Telecommunications System Selection

Request for Proposals

January 5, 2015
January 5, 2015

Re: REQUEST FOR PROPOSALS for a Telecommunications System

Dear Vendors:

The City of Calabasas (City) is currently accepting proposals for a new Telecommunications System. The City may award the contract for the entire system to a single contractor. Specifications and Request for Proposals (RFP) documents are available at:

City Clerk’s Office
City of Calabasas
100 Civic Center Way
Calabasas CA 91302

Proposal instructions are contained in the RFP document. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

- There is a pre-proposal vendor conference scheduled for 2:00 p.m. PST, January 13, 2015, at City of Calabasas City Hall, 100 Civic Center Way, Calabasas, CA 91302. Vendors should RSVP to Rachel Biety at rbiety@cityofcalabasas.com. Vendors are limited to three (3) attendees.

- Questions: All questions must be received by 4:30 p.m. PST, January 16, 2015. Questions received after this deadline will not be accepted.

Any contact or attempt to contact any other employees of the City that could be interpreted as being made for the purpose of securing privileged information or advantages in the bid process will result in the immediate disqualification of the Respondent.

- Proposals Due: One (1) original, Three (3) printed copies, and one (1) electronic copy on CD/Memory Stick of the Proposal must be received no later than 4:30 p.m. PST, January 30, 2015.

Thank you for your participation. We look forward to reviewing your Proposal.

Sincerely,

Deborah Steller
Media Operations Director
City of Calabasas

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100 Civic Center Way, Calabasas, CA 91302 • www.cityofcalabasas.com
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1

OBJECTIVES AND PROCESS SCHEDULE

Purpose
This information was developed in a format to facilitate the preparation of responses to this RFP and the subsequent evaluation of those responses.

Because there are several vendors who provide the type of system the City desires, future telecommunications needs will be pursued through this competitive selection process. The requirements noted in this RFP are designed to assist in the selection of the vendor that best meets the City's needs.

The City of Calabasas currently has a Cisco Call Manager VoIP Telecommunications system that was installed in 2008. The City has determined that the existing system provides many of the features and functions that it needs, but the core software and hardware for the telephone and voicemail system is at end of life and no longer supported. This situation can cause repair delays in the event of an outage.

To address this issue, the City has decided to obtain proposals from qualified telecommunications system dealers to provide proposals for new systems.

Vendors can propose an upgrade to the existing Cisco system. The upgrade should include providing a complete and workable system including the needed software, hardware and labor to upgrade the core of the existing communications system and voicemail system. The upgrade can assume the retention of the existing Cisco telephone handsets. If the handsets are to be reused in your proposal, please include information regarding the proposed warranty, support and end of life projections for these devices.

This RFP document describes the requirements of the City for an IP-based telecommunication system. 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, voice 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 Respondents to address all aspects of this RFP. As indicated, each page of the RFP response shall be initialed and dated by the Respondent.

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 City's
operations, please quote them as options and include supporting justification and cost detail.

**Project Background**

The City currently has two main buildings connected with private fiber. The City wishes to have these sites to be survivable sites. It is the City’s intent is to obtain a new telecommunications system that will continue to allow direct connectivity and enhanced communications.

The City seeks a new telecommunications system that uses VoIP technology. The City is open to proposals from vendors for VoIP allowing the City to potentially integrate/converge voice and data communications together in the same network.

Any proposal for a new telecommunications system must use survivable remote technology for the telecommunications system.

**Objective**

The objective of the City of Calabasas is to acquire a new or upgraded telecommunications system to serve the citizens and administrative operations of the City. The City is seeking a state-of-the-art telecommunications system to serve their facilities.

The City reserves the right to the following:

- Accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City,
- To reject the low price Proposal,
- To accept any item of any Proposal,
- To reject any and all Proposals,
- To waive irregularities and informalities in any Proposal submitted or in the RFP process.
General Process and Schedule

During the selection process, the City will review the submitted Proposals and systems. Using subsequent interviews, demonstrations, reference checks, and site visits, the City will then pick a final preferred vendor. The City will negotiate final pricing and terms and conditions with the preferred vendor. The following is the current estimated schedule, as defined by the City and can be changed at its discretion:

<table>
<thead>
<tr>
<th>Estimated Selection Process Step</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release and Issuance of the Request for Proposals (RFP)</td>
<td>January 5, 2015</td>
</tr>
<tr>
<td>Pre-Proposal Vendor Conference</td>
<td>January 13, 2015</td>
</tr>
<tr>
<td>Final Date for Vendors to Submit Questions</td>
<td>January 16, 2015</td>
</tr>
<tr>
<td>Date for Publishing Answers to Vendors’ Questions</td>
<td>January 21, 2015</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>January 30, 2015</td>
</tr>
<tr>
<td>Vendor Demonstration Meetings</td>
<td>February 2015</td>
</tr>
<tr>
<td>Final Vendor Selection</td>
<td>February 2015</td>
</tr>
<tr>
<td>Estimated Approval</td>
<td>February 2015</td>
</tr>
<tr>
<td>Implementation Start</td>
<td>March/April 2015</td>
</tr>
</tbody>
</table>

Table 1 – Estimated Selection Schedule
Evaluation Criteria

All proposals will be evaluated using the following general evaluation Criteria:

- Complied with format complete Proposal and letter of introduction
- Overall system design and adherence to RFP
- Installation procedures and personnel
- Installation timeframe System testing/turn-up
- System training after sale support – warranty, maintenance, upgrades
- Similar Projects – references – company experience
- Pricing (provide pricing in separate envelope)

The evaluation process will consist of review and evaluation of proposals received by a team consisting of City 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 & Due Dates

- **Questions:** All questions should be directed to the City Clerk, Maricela Hernandez, via e-mail to mherandez@cityofcalabasas.com no later than **4:30 p.m. PST, January 16, 2015.** Questions received after this deadline will not be accepted.

- **Answers to submitted questions** will be posted on the City’s website and a link published via email on January 21, 2015 will be provided to all vendors that have confirmed their intent to propose.

- **Printed Proposals Due:** One (1) original, three (3) printed copies, and one (1) electronic version on a CD/memory stick in Word or PDF format must be received no later than **4:30 p.m. PST, January 30, 2015** addressed to:

  City Clerk’s Office  
  City of Calabasas  
  100 Civic Center Way  
  Calabasas CA  91302  
  818-224-1600

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

Proposal Format

Proposals should follow the RFP format provided in Section 4.

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

Please provide the following sections, as 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 City may be considered binding. The City 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 City.

The City 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 City, 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 City of Calabasas will require the vendor selected to agree to include the contents of this RFP 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.
4

**TELECOM SYSTEM SPECIFICATIONS**

*Telecommunications System RFP Specifications and Proposal Requirements*

This section of the RFP contains the specifications and details regarding the City’s Telecommunications system requirements.

**General Instructions**

Written proposals are required by the City for a state-of-the-art telecommunications system as described in the sections below.

1. The proposal, estimated to be awarded in February 2014, will be confirmed by a Professional Services Agreement (PSA) issued to the successful vendor.

2. The proposal will be awarded based on the overall proposal and in the best interests of the City. Prices should be shown for each line item.

3. The City reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City, 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 RFP process.

4. Equipment must be new and fully eligible for manufacturer’s warranty. F.O.B. inside delivery, the City of Calabasas, 100 Civic Center Way, Calabasas CA 91302

5. Freight should be included in the unit price. Inside delivery to the City. **Pallets must be broken down and boxes disposed of by the selected vendor.**

6. The City must comply with the California Freedom of Information Act. The City cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If the City receives a request for any document submitted in response to the RFP, the City’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.

7. The proposal shall constitute a binding offer to sell the above-noted product(s) to the City and may not be withdrawn once the City has awarded the contract to the successful vendor.
4. Instructions to Proposer

4.1. General – The City of Calabasas (City) is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide the City with superior service at a reasonable cost.

Any proposal for a new telecommunications system must use survivable remote technology for all locations from the primary City telecommunications system.

4.2. System Proposals - Under this procurement, the City will accept proposals for replacement equipment for the locations mentioned in this document.

4.3. Please list each location separately in your proposal showing proposed equipment and costs.

4.4. Vendors may propose Voice over Internet Protocol (VoIP) systems. The system is to provide the following high level features and applications:

4.4.1. Capable of supporting PRI services for inbound and outbound Public Switched Telephone Network (PSTN) services.

4.4.2. Capable of supporting SIP services for inbound or outbound Public Switched Telephone Network (PSTN) Services.

4.4.3. Capable of supporting analog PSTN services.

4.4.4. Capable of providing a single centralized voice mail system accessible to serve all users.

4.4.5. Capable of providing survivable systems to connect the two major locations. The systems must function as if they were one.

4.4.6. Capable of providing shared access to local inbound and outbound and long distance inbound and outbound services provided by carriers selected by the City.

4.4.7. The City’s IT Operations are currently virtualized using VMWare. The City is open to both virtualized and non virtualized solutions.

4.4.7.1. As part of the base proposal, please propose the system with all needed servers and hardware.

4.4.7.2. Please provide detailed information regarding the proposed system regarding current or future plans to operate in a virtual environment using VMWare.

4.4.8. The existing network equipment includes all Cisco data switches. These switches are fully operational and provide the needed network throughput for the existing Cisco telecommunications system. The City anticipates retaining these same data switches.
4.4.9. **Existing Telephone Handsets** – If an upgrade to the existing Cisco Telephone system is proposed, the City intends to retain all of the existing telephones and use them with the new updated Cisco software and hardware proposed. Following is the configuration of the existing system.

<table>
<thead>
<tr>
<th></th>
<th>CISCO 7945 IP Phone</th>
<th>CISCO 7965 IP Phone</th>
<th>CISCO 7913 Sidecard</th>
<th>CISCO 7921 Wireless IP Phone</th>
<th>Attendant Console</th>
<th>PRI</th>
<th>Analog Trunks</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Hall</td>
<td>98</td>
<td>17</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Library</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>113</strong></td>
<td><strong>17</strong></td>
<td><strong>3</strong></td>
<td><strong>5</strong></td>
<td><strong>1</strong></td>
<td><strong>1</strong></td>
<td><strong>8</strong></td>
</tr>
</tbody>
</table>

4.4.10. **Unified Messaging**: The proposed system should provide the ability for the City to integrate voicemail and email, outlook contacts and calendaring tools. It is the responsibility of the Respondent to define their offering, and to provide a solution that addresses the convergence of voicemail, e-mail, fax, and other messaging systems. Systems to be addressed will include those provided under this RFP, and messaging systems maintained by the City. The City currently has Microsoft Outlook 2013 and Exchange Server 2013 implemented.

4.4.11. **Paging System Interface**: A Bogen multi-zone paging system is installed in the facility and is operational in the Library. The VOIP system shall provide a level of connectivity to the paging system that will allow any user, on any type of handset (analog or VOIP), to access the Bogen system dial-tone, and place intercom calls to any zone in the facility.

4.4.12. **Telephone System Paging System** – 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 should provide the ability for a user to dial a code and page through all phone speakers or a zoned subset of speakers.

4.4.13. **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.


4.4.15. Capable of providing auto-attendant and dial-directory functionality for all locations.

4.4.16. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from one location.

The City is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, the City wishes to manage the day-to-day adds, moves, and changes internally. The City may
wish to manage the system remotely, please describe how this application would work and how you would address security.

4.5. Configuration

4.5.1. 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:

4.5.1.1. The component quantities detailed in Sections 2 and 3 are not necessarily the final quantities the City will purchase. Exact quantities may increase or decrease subsequent to the release of this document.

4.5.1.2. While the pricing information provided in response will be used to evaluate the various proposals received, the City 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.

4.5.1.3. After the contract is awarded by the City to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process will identify the following:

4.5.1.3.1. The type and quantity of all telephone stations, by City location, to be installed for City users during the implementation process.

4.5.1.3.2. 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.

4.5.1.3.3. 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 City's environment.

4.5.1.3.4. The PSTN network interface information by customer location to provide for local, long distance, E911, and intra-organization calling.

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

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

4.6. Intent of Request-for-Proposals

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 City. The specifications provided herein are intended to facilitate the communications of the requirements of the City 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.

4.7. Format of Response
4.7.1. 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.

4.7.2. The proposer should address each point listed in the document directly below the numbered point. In this way, the City 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.

4.8. **Vendor Company Information**

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

4.8.1.1. Company financial statements
4.8.1.2. Age of company
4.8.1.3. Length of time in the telecom industry
4.8.1.4. Company ownership
4.8.1.5. Relationship with the proposed system’s manufacturer
4.8.1.6. Number of employees
4.8.1.7. Number of office locations
4.8.1.8. Address of the nearest location to the City
4.8.1.9. Address of your local office responding to the RFP
4.8.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax and email
4.8.1.11. Has your company experienced a workforce reduction in the past five (5) years?
Voice Requirements

4.9. **System Locations – Overview** - The City is replacing its existing telephone systems at the locations detailed in the Table below to address the City’s needs.

4.10. Under this procurement the City will accept proposals for a VoIP solution from any manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

<table>
<thead>
<tr>
<th>Location</th>
<th>Street Address</th>
<th>Survivable</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Hall</td>
<td>100 Civic Center Way</td>
<td>X</td>
</tr>
<tr>
<td>Library</td>
<td>200 Civic Center Way</td>
<td>X</td>
</tr>
</tbody>
</table>

4.11. **System Configuration – Current** - Voice communications services today for the facilities are primarily provided through analog and PRI service.

4.12. **System Configuration – Quantities for Purposes of the RFP**

4.12.1. The proposed system must be configured to provide the quantities detailed in Table below.

<table>
<thead>
<tr>
<th>Location</th>
<th>Type 1 Analog Ports</th>
<th>Type 2</th>
<th>Type 3</th>
<th>Type 4</th>
<th>OPTIONAL ACD Agent Seats</th>
<th>Wireless Phone</th>
<th>Attendant Console</th>
<th>PRI</th>
<th>Analog Trunks</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Hall</td>
<td>2</td>
<td>98</td>
<td>17</td>
<td>3</td>
<td>3</td>
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<td>4</td>
<td>5</td>
<td>1</td>
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<td>8</td>
</tr>
</tbody>
</table>

4.13. **Telephone station requirements**

4.13.1. **Type 1** – A single-line analog station ports.

4.13.2. **Type 2** – A minimum of two (2)-lines and Color Display, plus eight (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.

4.13.3. **Type 3** – A minimum of six (6)-lines and Color Display, plus eight (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.

4.13.4. **Type 4** – Side Cars – Provide a minimum of 24 button Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality.

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

4.13.6. 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.

4.13.7. Wireless Headset Tools – Please provide the operational details and cost for a wireless headset solution to potentially be deployed in various departments in the City. 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.
4.13.8. Wireless Handset – The City 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.

4.14. **PSTN Trunking Requirements**

4.14.1. The proposed system must allow both T-1 and ISDN PRI circuits to terminate directly into proposed equipment. The intent is to utilize PRI as the primary inbound/outbound local service facility. The quantities and locations of PRI terminations are detailed in the equipment Table above.

4.14.2. 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 PRI or WAN failure. The analog trunks, regardless of their location, must be able to work interactively with the PRI services such that the analog facilities are part of the normal inbound/outbound traffic pattern.

4.14.3. Each location as indicated in the Table above will have additional analog facilities to provide PSTN access in the event of a PRI, WAN, call processor, router, or any other hardware or software failure of the system. The City is only interested in systems that can provide survivability using these lines.

4.14.4. All DSU/CSU hardware must be included under the itemized costs detailed of this proposal.

4.15. **Required Features – The following features are required.**

4.15.1. The City requires the proposed system to provide the following required features.

4.15.2. 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.

4.15.3. 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.

4.15.4. Account Codes

4.15.5. Alarm Indication on Attendant Console

4.15.6. Attendant Camp-on

4.15.7. Attendant Console Silent button

4.15.8. Attendant Console Join key

4.15.9. Automatic Attendant Recall – Describe the options available to the City.

4.15.10. Automatic Call Back - Describe the trunking application of this service. Will auto-callback queue for a trunk group? Must all callers accessing the trunk group be offered callback queuing?
4.15.11. 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 put on hold without the called party depressing a hold button.

4.15.12. Automatic Route Selection (ARS)

4.15.13. **Call Accounting System and Call Detail Reporting** – Please provide a proposal for a call accounting 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:

4.15.13.1. Describe the specific relationship with the manufacturer.

4.15.13.2. Reports for the proposed call accounting system should provide the ability for the City 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.

4.15.13.3. The proposed telecommunications system and Call Accounting System should provide the ability for the City to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.

4.15.13.4. The City 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.

4.15.13.5. Please define if the proposed system is hosted, and if so, the specific operation, location and method of connectivity.

4.15.13.5.1. Description should also include any monthly costs. Please provide details.

4.15.14. Call Coverage

4.15.15. Call Forward-Busy

4.15.16. Call Forward-No Answer

4.15.17. Call Forward-Variable

4.15.18. Call Forward-External Telephone Number - How is this feature activated? Can a remote user deactivate the feature? Can a remote user invoke the feature? Can a remote user program a new external target? 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?

4.15.19. Call Forward-All Calls

4.15.20. Call Hold

4.15.21. Outbound Caller ID – Please describe the proposed system’s capabilities to allow the City to define the telephone number provided when individuals place calls outside the system.

4.15.22. Incoming Caller ID – Please define the proposed system’s capabilities to provide incoming caller ID.

4.15.23. Call Park – Please describe the operation of the call park function, specifically how the call park number is provided to the user, the length of time the number remains on the screen, how the parked call recalls if unanswered, etc.
4.15.24. Call Pickup (Directed and Group) – Please describe any limitations regarding the number of telephones that can be included in a single pickup group. Please describe any limitations on the number of pick up groups the system can provide.

4.15.25. 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?

4.15.25.1. Can routing to voicemail greetings be different for internal and external calls?

4.15.26. 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.

4.15.27. Call Waiting Indication (Visual and Audible)

4.15.28. Camp-On (from Other Extensions)

4.15.29. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.

4.15.30. 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?

4.15.31. Conference Bridge – Please provide a proposal for a Conference Bridge including the needed equipment and operational software to provide a conference bridge to allow eight (8) to ten (10) conference participants. Please itemize the cost of the system in the Optional Equipment table later in the RFP.

4.15.32. DNIS Compatibility

4.15.33. Distinctive Ringing – Is there a different ring tone for internal vs. external call?

4.15.34. 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?

4.15.35. Do Not Disturb

4.15.36. Executive Busy Override

4.15.37. Incoming Line Identification

4.15.38. Hot Desk Operation – Allow system users to log in and log out of telephones throughout the system.

4.15.39. ISDN Capabilities (BRI & PRI)
4.15.39.1. Describe the sequence of events necessary to convert from a T-1 common equipment card to a PRI common card. Does the PRI require additional space on the common equipment shelf? Is additional hardware or software required to make the conversion? If so, please include the price of the required hardware and/or software components.

4.15.40. Paging and Intercom Operation – The system should provide the ability for the City to define specific stations to be included in an intercom. This system should also provide the ability for the City to perform pages throughout the system. The page groups would be defined for each location. Please explain this operation and proposed system capabilities.

4.15.41. Last Number Redial

4.15.42. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.

4.15.43. Music on Hold - Can Music-on-hold be applied on a station selective basis?

4.15.44. Mute key

4.15.45. Night Answer Mode

4.15.46. 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.

4.15.47. Paging Access

4.15.48. Priority Queuing

4.15.49. 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.

4.15.50. Remote Diagnostics/Remote Maintenance

4.15.51. Save/Repeat Dialing

4.15.52. Speed Dialing (System, Group, and Station – specify quantities)

4.15.53. 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.

4.15.54. 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.

4.15.55. 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.

4.15.56. 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.

4.15.57. 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 covering:
4.15.57.1. CCS/hour per trunk
4.15.57.2. Blockage per trunk
4.15.57.3. CCS/hour per trunk group
4.15.57.4. Blockage per trunk group
4.15.57.5. Specific hunt group information
4.15.57.6. Feature utilization
4.15.57.7. Internal station to station calling
   For the traffic measurement information listed above, please answer the following questions:
   • How is this information made available?
   • Can the customer develop customized reports? How long can the system store the information before customer retrieval?
   • If data storage is limited can the data be moved to another media type and archived?
   • Please describe the recommended solution to address this need.
   • What database or software tool format is used for this data?

4.15.58. Transfer Call back to Attendant
4.15.59. Twinning – Please include the ability for the system to provide twinning to interact with the City’s cell phones and iPhones. The operation should allow City 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.
   4.15.59.1. If this feature is not standard and included for all users, please quote the cost for 25 **optional** twinning licenses. These will be used within various City locations.

4.15.60. Unassigned Numbers - What happens when an internal caller dials an unassigned telephone number? What happens when an external caller dials an unassigned DID number? Please detail all options.
4.15.61. 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?
4.15.62. Voice Announce Intercom – Ability to dial a one or two digit number and automatically connect to another phone in a hands free mode.
4.15.63. Variable Call Recording – Ideally, the City would like the system to allow internal or external calls to stations be recorded On Demand from any station on the system and allow easy access to retrieving these recordings. Please describe any options for the proposed system to provide various levels of recording dynamically vs. recording all calls.
   4.15.63.1. Please include the **OPTIONAL** costs for recording.
4.15.63.2. Please describe how the proposed system stores the recording, how they are indexed and how the City would retrieve various call recordings.

4.15.63.3. Please describe the retention capabilities of the recording system. Can recordings be set to be retained for X number of days and automatically purged?

4.16 Optional - Automatic Call Distribution (ACD) Function – The City would like a quote for ACD as an optional feature. The proposed optional feature should be equipped with the following ACD features.

4.16.1 Four (4) Total ACD Seats – one (1) of these to be the Supervisor.

4.16.2 The City would like the proposed system to allow for the ACD to operate seamlessly in both locations.

4.16.3 The City staff deployed in an emergency will be answering calls from the PRI terminated within City Hall.

4.16.4 Agents/Staff logged on in either City Hall or throughout the system should be part of the same ACD Split allowing statistics to be combined.

4.16.5 For each feature listed, indicate if the feature is “standard” or “optional”. Include any feature indicated as “optional” in the itemized pricing. 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.

4.16.6 ACD Reporting - Include complete feature documentation including the following:

4.16.6.1 LAN compatibility information

4.16.6.2 ACD Queue Projected Hold Time Announcements

4.16.6.3 ACD Queue Caller in Queue Count

4.16.6.4 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 to retain their original place in line. The system should then present the message to the agent for the return call.

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

4.16.6.5 Archiving capability

4.16.6.6 Average Speed of Answer

4.16.6.7 Report generation capability for a system to support XX agents.

4.16.6.8 Real time agent status

4.16.6.9 "Wrap up" / "Reason" codes

4.16.6.10 Real time abandoned call report

4.16.6.11 Hold time for abandoned calls (including short call abandon report)

4.16.6.12 Easy access to historical information

4.16.6.13 Customizable reports (i.e. Crystal Reports, etc)
4.16.6.13.1 Automatic calculation of customized reports. (i.e., agent talk time + total available time added together or any combination (ACW, AUX, Ext call time, on hold time, etc.))

4.16.6.14 Real time group objective reports

4.16.6.15 Tracking of overflow calls

4.16.6.16 Report Graphing

4.16.6.17 Describe the proposed systems’ ability to provide information regarding the number of calls each agent gets by split

4.16.6.18 Ability to track times when calls were in queue and how many there were and how long they were in queue

4.16.6.19 Status of each agent during times when calls were in queue

4.16.6.20 How many calls each agent receives from each queue type

4.16.6.21 Ability to provide reporting in 15, 30, and 60 minute intervals so the City can review and trend call data during specific times of day

4.16.6.22 Ability to provide reporting over a period of time, not less than 30 days so that the City can review and trend call data during specific days of the month

4.16.6.23 Ability to schedule reports that will run automatically at predefined times, such as daily, weekly, or monthly

4.16.6.24 Call transfer reporting – the ability to report on the number and destination of calls transferred outside of the call center group

4.16.6.25 Ability to provide reporting on inbound and outbound non-DID calls taken or made by ACD agent while logged in

4.16.6.26 Ability to prioritize call handling by a call center group based on criteria such as transferring party or DNIS

4.16.6.27 Remote Agents – The City may in the future require the ability to have remote telecom users log in and take calls just as if they were in City Hall on one system. These users may have DSL or broadband connectivity to the City network. Please describe the call delivery method for ACD calls using the proposed system and if there is an additional cost for this capability.

4.16.6.28 Call taking features, call center functionality, and call center reporting capabilities should be the same for all agents, whether they are in City Hall or any City locations or a remote agent. Please describe in detail any differences that apply for the three types of agents

4.16.6.29 Length of “hold time” for abandoned calls and Short Call Reports

4.16.7 ACD Alerts

4.16.7.1 Agent Alerts – The City 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 City definable thresholds. Specifically, the system should provide status of call, current and cumulative group objectives, any queued calls, length in queue, etc.

4.16.7.2 Supervisors Alerts – The City 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 City definable thresholds.

4.16.8 Agent Licenses – The proposed system should include licenses necessary to provide for agents, groups and supervisors.

4.16.9 ACD agents 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.

4.16.10 Dynamic Agent Assignment – Please describe the proposed systems’ ability to allow the City to dynamically control agent assignment to various splits.

4.16.11 Agents in Multiple Groups

4.16.11.1 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?

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

4.16.11.3 The City 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.

4.16.12 Announcements

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

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

4.17 Disaster Recovery Issues

4.17.1 System Outages

4.17.1.1 When software maintenance is performed on the system, is a restart required?

4.17.1.2 Typically, what will the duration of a system restart be for a system of this size?

4.17.1.3 What, if any, manual intervention is required for a restart?

4.17.1.4 In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure.

4.17.2 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.

4.17.3 Software Back-up & Restoration

Describe the process for downloading the system software to a back-up 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 back up and keep off-site spare?

4.18 **911 Compatibility**

4.18.1 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.

4.18.2 Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC, the State of California. 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.

4.19 **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.

4.19.1 Multiple Users - the system must interface to the Local Area Network (LAN) and allow for access and change capability for multiple, simultaneous users.

4.19.2 Printing Faceplates – the requirement to print face plates will disqualify the proposed vendor and system.

4.19.3 Inventory Information - the system must provide inventory information on the number and type of telephone stations.

4.19.4 Trunking Information – the system must provide access to the information required.

4.19.5 Alarm Notification – the 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.

4.19.6 Recent & 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.

4.20 **Handset and Base Cords, and Wall Mount Kits**

4.20.1 The City may require the use of 25’ handset, 25’ base cords, and wall mount kits for some of the telephone sets.

4.20.2 Please indicate the pricing for these longer cords and wall mount kits in your proposal as an **OPTION**.

4.21 **Training**

4.21.1 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.

4.21.2 The system pricing detailed must include:

4.21.2.1 Classroom training, on working telephones, led by vendor provided instructors, for all users, on-site at the City.
4.21.2.2 System programming, reporting, management, and configuration training, led by vendor provided instructors, for four (4) management personnel.

4.21.2.3 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 City’s staff completes various levels.

4.22 Acceptance - The City 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 (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

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

4.23.1 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:

4.23.1.1 Complete installation of all system components and software
4.23.1.2 Complete programming of all system components and software
4.23.1.3 Complete testing of all system components and software prior to system cutover, including QOS testing
4.23.1.4 PSTN coordination including:
   4.23.1.4.1 Coordination of PRI and analog trunk installation with the PSTN service provider selected by the City
   4.23.1.4.2 Coordination of calling plan to allow for 4-digit dialing between stations
4.23.1.5 On-site station reviews and determination of user requirements
4.23.1.6 Full system configuration documentation provided to the City to include all station features and function, complete trunking configuration information, and complete call flow information by station

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

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

4.23.4 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%.

4.23.5 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.

4.23.6 Maintenance costs for the system for Year One (1) and for Year Two (2), as
configured. Please show each year separately. Please describe any parts
labor warranty included in the proposal. Clearly specify the warranty period
for all hardware and software components. Maintenance costs should be
itemized by component. A specific maintenance cost must be clearly itemized
for business day service on all proposed equipment and software.

4.23.6.1 For the purposes of this proposal, please include 24x7x365 support for
the entire system including the telephones.

4.23.6.2 Please include descriptions and proposed costs for any alternatives to
the requested maintenance arrangement described above.

4.23.6.3 Please include any optional multi-year maintenance contract discount
that may be available for the City to consider.

4.23.7 Equipment Leasing Options – Provide the interest rate and monthly lease rate
factor for 3, 5, and 7-year lease options.

4.24 Estimated Implementation Plan – Please provide an estimated
implementation plan with various milestones assuming the contract would be
awarded the week of February 2014.

4.25 References

4.25.1 Provide at least three (3) 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.

4.25.2 While you are free to provide any references, ideally, the City would like to
talk with other local government references.

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

4.25.4 Be advised, references are a major element of the customer’s selection
criteria.

<table>
<thead>
<tr>
<th>Reference #1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Name</td>
</tr>
<tr>
<td>Contact Name</td>
</tr>
<tr>
<td>Contact Address</td>
</tr>
<tr>
<td>Contact Telephone Number</td>
</tr>
<tr>
<td>Contact E-mail</td>
</tr>
<tr>
<td>Installation Date of Comparative System</td>
</tr>
<tr>
<td>Description of Comparative System –</td>
</tr>
</tbody>
</table>
please be specific and detailed on # of locations & phones

<table>
<thead>
<tr>
<th>Reference #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Name</td>
</tr>
<tr>
<td>Contact Name</td>
</tr>
<tr>
<td>Contact Address</td>
</tr>
<tr>
<td>Contact Telephone Number</td>
</tr>
<tr>
<td>Contact E-mail</td>
</tr>
<tr>
<td>Installation Date of Comparative System</td>
</tr>
<tr>
<td>Description of Comparative System – please be specific and detailed on # of locations &amp; phones</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reference #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Name</td>
</tr>
<tr>
<td>Contact Name</td>
</tr>
<tr>
<td>Contact Address</td>
</tr>
<tr>
<td>Contact Telephone Number</td>
</tr>
<tr>
<td>Contact E-mail</td>
</tr>
<tr>
<td>Installation Date of Comparative System</td>
</tr>
<tr>
<td>Description of Comparative System – please be specific and detailed on # of locations &amp; phones</td>
</tr>
</tbody>
</table>
5. Voice Mail System

The City 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 City 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 City to define by Station how the user would like his or her 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.

5.1. System Configuration

5.1.1. The City estimates a requirement for 150 initial users 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. The number of users is greater than the proposed telephone station counts because there are a number of City employees or departmental functions that require a voicemail box, but do not have a telephone station on the system.

5.1.2. The City provides Voicemail Boxes for many users throughout the City 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.

5.1.3. The City requires no less than 12 simultaneous calls.

5.2. Specify the maximum capacity the proposed system provides.

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

5.3.1. Announcement Boxes

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.

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

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.

5.3.5. 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?

5.3.6. 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.
5.3.7. 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.

5.3.8. Check Receipt of Delivered Messages

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

5.3.10. Changeable Passwords

5.3.10.1. Can the user change passwords?

5.3.10.2. Can the user be forced to change passwords?

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

5.3.10.4. If so, by system or by station?

5.3.10.5. What is the minimum password length? Maximum?

5.3.10.6. Will the system provide a “lock-out” after input of invalid passwords?

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

5.3.10.8. Can the voice mail password be the same as the user’s network password?

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.

5.3.12. Guest Mailboxes

5.3.13. Group Mailboxes

5.3.14. Message Save

5.3.15. Message Delete

5.3.16. Message Pause

5.3.17. Message Privacy

5.3.18. Message Replay – explain the options available

5.3.19. Message Redirect and Comment

5.3.20. Message Respond

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?

5.3.22. Message Rewind

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?

5.3.24. Message Undelete

5.3.25. Mirrored Mailbox - Does the system provide the capability to store the same message in more than one mailbox?
5.3.26. Outbound Notification of Messages - This feature must include notification to a radio paging device, cellular telephone, email, or other telephony equipment.

5.3.27. 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.

5.3.28. Priority Queuing of Messages

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.

5.3.30. Skip Forward Through Messages

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.

5.3.31.1. Specifically, the City uses Temporary Absence Greetings throughout the operation. Please describe the proposed system’s capabilities regarding this specific feature.

5.3.32. 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.

5.3.33. Scheduled Delivery of Message

5.3.34. 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.

5.3.35. 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?

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

5.3.37. 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.

The City requires the availability of these reports in both printed and electronic format. Please indicate if this is included and the electronic
format used. If the reports are in a proprietary form, please describe any conversion process.

Please indicate whether the proposed voicemail system will provide City 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.

5.3.38. Variable Settings for Maximum Message Length
5.3.39. Time-of-Day Stamp

5.4. Training

5.4.1. 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.

5.4.2. The system pricing detailed must include:

5.4.2.1. Classroom training, on working telephones, led by vendor provided instructors, for a minimum of 100 users.

5.4.2.2. System programming, reporting, management and configuration training, led by vendor provided instructors, for four (4) management personnel.

5.4.2.3. 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 City staff completes various levels.

5.5. Automated Attendant Function – The City will use various Automated Attendant functions for departments throughout the City to handle various types of incoming calls. Direct Inward Dialing will be used in conjunction with this function. The automated attendant should provide functions for the following:

5.5.1. After Hours Announcement and options.
5.5.2. Preprogrammed Alternative for Holidays.
5.5.3. Custom greetings for special events.

5.5.3.1. The City’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. Provide various exits from the Automated Attendant.
5.5.5. The system must allow the caller to dial his or her choice at any time during the message.
5.5.6. 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.

5.6. Message Integration

5.6.1. Describe the proposed system’s capability to provide for “unified messaging”. The City utilizes Microsoft Exchange 2013 messaging system. Pricing for unified messaging for all voice mail users must be included.
5.6.2. Does the proposed unified messaging software integrate directly with Microsoft Exchange? Does it provide direct dialing from the Contact list? If so, please describe how the products integrate.

5.6.3. Does the proposed unified messaging software integrate directly with Microsoft Outlook 2013? If so, please describe how the products integrate and what mail protocol options are available.

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

5.6.4.1. IMAP, POP3, SMTP, others?

5.6.4.2. Please discuss the pros and cons of each in a Unified Messaging environment with Exchange server and Outlook clients.

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

5.6.6. How will the Unified Messaging interface handle roaming profiles? i.e. where a staff member utilizes several PCs to access electronic mail through Outlook?

5.6.7. Please describe where the voicemail messages will be stored and whether the messages will be stored on a voicemail appliance or the Exchange server.

5.6.8. Will the user be able to listen to voice messages through Outlook Web Access 2013?

5.6.9. In the experience of the vendor, on average, how much disk space does an average message consume within Outlook? Are any compression algorithms available to reduce disk utilization?

5.6.10. Click to Dial Operation – Please describe how the system can provide click to dial operation from various sources including outlook contacts and other sources.

5.6.11. VMware View Compatibility – The proposed desktop client should be compatible with VMware View.

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

5.7.1. **The response to MUST INCLUDE an itemized schedule of all equipment and software for the proposed system.** The pricing quoted must include:

5.7.1.1. Complete installation of all system components and software

5.7.1.2. Complete programming of all system components and software

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

5.7.1.4. On-site station reviews and determination of user requirements

5.7.1.5. Full system configuration documentation provided to the City to include all user features and function and complete call flow information by station

5.7.2. Any additional charges which apply for shipping and handling. Please specify dollar amount.
5.7.3. A recommended payment schedule must be included. The City will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

5.7.4. 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.

5.7.5. Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.
6. **Maintenance and Warranty**

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

6.2. **Factory-Trained Personnel** - Indicate the number of service personnel in the Calabasas area factory-trained to maintain the proposed system, including the street address of the service location.

6.3. **Qualified Personnel** - Indicate the number of service personnel in the Calabasas 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.

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

   6.4.1. The City may wish to conduct a site visit to the contractors’ Service Center.

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

6.6. **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 City is capable of performing some basic maintenance routines. Please provide information on any charges associated with customer provided maintenance.

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

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

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

6.10. **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 four (4)-hours for emergency services, and next business day for regular services, will not be acceptable.

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

6.12. **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.

6.13. **Performance of Maintenance** - Clearly identify if the proposer or a third party will provide maintenance services. The City 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.

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

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

6.14.3. What diagnostic capabilities does the RMC have?

6.14.4. Can the customer communicate directly with RMC personnel?

6.14.5. How frequent is the proposed system polled by the RMC for routine maintenance?
7. Pricing

7.1. **Pricing** - Expand the following tables as required to provide itemized, component pricing for the proposed system to meet the requirements. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost the City will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

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

<table>
<thead>
<tr>
<th>Component - Name</th>
<th>Qty</th>
<th>Price</th>
<th>Install</th>
<th>Total</th>
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<tbody>
<tr>
<td>(List all component parts of the system)</td>
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<td>City Hall</td>
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<td>Library</td>
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<tr>
<td><strong>Voicemail System</strong></td>
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<tr>
<td>Unified Messaging</td>
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<tr>
<td>Call Accounting System</td>
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<td>Sub-total – Hardware / Software</td>
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<tr>
<td>Shipping</td>
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<td>General Install &amp; Training</td>
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<td>Taxes</td>
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<td><strong>Total Purchase Price</strong></td>
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</tbody>
</table>

City of Calabasas

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5.1.2 **E-911 Station Locator Capability**

<table>
<thead>
<tr>
<th>Component - Name</th>
<th>Qty</th>
<th>Discounted Unit Price</th>
<th>Total Price</th>
<th>Install Unit Price</th>
<th>Total Install</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all component parts of the system)</td>
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<td>Sub-total – Hardware / Software</td>
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<td>Shipping</td>
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<td>Total Purchase Price</td>
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5.1.3 **Optional Equipment**

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<thead>
<tr>
<th>Facility</th>
<th>Qty</th>
<th>Discounted Unit Price</th>
<th>Total Price</th>
<th>Install Unit Price</th>
<th>Total Install</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all component parts of the system)</td>
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<tr>
<td>Call Accounting System</td>
<td>1</td>
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<tr>
<td>Conference Bridge</td>
<td>1</td>
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<tr>
<td>Recording Device/System</td>
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</table>

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

- 5.1.4.1 Software Upgrade Costs
- 5.1.4.2 Software Update Costs
- 5.1.4.3 Software Assurance

<table>
<thead>
<tr>
<th>Component - Name</th>
<th>Qty</th>
<th>First Year Maintenance Costs</th>
<th>Total Annual Second Year Maintenance Cost</th>
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</thead>
<tbody>
<tr>
<td>(List all component parts of the system)</td>
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<tr>
<td>Total Maintenance Price</td>
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</table>
8. Delivery and Installation

The City anticipates cutover of all locations to be completed in February 2015 or before. Please indicate whether this schedule can be met and identify the tasks, including site preparation that the City 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.

8.1. Implementation Plan - Within five (5)-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 City during the implementation process.

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

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

8.3.1. Floor Spacing
8.3.2. Floor Loading
8.3.3. Wall Space
8.3.4. Environmental factors such as air condition and ventilation
8.3.5. Minimum size door opening required for equipment movement
8.3.6. 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.

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

8.5. 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.

8.6. Manuals and Brochures - Please provide hard copies and electronic versions the following as part of the proposal:

8.6.1. Station user’s manual
8.6.2. Voice mail user’s manual
8.6.3. Any other pertinent reference information
8.6.4. The City 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 City’s system design and selected feature group.

8.7. 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.

8.8. **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.**

8.9. **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 City 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 City and at no additional cost.

8.10. **Software Assurance** – Maintenance and support quotes should include software assurance protection for the City. Please itemize this cost.

8.11. **Software Updates** – Please describe the following regarding available software upgrades:

8.11.1. How is the City notified of new software upgrades and tools available for **ALL** the systems proposed?

8.11.2. Does your company require software updates at these intervals or are they included/or optional?

8.11.3. Are software updates included in the maintenance contract?

8.11.4. In the case of VoIP solutions, do you provide recommended/required software updates for all network hardware in addition to the proposed system?

8.11.5. Please provide typical frequency of software updates on an annual basis.

8.12. **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:

8.12.1. Testing of all connectivity between switches.

8.12.2. Random testing of port connectivity.

8.12.3. Verification of each VLAN.

8.12.4. Verification of Internet access.

8.12.5. Printed copies of all equipment configurations for the City’s project manager review.

8.12.6. Conducting a final walk through inspection of the installation with the City’s project manager and the preparation of a punch list of items that need attention prior to final acceptance.

8.12.7. Completion of the punch list items and the request for a final acceptance walk through with the City’s project manager.

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.

**Bulletins and Addenda**

Any bulletins or 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 bulletins or addenda shall be acknowledged by the vendor in their RFP Proposal cover letter.

**Rejection of Proposal**

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, the City of Calabasas may require the correction of any deficiency and accept the corrected Proposal.

**Acceptance of Proposals**

The City of Calabasas reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the City, 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.

**Taxes**

The prices quoted herein shall agree with all California and Federal Tax Laws and regulations.

**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 it titles, the California Department of Human Rights, Human Rights Commission, or EEOC statutory provisions and rules and regulations.
**Indemnification**

Vendor will agree to defend, indemnify, and save harmless the City of Calabasas, its Council, boards, commissions, officers, employees and agents, from and against any and all claims, suits, actions liability, loss, damage, expense, cost (including, without limitation, costs and fees of litigation) of every nature, kind or description, which may be brought against, or suffered or sustained by the City of Calabasas, its Council, boards, commissions, officers, employees or agents caused by, or alleged to have been caused by, the negligence, intentional tortuous act or omission, or willful misconduct of Vendor, its officers, employees or agents in the performance of any services or work pursuant to this Agreement.

**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 the City’s risks in form subject to the approval of the City Attorney and/or City’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

- **Workers’ Compensation**: statutory minimum. Vendor will certify that they are aware of the provisions of the Labor Code of the State of California which require every employer to be insured against liability for workers’ compensation or to undertake self-insurance in accordance with the provisions of that Code, and Vendor certifies that they will comply with such provisions before commencing the performance of the work.

- **Employer’s Liability**: $1,000,000 per accident for bodily injury or disease

- **Commercial General Liability**: $1,000,000 per occurrence and $2,000,000 aggregate for bodily injury, personal injury and property damage

- **Automobile Liability**: $1,000,000 per accident for bodily injury and property damage (coverage required to the extent applicable to Vendor’s vehicle usage in performing services hereunder)

- **Professional Liability**: $1,000,000 per claim and aggregate

**Additional Insurance Provisions**

- **Endorsements**: For Commercial General Liability Insurance and Automobile Liability Insurance, Vendor will ensure that the policies are endorsed to name the City of Calabasas, its Council, officers, boards, commissions, employees, and agents, as additional insureds.

- **Cancellation**: Insurance will be in force during the life of any final contract and any extensions of it and will not be canceled without thirty (30) days prior written notice sent to the City pursuant to the notice provisions of the final contract.
**Failure to Maintain Coverage.** If Vendor fails to maintain any of these insurance coverages, then the City will have the option to declare Vendor in breach of the final contract, or may purchase replacement insurance or pay the premiums that are due on existing policies in order to maintain the required coverages. Vendor is responsible for any payments made by the City to obtain or maintain insurance and the City may collect these payments from Vendor or deduct the amount paid from any sums due Vendor under the final contract.

**Submission of Insurance Policies.** The City reserves the right to require, at any time, complete and certified copies of any or all required insurance policies and endorsements.

**Primary Coverage.** For any claims related to the final contract, the Vendor’s insurance coverage shall be primary insurance with respect to the City of Calabasas?, its Council, officers, boards, commissions, employees, and agents, and any insurance or self-insurance maintained by the City for itself, its Council, officers, boards, commissions, employees, or agents shall be in excess of Vendor’s insurance and not contributory with it.

**Reduction in Coverage/Material Changes.** Vendor will notify the City in writing pursuant to the notice provisions of the final contract thirty (30) days prior to any reduction in any of the insurance coverage required pursuant to this RFP or any material changes to the respective insurance policies.

**Waiver of Subrogation.** The policies shall contain a waiver of subrogation for the benefit of the City.

**Termination for Default**

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

**Professional Liability**

In performing its professional services, the vendor will use the degree of care and skill ordinarily exercised, under similar circumstances, by reputable members of its profession practicing in the same or similar locality at the time the services are provided. The vendor covenants that it is protected by professional liability insurance in an amount not less than $1,000,000 per occurrence and $2,000,000 aggregate, and will provide certificates of insurance upon request.

**Intention**

The vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidental 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, 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 City of Calabasas when received. The City 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 City of Calabasas, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.