



REQUEST FOR PROPOSALS FOR CISCO CALL MANAGER UPGRADE

RFP NO. 56242

RFP Issue Date:

May 8, 2017

Proposal Submittal Due Date:

June 1, 2017

Purchasing Office, San Leandro City Hall,
835 E. 14th Street, San Leandro, CA 94577

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REQUEST FOR PROPOSALS

The City of San Leandro desires to solicit qualified proposals for a Cisco Call Manager upgrade project in accordance with this Request for Proposals (RFP). Award resulting from this RFP will be a fixed contract with an initial term of July 2017 through June 30, 2018.

I. INTRODUCTION

The City of San Leandro has been operating a Cisco Call Manager system to handle all voice traffic by utilizing the City's local area network. However, while the system is fully operational, it has since become outdated and is no longer supported by the hardware manufacturer (Cisco). As a result, an upgrade is required to continue operating with Cisco support.

II. BACKGROUND

PLEASE SEE EXHIBIT A FOR NETWORK DIAGRAM

The City's Cisco Unified CallManager system currently has the following specifications:

Version: 7.1.5.31900-3

Cluster(s): 1

Servers in cluster: 3

Cisco Emergency Responder (CER) server: 1

Server model: Cisco MCS 7800 series (MCS 7825-

T4) Server locations:

- City Hall
- Police Department
- Senior Community Center (which also serves as the Emergency Operations Center [EOC]).

Directory Service: Active Directory / LDAP

No. of Auto-attendant lines: Approx. 70 (~20 are currently disabled)

No. of integrated server routers (ISR): 12

- ISR model: 2800 series (mix of 2821 and 2801 with

SRST) No. of voice gateways: 4

Voice gateway router model: 224

No. of IP Phones: Approx. 360

- IP Phones models: Mix of Cisco 700 series (7965, 7945, 7915, 7905)

Protocol in use: Skinny (SCCP)

No. of Primary Rate Interface (PRI) lines (services by AT&T): 2

- Currently can handle 46 simultaneous calls (23 x 2)
- Locations: City Hall and Police Department

DID bank information:

Area Code	Prefix	Suffix Range	Total
510	577	0400 to 0499	100
510	577	0600 to 0699	100
510	577	1700 to 1743	44
510	577	1745 to 1799	55
510	577	2100 to 2199	100
510	577	5139	1
510	577	3200 to 3499	300
510	577	3940 to 3999	60
510	577	6000 to 6099	100
510	577	7960 to 7999	40
Total:			900

In addition, the City utilizes Microsoft Office 365 for email, collaboration, and other services and has configured Microsoft Unified Communication for voicemail integration. Currently, there are redundant Sonus SBC 1000 devices that handle this integration and data flow.

The City also utilizes third-part software for detailed reporting purposes called Veramark.

For fax purposes, the City has nine ATA 186 analog telephone adapters.

At this time, paging is not active; however this feature may be utilized in the future on a small scale (i.e., less than 50 users).

III. PROJECT OVERVIEW AND OBJECTIVES

The City wishes to upgrade its current system to Cisco Business Edition 6000 (Unified Communications CallManager) version 11.5. The City requires that all user information, extension numbers, auto attendant programming information and configuration data be maintained, if possible, with minimized disruption to service.

Note: It is recognized that a staged upgrade may be required.

The City desires to have the following hardware and software specifications in the new system:

- Product: Cisco Business Edition 6000 / Prime Collaboration
- Server model: Cisco BE6000M
- (virtualized) Version 11.5
- Cluster: 1
- No. of servers in cluster: 2

Location of servers:

- Police Department
- City Hall

Integration with Microsoft Office 365 Unified Communications.

- Using built-in Cisco SBC (Sonus SBC1000 devices to be retired from production)

No. of system user accounts: Approx. 400

No. of ISR routers : 12 (latest model)

- Voice router model: ISR 4000

No. of voice gateways: 4 (latest model)

Simultaneous call capacity: 46 (same amount on current PRI setup)

The City would like to understand better the differences between using SKINNY and SIP protocols for internal routing and would like the conversion costs from SKINNY to SIP to be identified in the proposal.

The City wishes to keep its current IP phones. As a result, it is understood that the firmware requires upgrading to a minimum version of 9.4(2)SR1 to be compatible with CallManager 11.5. However, the City is interested in optional upgrades to later model phones, as well.

The City would like to use features in Prime Collaboration to replace its current Veramark reporting tool.

The City requires maintaining seven analog fax lines / ATA devices (maintaining current or upgrading to newer models, if necessary).

The City would also like to deploy up to ten Cisco 8831 IP conference phones in select conference rooms.

The City is also interested in Cisco UC Integration for Microsoft Skype for Business (Office 365).

In addition, the City is interested in converting from PRI lines to SIP trunking for Voice Over IP telephony. This will require coordination with AT&T (or other service provider) for design and installation, as well as additional functionality in the Cisco Unified Communications system.

IV. SCOPE OF SERVICES

REQUIRED ITEMS:

Note: To be considered, bidders must be Authorized Cisco Resellers/Partners. In the base proposal, the following items must be included:

Project: Upgrade the City's existing CallManager 7.5 to version 11.5 using the specifications above, maintaining the same simultaneous call capacity, all user, DID banks, extension information, Active Directory information, auto attendants, etc.; configure the new system to be

integrated with Microsoft Office 365 Unified Communications for voicemail using the built-in Cisco SBC; Maintain or upgrade existing ATA analog devices for fax machines; Enable and configure Prime Collaboration; Maintain existing IP phones with firmware upgrade; provide pros and cons of using SKINNY vs. SIP protocols and include proposals for both options; maintain PRI lines from AT&T; include ten Cisco 8831 IP conference phones.

Documentation and training: The City requires a knowledge transfer to City IT Staff that includes training and documentation, including network diagrams, technical specifications, etc.

Backup: At minimum, a TFTP backup must be configured to run at a given frequency, to be determined.

OPTIONAL ITEMS:

Bidders are also being asked to provide additional add-on proposals for the following items:

Phones: Replacing 350 existing IP phones with newer model phones. The City is interested in possible Cisco trade-in offers for their existing 7900 series phones.

Spark Board: Provide a separate proposal for deployment of one Cisco Spark board with Active Directory integration.

Skype for Business: Provide a separate proposal with Skype for Business integration.

Extension Mobility: The City is interested in learning about Cisco Extension Mobility and how this may be enabled for users, particularly in the Police Department. Bidders are asked to include, in the optional section, a proposal for enabling this feature and configuring this functionality.

SIP Trunking: Provide a proposal for converting from PRI lines to SIP trunking. This would be based on the current number of simultaneous calls or lower (to be determined by analysis of current call load). In addition, bidders are asked to include additional licenses as required to use SIP trunking and any additional configuration concerns. While this is not formalized at this time, the City would likely desire to have one SIP trunk at the Civic Center (Police Department) and one SIP trunk at the Senior Community Center for redundancy purposes. This should be factored into the proposal, as well. Although this item is optional, the City may utilize this bid to perform the conversion later.

V. PROPOSAL REQUIREMENTS

Successful proposals shall include:

1. Address all items specified as **Required Items** in **Section IV-SCOPE OF SERVICES**. Proposals that do not provide Optional Items will be scored lower.

2. Detail of Work to be Completed – Provide detail of approach to installation and deployment of upgraded system, including project timeline, cutover plan, follow-on training and documentation.
3. Cost Proposal (with line items and labor uniquely identified)
4. References (minimum of three; municipalities preferred)
5. Potential Exceptions to Requirements (please explain if you see areas that need to be treated as exceptions.)

Proposals must, as best as possible, accurately describe and reflect the requirements detailed in this RFP document. That is, a high-quality proposal will include a detailed overview of the design, configuration, and implementation of the required system. It will address all items in this document and describe a projected timeline, milestones, and end date, while outlining the success criteria.

Non-Collusion Affidavit

The Consultant declares, by signing and submitting a proposal, that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the Consultant has not directly or indirectly induced or solicited any other Consultant to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any Consultant or anyone else to put in a sham proposal, or that anyone shall refrain from proposing; that the Consultant has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the Consultant or any other Consultant, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other Consultant, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and, further, that the Consultant has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

VI. SUBMITTAL REQUIREMENTS

Consultants shall submit Items 1-5 as stated in *Section V. - PROPOSAL REQUIREMENTS*. Consultant is required to indicate the *Designated Contact* in the proposal package. Include the designated contact individual's name, address, phone number(s) and email address.

One original and an electronic copy of the proposal shall be submitted, with the hard copy printed double-sided on recycled-content paper. The original proposal must be clearly marked and contain original signatures and must be easily reproducible on a standard copying machine. The proposal shall be signed by an individual(s) authorized to execute legal documents on behalf of the Consultant.

Proposals shall be received by the City of San Leandro Purchasing Office no later than **5:00 p.m. on June 1, 2017**. Late proposals will not be considered under any circumstance. Mail or deliver proposals to:

City of San Leandro

Julie Jenkins, Purchasing Agent
Finance Department
835 E. 14th Street
San Leandro, CA 94577
(510) 577-3472 Voice

Failure to provide all required submittals in completed form and/or a clearly marked original with original signatures may result in a proposal being found non-responsive and given no consideration. Proposals must be neat, complete, and fully address all information specified in **Section V**.

For information concerning RFP questions, procedures and regulations (i.e., submission deadline, forms required, etc.) interested parties must contact the City’s Purchasing Agent. All questions shall be submitted via email.

CITY OF SAN LEANDRO

Julie Jenkins
Purchasing Agent
Email: juliejenkins@sanleandro.org

VII. ESTIMATED SCHEDULE

RFP Issue Date	5/8/2017
Proposal Submittal Due Date	6/1/2017
Selection and Notification (Tentative)	6/15/2017
Award of Contract (Tentative)	7/19/2017

VIII. EVALUATION OF PROPOSALS

Proposals must fully address the evaluation factors, contain complete technical submittals, references and data to verify qualifications and experience and include a statement that the City contract can be executed, listing any exceptions. Proposals without sufficient submittal data to provide a complete evaluation will be considered non-responsive. As part of the technical proposal, Consultants must evaluate the City’s proposal terms and conditions. Any exceptions taken to the proposal specifications and/or the City’s Consulting Services Agreement must be listed as a separate item as *Exceptions to Specifications*.

All proposals will be reviewed for compliance with specifications including documented capability to perform the prescribed work in a satisfactory manner. Proposals, which appear to be compliant, will be evaluated on a point system (0-100 points, with 100 being the best possible score) in accordance with the following:

CRITERIA	MAXIMUM POINTS
1. Adherence to City’s Scope of Work/Required and Optional Items	30 points
2. Price	25 points
3. Quality of Proposal	20 points
4. Reputation of Bidder/Experience	15 points
5. References	10 points

The City reserves the unilateral right to amend this RFP in writing at any time. The City also reserves the right to cancel or reissue the RFP at its sole discretion. Additionally, the City may seek clarification or additional information from Consultants. All Consultants shall verify if any addendum for this project has been issued by the City and shall respond to the final written RFP and any exhibits, attachments and amendments. It is the Consultant’s responsibility to ensure that all requirements of contract addendum are included in their submittal. This RFP does not commit the City of San Leandro to sign an agreement, award a contract, or to pay any costs incurred in the preparation of a response to this RFP. All documents, conversations, correspondence, etc. with the City are subject to the laws and regulations that govern the City. All Proposals submitted in response to this RFP become the property of the City and public records, and as such may be subject to public review.

The City reserves the right to reject any or all proposals and the right to waive minor irregularities in any proposals. Waiver of one irregularity does not constitute waiver of any other irregularities.

Because this proposal is negotiable, all pricing data will remain confidential until after award is made, and there will be no public opening and reading of proposals.

IX. DELIVERABLES REQUIRED OF SUCCESSFUL CONSULTANT

The successful Consultant(s) shall enter into a Consulting Services Agreement with the City of San Leandro and submit the following items ***within ten (10) days of notice of award:***

1. City of San Leandro business license; to be maintained throughout length of contract
2. Copy of Certificate(s) of Insurance and endorsements in compliance with the requirements of Section 4. of *Attachment A- Consulting Services Agreement* and naming the City of San Leandro as an additional insured.
3. Completed IRS W-9 tax form

4. Self-verification form which shows compliance with the City of San Leandro Living Wage Ordinance

X. CONDITIONS

Permits and Codes

The selected Consultant will comply with all laws, codes, rules and regulations of the State, County, and City, applicable to the work to be performed at the City's location(s). The Consultant, who shall pay all lawful charges, shall obtain all permits lawfully required.

City of San Leandro Living Wage Ordinance

The San Leandro Municipal Code Title 1, Chapter 6, San Leandro's Living Wage Ordinance (LWO), provides that Consultants who engage in a specified amount of business with the City (except where specifically exempted) under contracts which furnish services to or for the City during the City's fiscal year shall comply with all provisions of this ordinance. The LWO requires a City Consultant to provide City mandated minimum compensation to all eligible employees, as defined in the Ordinance. In order to determine whether this contract is subject to the terms of the LWO, the selected Consultant must submit a completed self-verification form. Please note that the LWO applies to those contracts where the Consultant has achieved a cumulative dollar contracting amount with the City. Therefore, even if the LWO is inapplicable to this contract, change orders to this contract or the entering into of subsequent contracts may make them subject to compliance with the LWO. Furthermore, the contract may become subject to the LWO if the status of the Consultant's employees change (i.e. additional employees are hired) so that Consultant falls within the scope of the Ordinance.

Insurance Requirements

Requirements are incorporated in Section 4 of **Attachment A**, *Consulting Services Agreement (CSA)*

EXHIBIT A

City of San Leandro High-Level Voice Network Architecture



