

City of Harrisonburg
REQUEST FOR INFORMATION FOR
Phone System Replacement
(RFI 0413-IT-PHONES)

Issue Date: 5/1/2013

KEY INFORMATION

Closing Date for Submission: Provide *electronic* response to Purchasing@HarrisonburgVA.gov with subject "0413-IT-PHONE response: <Company Name>". Submissions must be received by 2:00 p.m. (EST) on 5/24/2013. Late submissions will not be accepted.

Project Manager

Name: Paul Malabad
Position: IT Director
Address: 345 South Main St.
Harrisonburg, VA 22801
Phone: (540) 432-7706
Fax: (540) 432-7783
Email: Paul.Malabad@HarrisonburgVA.gov

Purchasing Agent

Name: Pat Hilliard
Position: Purchasing Agent
Address: 345 South Main St.
Harrisonburg, VA 22801
Phone: (540) 432-7794
Fax: (540) 432-1640
Email: Pat.Hilliard@HarrisonburgVA.gov

**PURPOSE:**

The City of Harrisonburg (City) is issuing a Request for Information (RFI) from qualified vendors to offer to the City their solution for IP phone system replacement. Services may include but are not limited to: phone servers, phone equipment, switches, unified communications software, and implementation services. The system will presumably be rolled out by location over time, as budget permits, to ensure that adequate infrastructure is in place and proper training can be provided.

The sole purpose of this RFI is to gather information regarding possible solutions and implementation. This is not a solicitation to purchase services and/or goods. No contract will be awarded based on the responses to this RFI received. The City may or may not choose to issue a solicitation to contract for these or similar goods or services. The City may or may not choose to incorporate information gathered through this RFI into possible future requirements. Responding to this RFI is not a pre-requisite to submitting a proposal for any subsequent procurement. Respondents should not provide confidential or proprietary information.

BACKGROUND:

The City desires that the system be used in all City-used facilities (approximately 27) many of which are connected to the primary City network in various ways (Appendix 1) while others are not. The City currently utilizes a variety of phone systems with various capabilities (Appendix 2) and work flows (Appendix 3). Many systems have been in place for over 15 years meaning they lack the features that a modern communications system can provide. Furthermore, some of the phone vendors no longer support the hardware in use, or the companies themselves have ceased operations. The processing of phone invoices has become quite cumbersome, complicated and inefficient.

OBJECTIVE:

The intent of the RFI is to gather information; it is not a formal procurement. However, a formal procurement action may result from this information-gathering process. The purpose of this RFI is to:

- Obtain information regarding IP phones systems that can be used at multiple facilities and utilized by a variety of departments with different communication needs and work flows.
- Obtain comprehensive information regarding features available in current IP phone systems.
- Obtain information on the types of phones and accessories available to handle multiple employee work situations.
- Obtain vendor/firm information regarding successful implementations and the maintenance of a system of similar size and scope
- Obtain information on requirements (infrastructure and so forth) to deploy a phone system across a wide area network in addition to unconnected locations.
- Obtain information regarding business continuity scenarios related to IP phone systems.



- Obtain information regarding availability to have informal presentations or demonstrations of relevant products.

REQUIREMENTS:

The City is requesting the key information below. Responders are encouraged to include additional information as necessary so as to provide as complete and valuable a response as possible. Information regarding additional features and capabilities is welcome. The goal is to have a phone system that can be deployed per facility with eventual expansion to cover all facilities. Amongst this growth would be a coinciding reduction in recurring costs for Centrex, POTS, and PRI lines. The system should allow for redundancy in case there is a disruption of the infrastructure. A list of currently sought after features is in Appendix 2.

RESPONSES:

Interested firms are encouraged to submit an electronic response to this RFI together with:

- Marketing materials (including information on your firm with a link to your website)
- Detailed description of the product(s), services and capabilities available
- Comments regarding functionality in appendix 2
- Representative cost estimates for a system-wide installation
- Recommended implementation strategy
- Timeline estimates
- Reference information for clients that the City may contact to gather additional information that may help the City further develop plans and requirements

Please note that this is not a Request for Proposal (RFP), but rather a Request for Information (RFI) giving vendors the opportunity to inform the City of the current capabilities they provide as well as available in the general market.

DISCLOSURE OF SUBMISSION MATERIALS

Vendors agree that by responding to this RFI they are granting a license to the City of Harrisonburg for all data, materials, and documentation originated and prepared for the City pursuant to the RFI. Except for cost estimates, copyrighted or trademarked materials, such data, materials, and documentation shall be subject to public inspection in accordance with the Virginia Freedom of Information Act. Proprietary materials that are submitted must be identified by some distinct method such as highlighting or underlining and indicated only the specific words, figures, or paragraphs that constitute the cost estimates, copyrighted or trademarked materials in order for the City to exempt them from disclosure.

QUESTIONS:

Any questions regarding this RFI should be directed to:



Pat Hilliard, CPPB
Purchasing Agent
Email: Pat.Hilliard@HarrisonburgVA.gov
Phone (540) 432-7794

RESPONSE DUE DATE:

Submissions are requested by 2:00 PM E.S.T, May 24, 2013

Please submit responses electronically to:

Pat.hilliard@harrisonburgva.gov with subject "0413-IT-PHONE response: <Company Name>"



Current Configuration

Building	Connection To MB	Phone Type	Brand	Digital Phones	IP Phones	Fax Lines	POTS Lines
Municipal Building (MB)	N/A	PRI	Telrad	58	7	8	
Municipal Annex	1GB Fiber	PRI	Telrad	36		1	3
Harrison Plaza	1GB Fiber	PRI	Telrad	93	2	8	
Transit	2MB SDSL	Centrex	NEC	21		1	
Parks	100MB Fiber	Centrex	NEC	22		1	
Public works	1GB Fiber	Centrex	NEC	31		1	
Public Utilities	1GB Fiber	Centrex	NEC	35		1	
Central Stores	1GB Fiber	PRI (MB)	Telrad		3	1	
Hardesty Higgins	100MB Fiber	PRI (MB)	Telrad		12		
Simms	100MB Fiber	IP Centrex	Ntelos		6	1	
Fire Station 1	2MB SDSL	POTS					1
Fire Station 2	None	POTS					1
Fire Station 3	2MB SDSL	POTS					1
Fire Station 4	2MB SDSL	POTS					1
Parks Maintenance	2MB SDSL	POTS					1
Golf Maintenance	2MB SDSL	POTS					1
Golf Pro Shop	2MB SDSL	POTS					5
Price Rotary Center	None	POTS					1
Stream Health Building	2MB SDSL	POTS					1
Water Treatment Plant	T-1	POTS					1
Recycling Center	None	POTS					1
Ramblewood Field	None	POTS					1
Purcell Park	None	POTS					2
Hillandale Park	None	POTS					2
Steam Plant	100MB Fiber	Centrex	NEC	25		1	
Police Sub. at Mosby	None	POTS					1
Police Sub. At Mall	None	POTS					1
TOTALS				321	30	24	26



APPENDIX 2: List of current requirements

The City would like to consolidate the phone systems to provide the following capabilities and features.

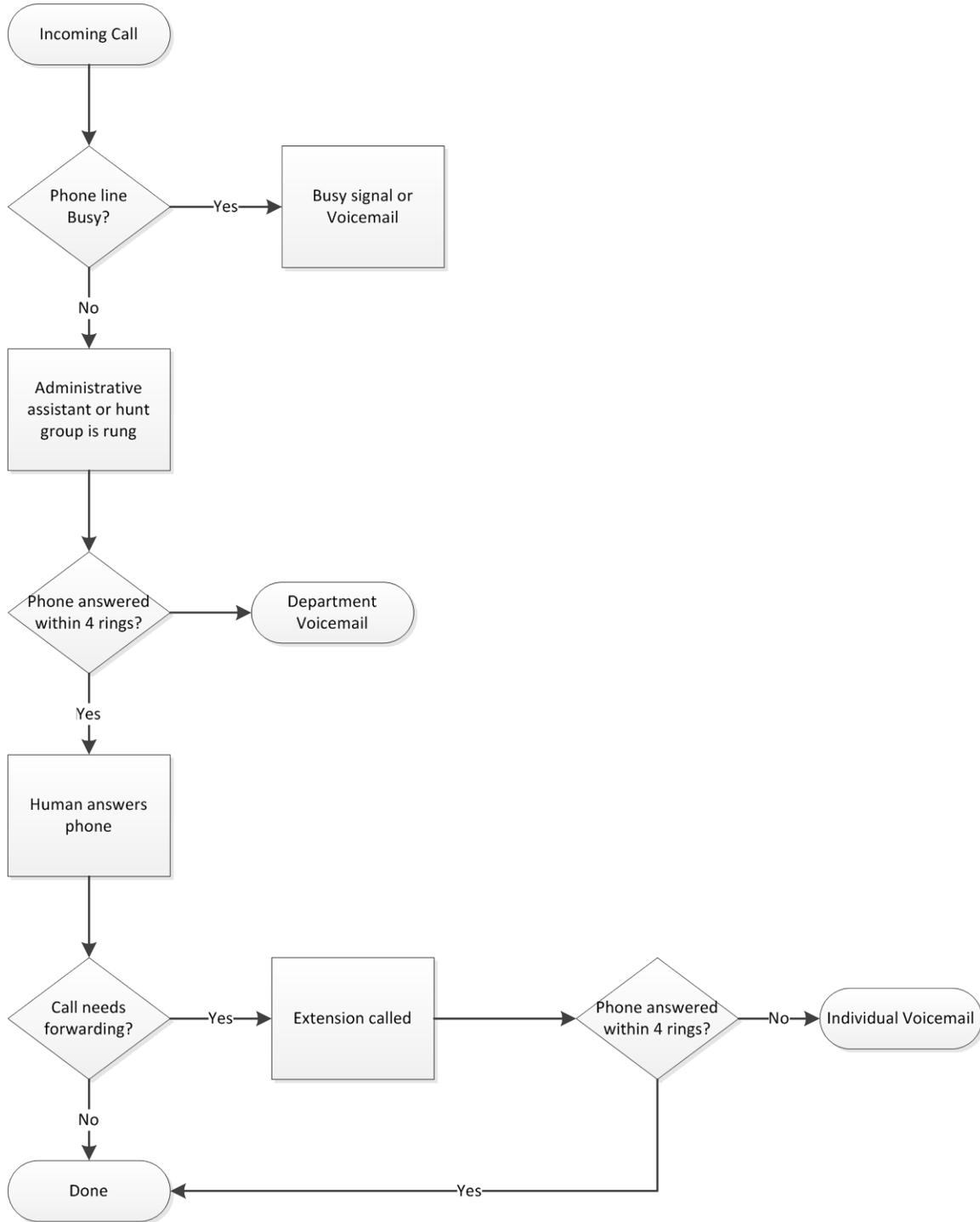
Phone Features	Desired-Required	Vendor Response	Vendor Comments
Integrated corporate Directory			
Redundant/backup server capabilities			
Multiple phone types with open standards			
- Basic Phone			
- Advanced phone			
- Switchboard phone			
- Conference Room phone			
- Cordless handsets/headsets			
Multiple morning /night modes			
Hunt Groups			
Ability to assign a number of lines to a Hunt Group (e.g. Can take 3 calls before Voicemail)			
Call rollover			
Distinctive Ring for Hunt Groups			
Group pickup			
Direct Inward Dialing			
4 digit extension dialing			
Station monitoring or busy lamp field			
Do not Disturb			
Message waiting light/display			
AutoDial (calls number when picked up)			
Call park			
Caller ID			
Call Hold			
Call Hold with multiple messages			
Call forwarding			
Call forward to cell phone (simplified)			
Call forwarding for specific numbers			
Call forwarding when busy			
Call forwarding on no answer			
Call recording			
Call menus			
Speed Dial			
Memory buttons			
Multiple phone queues			
Redial			
Busy Redial			
Internal Conference Call			
External Conference Calling			



Message Line (for automated messages only)			
Voicemail			
Voicemail forwarding to e-mail			
Voicemail forwarding to text			
Remote Voicemail Retrieval			
Auto attendant			
Auto Attendant when busy			
Attendant Console			
Messages on Hold			
Integrated Voice Response			
Call Routing			
Toll and Nuisance number restrictions			
Directed Pickup			
Long distance password			
Enhanced 911			
Programmable music on hold			
Overhead paging			
Group paging			
Start call from e-mail			
Building Intercom			
Call Center Support			
Call Logging w/ export Capabilities			
Call Accounting			
Mobile device integration (softphones)			
Automatic Phone Moves (Follow me)			
Roaming User Support			
Inbound Fax to e-mail			
Outbound fax to distribution group			
Phone Metrics			
Time to Answer			
Number of calls (inbound /outbound)			
Time on Hold			
Lost calls			
Call tracking			
Detail phone calls by extension			
Integrated security for phone data			
Metrics by department			

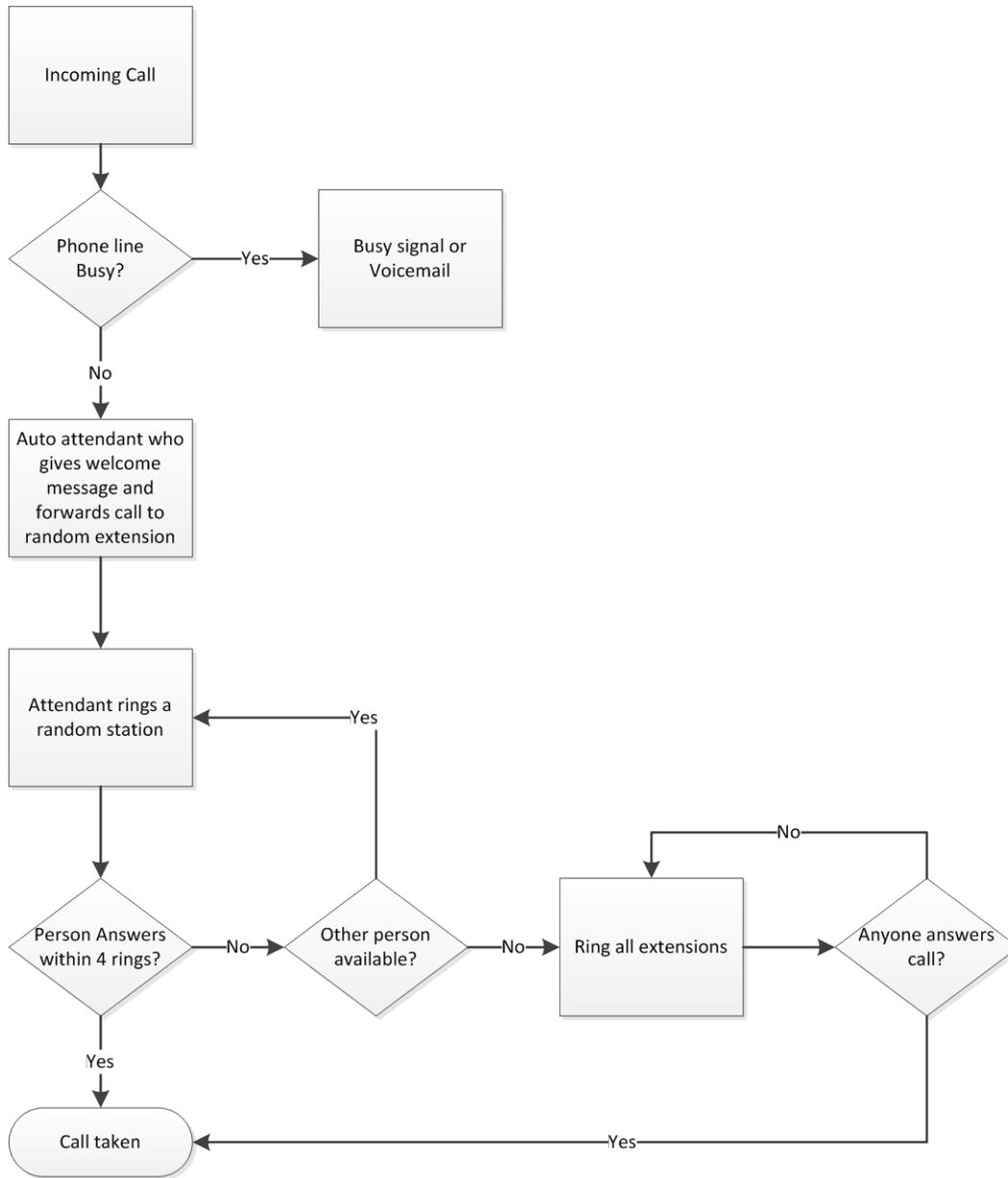


Scenario 1: Incoming call answered by human during work hours. After hours goes to attendant/voicemail.



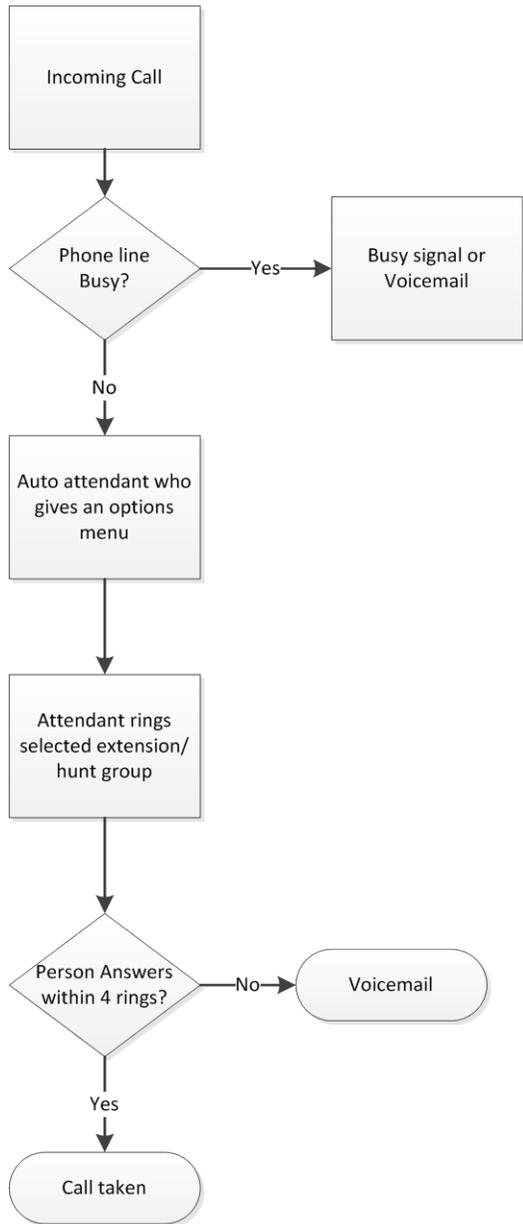


Scenario 2: Incoming call answered by auto attendant and then forwarded in round robin fashion to extensions. **After hours is message only**





Scenario 3: Phone is answered by auto attendant user inputs from options menu

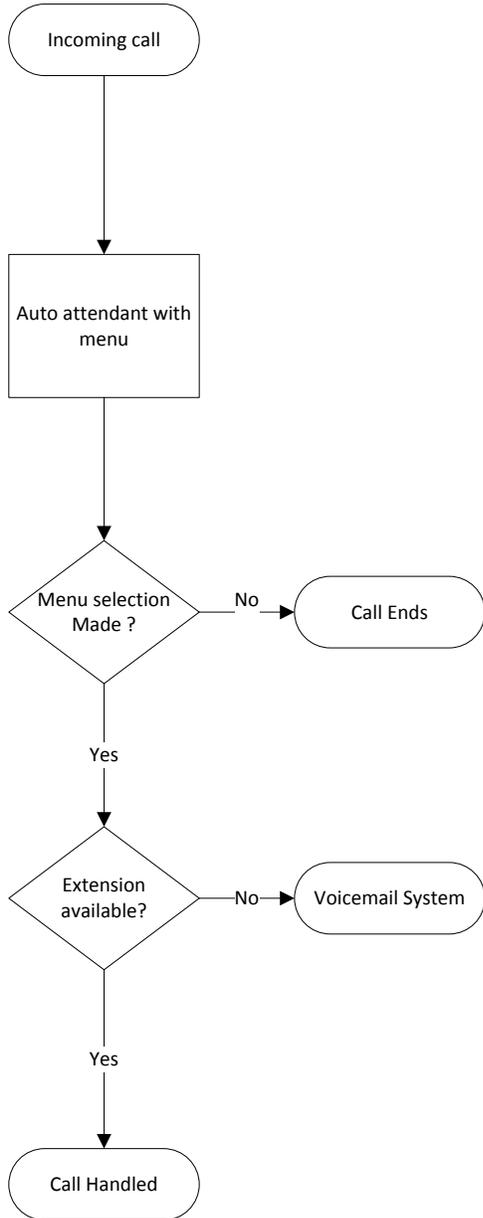




Scenario 4: Multiple time schedules

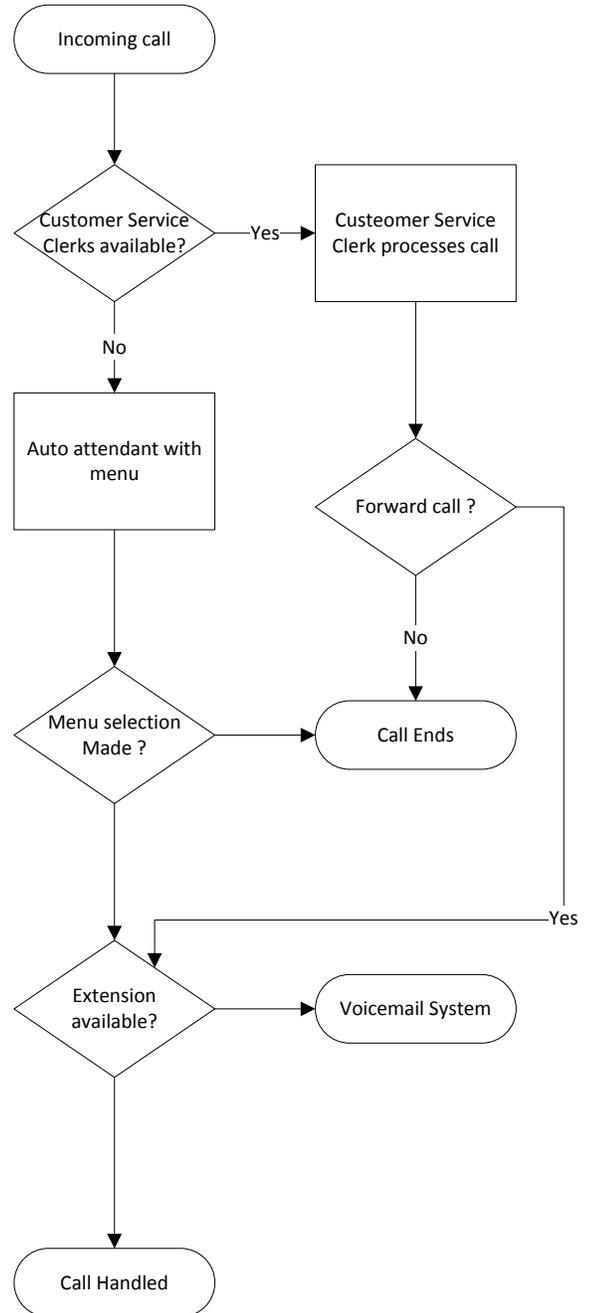
7:30am-8:30am

Auto-attendant with forwarding to Open Departments



8:30am-4:30pm

Business hours





4:30pm-7:30am

After business hours, emergency only

