



Four Rivers
Sanitation Authority

Four Rivers Sanitation Authority

**Request for Proposals #21-215
VoIP Telecommunications System**

July 15, 2021

RFP Submittals Due on or Before 4:30 pm CST on August 27, 2021

NOTICE
FOUR RIVERS SANITATION AUTHORITY
REQUEST FOR PROPOSALS #21-215
VoIP TELECOMMUNICATIONS SYSTEM

Four Rivers Sanitation Authority is currently accepting proposals for a new VoIP Telecommunications System.

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

Proposals are due no later than **4:30 p.m. CST, August 27, 2021.**

Proposals shall be submitted to the Four Rivers Sanitation Authority Administration offices located at 3501 Kishwaukee Street, Rockford, Illinois 61109. Copies of the RFP for review purposes only are available through the Four Rivers Sanitation Authority web site fourrivers.illinois.gov. Proposal documents for submittal are available by contacting Purchasing at (815) 387-7425. For more information, visit the Four Rivers Sanitation Authority web site at fourrivers.illinois.gov.

Four Rivers Sanitation Authority reserves the right to reject any or all proposals, or any part thereof, or to accept any or all proposals, or any part thereof, or to waive any formalities in any proposals, deemed in the best interest of the Four Rivers Sanitation Authority.

No proposal shall be withdrawn without the consent of the Authority for 60 days after the scheduled time of receiving the proposals.

Intent to Respond. All vendors who intend to respond to this RFP should signify their desire to do so by submitting an email to mroach@fourrivers.illinois.gov on or before 4:30 P.M., July 23, 2021. All vendors who signify their intent to respond will receive all questions and answers related to this RFP.

The Authority will confirm any award decision in writing, to the successful proposer. Thank you for your participation. We look forward to reviewing your proposal.



Julia Scott-Valdez
Director of Management Services
Four Rivers Sanitation Authority

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1. Objectives and Process Schedule

Purpose and Project Background

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

Because there are several vendors who provide the type of systems the Authority's needs, it is the Authority's desire to meet our future telecommunications needs through this competitive selection process. The requirements noted in this RFP are designed to assist in the selection of the vendor and system which, in the Authority's opinion, best meets the Authority's needs.

The Four Rivers Sanitation Authority currently has an Avaya system installed at the Authority offices. The Authority has approximately 150 stations installed in the main office.

Functionally, the Authority has 2 PRI's installed at the Authority office. All departments are assigned Direct Inward Dial (DID) numbers from the PRI services. All department main numbers and individual user numbers are DID numbers delivered to the Authority over the PRI for processing.

The Authority has determined that the existing system(s) require significant upgrades to bring them to current releases and vendor support. The Authority has determined that because of the projected costs and the current operational requirements, it is in the Authority's best interests to obtain competitive vendor proposals for any upgrades or complete replacement.

This RFP document describes the requirements of the Authority for a Premise or Hosted IP-based telecommunication system and associated VoIP Data Network programming advice and recommendations. All features/functions discussed in this RFP shall be provided in the proposed solution unless specifically noted. The proposed IP telecommunications system shall support all the required call processing, voicemail, contact center and unified messaging, system services, management, and administrative feature requirements stated in the RFP.

This RFP is intended to provide a standard base from which to evaluate alternatives for the telecommunications system and to allow the Respondent flexibility in proposing the most appropriate and cost-effective system. It is the responsibility of the Respondents to address all aspects of this RFP.

Objective

The objective of the Authority is to acquire a new, state of the art telecommunications system to serve the staff and administrative operations of the Authority. This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for the Authority's operations, please quote them as options and include supporting justification and cost detail.

The Four Rivers Sanitation Authority reserves the right to the following:

- Accept the proposal that is, in its judgment, the best and most favorable to the interests of the Authority;
- To reject the low price proposal;
- To accept any item of any proposal;
- To reject any and all proposals;

General Process and Schedule

During the selection process, the Authority will review the submitted proposals and systems. The Authority will use a combination of steps to evaluate vendor proposals, these may include subsequent interviews, demonstrations, reference checks, and site visits. The Authority will then pick a final preferred vendor. The Authority will negotiate final pricing and terms and conditions with the preferred vendor.

The following is the current estimated schedule, as defined by the Authority, and can be changed at its discretion:

Estimated Selection Process Step	Date(s)
Release and Issuance of the <i>Request for Proposals</i> (RFP)	July 15, 2021
Final Date for Vendors to Submit Questions	July 23, 2021
Final Date for Vendor Response to Intent To Respond	July 23, 2021
Date for Publishing Answers to Vendors' Questions	July 30, 2021
Proposals Due	August 27, 2021
Vendor Demonstration Meetings (if applicable)	September 2021
Final Vendor Selection Board Meeting	October, 2021
Estimated Approval	October 2021
Implementation Start	November 2021

Table 1 – Estimated Selection Schedule

2. Evaluation Criteria

Evaluation Criteria

Proposal Evaluations will include (but not limited to) the following general evaluation criteria:

- Complied with format complete proposal and letter of introduction
- Overall system design and adherence to RFP
- Features and System Operation
- Support – warranty, maintenance, upgrades
- Similar projects – references – company experience
- Pricing
- Other system selection criteria as needed by the Authority
- Completion of all required documents in Section 7

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

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

3. Proposal Instructions

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

General Proposal Instructions and Due Dates

Questions: All questions should be directed to Melinda Roach, at mroach@fourrivers.illinois.gov no later than **4:00 p.m. CST on July 23, 2021** Questions received after this deadline will not be accepted.

Answers to submitted questions will be posted on the Authority's website and a link published via email on **July 28, 2021** will be posted on the Authority's website.

To be considered, eight (8) hard copies of the proposal as well as 1 soft copy on a thumb drive must be received by the Authority no later than 4:30 pm August 27, 2021. Submissions after this deadline will not be accepted. Proposals should be submitted in a sealed envelope, labeled **"VoIP Telecommunications System,"** and addressed to:

Melinda Roach
Procurement Coordinator
Four Rivers Sanitation Authority
3501 Kishwaukee Street
Rockford, IL 61109

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

There will be no formal proposal/bid opening.

Proposal Format

Proposals should follow the *Request for Proposals* format provided.

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

Please provide the following sections, at a minimum:

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

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

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

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

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

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

Disqualification

The Authority reserves the right to disqualify any proposal based on the following criteria:

- Generic hardware purchase list provided, without identifying the specific solution, to meet the requirements of this RFP
- Response does not address specific hardware requirements of this RFP
- Response does not provide technical feature information
- Response does not provide references
- Incomplete responses

Proposal Format

The proposal should follow the outline of the RFP document.

The proposer should address each point listed in this document and the and attached Exhibits. In this way, the Authority will be able to discuss the specific information requested and review the response without a cumbersome matching process.

Each proposal shall conform and be responsive to this RFP. Responder shall furnish complete specifications and rates for all services requested. Additional pricing schedules detailing items listed on the proposal pricing table should be included.

All submitted proposals must provide at a minimum, all requested information in the proposal document. Any portion not included may be cause for elimination from the selection process. The information should be organized as indicated in the proposal requirements.

All information submitted is to be considered public knowledge and will be subject to the Illinois Public Records Act or any other applicable laws.

Delivery

Dependent on the Board meeting schedule, the successful bidder will be notified, and a purchase order issued. The purchase order will act as a contract for service described in this document. Caution must be used at all times for protection of persons and property. Safety provisions of applicable laws and building and construction costs will be observed. All hazards must be guarded or eliminated in accordance with safety provisions of the Manual of Accident Prevention in Construction, established by the Association of General Contractors of America and Federal Safety and Health Regulations for Construction as issued by the Department of Labor. Damage to Owner property by Contractor personnel will be repaired or replaced by the

Contractor in a manner agreed upon by the Owner. The Contractor assumes responsibility for protection of all equipment under its contract. The Contractor will repair or replace damaged equipment in a timely manner.

Withdrawal of Bids

At any time prior to the scheduled proposal deadline, the respondent may withdraw his proposal. In order to do so, he shall submit a written request to the Director of Management Services.

Payments to the Successful Respondent.

If the Authority receives an acceptable invoice for conforming materials prior to the fifth day of the month, the Authority shall issue payment before the fifth day of the succeeding month. If received on or after the fifth day of the month, payment will be issued the following month.

Use of Authority Name Prohibited.

In the absence of the Authority's written permission, the successful respondent shall not use the Authority's name in any form or medium of public advertising.

Investigation

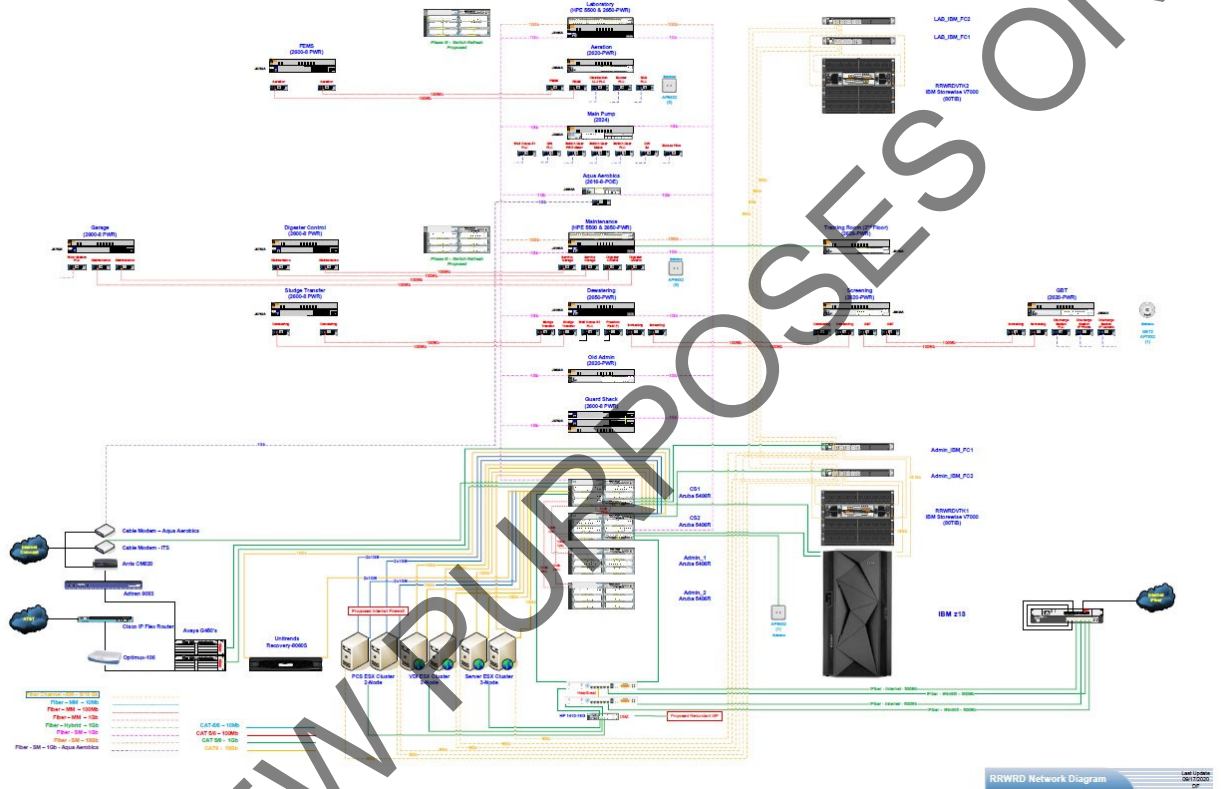
It shall be the responsibility of the respondent to make any and all investigations necessary to become thoroughly informed of what is required and specified in the proposal. No plea of ignorance by the respondent of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the respondent to make necessary examinations and investigations will be accepted on a basis for varying the requirements of the Authority or the compensation of the respondent.

4. Data Network Requirements

4.1. Requirements

- 4.1.1. The Authority wishes to implement a VoIP system.
- 4.1.2. Following is a drawing of the current data network for the Authority.

4.1.2.1. Existing Network Diagram



4.2. Description of Current Technology:

The Four Rivers Sanitation Authority implemented an Avaya Telephone system with centralized voicemail more than 10 years ago.

The two major locations (Administrative Building and Plant Property) are networked together using fiber optic cable and data network connecting all buildings together.

The Authority intends to install the new VoIP telephone system to serve the entire organization in their data center at the Authority's administrative building and (as an option) a secondary duplicate/redundant system in the secondary location at LAB building on the Plant Campus. Please propose the secondary system core as an OPTION.

- 4.2.1. The Authority is in the process of updating the data network. The new network will provide POE and QOS features and capabilities. The Authority will work with the selected vendor to review and prepare the network to provide the needed IP addressing and subnet approach. For the purposes of this RFP process, Vendors

should assume the Authority's LAN and WAN data network will provide the needed POE and QOS capabilities for VoIP Deployment.

4.3. Network Description

4.3.1. All buildings are connected with Authority owned fiber optic connections. The Authority's plan is to integrate VoIP services on the data network to connect each location as necessary.

4.3.2. The selected Vendor will review the Authority's current network configuration, and provide suggested configurations for the following devices:

4.3.2.1. Routing updates to incorporate new VLANs

4.3.2.2. Network Closet Switching

4.3.2.3. Data Center Switching

4.3.2.4. UPS (if anything needed to prioritize VoIP switches, routers, gateways or servers)

4.3.3. In conjunction with the Authority's Project Manager and Key Stakeholders, the selected vendor's Professional Services team will participate in the development an overall installation schedule, which will incorporate the following:

4.3.3.1. Configurations provided by the vendor

4.3.3.2. Installation and implementation, provided by the Authority

4.3.3.3. Vendor review and testing of completed configurations for proper functionality

4.3.3.4. Authority revisions after vendor review

4.3.3.5. Final testing by the vendor for proper functionality

4.3.3.6. Confirm data network voice readiness.

4.4. Design and Discovery Phase - Vendor Responsibilities

Under this scope, selected vendor shall perform the following tasks.

4.4.1. VoIP Telecommunications System Project Overview

4.4.1.1. Kickoff

4.4.1.1.1. Resource Scheduling

4.4.1.1.2. Project Management Introduction

4.4.1.1.3. Engineering Introduction

4.4.1.1.4. Presales Design handoff to Deployment Engineering

4.4.1.1.5. Project Review

4.4.1.2. Planning Workshop

4.4.1.2.1. Holistic Project Review

4.4.1.2.2. Project Goals

- 4.4.1.2.3. Projected Timelines
- 4.4.1.2.4. Project Risk Discussion
- 4.4.2. Network Design Review Workshop/Discussion
 - 4.4.2.1. Discuss expected business-level and technical outcomes across all technologies to be implemented
 - 4.4.2.2. Collaborate closely on Authority-provided design documentation and direction with the Authority and its Consultant
 - 4.4.2.3. Review and Validate purchased hardware and licensing for Authority Bill of Materials.
 - 4.4.2.4. Provide configuration recommendations for best practices, especially in regards to VoIP implementations (including QoS, prioritization, and other factors)
 - 4.4.2.4.1. Provide review of Routing, QoS, and VLAN design and configuration with the Authority and its Consultant
 - 4.4.2.4.2. Recommend VoIP-related VLAN and QoS configurations on existing equipment, with input from the Authority and its Consultant
- 4.4.3. Review and discuss Network Routing and Switching Plan from the Authority and provide recommendations as needed
 - 4.4.3.1. Recommend configuration objectives, which may include the following:
 - 4.4.3.1.1. Review current VLAN and provide necessary configuration recommendations if needed.
 - 4.4.3.1.2. Configuration of IP address on management VLAN
 - 4.4.3.1.3. Utilization of 802.1Q to transfer VLAN between Layer 2 devices
 - 4.4.3.1.4. QoS configuration requirements
 - 4.4.3.1.5. Implementation of SNMPv3 strings to communicate with the network management station
- 4.4.4. Review existing UPS installation in relation to VoIP functionality
- 4.4.5. Plan for Datacenter Telecommunications System VoIP Core Switching
 - 4.4.5.1. Create detailed design elements related to the VoIP telecommunications System core components to be installed in the Authority Data Center based on design concepts and direction for the Authority.
 - 4.4.5.2. The vendor will review existing network equipment and configuration and confirm Core equipment capabilities and features:
 - 4.4.5.2.1. Call home
 - 4.4.5.2.2. Online Diagnostics

- 4.4.5.2.3. Embedded events
- 4.4.5.2.4. Role Based Access Control
- 4.4.5.2.5. L3 IP routing
- 4.4.5.2.6. L2 switching
- 4.4.5.2.7. Quality of service
- 4.4.6. Develop VoIP Telecommunications System Cutover schedule by site. Allow time for the following:
 - 4.4.6.1. Configuration modifications recommended by the vendor. Vendor will provide technical services to complete the recommended configuration modifications.
 - 4.4.6.2. Vendor to discuss network functionality with Authority IT staff. Vendor to recommend network configuration changes to resolve any network issues.
 - 4.4.6.3. Vendor will review, test, and confirm the completed VoIP configurations for proper functionality and voice readiness.
 - 4.4.6.4. Vendor to perform VoIP equipment configuration changes, if needed.
 - 4.4.6.5. Additional testing by the vendor (if required) for proper VoIP and network functionality.
 - 4.4.6.6. Additional configuration changes will be discussed and approved by the Authority. Vendor will assist the Authority with validation of final VoIP and network configuration.
 - 4.4.6.7. Repeat validation and testing steps until VoIP and network equipment performs properly with the new VoIP equipment and new network configurations, to the satisfaction of both the vendor and the Authority.
- 4.4.7. Perform Facilities Survey of all site MDF and IDF closets to verify the following parameters (this section is for the installation of **VoIP equipment - phone gateways, servers and related equipment**). Assist Authority with any configuration changes required for all network equipment):
 - 4.4.7.1. Evaluation rack space availability
 - 4.4.7.2. Recommend sufficient Power and Power Outlets for all VoIP equipment. Authority Electrician to perform the electrical work. Authority to coordinate between Authority electrician and vendor regarding installation schedule.
 - 4.4.7.2.1. Vendor to notify Authority of required electrical work.
 - 4.4.7.3. Advise Authority on how to include VoIP equipment in SFP and stacking needs.
 - 4.4.7.4. Review patch cable lengths, dressing issues, or cable management improvements. Vendor to provide input related to this item.

- 4.4.7.5. Authority to provide patch cables.
- 4.4.7.6. Identify and remove existing obsolete telephone equipment for Authority disposal.
- 4.4.7.7. Determine VoIP installation labor effort.
- 4.4.7.8. Review Authority plan for UPS equipment and select UPS connection to VoIP equipment.
 - 4.4.7.8.1. Select Wall, Floor, or Rack, with a preference for Rack mounting.
 - 4.4.7.8.2. Determine Available Power Outlets and existing PDU plugs.
 - 4.4.7.8.3. Connection of VoIP equipment (only) to UPS units. Authority plans to have other router, switch and data center switch equipment connected to UPS units already.
- 4.4.7.9. Propose adjustments to the Bill of Materials for SFPs, cabling, or other needs based on assessment of actual conditions, pending review and approval by the Authority as Change Order(s) – only if needed.
- 4.4.8. Provide Configuration information for best practices security and management.

4.5. Network Design and Switch Installation - Authority Responsibilities

- 4.5.1. Provide overall design goals and objectives for the project
- 4.5.2. Provide the following design assets:
 - 4.5.2.1. Standard switch configuration requirements per site
 - 4.5.2.2. IP address and Subnet information
 - 4.5.2.3. Data Center and remote site VLAN definition and priorities
 - 4.5.2.4. Network Diagrams
- 4.5.3. Provide VLAN & subnet information for all network components and segments
- 4.5.4. Provide detailed design documentation:
 - 4.5.4.1. All tele/data closet configurations
 - 4.5.4.2. Create, with selected vendor, the design documentation for the Data Center switching components and answer any questions related to the overall design.
- 4.5.5. Signoff and approve all network design changes/recommendations
- 4.5.6. Recommend sufficient Power and Power Outlets for all VoIP equipment. Authority Electrician to perform the electrical work. Authority to coordinate between Authority electrician and vendor regarding installation schedule
 - 4.5.6.1. Vendor to notify Authority of required electrical work.
- 4.5.7. Provide HVAC for all equipment

5. Telecom System Specifications

Telecommunications System RFP Specifications and Proposal Requirements

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

5.1. General Instructions

- 5.1.1. Written proposals are required by the Authority for a state-of-the-art telecommunications system as described in the sections below.
 - 5.1.1.1. The proposal, estimated to be awarded in October 2021, will be confirmed by a purchase order issued to the successful vendor.
 - 5.1.1.2. The proposal will be awarded based on the overall proposal and in the best interests of the Authority. Prices should be shown for each line item.
 - 5.1.1.3. The Authority reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the Authority, to reject the low-price Proposal, to accept any item of any proposal, to reject any and all Proposals, and to waive irregularities and informalities in any proposal submitted or in the Request for Proposals process.
 - 5.1.1.4. Equipment must be new and fully eligible for manufacturer's warranty. F.O.B. inside delivery, Four Rivers Sanitation Authority, 3333 Kishwaukee Street, Rockford, IL 61109. Monday through Friday between the hours of 7:30am and 3:00pm excluding holidays.
 - 5.1.1.5. Freight should be included in the unit price or shown separately on the pricing forms. Inside delivery to the Authority. **Pallets must be broken down and boxes disposed of by the selected vendor.**
 - 5.1.1.6. The Authority cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If the Authority receives a request for any document submitted in response to the RFP, the Authority's sole responsibility will be to notify respondent of a request for such document to allow the respondent to seek protection from disclosure in a court of competent jurisdiction. No documentation will be provided under FOIA until the contract has been awarded.
 - 5.1.1.7. The proposal shall constitute a binding offer to sell the above-noted product(s) to the Authority and may not be withdrawn once the Authority has awarded the contract to the successful vendor.

5.2. Instructions to Proposer

- 5.2.1. General – The Authority is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide the Authority with superior service at a reasonable cost.
- 5.2.2. System Proposals - Under this procurement, the Authority will accept proposals for replacement equipment for the locations mentioned in this document.
- 5.2.3. Please list each location separately in your proposal showing proposed equipment and costs.
- 5.2.4. Vendors may propose Voice over Internet Protocol (VoIP) systems. The system shall provide the following high-level features and applications:
 - 5.2.4.1. Capable of supporting PRI services for inbound and outbound Public Switched Telephone Network (PSTN) services.
 - 5.2.4.2. Capable of supporting SIP services for inbound or outbound Public Switched Telephone Network (PSTN) Services.
 - 5.2.4.3. Capable of supporting analog PSTN services.
 - 5.2.4.4. Capable of providing a single centralized voice mail system accessible to serve all users.
 - 5.2.4.5. **Unified Messaging:** The proposed system should provide the ability for the Authority to integrate voicemail and email Office 365 features and services. It is the responsibility of the Respondent to define their offering, and to provide a solution that addresses the convergence of voicemail, email, fax, and other messaging systems. Systems to be addressed will include those provided under this RFP, and messaging systems maintained by the Authority.
 - 5.2.4.6. **Telephone System Paging Function:** The proposed system should also provide the ability for users with the appropriate rights to perform paging through the speakers on the telephones. The System shall include the feature and ability for a user to dial a code and page through all phone speakers or a zoned subset of speakers on the phones installed in the specific location.
 - 5.2.4.7. **System Administration:** A single point of management from any point on the network for all components including the IP-PBX, voicemail, auto attendant, ACD and unified messaging system, and other ancillary systems is preferred. The management interface shall provide the capability and flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface. System "Self Diagnostics" and trouble reporting shall also be described.
 - 5.2.4.8. Capable of providing analog telephone station, fax, modem, and overhead voice paging connectivity.

- 5.2.4.9. Capable of providing auto-attendant and dial-directory functionality for all locations.
- 5.2.4.10. The Authority is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, the Authority wishes to manage the day-to-day adds, moves, and changes internally. The Authority may wish to manage the system remotely, please describe how this application would work and how you would address security.

5.2.5. Configuration

- 5.2.5.1. This specification section provides further sizing, component, feature and function specifications necessary for the proposer to develop system pricing that must be detailed. However, all proposers should note the following:
 - 5.2.5.1.1. The component quantities detailed are not necessarily the final quantities the Authority will purchase. Exact quantities may increase or decrease subsequent to the release of this document.
 - 5.2.5.1.2. While the pricing information provided in response will be used to evaluate the various proposals received, the Authority will not enter into a contract for those quantities upon contract award, however the detailed component pricing must be valid for 90 days from date of the proposal. Component price decreases are acceptable, but price increases will not be allowed.
- 5.2.5.2. After the contract is awarded by the Authority to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process, performed by the selected vendor, will identify the following:
 - 5.2.5.2.1. The type and quantity of all telephone stations, by Authority location, to be installed for Authority users during the implementation process.
 - 5.2.5.2.2. Conduct individual Departmental meetings to gather the telephone station programming, by user, including, but not limited to, telephone numbering, programmed features, call flow, recordings, detailed automated attendant operation, and voice mail capability.
 - 5.2.5.2.3. Detailed voice system security plan that addresses the liabilities of the proposed system. Each system may require different protection measures; it is our expectation that the selected vendor will provide recommendations regarding protection of this system in the Authority's environment.
 - 5.2.5.2.4. The PSTN network interface information by customer location to provide for local, long distance, E911, and intra-organization calling.

5.2.5.2.5. The information developed through the station review process will be provided to the Authority both electronically and in hard copy. The selected vendor will detail the design to the Authority and gain the Authority's acceptance before proceeding. Phased implementation will follow.

5.2.5.2.6. The Selected vendor is required to provide complete system documentation regarding the installed equipment. This information shall include system programming binders, password listings, one-line drawing of system connectivity with the data network and WAN, etc.

5.2.5.2.7. The Authority will not be responsible for any equipment order placed by the vendor prior to the completion and acceptance of the station review process.

5.2.6. Intent of Request-for-Proposal

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

5.2.7. Format of Response

5.2.7.1. The proposal should follow the same outline as this Section of the RFP. Thus, each numbered section starting at the beginning should have an appropriate response such as **"read and understood and included"** or the pertinent information requested.

5.2.7.2. The proposer should address each point listed in the document directly below the numbered point. In this way, the Authority will be able to discuss the specific information requested and review the specific response without a cumbersome matching process. This includes all sections and points in this RFP.

5.2.8. Vendor Company Information

5.2.8.1. Please provide a description of your company background to include the following:

- 5.2.8.1.1. Company financial statements
- 5.2.8.1.2. Age of company
- 5.2.8.1.3. Length of time in the telecom industry
- 5.2.8.1.4. Company ownership
- 5.2.8.1.5. Relationship with the proposed system's manufacturer

- 5.2.8.1.6. Number of employees
- 5.2.8.1.7. Number of office locations
- 5.2.8.1.8. Address of the nearest location to the Authority
- 5.2.8.1.9. Address of your local office responding to the RFP
- 5.2.8.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax and email

5.3. Voice Requirements

5.3.1. **System – Overview** - The Authority is replacing its existing telephone systems at the locations detailed in the Table below.

5.3.2. Under this procurement the Authority will accept proposals for a VoIP premise and/or hosted/Cloud solution from any manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

Location	Address	WAN Connection	Survivable
Administrative Building	3501 Kishwaukee Street	Fiber	YES
FRSA Plant	Plant Location on Property	Fiber	NO
LAB	Plant Location on Property	Fiber	NO
DeWatering Building	Plant Location on Property	Fiber	NO
Maintenance/Supporting Services Building	Plant Location on Property	Fiber	NO
Gravity Belt Thickening Building	Plant Location on Property	Fiber	NO
Service Building	Plant Location on Property	Fiber	NO
Storage Building 1	Plant Location on Property	Fiber	NO
Storage Building 2	Plant Location on Property	Fiber	NO
Digester Control Building	Plant Location on Property	Fiber	NO
Main Pump 1	Plant Location on Property	Fiber	NO
Old Administrative Building 1	Plant Location on Property	Fiber	NO
Aquanereda	Plant Location on Property	Fiber	NO
Grit Building	Plant Location on Property	Fiber	NO
Generator Building 1	Plant Location on Property	Fiber	NO
Aqua-Aerobics Research Building	Plant Location on Property	Fiber	NO
Disinfection Building	Plant Location on Property	Fiber	NO
Switch Gear Building	Plant Location on Property	Fiber	NO
Main Pump Building	Plant Location on Property	Fiber	NO
Aeration Building	Plant Location on Property	Fiber	NO
Material Storage Area	Plant Location on Property	Fiber	NO
Res Pump Building	Plant Location on Property	Fiber	NO
Blower Building	Plant Location on Property	Fiber	NO

5.3.3. **System Configuration** – Voice communications services today for the facilities are primarily provided through PRI service.

5.3.3.1. The Authority will convert to SIP services.

5.3.3.2. All Authority buildings are shown. Not all buildings have telephones installed. The proposed system must be configured to provide the quantities detailed in Table below:

	Station - Type 1	Mobility App License	Station - Type 2	Station - Type 3	Station - Type 4	Station - Type 5	Voicemail Only License	ACD Agent Lic	Soft Phone License	Paging Access	MOH	SIP	Analog Trunks/POTS
Administrative Building	16	20	86	10	6	8	10	10	20	1	1	1(46)	4
FRSA Plant Sites													
LAB	2		7	2									
DeWatering Building	1		2										
Maint/Supporting Services Building	5		26	2									
Gravity Belt Thickening Building													
Service Building			1										
Storage Building 1													
Storage Building 2													
Digester Control Building			2										
Main Pump 1			1										
Old Administrative Building 1													
Aquanereda													
Grit Building													
Generator Building 1													
Aqua-Aerobics Research Building													
Disinfection Building													
Switch Gear Building													
Main Pump Building													
Aeration Building			2										
Material Storage Area													
Res Pump Building													
Blower Building													
Guard Shack			1										
Total	24	20	128	14	6	8	10	10	20	1	1	1(46)	4

5.3.4. Telephone station requirements

5.3.4.1. Type 1 – Single-line analog station ports.

5.3.4.1.1. These Ports will terminate in existing analog telephones, doors, gates, Modems and Fax Machines.

5.3.4.2. Mobility Application License – This license should be able to be loaded onto the User's smart-phone to enable that user to be able to:

- 5.3.4.2.1. Receive calls from their Authority DID telephone number.
- 5.3.4.2.2. Provide in-coming caller ID – Please describe the proposed system's capability to provide this function.
- 5.3.4.2.3. Provide the user with call control to enable the user to transfer a call to another Authority extension.
- 5.3.4.2.4. Allow the user to place outbound calls (using the App and the Cell Phone) and provide out-bound caller ID information showing the Authority or individual DID telephone numbers and not providing the specific cell phone number.
- 5.3.4.3. Type 2 – A minimum of 6-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.
- 5.3.4.4. Type 3 – A minimum 12-line telephone with a multi-line display plus 8 programmable features plus fixed or flexible feature keys for conference, transfer, forward and hold capabilities with a speakerphone.
- 5.3.4.5. Type 4 – Side Cars – Provide 24/48 button Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality. Button functionality 24/48 Button capacity.
- 5.3.4.6. Type 5 – Conference Room Station. High quality wireless conference room grade speaker phone designed to provide communication services in conference rooms of various sizes throughout Authority locations. Wireless phone to base application preferred.
- 5.3.4.7. Soft Phone License - The Authority from time-to-time may be required to conduct operations with some or all of the staff working from home or remotely. The Authority would like to purchase the needed licensing to allow users to use a soft phone application on their PC's.
 - 5.3.4.7.1. Please quote the cost of the needed soft phone software license for the requested quantity above.
 - 5.3.4.7.2. Ideally, the Authority would like to be able to have the soft phone functionality available to all users in the Administrative building. If the proposed system has a bundled software license that includes the use of soft phones and other mobility tools, please quote that as an option.
- 5.3.4.8. Vendors are asked to make sure the count of any type of needed ports or user licenses for these conference room phones are

included in the system design, regardless whether they are IP or Analog stations.

5.3.4.9. Telephone sets must be provided with a minimum of a 10/100/1000 switch port.

5.3.4.10. Please provide detailed description of the digital displays included with the proposed station hardware. Specifically, we are interested in station sets that provide easily viewable displays with contrasting shades or colors for easy viewing.

5.3.4.11. Wireless Headset Tools – Please provide the operational details and cost for a wireless headset solution to potentially be deployed in various departments in the Authority. Please describe the headset's functionality as it relates to providing the ability to answer calls, place callers on hold, and transfer calls using controls on the headset itself.

5.3.4.11.1. The Authority will review the various options and work with the selected vendor to determine the number of new headsets that are needed.

5.3.4.12. 802.11 Certified Wireless Handset – The Authority is interested in the potential use of telephones that can provide wireless handset mobility. Please describe the capability and whether the proposed system can provide this capability.

5.3.4.12.1. The Authority will review the various options and work with the selected vendor to determine the number of new headsets that are needed.

5.3.4.13. Vendors are required to include all new telephone sets in the proposal as included with the proposed system.

5.3.5. PSTN Trunking Requirements

5.3.5.1. The proposed system must be able to allow both SIP and PRI circuits to terminate directly into proposed equipment. The intent is to utilize SIP as the primary inbound / outbound local service facility. The quantities and locations of SIP terminations are detailed in the equipment Table above.

5.3.5.2. The systems must be configured to provide analog trunking, as detailed by location in the Table above. The analog trunks will provide back-up connectivity in the event of a SIP or WAN failure. The analog trunks, regardless of their location, must be able to work interactively with the SIP services such that the analog facilities are part of the normal inbound/outbound traffic pattern.

5.3.5.3. The systems must be configured to provide analog trunking, as detailed by location in the Table above. These lines will also be used to provide local address information to the PSAP in the

event 911 is dialed. The proposed server or gateway must at a minimum be able to automatically use these local lines for this 911 location identification function.

5.3.5.4. As indicated in the Table above the system shall have additional analog facilities to provide PSTN access in the event of a SIP, WAN, call processor, router, or any other hardware or software failure of the system. The Authority is only interested in systems that can at a minimum provide survivability using these lines.

5.3.6. Required Features – The following features are required.

5.3.6.1. The Authority requires the proposed system to provide the following required features. **For each feature listed, indicate if the feature is "standard" or "optional"**. In a table, please provide a separate, detailed itemization of any feature listed as **"optional"** and the price to provide the feature.

5.3.6.2. **Also, include any feature indicated as "optional" in the itemized pricing.** The feature descriptions are intentionally generic. If the proposed system is incapable of providing a specific functionality as described, provide a detailed explanation on any alternatives available in the proposed system to provide similar functionality.

5.3.6.3. Abbreviated Dial with Off-Hook Indications - Capability to have a visual indication of the off-hook condition of another station and then automatically dial that station through the depression of an associated key.

5.3.6.4. Automatic Recall

5.3.6.5. Automatic Hold - On a multi-line telephone, when a called party on an active line answers a second line, the first call is put automatically on hold without the called party depressing a hold button.

5.3.6.6. Call Coverage

5.3.6.7. Call Forward-Busy

5.3.6.8. Call Forward-No Answer

5.3.6.9. Call Forward-Variable

5.3.6.10. Call Forward-External Telephone Number –

5.3.6.10.1. How is this feature activated?

5.3.6.10.2. Can a remote user deactivate the feature?

5.3.6.10.3. Can a remote user invoke the feature?

5.3.6.10.4. Can a remote user program a new external target?

5.3.6.10.5. Can the system detect a busy/do not answer condition at the external target, and then route to a different, pre-defined, internal or external target?

- 5.3.6.11. Call Forward-All Calls
- 5.3.6.12. Call Hold
- 5.3.6.13. Outbound Caller ID – Please describe the proposed system’s capabilities to allow the Authority to define the telephone number provided when individuals place calls outside the system.
- 5.3.6.14. Incoming Caller ID – Please define the proposed system’s capabilities to provide incoming caller ID.
- 5.3.6.15. Call Park
- 5.3.6.16. Call Pickup (Directed and Group) - Please describe any limitations regarding the number of telephones that can be included in a single pick up group. Please describe any limitations on the number of pick up groups the system can provide.
- 5.3.6.17. Call Routing - Describe in detail the programming sequence for routing busy and unanswered calls. How many destinations or targets (i.e., if A is busy go to B, if B is busy go to C, if C is busy go to D, etc.) can be programmed for external calls? For internal calls? Can the routing be different for external and internal calls? Can different routing sequences be employed dependent on time-of-day? Day-of-week? Can a routing sequence have first an external target, and if that target is busy or does not answer, then look to an internal target?
 - 5.3.6.17.1. Can routing to voicemail greetings be different for internal and external calls?
- 5.3.6.18. Call Transfer (Screened and Unscreened) - Specify any limitations on the retention of caller ID, trunk group ID, or DNIS ID information in transferring. That is, will there ever be a loss of caller identification because of multiple transfers of a single call? If so, specify the information that will be lost and after how many transfers will the loss occur.
- 5.3.6.19. Call Waiting Indication (Visual and Audible)
- 5.3.6.20. Camp-On (from Other Extensions)
- 5.3.6.21. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.
- 5.3.6.22. Standard Conferencing - What is the total number of callers that can participate in a conference call? How many internal callers? How many external callers? Is there a limit on the number of conferences occurring simultaneously in the proposed system? If so, what is the limit?
- 5.3.6.23. Conference Bridge – Please provide a proposal for a Conference Bridge including the needed equipment and

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

- 5.3.6.24. DNIS Compatibility
- 5.3.6.25. Distinctive Ringing – Is there a different ring tone for internal vs. external call?
- 5.3.6.26. Directory - Describe the capability of the proposed digital / IP station sets to provide a name database look-up through the display. Is there a single key depression dialing of a name appearing in the display? Is this functionality transparent between systems?
- 5.3.6.27. Mobility App Directory Dialing – Please describe the proposed system's capabilities to provide the ability for users of the Mobility App to scroll through the Authority Directory and place calls without dialing the extension.
- 5.3.6.28. Mobility App External Directory Dialing – The Authority has lists of contacts including telephone numbers that are used by specific departments. These lists of contacts are currently in the Authority's Google Contacts and will also be in Outlook contacts once the Authority moves to Office 365. Please describe the proposed system's capabilities to allow the proposed mobility app to autodial from these lists.
- 5.3.6.29. Do Not Disturb
- 5.3.6.30. Executive Busy Override
- 5.3.6.31. Incoming Line Identification
- 5.3.6.32. Hot Desk Operation – Allow system users to log in and log out of telephones throughout the system.
 - 5.3.6.32.1. Initially, the Authority anticipates potentially 20 users throughout the Authority who will use this feature. These users could be logging into the system at all locations.
- 5.3.6.33. Paging Operation – Proposed VoIP System – The system should provide the ability for the Authority to conduct an all page through the telephone system using the speakers on the telephones throughout each Authority building.
 - 5.3.6.33.1. An all Page and page groups would be defined for Administration Building and Plant.
 - 5.3.6.33.2. Please explain the limitations (if any), additional software needed to enable this function and proposed system capabilities.
- 5.3.6.34. Last Number Redial

- 5.3.6.35. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.
- 5.3.6.36. Music on Hold - Music-on-hold should be applied on station selective basis. System must support .wav, .mp3, .wmv, .m4a files as the music source.
 - 5.3.6.36.1. The proposed system should allow individual departments to easily record and update their announcements.
 - 5.3.6.36.2. Please provide a review of the proposed system's capabilities to provide this feature.
- 5.3.6.37. Mute key
- 5.3.6.38. Night Answer Mode
- 5.3.6.39. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, the customer service group may need to send out the main list number, while the accounting and finance groups may choose to send out their own DID number on outgoing calls.
- 5.3.6.40. External Paging System Access
- 5.3.6.41. Music On Hold
- 5.3.6.42. Priority Queuing
- 5.3.6.43. Remote Call Forwarding – Ability to invoke or change call forward target from a remote location. That location may be either another phone on the system or at a location not on the system.
- 5.3.6.44. Remote Diagnostics/Remote Maintenance
- 5.3.6.45. Shared Line Appearances with visual indication of busy.
- 5.3.6.46. Save/Repeat Dialing
- 5.3.6.47. Speed Dialing (System, Group, and Station – specify quantities)
- 5.3.6.48. Station – to – Station Intercom - Capability to depress a specific key, dial a two-digit code, activate a line associated with a specific key on another station, and on answer establish a talk-path.
- 5.3.6.49. Station-to-Station Paging – Please describe the options and limitations regarding the proposed system's ability to provide paging functionality through the speakers on the proposed phones.
- 5.3.6.50. Station Hunting – Circular - Busy station has a specific station to which calls are routed and hunting sequence is identical each time a call occurs. That is, station A hunts to B, which hunts to C, which hunts to D.

- 5.3.6.51. Station Hunting – Distributed - Busy station hunts to a group of stations, and the hunting sequence are random. That is, A hunts to B, C, or D based on random selection.
- 5.3.6.52. Traffic Measurement/Traffic Reports - The proposed system should provide basic traffic information and make this information available through the System Management device provided. This information should be sufficiently detailed so that the proposed administration system can produce traffic reports.
 - 5.3.6.52.1. Blockage per trunk
 - 5.3.6.52.2. Blockage per trunk group
 - 5.3.6.52.3. Specific hunt group information
 - 5.3.6.52.4. Feature utilization
 - 5.3.6.52.5. Internal station to station calling
 - 5.3.6.52.6. For the traffic measurement information listed above, please answer the following questions:
 - 5.3.6.52.6.1. How is this information made available?
 - 5.3.6.52.6.2. Can the Authority develop customized reports? How long can the system store the information before customer retrieval?
 - 5.3.6.52.6.3. If data storage is limited can the data be moved to another media type and archived?
 - 5.3.6.52.6.4. Please describe the recommended solution to address this need.
 - 5.3.6.52.6.5. What database or software tool format is used for this data?
- 5.3.6.53. Transfer Call back to Attendant
- 5.3.6.54. Twinning – Please include the ability for the system to provide twinning to interact with the Authority's mobile devices.
 - 5.3.6.54.1. The operation should allow Authority system users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone.
 - 5.3.6.54.2. If there is an additional cost for this capability, please quote the cost for 20 optional twinning licenses. These will be used within various Authority locations.
 - 5.3.6.54.3. If the proposed system includes this feature for all users, please provide a confirmation statement here.
 - 5.3.6.54.4. Can Twinning be turned on and off automatically using the proposed telephone system's internal clock?

- 5.3.6.55. Variable Ring-tones on Telephone Stations - How many ring-tones are available on the proposed digital and/or IP telephones? Can the user change the ring-tones? The system must be able to add custom ring tones by user.
- 5.3.6.56. Voice Announce Intercom – Ability to dial a one or two digit number and automatically connect to another phone in a hands free mode.
- 5.3.6.57. Variable/Ad-hoc Call Recording – Ideally, the Authority would like the system to allow internal or external calls to stations be recorded if needed.
- 5.3.6.57.1. Does the proposed system provide the capability to allow the user to depress a button during a call (internal or external) and record that conversation from the time the button is depressed?
- 5.3.6.57.2. Please include the **OPTIONAL** costs for recording.
- 5.3.6.57.3. Please describe how the proposed system stores the recording.
- 5.3.7. **Optional Costs - Call Accounting System and Call Detail Reporting –**
Please provide a proposal for a call accounting system. Please include all needed software for both the call accounting system as well as any needed Call Detail Reporting (CDR) software on the proposed telephone system. Please itemize the cost of the system in the Optional Equipment table later in the RFP. Please provide the following information regarding the proposed Call Accounting System:
- 5.3.7.1. Describe the specific relationship with the manufacturer.
- 5.3.7.2. Reports for the proposed call accounting system should provide the ability for the Authority to obtain reports providing calling activities for all stations, allocate calling expenses to various departments, length of calls, frequency of calls to a specific number, internal station to station calling, etc. Please describe the functions of both the proposed system(s).
- 5.3.7.3. The proposed telecommunications system and Call Accounting System should provide the ability for the Authority to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.
- 5.3.7.4. The Authority would also like to be able to gather information regarding internal station-to-station calling. Please describe the proposed system's capabilities to provide this capability.
- 5.3.7.5. Your description should also include any monthly costs. Please provide details.

5.3.8. Optional Costs - Cradle to Grave Reporting Information – Systemwide –

As an option, the Authority is interested in reviewing the costs, capabilities and features for software tools or an adjunct system to provide cradle to grave call reporting.

5.3.8.1. The Authority's interest in this feature or tool is to enable the Authority Management and IT Staff to generally determine the following:

5.3.8.1.1. Automated attendant operation and caller selections to better manage the automated attendant tools, smooth call flows and improve the Customer experience.

5.3.8.1.2. Trace incoming calls from point of answer through each automated attendant selection, call transfer, hold timing to the completion of the call or abandonment of the call.

5.3.8.2. Please describe how the proposed system can accommodate this feature and include an optional quote for this type of system.

5.3.9. Interactive Voice Response Applications

5.3.9.1. The Authority does not currently have an Interactive Voice Response system in place. Over the life of the proposed system, the Authority may modify its operations to include the use of an IVR to provide additional services for customers.

5.3.9.2. The Authority may implement the IVR as part of this implementation to provide additional self-help services for customers.

5.3.9.3. Please describe the proposed system's capabilities for the IVR to provide multiple language choices for callers.

5.3.9.4. Please describe the proposed systems capabilities to provide IVR applications and integrate with 3rd party IVR products.

5.3.9.5. Please describe your company's experience in the design, configuration and integration of these systems with Customer operations.

5.3.10. Required ACD Features – As an option, the Authority would like to know the costs and capabilities of the use of Automatic Call Distribution if installed on the proposed system. It is anticipated that this feature could initially be used in the Authority Administrative building and to provide a similar functionality for other departments. Please note the following requirements and operational needs:

5.3.10.1. The Phone counts for the type 2 phones includes the ACD users and is 10 ACD seats.

5.3.10.2. Two of the requested 10 seats should be supervisor licenses.

5.3.10.3. Remote ACD Agent Operation – Please describe the operation of an ACD Agent station if used from a location off-site from the Administration Building such as a home office. The Authority

may from time-to-time be required to have Customer Service Agents work from home.

5.3.10.3.1. User Log-in and Log-out – Please describe the process an agent would use to log in and log out of the ACD queue when on site and when off site.

5.3.10.3.1.1. Is the log in and log out process different depending on whether the agent is on-site or off-site?

5.3.10.3.1.2. Do off-site agents have access to less features than on-site agents?

5.3.10.3.2. Please describe the proposed system's capabilities to allow ACD agent operations to be extended to a remote user

5.3.10.3.3. Does remote operation impact the system ACD reporting? If so, how?

5.3.10.3.4. Does the proposed system offer a softphone application for ACD Agent operation?

5.3.10.3.5. Please include pricing for the needed licensing for softphone ACD operation.

5.3.10.4. The Authority would like to build a combination of potentially one-person ACD queues or be able to deploy a group of telephones in the Authority and/or various users throughout the system.

5.3.10.5. Please define what the proposed system will do when the agent in a single person ACD group is logged out. Will the system use an Automated Attendant to answer, will it forward or overflow? Please provide a review of the options for the Authority.

5.3.10.6. The Authority would like the proposed system to allow for the ACD to operate seamlessly throughout the Authority operation.

5.3.10.7. Agents/Staff logged on in at any site should be part of the same ACD Split allowing statistics to be combined.

5.3.10.8. Due to the wide variety of system features, it is possible that the proposed system might not have all the features listed below. If this is the case, please provide an explanation on any alternatives available in the proposed system to provide similar functionality.

5.3.11. Incoming Call Routing Based on Incoming Caller ID and number dialed.

5.3.11.1. The Authority would like the ability to route incoming calls to specific agents depending on the caller ID of the caller and the telephone number dialed by the customer.

5.3.11.2. In some cases, the Authority may decide to prioritize some customers' calls placing their calls to front of the queue based

on the caller ID of the caller and the telephone number dialed by the Customer.

5.3.12. Screen POP with CRM Data Base Integration

- 5.3.12.1. The Authority will be implementing a new Customer Relationship Management system to enhance customer service. That selection process is underway, but is not yet completed.
- 5.3.12.2. The Authority would like the proposed telephone system Contact Center application to be able to integrate with the CRM system and populate customer service agent screens with the customer account information as the call is delivered to the agent.
- 5.3.12.3. The Authority may use the customer's caller ID information or program an automated attendant to obtain caller account information to interact with the selected CRM system. The Authority will work with the selected vendor to determine the best approach.

5.3.13. Out-Bound Dialing to Customer Base

- 5.3.13.1. The Authority would like the proposed system to be able to automate out-bound calls to customers.
- 5.3.13.2. The Authority will develop a list of customers that need to be contacted to discuss various issues. This list will be produced by the Authority's CRM system or another data base.
- 5.3.13.3. Please describe the proposed system's capabilities to automate the out-bound calls from this list.
- 5.3.13.4. Please describe the proposed system's method of delivering the connected outbound call to the agent.

5.3.14. **Customer Call Back** - ACD Queue should offer the callers in queue an option to leave a message to be called back. The resulting message should be placed in the queue allowing the caller retain their original place in line. The system should then present the message to the agent for the return call.

- 5.3.14.1. Please provide information regarding how the return call is presented to the agent and whether the system will automatically place the call.

5.3.15. **ACD Reporting** - Include complete feature documentation including the following:

- 5.3.15.1. ACD Queue Projected Hold Time Announcements
- 5.3.15.2. ACD Queue Caller in Queue Count
- 5.3.15.3. Real time abandoned call report
- 5.3.15.4. Hold time for abandon calls (including short call abandon report)
- 5.3.15.5. Easy access to historical information

5.3.15.6. Customizable reports

5.3.16. Work-Force Management Tools

5.3.16.1. The Authority is interested in using Work-Force Management tools to assist in the management and planning of services to enhance the customer experience and quality of service.

5.3.16.1.1. Please describe the proposed system's capabilities to provide Work-force Management tools to enable the Authority to:

5.3.16.1.1.1. Obtain real-time operational performance statistics.

5.3.16.1.1.2. Use historical data and tools to build staffing and traffic models to better forecast staffing requirements, build more accurate budgets and improve customer services.

5.3.17. ACD Alerts

5.3.17.1. Agent Alerts – The Authority is interested in allowing the agents to choose between either audible or visual alerts. Alerts should provide the agent with notification of various conditions that exceed certain Authority definable thresholds. Specifically, the system should provide status of call, current and cumulative group objectives, any queued calls, length in queue, etc.

5.3.17.2. Supervisors Alerts – The Authority is interested in allowing the supervisors to choose between either audible or visual alerts. Alerts should provide the supervisor with notification of various conditions that exceed certain Authority definable thresholds.

5.3.18. Wall Board Monitors – Queue Status

5.3.18.1. The Authority may install wall board Monitors in the customer service area to provide information to the agents regarding the performance of the team and information regarding the queue and work-loads.

5.3.18.2. Please describe the proposed system's capabilities regarding the use of these wall board monitors.

5.3.18.3. Please provide a description of the products that can be used for these monitors. The Authority may purchase the monitors and have the selected vendor install and integrate with the proposed system.

5.3.18.4. Call Queue and Statistic Display Board

5.3.18.5. Display pending calls with caller id and queue name.

5.3.18.6. Display agents' status; available, on call, disposition, pause.

5.3.18.7. Display number of answered and dropped calls per queue.

5.3.18.8. Display number of calls in voicemail boxes.

5.3.18.9. Display agent performance, number of calls today, time on calls, averages.

5.3.18.10. Color coding of information based upon level of importance.

5.3.19. **Agent Licenses** – The proposed system should include licenses necessary to provide for agents, groups and supervisors as identified. As mentioned above, 2 of the licenses requested should be supervisor level.

5.3.19.1. ACD agents also answer calls directed to personal DID while logged in as an agent. A call directed to an agent's personal DID should follow pre-assigned call routing if the agent chooses not to answer. Incoming caller ID information for the next incoming call should be provided to the agent's display while on a call.

5.3.20. **Dynamic Agent Assignment** – Please describe the proposed systems' ability to allow the Authority to dynamically control agent assignment to various ACD queues.

5.3.21. Agents in Multiple Groups

5.3.21.1. Does the proposed system allow agents to be logged in, actively taking calls, in more than one split? If so, does this require multiple log-ins? Multiple lines?

5.3.21.2. Is the agent provided notification prior to answer of which queue the call is coming from? If an agent is logged into two queues, does that count as two agents in determining system capacities?

5.3.21.3. The Authority is interested in having report statistics captured and stored at the agent level providing the capability to identify the agents' call volume by group and skill. Please describe how the proposed system provides this capability.

5.3.22. Contact Center Announcements

5.3.22.1. A single ACD queue must be able to answer for multiple caller and multiple applications. The Authority is interested in supplying customized caller announcements in queue, based on the called number.

5.3.22.2. Each ACD group must be provided with at least two (2) recorded individualized recorded announcements.

5.3.23. Contact Center PCI Compliance

5.3.23.1. The Authority plans to contract with a third party company to conduct credit and debit card transactions to address PCI security compliance.

5.3.23.2. This operation will require the Customer Services Agents to be able to transfer a call from the proposed system to an off-site

location, connecting the caller to a PCI compliant vendor to handle the transaction.

5.3.23.3. Please describe your experience and the system's capabilities to address this operational need.

5.3.24. ACD Customer Services Call Recording

5.3.24.1. The Authority would like to record all calls for the agents in the customer service ACD groups.

5.3.24.2. The Authority receives approximately 339 calls per day and each call averages 2 minutes and 38 seconds.

5.3.24.3. The Authority would like to retain the recorded messages for 30 days.

5.3.24.4. The Authority would like the proposed system to be able to allow management to search through recorded calls and sort by:

5.3.24.4.1. Caller ID Information

5.3.24.4.2. Agent Extension

5.3.24.4.3. Length of Call

5.3.24.4.4. Time of Day

5.3.24.4.5. OPTIONAL – As an option, please describe the proposed system's capabilities to provide speech analytics to allow the Authority to search the recorded calls for specific words or combinations of words.

5.3.24.4.6. Recording Storage – The Authority would like the proposed system to include the needed storage for the recorded calls as described above. The Authority is open to discussion with the selected vendor to review options related to storage on the Authority's servers.

5.3.25. Multichannel Contact Center Integration

5.3.25.1. Over the life of the proposed system, the Authority may adapt their existing website to allow visitors to the website to interact with the customer service agents. Through direct calls, Chat, Social Media, etc.

5.3.25.2. Please describe the proposed system's capabilities to provide this multi-channel Contact Center Integration.

5.4. 911 Compatibility

5.4.1.1. Describe how the proposed system will provide street address information to the local Public Safety Answering Point (PSAP). Include any costs - software, equipment and/or telephone utility – required to accomplish this notification. It will be the

responsibility of the selected vendor to provide for this capability and demonstrate to the customer, through live testing, this capability is operative prior to system cutover.

Please provide a quote for each of the 911 approaches below:

- 5.4.1.2. **911 Type 1** – this will provide building and address specific information to the PSAP.
 - 5.4.1.2.1. Will provide on-network notification (to any endpoint on the Authority data network)
 - 5.4.1.2.2. Will provide notification to County-owned smartphone mobile devices
- 5.4.1.3. **911 Type 2** – this will provide building and zone specific address information to the PSAP.
 - 5.4.1.3.1. Will provide on-network notification (to any endpoint on the Authority data network)
 - 5.4.1.3.2. Will provide notification to Authority-owned smartphone mobile devices.
- 5.4.1.4. **911 Type 3** – this will provide building, room, cube, and device specific address information to the PSAP.
 - 5.4.1.4.1. Will provide on-network notification (to any endpoint on the Authority data network)
 - 5.4.1.4.2. Will provide notification to Authority-owned smartphone mobile devices
- 5.4.1.5. Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC, the State of Illinois. How can the proposed system provide for 911-location notification by station number? As an option, provide the necessary hardware and software to provide this feature. Please include all relevant telephone utility costs.
- 5.4.1.6. Please describe how the proposed system can address the requirements of Kari's Law and the Ray Baum Act.

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

- 5.4.2.1. Multiple Users - The system must interface to the Local Area Network (LAN) and allow for access and change capability for multiple, simultaneous users.
- 5.4.2.2. Printing Faceplates – The requirement to print face plates will disqualify the proposed vendor and system.
- 5.4.2.3. Inventory Information - The system must provide inventory information on the number and type of telephone stations.

- 5.4.2.4. Trunking Information – the system must provide access to the information required.
- 5.4.2.5. Alarm Notification – System must provide for an alarm system that notifies both the remote maintenance center and the client, if certain client-programmed system performance thresholds are exceeded.
- 5.4.2.6. Recent and Past Change History - The proposed system must provide documentation on both recent changes to an element of the system (station, trunks, etc.) and all past changes to an element of the system.

5.4.3. Training

- 5.4.3.1. Include in your proposal a detailed explanation of the training you will provide for station users, as well as the management and system administrators. Please indicate on which functions the system administrator will be trained.
- 5.4.3.2. The system pricing detailed must include:
 - 5.4.3.2.1. Classroom training, on working telephones, led by vendor provided instructors, for all users, on-site at the Authority.
 - 5.4.3.2.2. System programming, reporting, management, and configuration training, led by vendor provided instructors, for four management personnel.
 - 5.4.3.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if the Authority's staff completes various levels.
 - 5.4.3.2.4. The Authority may decide to modify the training plan to be remote training, depending on any changes with COVID policies. For now, please propose the training as requested.

- 5.4.4. **Acceptance** - The Authority requires an acceptance period of at least 30 days subsequent to the completion of the Cutover. During this 30-day period the system must perform without interruption of services and in compliance with all representations offered in the vendor's proposal. Should the system or other associated devices fail to perform satisfactorily, the 30-day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of 30 consecutive days. Final payment of 25% (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

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

5.4.5.1. The response MUST INCLUDE an itemized schedule of all equipment and software for the proposed system. The pricing quoted must include all activities necessary for a complete, turn-key system, including, but not limited to:

5.4.5.1.1. Complete installation of all system components and software.

5.4.5.1.2. Complete programming of all system components and software.

5.4.5.1.3. Complete testing of all system components and software prior to system cutover, including QOS testing.

5.4.5.1.4. PSTN coordination including:

5.4.5.1.4.1. Coordination of SIP trunk installation with the PSTN service provider selected by the Authority.

5.4.5.1.4.2. Coordination of calling plan to allow for four-digit dialing between stations.

5.4.5.1.5. On-site station and call flow reviews and determination of user requirements. (Please note that COVID restrictions may change this from an on-site to video call – The Authority will work with the selected vendor to address any COVID policy changes)

5.4.5.1.6. On-site departmental operational interviews to determine programming for each telephone and user. (Please note that COVID restrictions may change this from an on-site to video call. The authority will work with the selected vendor to address any COVID policy changes.)

5.4.5.1.7. Full system configuration documentation provided to the Authority to include all station features and function, complete trunking configuration information, and complete call flow information by station.

5.4.5.2. Cost detail for any non-standard features and optional items as detailed in the system specifications.

5.4.5.3. Any additional charges which apply for shipping and handling. Please specify dollar amounts.

5.4.5.4. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

5.4.5.5. Add/delete cost schedule for all system components, software, and station equipment - details on addition or deletion of all network components must be included. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will

remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

5.4.5.6. Maintenance costs for the system for Year 1 and for Year 2, as configured. Please show each year separately.

5.4.5.6.1. If a multiple year maintenance contract is available please propose as an option and provide the details regarding the coverage and term.

5.4.5.6.2. Please describe any Parts Labor Warranty included in the proposal.

5.4.5.6.3. Clearly specify the warranty period for all hardware and software components.

5.4.5.6.4. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.

5.4.5.7. Equipment Leasing Options – Provide the interest rate and monthly lease rate factor for three-, five-, and seven-year lease options.

5.4.6. **Estimated Implementation Plan** – Please provide an estimated implementation plan with various milestones assuming the contract would be awarded by the end of October 2021.

5.4.7. References

5.4.7.1. Provide at least three references of similar installed systems in the area, using the tables provided below – expanding them as necessary to include all relevant information. The references must be for VoIP Enabled or VoIP system installations, multi-locations customers, with a minimum of 150 telephone stations, and a centralized voice mail system.

5.4.7.2. The Authority may wish to conduct site visits with one or more of the references provided below.

5.4.7.3. Be advised, references are a major element of the customer's selection criteria.

Reference #1	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on number of locations and phones	

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

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

5.5. Voice Mail System

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

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

5.5.1. System Configuration

5.5.1.1. The Authority estimates at a minimum, a requirement for a voicemail box for each user of the voice system. Clearly indicate the number of simultaneous calls the system will support as configured and the overall storage capacity, in hours, as the system is configured.

5.5.1.1.1. In addition, the Authority currently has 10 additional users who have a Voicemail Only Box. These 10 users would be in addition to all telephones and users on the system.

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

5.5.2. Specify the maximum capacity the proposed system provides.

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

5.5.3.1. Announcement Boxes

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

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

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

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

per system? Can the target be a telephone number outside the proposed system?

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

5.5.3.7. Archive Messages - Describe the options for archiving stored messages and the process to accomplish this function. Clearly define the tasks of both station users and system administrators in the archiving function.

5.5.3.8. Check Receipt of Delivered Messages

5.5.3.9. Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?

5.5.3.10. Changeable Passwords

5.5.3.10.1. Can the user change passwords?

5.5.3.10.2. Can the user be forced to change passwords?

5.5.3.10.3. If so, can the administrator establish the frequency of the change?

5.5.3.10.4. If so, by system or by station?

5.5.3.10.5. What is the minimum password length? Maximum?

5.5.3.10.6. Will the system provide a "lock-out" after input of invalid passwords?

5.5.3.10.7. If so, is the number of invalid entries programmable by the user? Or is it system controlled?

5.5.3.10.8. Can the voice mail password be the same as the user's network password?

5.5.3.11. Forward and Backward while Listening to a Message - Does the proposed system provide the capability to allow a user, when listening to a message, to skip ahead to a later part of the message, or backward to a past part of the message? Please be specific.

5.5.3.12. Guest Mailboxes

5.5.3.13. Group Mailboxes

5.5.3.14. Message Save

5.5.3.15. Message Delete

5.5.3.16. Message Pause

5.5.3.17. Message Privacy

5.5.3.18. Message Replay – explain the options available

5.5.3.19. Message Redirect and Comment

5.5.3.20. Message Respond

5.5.3.21. Message Retrieval Greeting - Explain the available options for the system greeting the caller hears upon retrieving messages. For instance, does the system indicate the number of messages not yet heard?

5.5.3.22. Message Rewind

5.5.3.23. Message Speed - Does the proposed system provide the user the capability to speed up or slow down the replay of the message?

5.5.3.24. Message Undelete

5.5.3.25. Mirrored Mailbox - Does the system provide the capability to store the same message in more than one mailbox?

5.5.3.26. Outbound Notification of Messages - This feature must include notification to a radio paging device, cellular telephone, email, or other telephony equipment.

5.5.3.27. Priority Notification of messages - This feature must allow a caller to select a priority or urgent status for message notification, and then provide for an alternative notification capability. For instance, a normal message may light a message-waiting lamp, while a priority message will out-call to a radio pager.

5.5.3.28. Priority Queuing of Messages

5.5.3.29. Recent and Past Change History - Describe the capabilities of the proposed system to provide documentation on both recent changes to an element of the system (mailbox, port, etc.) and all past changes to an element of the system.

5.5.3.30. Skip Forward Through Messages

5.5.3.31. Personalized Greetings – Multiple – Provide (at a minimum) the system users with the ability to have a greeting when there is no answer at their phone and another different greeting when they are on the phone and explain any other options available.

5.5.3.32. Specifically, the Authority uses Temporary Absence Greetings throughout the operation. Please describe the proposed system's capabilities regarding this specific feature.

5.5.3.33. Personalized Greetings – Menu - Will the system provide a menu of options in an individual user's greeting? For instance, "If your call is about A, press 1. If your call is personal matter, press 2." If the caller selects 1, the message is recorded simultaneously in two pre-selected mailboxes or routed to a different mailbox than if the caller selects 2.

5.5.3.34. Scheduled Delivery of Message

5.5.3.35. Speech Recognition - Can the proposed system provide command access through user speech? If so, clearly describe the functionality, features, limitations, and as an option provide pricing for all required system hardware and software components to implement this feature.

5.5.3.36. Message Distribution Lists - Please provide a detailed explanation of the procedure for creating and broadcasting a voice mail message to voice mail users in a distribution list. Clearly define any limitations on the number of distribution lists per user and the number of users per distribution list. Can distribution list be "chained" to effectively increase the number of users per list? Is there a system-wide broadcast capability? If so, how is it controlled and managed for sending and receiving?

5.5.3.37. Remote Access - The system must allow users to access their mailbox from outside of the system without the assistance of an operator.

5.5.3.38. System Administrator Reports - Please indicate what types of management reports are available with the proposed equipment. Also, indicate if additional hardware/software is required to generate the management reports.

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

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

5.5.3.41. Variable Settings for Maximum Message Length

5.5.3.42. Time-of-Day Stamp

5.5.4. Automated Attendant Function – The Authority will use various Automated Attendant functions for departments throughout the Authority to handle various types of incoming calls.

5.5.4.1. The Authority estimates that it will require approximately 30 specific automated attendant/greeting arrangements to be used within the department operations. If the proposed system uses voicemail licenses to provide the needed greetings and recordings, please plan for at least 30 different automated attendant operations in various departments and at least 6 levels of choices for each. Direct Inward Dialing will be used in conjunction with

this function. The automated attendant should provide functions for the following:

5.5.4.2. After Hours Announcement and options.

5.5.4.3. Preprogrammed Alternative for Holidays.

5.5.4.4. Custom greetings for special events.

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

5.5.4.5. Provide various exits from the Automated Attendant.

5.5.4.6. Variable After-Hours Greeting Controls – the Authority has some departments who have unique hours of operation. Some operate well past the normal Authority hours. The proposed system should allow the various Authority department to be able to apply their after-hours greetings at different times throughout the day.

5.5.4.6.1. Please provide a description of how the proposed system provides this capability.

5.5.4.7. The system must allow the caller to dial his or her choice at any time during the message.

5.5.4.8. Does the proposed system require callers to end all commands using the # sign? Please describe what the operation is and if there are options regarding this item.

5.5.4.9. The Authority also uses the Automated Attendant at each location as over-flow coverage in the event that local Authority Administrative support is busy on another telephone call, the Automated Attendant for that specific location answers the incoming call and offers the standard choices defined by that location.

5.5.4.9.1. This is a required feature. Please describe the function and how the proposed system provides this feature.

5.5.5. Message Integration

5.5.5.1. Describe the proposed system's capability to provide for "unified messaging". The Authority utilizes Office 365. Pricing for unified messaging for all voice mail users must be included.

5.5.5.2. Does the proposed unified messaging software integrate directly with Outlook, Exchange and Office 365? Does it provide direct dialing from the Contact list? If so, please describe how the products integrate.

5.5.5.3. Does the proposed unified messaging software integrate directly with Outlook and Office 365? If so, please describe how the products integrate and what mail protocol options are available.

5.5.5.4. Which electronic mail protocol(s) does the Unified Messaging system support?

5.5.5.4.1. IMAP, POP3, SMTP, others?

5.5.5.4.2. Please discuss the pros and cons of each in a Unified Messaging environment with Office 365.

5.5.5.5. When a voice message is received in a Unified Messaging environment, will the entire voice message be transmitted to Office 365 in addition to header information? If not, what will the user see in Outlook and Office 365 when they have received a voice message?

5.5.5.6. Please describe where the voicemail messages will be stored and whether the messages will be stored on a voicemail appliance or the Office 365 Environment.

5.5.5.7. Will the user be able to listen to voice messages through Outlook and Office 365?

5.5.5.8. In the experience of the vendor, on average, how much disk space does an average message consume within Exchange and Office 365? Are any compression algorithms available to reduce disk utilization?

5.5.5.9. Click to Dial Operation – Optional - Please describe how the system can provide click to dial operation from various sources including Outlook, Exchange and Office 365 contacts and other sources.

5.6. Redundancy and Disaster Recovery Issues

5.6.1. The system(s) should be configured to provide redundant power supplies, CPUs, and Disk/Drive Operation for the telephone and voicemail system.

5.6.2. Premise-Based Solution

5.6.2.1. It is the intent of this procurement to install the core of the new systems in Authority Administrative Building.

5.6.2.2. **As an OPTION, the Authority would like to understand the costs to fully duplicate the operation of the system call control, voicemail system, automated attendant operation, etc. in both the Authority Administrative Building and Lab building.**

5.6.2.2.1. Please provide a quote and operational description of this operation using the proposed system.

- 5.6.2.3. The Proposed system should also have both back up power supplies, CPU technology and Disk Drives.
 - 5.6.2.3.1. Ideally, the system should provide hot swappable power supplies and disk drives.
- 5.6.2.4. System Outages
 - 5.6.2.4.1. When software maintenance is performed on the system, is a restart required?
 - 5.6.2.4.2. Typically, what will the duration of a system restart be for a system of this size?
 - 5.6.2.4.3. What, if any manual intervention is required for a restart?
 - 5.6.2.4.4. In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure.
- 5.6.2.5. Disaster Back-up Service - Please indicate what resources are available to restore service promptly if the equipment is damaged by a disaster such as fire, flood, etc., or after a total system failure.
- 5.6.2.6. Software Back-Up & Restoration - Describe the process for downloading the system software to a backup media. What is the recommended media? Do you provide the media? Is the back-up process manual or automatic? Do you provide a remote back up for the telephony programming? The voice mail? Both? Can they be backed-up simultaneously? On the same media? As part of a maintenance contract will your personnel perform the backup and keep the off-site spare?

5.6.3. Training

- 5.6.3.1. Include in the proposal a detailed explanation of the training you will provide for voice mail users, as well as the system administrators. Please indicate on which functions the system administrator will be trained. At a minimum these must include station programming and system back-ups.
- 5.6.3.2. The system pricing detailed must include:
 - 5.6.3.2.1. Classroom training, on working telephones, led by vendor provided instructors, for all users.
 - 5.6.3.2.2. System programming, reporting, management and configuration training, led by vendor provided instructors, for four management personnel.
 - 5.6.3.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and what certifications would be provided if the Authority's staff completes various levels.

5.7. Hosted-Solution Proposals

5.7.1. If you are proposing a hosted solution your proposal must include:

- 5.7.1.1. The phone types listed in the RFP
- 5.7.1.2. Trunking and line design as requested in the RFP or equivalent dedicated trunking provided by the vendor as part of the system proposal.
- 5.7.1.3. Detailed description of the design, connectivity to/from each site
- 5.7.1.4. If you are using the Authority's data network to distribute your proposed hosted design, your proposal must include all components necessary to deploy the design. (i.e. network switches)
- 5.7.1.5. The proposal must include all features requested in the RFP for users throughout the system.
- 5.7.1.6. If the use of any of these features is measured and priced by the number of times the Authority uses the feature, your proposal must include the incremental cost of the use.
 - 5.7.1.6.1. Routing of specific telephone numbers to cell phones is not acceptable for recovery.
- 5.7.1.7. Pricing quotes should include any one-time costs and monthly costs for the proposed service for each location.

5.7.2. **Financial Information** - Please provide the following financial data:

- 5.7.2.1. The response to MUST INCLUDE an itemized schedule of all equipment and software for the proposed system. The pricing quoted must include:
- 5.7.2.2. Complete installation of all system components and software
- 5.7.2.3. Complete programming of all system components and software
- 5.7.2.4. Complete testing of all system components and software prior to system cutover, including QOS testing
- 5.7.2.5. On-site, department by department interview meeting station reviews and determination of user requirements
- 5.7.2.6. Full system configuration documentation provided to the Authority to include all user features and function and complete call flow information by station
- 5.7.2.7. Any additional charges which apply for shipping and handling. Please specify dollar amount.
- 5.7.2.8. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

5.7.2.9. Add/delete cost schedule for all system components and software. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

5.7.2.10. Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.

5.8. Maintenance and Warranty

5.8.1. **Warranty** - Provide a copy of the warranty on the proposed system or a narrative description of the provisions of the warranty.

5.8.2. **Factory-Trained Personnel** - Indicate the number of service personnel in the Rockford/Northern Illinois factory-trained to maintain the proposed system, including the street address of the service location.

5.8.3. **Qualified Personnel** - Indicate the number of service personnel in the area qualified to maintain the proposed system, including the street addresses of the service locations. This should include factory-trained personnel, personnel trained by the vendor and all other individuals who can perform technical services on the system.

5.8.4. **Service Centers** - Provide the locations and hours of operation of the service centers to be utilized.

5.8.4.1. The Authority may wish to conduct a site visit to the contractors' Service Center.

5.8.5. **Spare Parts** - Provide a general listing of the spare parts available from each of these service centers.

5.8.6. **Maintenance Plans** - Provide details on maintenance service arrangements for the proposed system and the cost for any alternative available including maintenance contracts and per-call maintenance. Provide the monthly maintenance contract price based on the initial equipped configuration including details on how this price is computed. The Authority is capable of performing some basic maintenance routines. Please provide information on any charges associated with customer provided maintenance.

5.8.7. **Hourly Service Rates** - Indicate the hourly rate the Authority can expect for service not covered by warranty or service contract for each of the proposed systems.

5.8.8. **Maintenance Cost Escalation** - Provide the rate at which the maintenance contract costs are escalated including any contractual limits in escalation of costs.

5.8.9. **Modification Lead-Time** - Specify the amount of lead-time required for moves, changes, additions, and deletions.

5.8.10. **Repair Response Times** - Describe the expected and guaranteed response time for "regular" and "emergency" services. Indicate what you define to be

“regular” and “emergency” service. Guaranteed response times of greater than 4-hours for emergency services, and next business day for regular services, will not be acceptable.

5.8.11. **Service Alternatives** - Indicate the provisions for service and spare parts if your business terminates, is subjected to a strike, or shutdown for any reason.

5.8.12. **Default** - State what recourse is available if the proposed system does not perform as quoted and the customer is faced with loss or interruption of service. Be advised that some form of liquidated damages for non-performance and/or system failure will be required in any final agreement.

5.8.13. **Performance of Maintenance** - Clearly identify if the proposer or a third party will provide maintenance services. The Authority will require the right to reject any third parties or sub-contractors under this agreement and in any event proposer will be responsible for all maintenance services.

5.8.14. **Remote Maintenance**

5.8.14.1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer.

5.8.14.2. How does the system notify the RMC of a trouble?

5.8.14.3. What diagnostic capabilities does the RMC have?

5.8.14.4. Can the customer communicate directly with RMC personnel?

5.8.14.5. How frequent is the proposed system polled by the RMC for routine maintenance?

5.9. Pricing

5.9.1. **Pricing** - Expand the following tables as required to provide itemized, component pricing for the proposed system to meet the requirements. The Discounted Price must be the actual cost the Authority will pay for the component, not a list price with a summary discount at the end.

5.9.1.1. Telecommunications system as defined. Include all required components.

Facility	Qty	Price	Install	Total
(List all component parts of the system)				
Authority Administrative Building and Plant				
Sub-total – Hardware / Software				
Shipping				
General Install and Training				
Tax				
Total Purchase Price				

5.9.1.2. E-911 Station Locator Option Pricing

Solution	Component - Name	Qty	Discounted Price	Install	Total
Type 1	(List all component parts of the system)				
	Total Purchase Price				
	Migration Type 1 to Type 2				
	Migration Type 1 to Type 3				
Type 2	(List all component parts of the system) Shipping				
	Total Purchase Price				
	Migration Type 2 to Type 3				
Type 3	(List all component parts of the system)				
	Total Purchase Price				

5.9.1.3. Optional Equipment

	Qty	Total Price	Install	Total
(List all component parts of the system)				
Call Accounting System				
Conference Bridge				
Duplicate back up telephone system and voicemail in Lab Building				
Cradle To Grave Call Reporting				
(Add additional Options as needed)				

5.9.1.4. Additional Telephone Station Pricing

Station Type	Qty	Total Price	Install	Total

Station Type	Qty	Total Price	Install	Total

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

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

5.9.3. **Maintenance Pricing** – Using the following table, please provide a detailed description and a maintenance quote that includes the following:

5.9.3.1. 7x24x365 Coverage

5.9.3.2. Software Upgrade Costs

5.9.3.3. Software Update Costs

5.9.3.4. Software Assurance

5.9.3.5. Hardware Coverage

5.9.3.6. Phone Coverage

Maintenance Support without Telephones

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

Maintenance Support with Telephone Coverage

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

Total Maintenance Price			

5.10. Delivery and Installation

The Authority anticipates cutover of the system to be completed by approximately November/December 2021 or before. Please indicate whether this schedule can be met and identify the tasks, including site preparation that the Authority and the vendor will perform and/or be responsible for in order to accomplish delivery and installation of the system in this time frame. It will be assumed that any task not specifically stated to be our responsibility would be that of the vendor.

5.10.1. **Implementation Plan** - Within 10 days of contract award, the vendor must provide a tentative implementation plan with dates necessary to place the system into service. This plan must clearly identify the tasks and resource requirements of the Authority during the implementation process.

5.10.2. **Risk of Loss** - Please state when the customer assumes risk of loss or damage.

5.10.3. **System Physical Requirements** - Please indicate the requirements for each location, for:

5.10.3.1. Floor Spacing/Rack Space

5.10.3.2. Floor Loading

5.10.3.3. Wall Space

5.10.3.4. Environmental factors such as air condition and ventilation

5.10.3.5. Minimum size door opening required for equipment movement

5.10.3.6. Specify the electrical and grounding requirements for the proposed system. Indicate what modifications will be needed, if any, at the site to meet those requirements. Unless otherwise stated, the vendor will be responsible for any necessary modifications.

5.10.4. **Equipment Reduction** - Explain any penalty or liability charge for reducing equipment or telephone instrument prior to and after installation of the proposed system.

5.10.5. **Equipment Delivery** - The vendor will be responsible for making necessary arrangements with the management of the building for delivery of equipment to the premises. The vendor must comply with all building regulations regarding hours, any delivery rigging and method and location of equipment delivery.

5.10.6. **Manuals and Brochures** - Please provide electronic versions the following as part of the proposal:

5.10.6.1. Station user's manual

- 5.10.6.2. Voice mail user's manual
- 5.10.6.3. Any other pertinent reference information
- 5.10.6.4. The Authority expects the selected vendor to produce a short version of the user guide to be provided to each system user. This guide should be customized to provide steps to use the features specific to the Authority's system design and selected feature group.
- 5.10.7. **Manufacturer Relationship** - Please describe your precise relationship with the manufacturer of the proposed system (i.e., dealer, distributor, branch, common parent, etc.) Proposers who do not hold primary full dealership status with the proposed manufacturer and who are dependent on secondary distributor arrangements to obtain product and direct access to manufacturer level engineers are not acceptable.
- 5.10.8. **Manufacturer's Commitment** - The vendor shall make a written commitment to make available maintenance spares, trained personnel, and software support to fully maintain the system for a period of ten years from the date of cutover.
If the vendor is other than the manufacturer, then a letter of similar commitment from the manufacturer must be included in the proposal.
- 5.10.9. **Warranty** - The Proposer must guarantee all of the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of one (1) year from the date of final acceptance of the completed work. The Proposer shall, at their own expense and without cost to the Authority and within a reasonable time after receiving a written notice thereof, make good any defect in materials and/or workmanship of the installation which may develop during the guarantee period. Any associated damage to other items and/or finished surfaces caused by the defect shall also be corrected by the Proposer to the satisfaction of the Authority and at no additional cost.
- 5.10.10. **Software Assurance** – Maintenance and support quotes should include software assurance protection for the Authority. Please itemize this cost.
- 5.10.11. **Software Updates** – Please describe the following regarding available software upgrades:
 - 5.10.11.1. How is the Authority notified of new software upgrades and tools available for **ALL** the systems proposed?
 - 5.10.11.2. Does your company require software updates at these intervals or are they included/or optional?
 - 5.10.11.3. Are software updates included in the maintenance contract?
 - 5.10.11.4. In the case of VoIP solutions, do you provide recommended/required software updates for all network hardware in addition to the proposed system?
 - 5.10.11.5. Please provide typical frequency of software updates on an annual basis.

5.10.12. **Test Plan** - The Proposer will develop and execute a test plan and final walk through with the owner's project manager in attendance. The test plan and walk through will include:

- 5.10.12.1. Testing of all connectivity between switches.
- 5.10.12.2. Random testing of port connectivity.
- 5.10.12.3. Verification of each VLAN.
- 5.10.12.4. Verification of Internet access.
- 5.10.12.5. Integration between Voicemail and Exchange – Unified Communications
- 5.10.12.6. Printed copies of all equipment configurations for the Authority's project manager review.
- 5.10.12.7. Conducting a final walk-through inspection of the installation with the Authority's project manager and the preparation of a punch list of items that need attention prior to final acceptance.
- 5.10.12.8. Completion of the punch list items and the request for a final acceptance walk through with the Authority's project manager.
- 5.10.12.9. Final acceptance of the installation.

6. Disclosures and Contractual Requirements

Please note that any exceptions to the following requirements, as well as other sections, should be addressed in a separate section of the Vendor's Proposal.

Submission of a Proposal indicates acceptance by the Vendor of the conditions contained in this Request for Proposal, unless clearly and specifically noted in the Proposal submitted and confirmed in the contract between Four Rivers Sanitation Authority and the Vendor selected.

Addenda

Any addenda to the RFP specifications issued during the period between issuance of the RFP and receipt of RFP addenda are to be considered covered in the RFP and they will become a part of the awarding contract. Receipt of addenda shall be acknowledged by the vendor in their RFP Proposal cover letter.

If the Authority issues written addenda, such addenda shall become part of the contract documents. The Authority will email, fax, or mail the addenda:

1. not less than 3 working days prior to the proposal's due date;
2. via email, facsimile transmission, or mail
3. to each recipient of the specifications, at either the:
 - a. email address furnished by the proposer;
 - b. facsimile number the prospective respondent sent the Authority;
 - c. email address to which the Authority mailed the original proposal document;
 - d. address to which the Authority mailed the original proposal document;
 - e. or the corrected address the prospective respondent subsequently furnished.

In the absence of the prospective respondent's written notice of their email or facsimile number, the Authority will provide addenda via mail.

A respondent that does not receive the Authority's addenda, and who has previously submitted a proposal, shall not be relieved from any obligation in the proposal they submitted.

Acceptance of Proposals/Form, Preparation, and Presentation of Proposals

If the proposal contains any omissions, erasures, alterations, additions or items not called for in the itemized proposal, or contains irregularities of any kind, such may constitute sufficient cause for rejection of proposal. In case of any discrepancy in the unit price or amount proposed for any item in the proposal, the unit price as expressed in figures will govern.

The Authority may reject all or part of any or all proposals, for any reason. The Authority may accept all or part of any proposal or waive any formalities if it decides such action is in the Authority's best interest.

The Authority will only consider proposals that conform to the intent of this document. The Authority will reject proposals that contain one or more exceptions if the Authority determines that non-conforming proposals deviate from the intent of these specifications. The Authority's decision shall be final, and the Authority's procurement procedures contain no appeal provision.

Contract Termination

A. Respondent's Unacceptable Performance. If the successful respondent fails to provide service in conformity with this Request for Proposals, the Authority shall notify him in writing. If the successful respondent fails to correct the performance deficiency to the Authority's satisfaction within five working days after he receives the Authority's notice, he shall be in default. If the same performance deficiency recurs despite the Authority's notification and the successful respondent's temporary correction, the successful respondent shall likewise be in default. The Authority may, at its sole discretion, terminate the **VoIP Telecommunications System** contract with the defaulting successful respondent, and remedy the matter under provisions set forth in this Section of this Request for Proposals.

B. Authority's Action Following Contract Termination. If the contract is terminated, the Authority may, at its sole option:

- * request new **VoIP Telecommunications System** proposals or
- * designate the next responsive vendor to provide **VoIP Telecommunications System**, provided that said responsive vendor agrees to their original proposal terms.

The Authority may repeat this option until it obtains an acceptable **VoIP Telecommunications System** contract.

No Proposal Response Form

"No Proposal" Response Form

In the event you elect not to submit a proposal for **VoIP Telecommunications System**, please fill out and return the attached "No Proposal" form.

Taxes

This Authority is exempt, by law, from paying Federal Excise Tax and Illinois Retailers' Occupational Tax. Therefore, the respondent shall exclude those taxes from his proposal. The Authority's tax exemption number is E9992-3696. The respondent shall include all applicable taxes in his proposal price.

Compliance with Applicable Laws

Contractor agrees to comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and/or other governmental unit or regulatory body now in effect or which may be in effect during the performance of the work. Included within the scope of the laws, regulations, and rules referred to in this paragraph, but in no way to operate as a limitation, are all forms of traffic regulations, public utility and Interstate and Interstate Commerce Commission regulations, Workers' Compensation Laws, Prevailing Wage Laws, the Social Security Act of the Federal government and any of its titles, the Illinois Department of Human Rights, Human Rights Commission, or EEOC statutory provisions and rules and regulations.

Indemnification

Successful respondent/contractor shall protect, indemnify, hold and save harmless and defend the Authority, its officers, officials, employees, volunteers, and agents against any and all claims, costs, causes, actions and expenses, including but not limited to attorney's fees incurred by reason of a lawsuit or claim for compensation arising in favor of any person, including the employees, officers, independent contractors, or subcontractors of the successful respondent/contractor or Authority, on account of personal injuries or death, or damages to property occurring, growing out of, incident to, or resulting directly or indirectly from the performance by the successful respondent/contractor or subcontractor, whether such loss, damage, injury, or liability is contributed to by the negligence of the Authority or by premises themselves or any equipment thereon whether latent or patent, or from other causes whatsoever, except that the successful respondent/contractor shall have no liability for damages or the costs incident thereto caused by the sole negligence of the Authority.

The indemnification shall not be limited by a limitation on amount or type of damages payable by or for the successful respondent/contractor or its subcontractor under any employee benefits act including, but not limited, to the Workers' Compensation Act.

No inspection by the Authority, its employees, or agents shall be deemed a waiver by the Authority of full compliance with the requirements of the Contract. This indemnification shall not be limited by the required minimum insurance coverage in the Contract.

Insurance

If the Proposal is accepted, vendors shall acquire and maintain Workers' Compensation, employer's liability, commercial general liability, owned and non-owned and hired automobile liability, and professional liability insurance coverage relating to Vendor's services to be performed hereunder covering Authority's risks in form subject to the approval of the Authority Attorney and/or Authority's Risk Manager. The minimum amounts of coverage corresponding to the aforesaid categories of insurance per insurable event, shall be as follows:

Insurance Category and Minimum Limits

The successful respondent/contractor shall, for the duration of the contract, maintain the following:

General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project or the general aggregate limit shall be twice the required occurrence limit.

Auto Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage including coverages for owned, hired or non-owned vehicles, as applicable.

Workers' Compensation and Employers' Liability: Workers' Compensation limits as required by statute and Employers' Liability limits of \$500,000 per accident and \$500,000 per disease.

Umbrella: \$2,000,000 per occurrence/aggregate.

Professional Liability (Errors and Omissions) insurance appropriate to the Contractor's profession with limit no less than \$1,000,000 per occurrence or claim/\$1,000,000 aggregate. These limits subject to change depending on size of the project.

The policies shall contain, or be endorsed to afford Contractual Liability coverages for the following provisions in the General Liability and Automobile Liability coverages:

1. The Authority, its officers, officials, employees, and volunteers shall be covered as additional insureds as respects liability arising out of activities performed by or on insured's general supervision of the successful respondent/contractor, products and completed operations of the successful respondent/contractor, premises owned, occupied or used by the successful respondent/contractor, or automobiles owned, leased, hired, or borrowed by the successful respondent/contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Authority, its officers, officials, employees, volunteers, or agents.

2. The successful respondent's/contractor's insurance coverage shall be primary insurance as respects the Authority, its officers, officials, employees, volunteers, and agents. Any insurance or self-insurance maintained by the Authority, its officers, officials, employees, volunteers, or agents shall be in excess of the successful respondent's/contractor's insurance and shall not contribute with it.

3. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Authority, its officers, officials, employees, volunteers, or agents.

4. The successful respondent's/contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

B. Proof of Insurance – Certificate of Insurance and Additional Insured Endorsements. No more than 10 calendar days subsequent to the Authority's issuance of an award letter and no later than 30 days before commencement to work, the successful respondent/contractor shall provide documentation including a Certificate of Insurance and additional insured endorsements for commercial general liability and auto liability to prove that it has obtained all required insurance and bonds. The Certificate of Insurance shall state Fours Rivers Sanitation Authority is additional insured under the commercial general liability and automobile liability on a primary, non-contributory basis. The primary, non-contributory additional insured endorsements for commercial general liability and automobile liability shall be provided. The Authority shall be the sole judge as to the acceptability of any such proof.

Correction of Successful Respondent's/Contractor's Insurance Deficiencies. If the Authority determines the successful respondent's/contractor's insurance or documentation does not conform to the specifications, the Authority shall inform said respondent/contractor of the non-conformity. If said respondent/contractor fails to provide conforming insurance or documentation within five calendar days of the Authority's notice, it shall be in default.

1. **Suitability of Insurance.** The Authority shall be the sole judge of whether an insurer's rating is satisfactory. The Authority's decision shall be final and the Authority's bidding procedures contain no appeal provision.

D. Best Ratings.

1. Alphabetical Rating. For purposes of this Request for Proposals, "insurer" shall mean any surety, insurance carrier, or other organization which proposes to provide an insurance policy or bond for the successful respondent/contractor. No insurer or surety rated lower than "A-," **Excellent**, in the current Best's Key Rating Guide shall be acceptable to the Authority.

2. Financial Size Rating. Provided an insurer's alphabetical rating is satisfactory, the Authority will examine said insurer's financial size rating.

a) If Best classifies the insurer XII or larger, said insurer shall be acceptable to the Authority.

b) If Best classifies the insurer as smaller than XII, but larger than VI, said insurer shall be submitted to the Authority's Business Manager and/or the Authority's insurance consultant for review.

Financial Size ratings less than VII are not acceptable and will disqualify the respondent/contractor.

Force Majeure

The obligations of either the Authority or the successful respondent shall be suspended during the time as such party is prevented from complying therewith in whole or in part because of any cause, except financial, beyond the reasonable control of such party. In the event of either the Authority or the successful respondent being rendered unable wholly or in part by force majeure to carry out its obligations other than to make payments due, it is agreed that on such party giving notice and full particulars of such force majeure in writing or by facsimile to the other party as soon as possible after the occurrence of the cause relied on, then the obligations of the parties insofar as they are affected by such force majeure shall be suspended during the continuance of any inability so caused but for no longer period, and such cause shall as far as possible be remedied with all reasonable dispatch.

Termination for Default

In the event of a breach of any of the terms of this Agreement including the Contractor's warranties, the Authority may, at its option and without prejudice to any of its other rights, cancel any undelivered work or material.

Choice of Law

This Agreement and all related documents including all exhibits attached hereto, and all matters arising out of or relating to this Agreement, whether sounding in contract, tort, or statute are governed by, and construed in accordance with, the laws of the State of Illinois.

Choice of Forum

Each Party irrevocably and unconditionally agrees that it will not commence any action, litigation, or proceeding of any kind whatsoever against the other Party in any way arising from or relating to this Agreement, including all exhibits, schedules, attachments, and appendices attached to this Agreement, and all contemplated transactions, including, but not limited to, contract, equity, tort, fraud, and statutory claims, in any forum other than the US District Court

for the Northern District of Illinois or the Circuit Court of Winnebago County, and any appellate court from any thereof. Each Party irrevocably and unconditionally submits to the exclusive jurisdiction of such courts and agrees to bring any such action, litigation, or proceeding only in the US District Court for the Northern District of Illinois or Circuit Court of Winnebago County. Each Party agrees that a final judgment in any such action, litigation, or proceeding is conclusive and may be enforced in other jurisdictions by suit on the judgment or in any other manner provided by law.

Intention

The vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidentals necessary for the entire proper implementation of the selected systems. In addition, the vendor shall be responsible for the implementation in a most professional manner of all items as shown in the Proposal, stated in the specifications, or reasonably implied, in accordance with the contract documents.

Rights to Submitted Materials

All Proposals, inquiries, or correspondences relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of The Four Rivers Sanitation Authority when received. The Authority reserves the right to use the material or any ideas submitted in the RFP.

Vendor Demonstrations

Select vendors will be requested, at no cost to the Four Rivers Sanitation Authority, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.

Prevailing Rate of Wages

All Contracts for the Construction of Public Works are subject to the Illinois Prevailing Wage Act (820 ILCS 130/1-12). The undersigned, as Bidder, declares he will comply with prevailing wages in accordance with the Illinois Department of Labor Standards. The State of Illinois requires contractors and subcontractors on public works projects (including Four Rivers Sanitation Authority) to submit certified payroll records on a monthly basis, along with a statement affirming that such records are true and accurate, that the wages paid to each worker are not less than the required prevailing rate and that the contractor is aware that filing false records is a Class B Misdemeanor.

Transcripts of certified payroll shall be filed using the IDOL portal at <https://www2.illinois.gov/idol/Laws-Rules/CONMED/Pages/prevailing-wage-act.aspx>

7. Required Forms

Please read all documents included in this packet. Execute the Required Forms in this section and include with the proposal. Questions regarding items for Proposal may be directed to the Authority contact for the RFP.

7.1. Illinois Department of Human Rights Registration Number

All proposers, regardless of location, must provide an Illinois Department of Human Rights Registration Number with the proposal on the due date. This number shall be written or typed on the line in the Fair Employment Affidavit of Compliance (included in the documents you receive). The following link may be used to access the website where the number can be obtained:

<https://www2.illinois.gov/dhr/PublicContracts/Pages/default.aspx>

7.2

PROPOSAL FORM
REQUEST FOR PROPOSALS
VoIP TELECOMMUNICATIONS SYSTEM
RFP #21-215

Failure to complete this form will result in disqualification of Vendor's bid or proposal.

To: BOARD OF TRUSTEES
Four Rivers Sanitation Authority
3501 Kishwaukee St.
ROCKFORD, IL 61109

From: _____
(Individual, Partnership or Corporation)

(Address of Individual, Partnership or Corporation)

Trustees:

I (We) the undersigned hereby propose to furnish VoIP Telecommunications System in compliance with the attached Notice, RFP Sections 1-8, Proposal Form, Fair Employment Practices Affidavit of Compliance Form, Forms of Affidavit, and Contract Form.

The Undersigned also affirms and declares:

A. That he (they) has (have) examined and is (are) familiar with all the related contract documents and found that they are accurate and complete and are approved by the undersigned.

B. That he (they) has (have) carefully examined the scope of the required service, and that, from his (their) own investigation, has (have) satisfied himself (themselves) as to the nature and location of the delivery point, the character, quality and quantity of materials, and the kind and extent of equipment and other facilities needed for the performance of the service and provision of the materials, the general and local conditions and all difficulties to be encountered, and all other items which may, in any way, affect the materials or services or their performance.

C. That this proposal is made without any understanding, agreement or connection with any other person, partnership, or corporation making a proposal for the same purposes, and is in all respects fair and without collusion or fraud; and that he (they) is (are) not barred from proposing as a result of a bid-rigging or bid-rotating conviction.

D. All goods and services provided in response to this request will be produced in compliance with all applicable requirements of Sections 6, 7 and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders of the United States Department of Labor issued under Section 14 thereof.

E. The firm which I (we) represent complies with all applicable requirements of the Americans with Disabilities Act (ADA), the Occupational Safety and Health Act (OSHA), rules and regulations of the US Department of Transportation (DOT), and the Federal Drug Free Work Place Act. If said firm is awarded a contract to provide the Authority's VoIP Telecommunications System, it will:

1. complete all OSHA, ADA, and DOT required supervisory, employee and customer training,
2. document compliance as required,
3. ensure that persons in safety-sensitive positions associated with loading, transportation, and delivery of the merchandise or service detailed in these specifications are subject to all required drug and alcohol testing and are properly licensed,
4. prepare and make available all required information and documentation, and
5. hold harmless and indemnify the Authority and the Authority's representatives as defined on page 59 from all:
 - a. Suits, claims, or actions;
 - b. Costs, either for defense (including but not limited to reasonable attorney's fees and expert witness fees) or for settlements, and;

- c. Damages of any kind (including but not limited to fines, actual, punitive, and compensatory damages) relating in any way to or arising out of the ADA or the OSHA, to which said firm is exposed or which it incurs in the execution of the contract.

F. The firm which I (we) represent has adopted and promulgated written sexual harassment policies that include, at a minimum, the following information:

1. the illegality of sexual harassment;
2. the definition of sexual harassment under Illinois State law;
3. a description of sexual harassment, utilizing examples;
4. my (our) organization's internal complaint process including penalties;
5. the legal recourse, investigative and complaint process available through the Illinois Department of Human Rights and the Illinois Human Rights Commission;
6. directions on how to contact the Department and the Commission; and
7. protection against retaliation as provided by Section 6-101 of Illinois Human Rights Act.

Upon request, my (our) organization will provide the Illinois Department of Human Rights with the information described in F1 through F7 above.

In submitting this proposal, I (we) understand that the Authority may reject part or all of any and all proposals. I (we) agree that I (we) shall not withdraw this proposal for a period of 60 calendar-days following the scheduled proposal due date. I (we) have carefully examined the nature of the service and materials. The cost of all the materials, equipment, and service necessary to complete this contract is given in this Proposal.

The selected vendor shall enter into a Contract with the Authority to complete the Project in a form substantially similar to the Contract attached hereto. The Contract shall be executed by the Vendor and returned, together with the Insurance Documents and Performance Bond (if applicable) within ten (10) calendar days after it has been mailed to the Vendor. Two copies of the contract shall be executed by the Vendor. One fully executed copy will be returned to the Vendor. See Section 8 for a sample copy of the agreement.

The undersigned acknowledges that he has received Addendum numbers _____,

_____, and realizes that all Addenda are considered part of the Contract.

Respondent:

Date: _____

Name of Firm

By: _____
Authorized Rep's Signature

Street Address

Rep's Name

City, State, Zip

Rep's Title

Phone Number

Facsimile Number

NOTE: The Four Rivers Sanitation Authority, a Governmental Unit, pays neither Federal Excise Tax nor Illinois Retailers' Occupational Tax. The respondent shall exclude those taxes from his proposal.

7.3

"NO PROPOSAL" RESPONSE
TO
REQUEST FOR PROPOSALS

If your firm is unable to submit a proposal at this time, please provide the information requested in the space provided below and return to:

Four Rivers Sanitation Authority
3501 Kishwaukee St.
Rockford, IL 61109

Responses can be delivered in person to:

Four Rivers Sanitation Authority
3501 Kishwaukee Street
Rockford, IL 61109

For this form only, responses can also be faxed to:

Four Rivers Sanitation Authority
815-387-7538

We have received Request for Proposals #21-215, VoIP Telecommunications System, due at 4:30 P.M. on August 27, 2021.

Reason for not submitting proposal: _____

BY: _____
Signature

Name & Title, Typed or Printed

Company Name

7.4

FAIR EMPLOYMENT PRACTICES AFFIDAVIT OF COMPLIANCE

Failure to complete this form will result in disqualification of Vendor's bid or proposal.

PROJECT: VoIP Telecommunications System

NOTE: THE PROPOSER MUST EXECUTE THIS AFFIDAVIT AND SUBMIT IT WITH ITS SIGNED PROPOSAL. FOUR RIVERS SANITATION AUTHORITY CANNOT ACCEPT ANY PROPOSAL WHICH DOES NOT CONTAIN THIS AFFIDAVIT

_____, being first duly sworn, deposes and says that:

(Name of person making affidavit)

They are: _____ of _____
(Officer's Title) (Company Name)

that said company is and "Equal Opportunity Employer" as defined by Section 2000I of Chapter 21, Title 42 of the United States Code annotated and Federal Executive Orders #11375 which are incorporated herein by reference;

and that said company will comply with any and all requirements of Title 44 Admin. Code 750. APPENDIX A – Equal Opportunity Clause, Rules and Regulations, Illinois Department of Human Rights, which read as follows:

"In the event of the contractor's non-compliance with the provisions of this Equal Employment Opportunity Clause, the Illinois Human Rights Act or the Rules and Regulations of the Illinois Department of Human Rights ("Department"), the contractor may be declared ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be cancelled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation. During the performance to this contract, the contractor agrees as follows:

1. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, marital status, national origin or ancestry, citizen status, age, physical or mental handicap unrelated to ability, sexual orientation, military status or an unfavorable discharge from military service; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
2. That, if he or she hires additional employees in order to perform this contract or any portion of this contract, he or she will determine the availability (in accordance with the Department's Rules and Regulations) of minorities and women in the areas from which he or she may reasonably recruit and he or she will hire for each job classification for which employees are hired in a way that minorities and women are not underutilized.
3. That, in all solicitations or advertisements for employees placed by him or her or on his or her behalf, he or she will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, sexual orientation, marital status, national origin or ancestry, citizenship status, age, physical or mental handicap unrelated to ability, sexual orientation, military status or an unfavorable discharge from military service.
4. That he or she will send to each labor organization or representative of workers with which he or she has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the contractor's obligations under the Illinois Human Rights Act and the Department's Rules and Regulations. If any labor organization or representative fails or refuses to cooperate with the contractor in his or her efforts to comply with such Act and Rules and Regulations, the contractor will promptly so notify the Department and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations under the contract.
5. That he or she will submit reports as required by the Department's Rules and Regulations, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and the Departments Rules and Regulations.
6. That he or she will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and the Department's Rules and Regulations.
7. That he or she will include verbatim or by reference the provisions of this clause in every subcontract awarded under which any portion of the contract obligations are undertaken or assumed, so that the provisions will be binding upon the subcontractor. In the same manner as with other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply with the provisions. In addition, the contractor will not utilize any subcontractor declared by the Illinois Human Rights Commission to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

(Source: Amended at 32 I11. Reg. 16484, effective September 23, 2008)"

IL Dept of Human Rights Registration No.: _____ Expiration Date: _____

Signature _____

Subscribed and sworn to before me this day of _____, 20__ Notary Public _____

7.5

**FORMS OF AFFIDAVIT
REQUEST FOR PROPOSALS
RFP #21-215**

VoIP Telecommunications System

Failure to complete this form will result in disqualification of Vendor's bid or proposal.

Vendor City: _____ Vendor County: _____ Vendor State: _____

This Section for Sole Proprietorship:

I, _____ (name), being duly sworn, depose and say that the organization I represent is a sole proprietorship, and that I am the person described in and who executed the foregoing proposal and that the several matters therein stated are in all respects true.

Signature _____

This Section for Partnership:

I, _____ (name), being duly sworn, depose and say that I am a member of _____ (partnership name), the firm described in and which executed the foregoing proposal; that I duly subscribed the name of the firm thereunto on behalf of the firm; and that the several matters therein stated are in all respects true.

Signature _____

This Section for Corporation:

We, _____ (representative who signed the Proposal Form), and _____ (other corporate officer), being duly sworn, depose and say that we reside in the cities of _____ and _____, respectively, and that we are the _____ (representative's title) and the _____ (other corporate officer's title), respectively, of _____ (corporation name), the firm described in and which executed the foregoing instrument; that we are authorized to complete this form and to enter into this contract on behalf of said corporation; that we have signed our names thereto by like order; and that we have knowledge of the several matters therein stated and they are in all respects true.

(representative's signature) (other corporate officer's signature)

This Section for a Limited Liability Corporation:

I, _____ (name), being duly sworn, depose and say that I am a _____ (representative's title) of _____ (company name), the company described in and which executed the foregoing proposal; that I am authorized to complete this form and to enter into this contract on behalf of said company and have knowledge of the several matters therein stated and they are in all respects true.

Signature _____

Notarization (required for all successful proposers):

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public _____

County _____ My Commission Expires _____

8. Four Rivers Sanitation Authority Sample Purchase Contract

Following is the Four Rivers Sanitation Authority standard purchase contract. The Authority intends to use this document as the purchase contract for this procurement. Please review and provide comment.

CONTRACT
FOUR RIVERS SANITATION AUTHORITY
ROCKFORD, ILLINOIS

THIS CONTRACT, made and concluded this ____ day of _____, 20__ between the Four Rivers Sanitation Authority, Illinois, also known as "Authority," and _____, his/their executors, administrators, successors or assigns, known as "Contractor":

In consideration of the payments and contracts mentioned in the Proposal attached hereto, to be made and performed by the Authority, the Contractor agrees with the Authority at his/their own proper cost and expense to do all the work, furnish all equipment, materials and all labor necessary to complete the work and furnish the merchandise in accordance with the specifications hereinafter described, and the Authority's requirements.

1. Scope

Both parties understand and agree that the Notice, RFP Sections 1-8, Proposal Form, Fair Employment Practices Affidavit of Compliance Form, and Forms of Affidavit of the **Request for Proposal: VoIP Telecommunications System**, all Addenda there to (if any), and any and all provisions required by law, are all essential documents of the contract, and are a part hereof, as if herein set out verbatim or as if attached, except for titles, subtitles, headings, table of contents and portions specifically excluded.

The Contractor shall provide the **VoIP Telecommunications System** for a period of two (2) years. If the Authority and the successful proposer agree in writing, the contract shall have two (2), one-year options to renew.

2. Contract Price

The Authority shall pay to the Contractor, and the Contractor shall accept, in full payment for the performance of this Contract, in current funds, the prices set forth in the Proposal Form.

The Contractor's proposal price for the **VoIP Telecommunications System** shall include, but not be limited to any and all costs of sufficient equipment and labor as required to perform **VoIP Telecommunications System** as described in this Request for Proposals and shall be the only basis for payment.

The Authority shall make payments to the Contractor, in accordance with and subject to the provisions on pages 8 and 71 of this Contract.

3. Contract Execution

The Contractor shall:

- A.** Perform all services in a responsible manner, supplying only service that meets or exceeds the Authority's Specifications;
- B.** Sustain all loss or damage arising out of the nature of the work to be done, or from any unforeseen obstruction or difficulty which he may encounter in the prosecution of the work, or from the action of the elements;
- C.** Be responsible for all accidents he, his employees, or agents may incur in the contract's execution;
- D.** Hold the Authority and its representatives harmless from liability of any nature or kind on account of use of any copyrighted or un-copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used under this Contract. The Contractor shall likewise hold harmless and indemnify the Authority and its representatives from all:
- suits, claims, or actions,
 - costs, either for defense or for settlements, and
 - damages to which the Authority or its representatives might be exposed by reason of an injury or alleged injury, to the person or property of another:
 - in the execution of the Contract, or
 - from actions the Authority or its representatives take on the Contractor's behalf,

except in cases where such suits, claims, actions, or costs are found to be based on the Authority's negligence. For purposes of this paragraph, "its representatives" means "the Four Rivers Sanitation Authority's trustees, employees, agents, assigns, and their heirs."

- E.** Comply with all applicable requirements of the Americans with Disabilities Act (ADA), the Occupational Safety and Health Act (OSHA), rules and regulations of the US Department of Transportation (DOT), and the Federal Drug Free Work Place Act, and will:
1. complete all OSHA, ADA, and DOT required supervisory, employee and customer training,
 2. document compliance as required,
 3. ensure that persons in safety-sensitive positions associated with loading, transportation, and delivery of the merchandise or service detailed in these specifications are subject to all required drug and alcohol testing and are properly licensed,
 4. prepare and make available all required information and documentation, and
 5. hold harmless and indemnify the Authority and the Authority's representatives as defined on page 59 from all:
 - a. Suits, claims, or actions;
 - b. Costs, either for defense (including but not limited to reasonable attorney's fees and expert witness fees) or for settlements, and;
 - c. Damages of any kind (including but not limited to fines, actual, punitive, and compensatory damages)relating in any way to or arising out of the ADA or the OSHA, to which said firm is exposed or which it incurs in the execution of the contract.

- F.** Adopt and promulgate written sexual harassment policies that include, at a minimum, the following information:
1. the illegality of sexual harassment;
 2. the definition of sexual harassment under Illinois State law;
 3. a description of sexual harassment, utilizing examples;
 4. Contractor's internal complaint process including penalties;
 5. the legal recourse, investigative and complaint process available through the Illinois Department of Human Rights and the Illinois Human Rights Commission;
 6. directions on how to contact the Department and the Commission; and
 7. protection against retaliation as provided by Section 6-101 of Illinois Human Rights Act.

Upon request, Contractor will provide the Illinois Department of Human Rights with the information described in F1 through F7above.

- G.** Maintain all specified insurance for the duration of the contract.

- H.** In the absence of the Authority's written permission, the Contractor shall not use the Authority's name in any form or medium of public advertising.

4. Payments to Contractor

If the Authority receives an acceptable invoice for conforming service prior to the fifth day of the month, the Authority shall issue payment before the fifth day of the succeeding month. If received on or after the fifth day of the month, payment will be issued the following month.

5. Subcontracts

No part of the work herein provided for shall be sublet or subcontracted without the express consent of the Authority change the terms of this Contract.

6. Contractor's Responsibility

This Contract shall extend to and be binding upon the successors and assigns, and upon the heirs, administrators, executors, and legal representatives of the Contractor.

7. Counterparts

This Agreement may be executed and recorded in counterparts, each of which shall be deemed an original and all of which, when taken together, shall constitute one and the same instrument. The Parties hereby acknowledge and agree that facsimile signatures or signatures transmitted by electronic mail in so-called "pdf" format shall be legal and binding and shall have the same full force and effect as if an original of this Agreement had been delivered. Each of the parties (a) intend to be bound by the signatures on any document sent by facsimile or electronic mail, (b) are aware that the other party will rely on such signatures, and (c) hereby waive any defenses to the enforcement of the terms of this Agreement based on the foregoing forms of signature.

8. Time

The contractor agrees to all schedules of services specified in the Request for Proposals.

9. Seals

IN WITNESS WHEREOF, the parties have hereunto set their hands, and are duly authorized to enter into such contracts on behalf of their respective organizations.

ATTEST: _____
By _____
Name of Firm – Contractor
Authorized Signature

By: _____

Its: _____

Four Rivers Sanitation Authority
Winnebago County, Illinois

By _____
Executive Director

ATTEST: _____
Director of Management Services

STATE OF ILLINOIS)
COUNTY OF WINNEBAGO)

On this ____ day of _____, 20__, before me, a notary public within and for said County, personally appeared Timothy S. Hanson and Julia Scott-Valdez, to me personally known, who, being each by me duly sworn did say that they are respectively, the Executive Director and Director of Management Services of the Four Rivers Sanitation Authority, named in the foregoing instrument, and that said instrument was signed and sealed in behalf of the Authority, and said Executive Director and Director of Management Services acknowledge said instrument to be the free act and deed of said Authority.

(SEAL)

Notary Public