

**RESOLUTION 10-110**

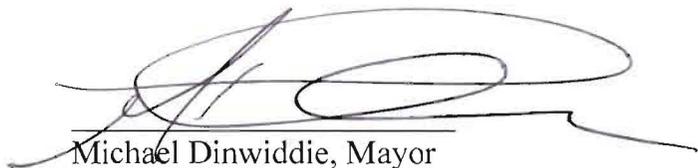
**A RESOLUTION TO AUTHORIZE PURCHASE  
OF A CITY-WIDE VOIP PHONE SYSTEM AND IP PHONES**

**WHEREAS**, to better serve the citizens of Spring Hill, all City Departments are in need of an update telephone system; and

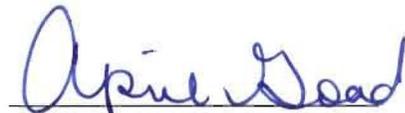
**WHEREAS**, the City of Spring Hill approved purchase of a new phone system in the 2010-2011 Capital Improvement Plan; and

**NOW, THEREFORE BE IT RESOLVED**, that the City of Spring Hill authorizes the purchase of a city-wide VOIP Phone System, with IP Phones from Black Box Network Services in the amount of \$42,048.06, as recommended by staff and Spring Hill Budget and Finance Advisory Committee on November 8, 2010.

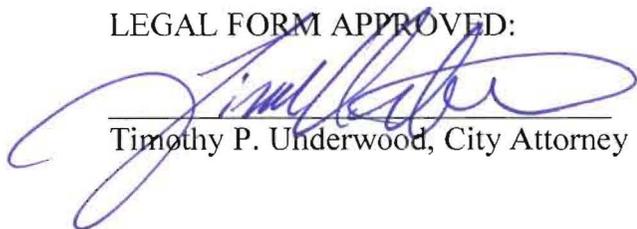
**Passed and adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee on the 15<sup>th</sup> day of November, 2010.**

  
Michael Dinwiddie, Mayor

ATTEST:

  
April Goad, City Recorder

LEGAL FORM APPROVED:

  
Timothy P. Underwood, City Attorney

**LEGAL NOTICE**

**CITY OF SPRING HILL, TENNESSEE**

**REQUEST FOR PROPOSALS  
FOR  
VoIP Phone Systems and IP Phones Bid 2010**

The City of Spring Hill Department of Finance is requesting proposals on a Voice over IP based phone system and IP phones.

Sealed bids will be received until 2:00 p.m. Central Time, Monday, November 4, 2010, in the office of the City of Spring Hill Department of Finance and will be opened publicly at that time

Four Copies of Sealed proposals should be sent to:

City of Spring Hill  
Attention RFP- VoIP Phone Systems and IP Phones Bid 2010  
P. O. Box 789  
199 Town Center Parkway  
Spring Hill, TN 37174

Any bids received after the scheduled closing time for receipt of bids will not be considered.

Specifications for this project are available at Spring Hill City Hall, or on the city website at [www.springhilltn.org](http://www.springhilltn.org). Site surveys and proposed bidders inquiries completed no later than October 25, 2010. Site surveys shall be coordinated with John Pewitt, Director GIS/IT Dept. Contact number (931) 486-3833 or e-mail [jpewitt@springhilltn.org](mailto:jpewitt@springhilltn.org).

Vendors shall make no other distribution of the proposal.

The City of Spring Hill will not discriminate in the purchase of all goods and services on the basis of race, color, creed, sex, handicap or national origin. Verbal quotations or quotations received after the closing date will not be accepted. The City of Spring Hill reserves the right to reject any and all bids, to waive technicalities or informalities and to accept any bid deemed to be in the best interest of the City of Spring Hill.

Spring Hill Department of Finance  
Attn: April Goad, City Recorder  
City of Spring Hill  
Spring Hill, TN 37174  
(931) 486-2252  
FAX (931) 486-0516

### **Request for Proposal – VoIP Phone Systems and IP Phones Bid 2010**

The City of Spring Hill Department of Finance is requesting proposals on a Voice over IP based phone system and IP phones. The City of Spring Hill Department of Finance reserves the right to reject any and all bids and waive any irregularities for the purpose of making the award it feels is in the best interest of City of Spring Hill.

Sealed bids will be received until 2:00 p.m. Central Time, Monday, November 4, 2010, in the office of the City of Spring Hill Department of Finance and will be opened publicly at that time. Any bids received after the scheduled closing time for receipt of bids will not be considered.

#### Anticipated timeline of VoIP Phone Systems and IP Phones Bid 2010

1. Request for Proposal issued, October 5, 2010
2. Site surveys and proposed bidders inquiries completed no later than October 25, 2010. Site surveys shall be coordinated with John Pewitt, Director GIS/IT Dept. Contact number (931) 486-3833 or e-mail [jpewitt@springhilltn.org](mailto:jpewitt@springhilltn.org).
3. Proposals (four copies) due no later than 2:00 p.m. Central Time, November 4, 2010. Staff review and brief to be forwarded to Finance Advisory Committee and Board of Mayor and Aldermen at Work Session Meeting 7:00 p.m. Central Time November 8, 2010.
4. Staff recommendation of winning proposal accepted by Board of Mayor and Aldermen at Regular Meeting 7:00 p.m. Central Time November 15, 2010.
5. Notification of winning proposal November 16, 2010.

## **GENERAL BID TERMS AND CONDITIONS**

Proposals from all responsible bidders will be considered. To qualify as a responsible bidder, the proposal submitted must:

1. Meet or exceed the minimum requirements specified.
2. Furnish all documents requested by the representative of the City of Spring Hill Department of Finance prior to and following the bid opening.
3. Submit four (4) copies of their completed bid prior to the bid opening date and time.
4. Have bid name and bid number placed on the outside lower left corner of the sealed envelope containing the bid form. (Facsimile bids will not be considered.)

The City of Spring Hill will not pay any cost associated with the preparation or submission of qualifications and/or presentations and/or interviews.

### **AWARD OF WINNING BID**

A purchase order from the City of Spring Hill Department of Finance will be issued to the successful bidder acknowledging the award. A copy of these terms and conditions, specifications and the vendor's proposal form will become a part of the purchase order.

Prospective bidders may contact Jim Smith, Department of Finance, at 931-486-2252, ext. 245, or email, [jimsmith@springhilltn.org](mailto:jimsmith@springhilltn.org) or John Pewitt, GIS/IT Department at (931) 486-3833, or e-mail [jpewitt@springhilltn.org](mailto:jpewitt@springhilltn.org) for any questions as to the specifications of the bid.

The best bid will be awarded as deemed by the Department of Finance in the best interest of the City. The City reserves the right to reject any and all bids for any reason.

All prices shall include all freight, delivery costs, and installation costs.

Other Considerations - City of Spring Hill Department of Finance reserves the right to purchase only those bid items and quantities that conform to overall budgetary, functional, and performance constraints.

## **INSTRUCTIONS TO BIDDERS**

Proposals are to be made on the Proposal Form provided.

Bids must be delivered in hand or by a mail service in a sealed envelope marked on the outside lower left corner, VoIP Phone Systems and IP Phones Bid 2010.

Bids will be received and opened at 2:00 p.m. Central Time, November 4, 2010.

Any bids received after the scheduled closing time for receipt of bids will not be considered.

Proposals are to be made complete in every detail as required and called for by said Proposal Form. Proposals that are incomplete, conditional, contain irregularities of any kind, or which are not in accord with the Instructions to Bidders and Proposal Form furnished by the Department of Finance may be rejected as informal. The submission of a proposal will signify that the Bidder has thoroughly familiarized himself with all conditions and that he fully understands what will be expected of the successful bidder.

The Department of Finance reserves the right to reject, without liability whatsoever, any or all bids submitted, and waive informalities therein, if deemed by the Department of Finance in their best interest to do so.

## **VoIP PHONE SYSTEMS SPECIFICATIONS**

System Requirements

2 ISDN PRI Cards

DID (Direct Inward Dialing) capability

DOD (Direct Outward Dialing) capability

Voicemail (include maximum number of mailboxes)

Voicemail Remote Access (Explain access - web, dial in, etc.)

Voicemail Integration to mail client (Unified Messaging)

Remote Maintenance (include capabilities)

UPS online – 1 hour coverage minimum

100 extensions minimum (must be working properly before project is complete)

Attendant Console

**Auto-Attendant with IVR (Integrated Voice Response) (Capable)**

Supported Codecs (G.711, G.729, etc.)

Provide maximum system specs (VoIP devices)

Provide administrative portal with GUI interface

Minimum 1 year warranty (parts and replacement costs included)

## **IP PHONE SPECIFICATIONS**

**10/100 Ethernet switch or 10/100/1000 Ethernet switch**

Call Forwarding

Call Conferencing

CLID (Calling Line Identification)

Call Waiting

Full duplex Speakerphone

Call Transfer

Redial

Call mute

High quality audio

Backlit display screen

Headset capable

### **Cordless Phones**

High quality audio

Indoor range of 50' minimum

### **Wireless Headsets**

High quality audio

Plantronics 55 or equivalent

**SYSTEM DEPLOYMENT SETUP** - Quantities are approximate.

City Hall - VoIP system with a PRI card and Voicemail - 45 IP phones, 5 cordless phones, 4 wireless headsets. POE switches, quote for at least three 24 port 10/100 Ethernet switches.

Fire Hall #3 - VoIP system with a PRI card without voicemail - 10 IP phones, 1 cordless phone, 1 wireless headset. POE switches, quote for at least two 24 port 10/100 Ethernet switches.

Library - 9 IP phones, 1 cordless phone. POE Switch, quote for at least one 24 port 10/100 Ethernet switches.

Water Treatment Plant - 3 IP phones, 1 cordless phone.

Public Works and Waste Water Treatment Plant - 10 IP phones, 2 cordless phones, 1 wireless headset. POE Switch, quote at least one 24 port 10/100 Ethernet switch.

Parks & Recreation - 3 IP phones.

Fire Hall #1 - 1 IP phone, 1 cordless phone.

Fire Hall #2 - 1 IP phone, 1 cordless phone.

**ADDITIONAL INFO**

1. MPLS (Multiprotocol Label Switching) has already been provided with our Telecommunications carrier.
2. A T1 line with 1.5MB has been installed at each location. The MPLS network will provide the Quality of Service across. Please provide how much bandwidth requirements your proposed system takes per device.
3. As stated above, two (2) systems are being requested:
  - a. 1 system at City Hall with a PRI card and Voicemail (main). City Hall will serve as the host for services. All equipment besides redundant setup will be setup here.
  - b. 1 system at Fire Hall #3 with a PRI card without voicemail (redundancy). Separate system will be hosted here for redundancy in case of a City Hall system failure. No voicemail is to be setup on this system.

4. Include a list of all features (system and phones) not specified.
5. Contractor shall provide written qualifications indicating experience in installing, maintaining, and servicing Voice IP Phone System. At least two projects of similar scope/size should be provided.
6. Bidders are to bid on minimum of four (4) training sessions consisting of extensive training with administrators and basic training with users.
7. Is proposed system SIP 2.0 capable (yes or no)
8. A Demo phone is requested but not required at time of bid submittal.
9. Bidder will provide cost of any device licensing, annual licensing, software licensing, software upgrades, and upgrade paths.
10. **Power over Ethernet (POE) Switches may be required for a minimum of 4 sites. City Hall, Fire Station 3, Public Works, and the Library. Other locations will utilize power transformers included with the IP Phones.**
  - a. **The City reserves the right to utilize the power transformers included with the IP Phones without POE switches if cost exceeds budgeted amount for project.**

**PROPOSAL FORM**

TO: City of Spring Hill Department of Finance  
 Attn: April Goad, City Recorder  
 City of Spring Hill  
 Spring Hill, TN 37174

**Re: VoIP Phone Systems and IP Phones Bid 2010**

Gentlemen,  
 Having examined the specifications for VoIP based phone systems and IP phones for City of Spring Hill, we (I) submit the following proposal:

| IP Phone Systems | Device cost | Installation | Wiring* | Total |
|------------------|-------------|--------------|---------|-------|
| City Hall        |             |              |         |       |
| Fire Hall #3     |             |              |         |       |

\*If determined at site survey additional wiring required.

IP Phones / Cordless Phones / Wireless Headsets TOTAL from attached SITE WORK SHEET \$ \_\_\_\_\_

Annual Maintenance <sup>1</sup> \$ \_\_\_\_\_

Remote Assistance <sup>2</sup> \$ \_\_\_\_\_

Onsite Assistance <sup>3</sup> \$ \_\_\_\_\_

Training Sessions (4) \$ \_\_\_\_\_

1, 2, and 3: These will be a recurring cost annually and will be stated in the contract.

**Total Project Bid \$** \_\_\_\_\_

Company Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Signature of bidder: \_\_\_\_\_

Title of bidder: \_\_\_\_\_

**SITE WORK SHEET: IP Phones / Cordless Phones / Wireless Headsets cost & installation**

| Location                   | IP Phones | IP Phone cost per Site | Cordless Phones | Phone cost per Site | Wireless Headsets | Device Cost | Cost of 24 port POE switches | Installation Cost per Site | Total Cost per Site |
|----------------------------|-----------|------------------------|-----------------|---------------------|-------------------|-------------|------------------------------|----------------------------|---------------------|
| City Hall                  |           |                        |                 |                     |                   |             | 3 x                          |                            |                     |
| Upstairs                   | 25        |                        | 3               |                     | 4                 |             |                              |                            |                     |
| Downstairs                 | 20        |                        | 2               |                     | 0                 |             |                              |                            |                     |
| Library                    | 9         |                        | 1               |                     | 0                 |             | 2 x                          |                            |                     |
| Parks & Rec                | 3         |                        | 0               |                     | 0                 |             |                              |                            |                     |
| Fire Station 1             | 1         |                        | 1               |                     | 0                 |             |                              |                            |                     |
| Fire Station 2             | 1         |                        | 1               |                     | 0                 |             |                              |                            |                     |
| Fire Station 3             | 10        |                        | 1               |                     | 1                 |             | 2 x                          |                            |                     |
| Water Treatment Plant      | 3         |                        | 1               |                     | 0                 |             |                              |                            |                     |
| *Public Works, WWTP, Shop* | 10        |                        | 2               |                     | 1                 |             | 1 x                          |                            |                     |
| <b>TOTAL</b>               | <b>82</b> |                        | <b>12</b>       |                     | <b>6</b>          |             |                              |                            |                     |

\*Breaks down to 8-1-1 at PW, 1-1 at WWTP, and 1 at shop. Will utilize wireless bridges for WWTP and Shop\*

## **AMENDMENT TO RFP OCTOBER 13, 2010**

**The City of Spring Hill is amending the RFP for VoIP Phone Systems and IP Phones Bid 2010 as follows.**

- **On Page 4 of 8, Phone system specifications amend line - Auto-Attendant with IVR (Integrated Voice Response) to read:**
  - **Auto-Attendant with IVR (Integrated Voice Response) (Capable)**
  
- **On Page 4 of 8, IP Phone Specifications amend line - 10/100/1000 Ethernet Switch for Gigabit speed to read as follows:**
  - **10/100 Ethernet Switch or 10/100/1000 Ethernet Switch**
  
- **On page 6 of 8 inserted new paragraph 10 - Power over Ethernet (POE) Switches may be required for a minimum of 4 sites. City Hall, Fire Station 3, Public Works, and the Library. Other locations will utilize power transformers included with the IP Phones.**
  - **The City reserves the right to utilize the power transformers included with the IP Phones without POE switches if cost exceeds budgeted amount for project.**

**Remaining RFP unchanged.**

**CITY OF SPRING HILL  
IP PHONE SYSTEM PROPOSALS  
THURSDAY, NOVEMBER 4, 2010**

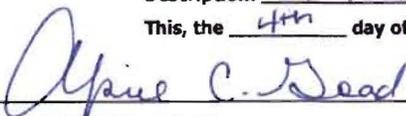
The City of Spring Hill conducted a Bid Opening on the above referenced project. Acceptance of bids closed at 2:00 p.m. City Staff present were: Jim Smith, Finance Director/Assistant City Administrator; April Goad, City Recorder; John Pewitt, IT Director; Shane Whitt, IT Department and two representatives from bidding companies as shown on attached attendance sign-in sheet. Jim Smith opened bids and read results as tabulated below. Jim Smith stated that the results would be reviewed by Staff and recommendation sent to the Budget Finance Advisory Committee and Board of Mayor and Aldermen for consideration on Monday, November 15, 2010, at 7:00 p.m. Bidders were invited to attend all meetings regarding discussion of this project. Bid Opening concluded at 2: 45 p.m.

| Company                 | System Brand | Total        |                     |
|-------------------------|--------------|--------------|---------------------|
| Clarktel Communications | NEC          | \$ 58,017.70 |                     |
| 8X8 Inc                 | AASTRA       | \$ 19,257.82 | initial<br>annually |
|                         |              | \$ 28,200.00 |                     |
| Optus Telequip          | NEC          | \$ 75,001.55 |                     |
| CCSG, Inc.              | AASTRA       | \$ 37,704.00 |                     |
| Deltacom ABS            | NEC          | \$ 69,589.30 |                     |
| Blackbox                | NEC          | \$ 37,872.26 |                     |
| IdeaCom                 | Shortel      | \$ 66,753.00 |                     |
| Carousel Industries     | Avaya        | \$ 78,304.82 |                     |
| TBCS                    | Iwatsu       | \$ 62,376.80 |                     |
| SeTel                   | NEC          | \$ 53,703.39 |                     |
| Hiscall                 | NEC          | \$ 53,748.30 |                     |
| Inetco                  | NEC          | \$ 41,806.69 |                     |
| Vecom Systems           | IPLEX        | \$ 45,189.00 |                     |
| Nation Link Wireless    | Iwatsu       | \$ 49,458.00 |                     |
| Covenant Communications | NEC          | \$ 65,596.00 |                     |
|                         | Zultys       | \$ 60,709.00 |                     |
| CableLink Solutions     | NEC          | \$ 76,545.00 |                     |
| ProSys                  | Cisco        | \$ 80,467.49 |                     |

Rejected: Did not meet specs

**CERTIFICATION:**  
 State of Tennessee  
 Maury County  
 City of Spring Hill

I hereby certify that this is a true copy of the original documents.  
 Description: IP Phone Bid  
 This, the 4th day of November, 2010.

  
 April C. Goad, Notary Public  
 City Recorder, City of Spring Hill, Tennessee

My Commission Expires: June 19, 2012

