated display set.

Call Accounting System

A call accounting system should be available for optional purchase to provide the ability to assign costs to the CDR outputs and provide the ability to print reports generated. A monthly printout report sorted by station number, detailing all tolls calls and local calls with the cost of each call must be provided with the call accounting system proposed.

E911

The telephone system must comply with the current laws for E911 support. Any federal legislation will override state and local legislation.

"Turnkey" System

The successful Vendor must provide a complete "turnkey" installation for the system bid. "Turnkey" is defined as the entire communications system with hardware and software assembled and installed as a total package. The term "turnkey" implies that the system will do everything it is supposed to at the time it is turned over to the Purchaser and includes all material and labor, including tools, common equipment, transportation and delivery, cable installation, software and programming, testing, station equipment, training, terminal equipment, documentation, and the first year's warranted maintenance.

Existing telephone service

All existing telephone service of any facility **must** be kept intact throughout the installation and cutover of the new system unless other arrangements are mutually agreed upon between the successful Vendor and Purchaser.

Subcontractors

The successful Vendor must be the Purchaser's only agent concerning business with other Vendors during the planning and installation of this equipment. The Vendor must receive approval from the customer to subcontract any portions of the installation.

Project Manager

The Purchaser will designate an on-site Project Manager who will be the primary contact between the Purchaser and Vendor.

The Project Manager will monitor the Vendor's performance to ensure compliance with the terms and conditions of the contract before any scheduled payments are made. The Project

Manager is the only designated contact for changes requested after installation has begun.

The Project Manager may schedule periodic meetings with the Vendor's project manager and persons with an interest in the project. These meetings will serve as progress reviews, problem solving sessions, and guidance to the Vendor.

On-Site Tour

The successful Vendor must conduct an on-site tour with the Purchaser before installation to determine equipment, telephone, cable and jack locations, and must submit detailed drawings and installation schedules for approval before commencing work. When reference is made to cabling it is solely intended to represent that cabling from the demarcation point (demarc) and the main distribution frame (MDF) to the PBX (or equivalent wall field).

Equipment Installation

The successful bidder must agree to the following requirements during equipment installation:

- Vendor must provide a list of its requirements to the customer with the proposed installation.
- Prior to furnishing or installation of any equipment or cabling, approval of equipment locations, material storage space, layout and installation must be obtained from the Purchaser's designated Project Manager.
- The successful bidder must obtain authorization from the Purchaser before any work involving boring, cutting through or into any part of building structures (i.e. beams, concrete floor, ceiling, etc.) is begun.
- If firewalls are cut, Vendor must restore to original fire stop. If existing sleeves, slots, conduits or any other routing are used, fire-stopping material must be used to meet code.
- The Vendor will furnish all necessary data (FCC registration number, ringer equivalents, etc.) pertaining to the system.
- Prior to installation the Vendor must list and deliver to the Purchaser all space requirements for equipment, environmental requirements or condition, power requirements, hookup for emergency powers, or any other required services the Purchaser will be expected to provide to operate the system.
- The Vendor is responsible for identifying, resolving, and insuring that all appropriated interface equipment and requirements are provided for the common carrier providing exchange service.
- The Vendor must perform a traffic study during the first two (2) weeks after cutover on all trunks to determine whether more or less trunking is required. CCS load, peg count, and overflow will be taken hourly each day for fourteen (14) consecutive days. In addition, future usage and other management reports that could provide recommendations for changes that would improve the overall effectiveness of the system or reduce the overall cost of operating the system must

be included. The results must be documented in the form of a recommendation for action and provided to the Purchaser. The Vendor must assist a designated employee of the Purchaser with obtaining the needed information via the system administration software.

- The Purchaser will be the sole judge of design, system operation, technical equipment, materials and workmanship.

Documentation

Copies of the following must be provided to the Purchaser upon installation:

- Two complete lists of all system components with manufacturer's catalog, specifications, and printed descriptive literature on the components.
- Two copies of the station equipment drawing showing the geographical location of all stations with jack identification numbers, terminal types, location of control cabinets, and programming information for multiline sets.
- Two (2) complete sets of hardware and software manuals detailing all operating information necessary for full use of the system. This information must include two (2) attendants position manuals and two (2) technical support manuals.
- An instruction booklet *for each individual end-user at the time of cutover*.

Cutover

Cutover must hereinafter mean substantial completion of the system, where the system is fully operational and all the stations and peripheral equipment are installed and working.

Successful cutover is 100% of the system including all station equipment, trunks, peripheral equipment, and the system's features working per specification.

At cutover, the entire system must be fully tested including all lines and cards and must be fully operational and capable of working under complete load.

The Vendor must test the PBX (or equivalent) prior to the scheduled cutover. All lines, stations and other equipment installed by the Vendor will be tested for proper operation and function prior to the cutover date. Testing must include:

- Direct Inward Dial (DID)
- Direct Outward Dialing (DOD)
- Private Network Connectivity
- Automatic Identification of Outward Dialing (AIOD)
- Off Premise Extension (OPX)
- 911 Access
- All other features of installed system

The equipment must operate in conformance with the manufacturer's published specifications applicable to such equipment at the time of this contract.

The manufacturer's document must contain physical performance characteristics applicable to the system components.

Equipment added to the contract by change order must operate in conformance with the manufacturer's published specification applicable to such equipment and must be included in the system acceptance testing.

Warranty

The Warranty must not begin until after acceptance of the system by the Purchaser. The system furnished and installed under these specifications must be warranted by Vendor against defects in materials and workmanship for the minimum period of one (1) year after substantial completion.

During the first year warranty period, all the obligations including replacement parts and materials, labor and travel will be performed at Vendor's sole expense.

Vendor must indicate method of support for the system during this warranty period, to include engineering assistance provided locally and from the manufacturer.

A maintenance contract beginning at the end of the warranty period must be available as an option for Purchaser.

The Vendor must maintain written assurance of continuing engineering, and a spare parts inventory, sufficient to keep the equipment purchased under this contract in operational condition for a minimum of seven (7) years after completion.

Should the manufacturer discontinue this product or cease to do business, the Vendor will obtain source code and an adequate supply of components to maintain the system for a minimum of seven (7) years.

Service Level Agreement

Service must be available during working hours. Standard working hours are Monday through Friday, 8:00am through 4:30pm, except State holidays. However, working hours may vary by location

The Vendor or manufacturer must supply and install any software fixes released by the manufacturer at no cost to the Purchaser.

Detail your service level agreement and maintenance procedures for major and minor alarm situations, as relates to first responder (i.e. Police & Fire) alarms and for "normal" Village operations alarms.

End User Training

A structured training program must be provided by the Vendor for the PBX (or equivalent) installed. Vendor must agree to provide training for no extra cost to all employees during their regular shifts, regardless of time of day.

Vendor must provide experienced full-time instructors for training on-site with training completed within one (1) week prior to cutover of system or as mutually agreed upon by Vendor and Purchaser.

The Vendor must conduct the necessary required number of user hands-on training sessions to insure all users are adequately trained in the use of the system. The number of sessions will be mutually agreed upon by the Vendor and Purchaser and will be arranged at the convenience of the Purchaser.

Vendor must provide all reference manuals, booklets, pamphlets and other materials required for all training. The contents of the instruction booklet will outline features available and the steps necessary to use each feature.

A minimum of one Vendor trainer must be on site the day of the cutover.

Vendor must identify cost of user training after cutover and system acceptance.

System Administration Training

Vendor must provide system administration training, including the ability to make changes to the database of the telecommunications system via a terminal, no more than thirty (30) days in advance of cutover. Vendor must provide training classes for two (2) of Purchaser's employees at no cost to Purchaser for the training classes. This training should include all routine maintenance and ongoing system management processes/procedures.

2C. Deliverables

As part of your response you must address the following:

Qualifications – Describe your qualifications with telephony systems installation and configuration.

Warranty – Describe manufacturer and installer warranties that are provided as part of your proposal. Describe any required maintenance the system will require during the warranty period.

Repair and Maintenance services - Maintenance responsibilities and services with related costs should be described.

Schedule – Provide a proposed schedule for the work describing tasks and times.

Ownership of equipment and software - The proposal must indicate that the Village will own all equipment and software upon acceptance of the completed installation.

Cost - The proposal must address initial capital costs for installation, required maintenance services, and any other related costs. Total costs must be itemized.

Payment options - Vendors should submit any proposed payment options.

Turnover Documentation - The Contractor will provide final "as built" drawing in Microsoft Visio format in both hardcopy and on a CD-ROM if a map is appropriate for the task. The ArcView base line drawing will be provided to the Contractor by the Village of Franklin Park. Other documentation shall be provided in MS Office format.

Acceptance and Performance Testing – Specify the turnover testing procedure.

Section 3

Standards

The following general standards sections that are based upon the Illinois Department of Transportation Standard Specifications (these requirements can be found on the State of Illinois website at <http://www.dot.state.il.us/desenv/pdfs/spec2002/sec100.pdf>) shall apply to the scope of work requested within this Request for Proposal:

3A Resident Notification

If appropriate, the contractor is responsible for notifying the residents and businesses prior to start of all construction that would affect access. The Village must approve the method of notification.

Accept

3B Permitted Hours of Work

The Franklin Park Municipal Code restricts all construction activity to the 12-hour period from 7:00 a.m. to 7:00 p.m. on weekdays and Saturday. No construction work is permitted on Sundays or holidays. All Contractors working on this project will be bound by these requirements.

Accept

3C Utilities

The Contractor shall protect all public and private utilities and shall notify the owners of all utilities at least 48 hours prior to commencing work and JULIE (1-800-892-0123) and obtain the horizontal and vertical field locations for their utilities within the limits of the proposed construction.

Accept

3D Construction Equipment and Materials

No construction equipment shall be parked or stored on Village right-of-ways without prior written approval from the Utilities Commissioner or the Director of Information Technology. No construction material, spoils or any other objects shall be placed on/or stored on Village parkways. Every effort shall be made by the Contractor when working near trees and shrubs to protect them from harm.

Accept

3E Removal and Disposal

All debris removed during the construction process shall be properly disposed at a suitable off-site location and will be considered incidental to the contract. All waste material is to be disposed of by the contractor at his expense. This work shall be done in accordance with Sections 202 and 301 of the Standard Specifications.

Accept

3F General Debris

During the performance of the work, contractor shall keep a reasonable degree of order by disposing of accumulated rubbish and waste material, and at the completion of the work the site shall be cleared of all debris, leftover tools, consumable supplies, and materials which may have accumulated in the performance of the work. Where the contractor, after ten (10) days notice, fails to keep the area of work reasonably clean and safe or fails to clean this area at the completion of the work, the Village may perform this work, the cost of which shall be against contractor's account and may be deducted from the sums due or to become due to the contractor. The contractor is responsible for the physical removal of rubbish and packing materials from the Village premises.

Accept

3G Miscellaneous Incidental Restoration

Any property damage by the contractor will be repaired to the satisfaction of the Village. Methods for repair must be approved by the Village prior to the contractor making any repairs. This work will be considered incidental to the contract. All other damages to property not specifically covered in other sections of this contract will be corrected and restored to its original condition or better as existed before construction. The contractor must have proper permits before making any concrete or asphalt cuts and will be responsible for any and all restoration costs. All grassy areas disturbed will be refilled, packed, and seeded to match original ground cover.

All work shall be in accordance with the applicable portions of Sections 211, 212, 250, 251 and 252 of the Standard Specifications. All restoration must be completed within two (2) weeks from completion of construction. This work will be done at the contractor's expense and will be considered incidental to the contract. The contractor shall leave all project sites in the best possible condition and to the complete satisfaction of the Village.

Accept

3H Facility Restoration

The contractor shall be responsible for replacing or restoring to original condition any damage to water tanks, floors, ceiling, walls, window, door, fixtures, furniture, grounds, pavement, roots, building exteriors, mechanical and electrical systems, etc., caused by its personnel and operations. Any damage or disfiguration will be restored at the contractor's expense. The contractor shall be responsible for all out of service and damage claims billed by third parties for damage caused by the contractor.

Accept

3I Labor and Materials

Unless otherwise specified, the contractor must furnish all labor, equipment, materials, wire, cable, conduits, outside plant, transportation, shipping, and supplies necessary to complete this project in a satisfactory manner in accordance with the plans, specifications and terms of this RFP. All materials shall be shipped FOB destination.

Accept

Reject with comment

3J Tools and Test Equipment

The contractor must supply, furnish, fabricate or otherwise provide all utilities, tools, installation equipment, and test equipment that are required for completing the installation and implementation of the municipal telephony system.

Accept

Reject with comment

3K Permits and Approvals

The contractor must apply for and obtain all permits and approvals from the Village and any other regulatory agencies, and all building owners and managers. The contractor will pay costs of these permits and approvals beyond those not waived by the Village.

Accept

3L Access

The contractor will have access to Village buildings, including docks and elevators when and where available, in order to carry out the required work. Access to Village buildings must be coordinated with the Village project manager. The contractor shall pay any costs associated with after-hours access to a facility.

Accept

Reject with comment

3M Codes and Standards

The contractor must possess the equipment and all required licenses and authorizations necessary to complete the type of services required.

The contractor is responsible for compliance with the following publications and standards of current issue including:

- Applicable Manufacturer's Instructions and Standard Practices
- Federal Communications Commission Rules and Regulations
- National Electric Code, with procedures established under the ANSI/TIA/EIA 568B-3, 569A, 606 and 607 recommendations. Grounding and bonding will be performed as outlined in the ANSI/TIA/EIA 607 standard and the BICSI Telecommunication Distribution Methods Manual (TDMM)
- ISO 9001 Quality Standards
- FCC approved and UL listed
- Applicable federal, state and local regulations and/or codes
- Rural Electrification Administration (REA) or local operating and long distance telephone company standards.

If there are violations of code, the Contractor must make corrections at no cost to the Village.

Accept

Reject with comment

3N Quality and Workmanship

Quality of work and neat appearance shall be as important as the electrical and mechanical efficiency of the system.

Accept

Reject with comment

3O Non-disruption

During installation and cutover, all reasonable precautions must be undertaken to prevent or minimize any disruption of or disturbance to Village operations. Access to Village facilities may not be impaired without the Village's prior approval. The contractor is responsible for insuring minimal disruption of any existing telemetry, telephone and data communications systems and networks. Planned outages shall be scheduled only with permission from the Village project manager.

Accept

Reject with comment

3P Installation of Cabling

It is the responsibility of the installing firm to inform the owners/operators of facilities (e.g., electric power, natural gas, and other communication cables) located near the proposed installation of the specific dates and times of the installation. The vendor must follow standards and practices outlined by OSHA for all work in confined or hazardous spaces. The vendor must meet the published standards of the Illinois Prevailing Wage Act (820 ILCS 130/1-12), including Certified Payroll documentation for all labor related to the installation of cabling for this project (including subcontractor labor).

Accept

3Q Standards and Code References

The following standards and specifications apply to installed equipment in the locations as defined in the attached document.

Except as otherwise specified, materials must be new, must conform to industry standards, and must be Underwriters Laboratories listed and labeled. Defective or damaged materials must be replaced or repaired prior to final acceptance in a manner that meets the approval of the Village and at no additional cost to the Village. In addition, the latest editions of the following standards are minimum requirements (when there are conflicts between codes and standards, the more stringent standards or codes shall apply):

- 3Q-1** American National Standards Institute (ANSI)
- 3Q-2** Village of Franklin Park Codes
- 3Q-3** Electronic Industries Associated Telecommunications Industry Association including but not limited to: EIA/TIA 567, 568, 569, 607, 72, 606
- 3Q-4.** Institute of Electrical and Electronic Engineers (IEEE)
- 3Q-5.** International Telecommunications Union (ITU)
- 3Q-6.** International Organization for Standardization (ISO)
- 3Q-7.** Internet Engineering Task Force (IETF)
- 3Q-8.** National Electric Codes (NEC®)
- 3Q-9.** National Fire Protection Association (NFPA)
- 3Q-10.** National Electronic Manufacturers Association (NEMA)
- 3Q-11.** Rural Electrification Association Standards (REA)

Accept

3R Installation Standards for Customer Premise Equipment

- 3R-1** All elements of the system installation shall conform to local building codes.
- 3R-2** The bidder is responsible for the engineering, furnishing, and installation of all interface equipment to the proposed telephony system.
- 3R-3** The Village shall be allowed to attach technically compatible equipment without abrogating any warranties of the bidder.
- 3R-4** To the extent possible, the system shall be assembled and wired at the factory. The system shall be tested and adjusted to the maximum extent possible before shipment.
- 3R-5** Upon completion of the system's installation and prior to acceptance by the Village, all equipment shall be thoroughly cleaned and made free of extraneous bits of installation materials, wire, etc., by the contractor. Debris resulting from the installation shall be removed from all areas and be disposed of by the contractor.
- 3R-6** Prior to acceptance testing, the bidder shall certify to the Village that all system hardware and features provided in the system have been thoroughly tested to ensure that no mechanical or electrical problems exist and that all system features are functional.
- 3R-7** The contractor shall not interfere with existing telephone, video, and data service in any fashion without Village permission. On water towers no interference shall be caused to existing communication provider's equipment.
- 3R-8** The bidder shall provide an acceptance checklist to be approved by the Village.

Accept

3S. Category 6 Component Specifications

All Category 6 cabling, such as patch cables or radio interconnect cabling shall meet or exceed the following specifications.

All Category 6 cordage shall be round and consist of 24 AWG copper stranded conductors. The conductors shall be tightly twisted into individual pairs and shall meet or exceed the electrical specifications for the Category 6 standard.

The standards for all Category 6 cabling shall meet or exceed those in the following table:

Category 6 Solid Horizontal and Backbone Cable

| Frequency (MHz) | Insertion Loss (dB) | NEXT (dB) | PSNEXT (dB) | ELFEXT (dB) | PSELFEXT (dB) | Return Loss (dB) |
|--------------------|---------------------------|--------------|----------------|----------------|------------------|------------------------|
| 0.772 | 1.8 | 76 | 74 | 70 | 67 | 19.4 |
| 1 | 2 | 74.3 | 72.3 | 67.8 | 64.8 | 20 |
| 4 | 3.8 | 65.3 | 63.3 | 55.8 | 52.8 | 23 |
| 8 | 5.3 | 60.8 | 58.8 | 49.7 | 46.7 | 24.5 |
| 10 | 6 | 59.3 | 57.3 | 47.8 | 44.8 | 25 |
| 16 | 7.6 | 56.2 | 54.2 | 43.7 | 40.7 | 25 |
| 20 | 8.5 | 54.8 | 52.8 | 41.8 | 38.8 | 25 |
| 25 | 9.5 | 53.3 | 51.3 | 39.8 | 36.8 | 24.3 |
| 31.25 | 10.7 | 51.9 | 49.9 | 37.9 | 34.9 | 23.6 |
| 62.5 | 15.4 | 47.4 | 45.4 | 31.9 | 28.9 | 21.5 |
| 100 | 19.8 | 44.3 | 42.3 | 27.8 | 24.8 | 20.1 |
| 200 | 29 | 39.8 | 37.8 | 21.8 | 18.8 | 18 |
| 250 | 32.8 | 38.3 | 36.3 | 19.8 | 16.8 | 17.3 |

UL® verified for TIA/EIA 568-B electrical performance

UL® and c (UL®) listed for fire safety

If required, the use of shielded twisted pair cabling for outdoor installation is strongly recommended. The use of shielded cable will minimize the susceptibility to spurious RF emissions and as the Village has additional RF equipment located at most facilities.

Accept

Attachments

The following appendices must be completed as indicated and returned as part of the price proposal:

1. Trade References Form
2. Price Proposal Form
3. RFP Certification Form

The material in the following attachments is provided to aid the bidder:

4. Terms and Conditions

ATTACHMENT 1

Return with Bid

TRADE REFERENCES

Bidder Instructions:

Each contractor shall provide no less than three references for the installation of fixed wireless systems that demonstrate the skills bidder has proposed in the response to this RFP.

MANDATORY INFORMATION

BUSINESS: _____
ADDRESS: _____
CONTACT PERSON: _____
PHONE NUMBER: _____
APPROXIMATE DATE: _____

BUSINESS: _____
ADDRESS: _____
CONTACT PERSON: _____
PHONE NUMBER: _____
APPROXIMATE DATE: _____

BUSINESS: _____
ADDRESS: _____
CONTACT PERSON: _____
PHONE NUMBER: _____
APPROXIMATE DATE: _____

BUSINESS: _____
ADDRESS: _____
CONTACT PERSON: _____
PHONE NUMBER: _____
APPROXIMATE DATE: _____

ATTACHMENT 2

Price Proposal

This document is a standard price proposal and shall be submitted in a separate, sealed envelope. Prepare separate pricing summaries for each of the two options.

PROPOSER NAME:

Pricing Summary

| | |
|-----------------------|------------------------------|
| Location: | Phase 1 - New Police Station |
| | |
| Material Cost | \$ |
| Labor Cost | \$ |
| Site Restoration Cost | \$ |
| | |
| Total | \$ |

| | |
|-----------------------|-----------------------------------|
| Location: | Phase 2 - Fire Stations & Norcomm |
| | |
| Material Cost | \$ |
| Labor Cost | \$ |
| Site Restoration Cost | \$ |
| | |
| Total | \$ |

| | |
|-----------------------|---|
| Location: | Phase 3 - Village Hall, Public Works, Water & Fleet |
| | |
| Material Cost | \$ |
| Labor Cost | \$ |
| Site Restoration Cost | \$ |
| | |
| Total | \$ |

Place a detailed bill of materials on a separate form included with the separate price proposal.

Total Cost \$ _____

Attachment 3

RFP Certification Form

This Form Must Be Notarized

Return with Bid

**VILLAGE OF FRANKLIN PARK
RFP CERTIFICATION FORM**

RE: CERTIFICATION OF BIDDER, COMPLIANCE WITH SECTION CRIMINAL CODE OF 1961

I/We hereby certify that _____
(Name of Bidder)

by bidding on this contract, no action has occurred that would result in a violation of 33E-4 of the Illinois Criminal Code of 1961.

Signed: _____ Attest: _____

Title _____ Commission expiry: _____

Date _____ Date: _____

**INTERFERENCE WITH PUBLIC CONTRACTING – BID-RIGGING AND
ROTATING – KICKBACKS – BRIBERY
PUBLIC ACT 85-1295
S.B. 2002**

AN ACT to add Article 33E to the “Criminal Code of 1961”, approved July 28, 1961 as amended.

Be it enacted by the People of the State of Illinois, represented in the General Assembly:

Section 1: Article 33E is added to the “Criminal Code of 1961” approved July 28, 1961, as amended, the added Article to read as follows:

Sec 33E-3 Bid-rigging. A person commits the offense of bid-rigging when he knowingly agrees with any person who is, or but for such agreement would be, a competitor of such person concerning any bid submitted or not submitted by such person or another to a unit of State or local government when with the intent that the bid submitted or not submitted will result in the award of a contract to such person or another and he either (1) provides such person or receives from another information be disclosed to a competitor in an independent noncollusive submission of bids or (2) submits a bid that is of such a price or other material term or terms that he does not intend the bid to be accepted.

Bid-rigging is a Class 3 felony. Any person convicted of this offense shall be barred for 5 years from the date of conviction from bidding on any contract offered for bid by any unit of State or local government.

Sec. 33E-4 Bid rotating. A person commits the offense of bid rotating when pursuant to any collusive scheme or agreement with another, he engages in a pattern over time (which, for the purposes of this Section, shall include at least 3 contract bids within a period of 10 years, the most recent of which occurs after the effective date of this amendatory Act of 1988) of submitting sealed bids to units of State or local government with the intent that the award of such bids rotates, or is distributed among persons or business entities which submit bids on a substantial number of the same contracts. Bid rotating is a Class 2 felony. Any person convicted of this offense shall be permanently barred from bidding on public contracts in the State of Illinois.

THIS FORM MUST BE NOTORIZED

Attachment 4

Terms and Conditions

1. Any contract or agreement resulting from the acceptance of this proposal by the Village shall be on forms either supplied by or approved by the Village's Legal Department, and shall contain, as a minimum, applicable provisions of this Request for Proposal. The Village reserves the right to reject any agreement that does not conform to the Request for Proposal and any Village requirements for agreements and contracts. Vendors should include any standard contract documents with their proposal.
2. If, through any cause, the firm fails to fulfill any of the obligations agreed to in a timely and proper manner, the Village shall have the right to terminate the contract by notifying the firm in writing of such termination at least 15 calendar days in advance of such termination.
3. The Village reserves the right to request clarification of information submitted and request additional information as needed.
4. General Contractor or Subcontractor Hold Harmless Agreement. The Contractor shall indemnify and hold harmless the Municipality its agents, and its employees from and against all claims for personal injury, property damage or stolen goods, including claims against the Village, its agents, or servants, arising out of the Illinois Structural Work Act, and all losses and expenses, including attorney's fees that may be incurred by the Village, defending such claims, arising out of or resulting from the performance of the work and caused in whole or in part by any negligent act or omission of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by the party indemnified hereunder. In any and all claims against the Village or any of its agents, or servants by an employee of a Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation of benefits payable by or for the Contractor or subcontractor under Workers' Compensation Acts, Disability Acts, or their Employee Benefit Acts.
5. Insurance. The Contractor shall meet all insurance requirements as stated in Article 107.26 and 107.27 of the IDOT Standard Specifications. All insurance policies obtained for the project shall include the Village of Franklin Park and its duly authorized representatives as additional insured parties. All costs associated with meeting these requirements shall be considered incidental to the Contract. These requirements can be found on the State of Illinois website at <http://www.dot.state.il.us/desenv/pdfssec2002/sec100.pdf>

To summarize the requirements of Franklin Park:

| <u>Type of Insurance</u> | <u>Occurrence</u> | <u>Liability Limits</u> | |
|-----------------------------------|-------------------|-------------------------|------------------|
| | | Each | <u>Aggregate</u> |
| GENERAL LIABILITY | | | |
| Bodily Injury | \$1,000,000 | | \$3,000,000 |
| Property Damage | \$1,000,000 | | \$3,000,000 |
| Contractual Insurance- Broad Form | \$1,000,000 | | \$3,000,000 |

| <u>Type of Insurance</u> | <u>Occurrence</u> | <u>Liability Limits</u> | |
|-----------------------------|-------------------|-------------------------|------------------|
| | | Each | <u>Aggregate</u> |
| AUTOMOBILE LIABILITY | | | |
| Bodily Injury | \$1,000,000 | | \$1,000,000 |
| Property Damage | \$1,000,000 | | \$1,000,000 |

This insurance must include non-owned, hired, or rented vehicles, as well as owned vehicles.

| | |
|--|--------------------------|
| WORKMEN'S COMPENSATION & OCCUPATIONAL DISEASES: | Statutory for Illinois |
| Employers Liability Coverage: | \$1,000,000 per accident |

6. The Contractor will be responsible for any damages, injuries, accidents, and claims resulting from, and or occurring during completion of specified services.
7. The Contractor will be responsible for transportation of all materials to the job site (FOB Destination) and be responsible for insurance on all materials after initiation of job and until the point where the Village accepts the completed system.
8. Contractor will be required to submit waivers of lien to Village to receive the final payment for the project.