

MARCIA A. LECLERC
MAYOR

TOWN OF EAST HARTFORD

740 Main Street

East Hartford, Connecticut 06108

PURCHASING DEPARTMENT

(860) 291-7270

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WWW.EASTHARTFORDCT.GOV

**TOWN OF EAST HARTFORD, CT
INVITATION TO BID**

BID #17-02

RE: R.F.P. – Avaya PBX Hardware and Software Maintenance

Proposals will be received at the Office of the Purchasing Agent, Town Hall,
740 Main Street, East Hartford, Connecticut, 06108 until Tuesday, July 19, 2016
at 11 a.m. at which time they will be publicly opened and recorded.

Information and Specifications are available at the above office or on the Town of East
Hartford bid's website at <http://www.easthartfordct.gov/bids>

The right is reserved to reject any or all bids when such action is deemed to be in the best
interest of the Town of East Hartford, Connecticut

Michelle A. Enman
Purchasing Agent
(860) 291-7271



TOWN OF EAST HARTFORD, CT.

STANDARD INSTRUCTIONS FOR PROPOSAL

1. Sealed proposals will be received by the Purchasing Agent until the date and time specified on the title sheet. Proposals received later than the date and time specified will not be considered and will be returned unopened. **Proposals will not be accepted via fax or e-mail.**
2. All proposals will be opened and recorded and are subject to public inspection. Firms may be present or be represented at all openings.
3. Municipalities are exempt from any sales, excise or federal taxes. Fees must be exclusive of taxes and will be so construed.
4. The Town of East Hartford reserves the right to reject any or all proposals or any part of any or all proposals and to waive any informality when such action is in the best interest of the town and also reserves the right to extend an awarded proposal by mutual consent and negotiate any terms, conditions and prices if it is in the best interest of the town.
5. Firms should familiarize themselves with the items and/or conditions set forth in the Request for Proposal specifications. Failure to be informed will not be accepted as an excuse from fulfillment of the requirements.
6. In case of an error in the extension or addition of prices, the unit price will govern. The Town will not be subject to any price increases after an award if not part of the original proposal terms.
7. For professional services - a selected town committee will evaluate all responses and make a recommendation to the Mayor. **If deemed necessary** by the committee, an interview may be required as part of the selection process.
8. Please include a corporate resolution with your submittal. Sample formats for Corporations and Professional Corporations, Limited Liability Company and Partnerships (including Limited Partnership and Limited Liability Partnership) are attached in this packet.
9. Per Town Ordinance Sec. 10-10 (d): The Town shall not award a bid to any bidder who owes a delinquent tax to the Town. Bidders certify by virtue of their signature on the bid sheet that neither the bidder nor any business or corporation in which the bidder owns and interest is delinquent in tax obligations to the town.
10. The bidding entity is required to provide evidence from the Connecticut Secretary of State that they are in good standing and qualified to conduct business in the State of Connecticut.

Intent

The Information Technology Division of the Town of East Hartford, CT (Town) is soliciting proposals from qualified firms who have experience in the servicing of Avaya CS 1000 PBX systems and related telephone management software.

The Town is seeking to establish a three-year service relationship with a vendor capable of providing hardware and software support and maintenance for the PBX. Selected vendor will be responsible for physical hardware repair/replacement of the CS1000 components including phone sets. The selected vendor may be required to integrate the CS1000 with other systems over the three years of this agreement as the town begins to bid and execute upgrades to its phone systems in the coming years.

Responses should include all pricing for: standard maintenance (24x7 remote support and local support options), T/M charges for Move/Add/Change (MAC) work, and % discount from list for phones in Appendix A. Information on SLA's should be included. Information provided will be used to determine the vendor who comes closest to meeting our needs within budgetary constraints.

Responses

Responses (one original, three copies and a full PDF version) are due: July 19, 2017.

Received by: Michelle A. Enman, Purchasing Agent
Town of East Hartford, CT
740 Main St.
East Hartford, CT 06108

Bid procedure questions can be directed to: Michelle Enman @860-291-7270 or menman@easthartfordct.gov. Technical questions can be directed to: IT Manager, Ken Sayers at 860-291-7275 or ksayers@easthartfordct.gov.

Results

It is not the Town's intent to award any contracts based solely on this Request For Proposal (RFP). The Town reserves the right at its discretion, to request additional information, demonstrations or presentations to support respondent's reply before arriving at any decision.

The evaluation criteria for this award will include but is not limited to:

- Overall best pricing for products and services.
- Suitability of products for our needs and best fit with our environment.
- Product / service evaluations based upon discussions with references and other technology professionals, along with any personal knowledge of the product or service.
- Respondent's overall performance record including responsiveness, reputation and reference feedback.
- Suitability and risk of respondent's company not being able to fulfill responsibilities.

If this proposal/information gathering effort is successful the Town will seek to establish an annual contract renewable for up to five years.

Environment

The Town infrastructure is designed around two main hubs, the Town Hall building and the Public Safety Complex (PSC). Both locations contain an Avaya CS1000 PBX. The device at Public Safety is a Tower unit, the device at Town Hall is a rack mount unit with a co-res CMPG card. Both PBX's will be under the scope of this maintenance agreement.

The device at Public Safety acts a Host for our enterprise-wide deployment of Callpilot Voice mail and unified communications (IPE 201i based) running 5.1.04 as well as Veramark call accounting. The two systems are managed independently. Town staff do most adds/moves/changes to phone sets. The Town uses patch panels and existing Cat 5e cable locations to accommodate phone placement. There is almost no need for any punch down type of work for this maintenance agreement.

The Public Safety PBX has support for and uses the following:

TYPE	LIMIT	REMAIN	IN USE
TRADITIONAL TELEPHONES	352	126	226
IP USERS	115	19	96
H.323 ACCESS PORTS	51	0	51
SIP ACCESS PORTS	35	0	35
PHANTOM PORTS	65535	65525	10
TRADITIONAL TRUNKS	65535	65473	62
DCH	255	252	3

The Town Hall PBX has support for and uses the following:

TYPE	LIMIT	REMAIN	IN USE
TRADITIONAL TELEPHONES	32	1	31
IP USERS	221	6	215
H.323 ACCESS PORTS	52	12	40
PHANTOM PORTS	65535	65529	6
TRADITIONAL TRUNKS	65535	65504	31
DCH	255	253	2

The PSC building has service provided by two Frontier PRI lines and has a fiber connection to the Town Hall PBX, which is serviced by its own PRI at that location.

There are two SRG-50's in use, one tied back to the Public Safety PBX and one tied back to the Town Hall PBX. They are to be covered in this maintenance period.

Support for an integration with a BCM 50 at our Cultural Center (not including support of the PBX is to be provided for purposes of connecting the two sites.

Scope and Requirements

Project Management/Professional Services

- Respondent shall provide three references
- Respondent should quote sufficient professional services to completely support the operation of the PBX, computer hardware, software and telephones associated with the PBX. This includes:
 1. A small percentage of Telephone adds or changes;
 2. Full PBX maintenance including hardware and software installation as required;
 3. telephone set repair and replacement;
 4. Onsite and off-site trouble shooting and repair capability along with 24/7 Help desk;
 5. Act as Town agent in order to handle interactions with the telephone line service provider;
 6. Maintaining a backup of PBX settings and data.

PBX software compliance and licensing

The vendor shall be responsible for annually renewing CS1000 support licensing (PASS or equivalent) and Veramark support for a period of 3 years.

Local Support Technician

The selected maintenance vendor should be able to have a local field tech to the site within the following periods, if a standard service matrix is available per standard contract, please provide that information:

Complete system outage (urgent): 2 hours (with phone and/or triage confirmation)

Partial system outage (high priority, business disruptive): 4 hours

All else: within one business day

Costs

- Provide annual maintenance costs for the services and maintenance costs of the PBX:
 - Costs should be provided for both 24 hour By 7 Day coverage as well as for a 9 to 5 by 5 Day support option;
 - You may include costs for adds moves and changes within your proposal total or you may provide a separate hourly cost figure for that service option;
 - Show annual cost and cost for 3 year contract with payments billed annually

RESOLUTION FOR CORPORATIONS AND PROFESSIONAL CORPORATIONS (required)

(TO BE TYPED ON CORPORATION LETTERHEAD PAPER)

I _____, Secretary of _____
(Name of Corporation's Secretary) (Legal name of Corporation)
a Corporation duly organized and operating under the laws of _____ and
(State)

Qualified and authorized to do business in the State of Connecticut, DO
HEREBY CERTIFY that the following is a true, correct and accurate copy of a
Resolution duly adopted at a meeting of the Board of Directors of such
Corporation, duly convened and held on _____, at which meeting
a duly constituted quorum of the Board of Directors was present and voted in
favor of such Resolution. I further CERTIFY that such Resolution has not been
modified, rescinded or revoked since the date on which it was enacted, and it is
at present in full force and effect:

RESOLVED: That the following Officers of this Corporation, or any one
them: _____

_____,
(Name and title of Officer or Officers)
is empowered to execute and deliver in the name and on behalf of this
Corporation contracts, bids and other documents to the Town of East Hartford, State of
Connecticut, and are further authorized to affix the Corporate Seal to such documents and to bind
the Corporation to such contracts, bids and other documents.

IN WITNESS WHEREFORE, the undersigned has affixed his/her signature and the
Corporate Seal of the Corporation, this _____ day of _____.

(Affix Corporate Seal Below)

(Typed name of Corporation's Secretary)

SIGNATURE OF SECRETARY

Resolution for Limited Liability Company (required)
(TO BE TYPED ON LIMITED LIABILITY COMPANY LETTERHEAD PAPER)

The undersigned, all of the members [or, if applicable, the managing member] of

_____ (legal name of LLC)
A Limited Liability Company duly organized and operating under the laws of _____ and
(State)
qualified and authorized to do business in the State of Connecticut, DO

HEREBY CERTIFY that the following is a true, correct and accurate copy of a Resolution duly adopted at a meeting of the Members of such Limited Liability Company, duly convened and held on _____, at which meeting a duly constituted quorum of the voting Members was present and voted in favor of such Resolution. We further CERTIFY that such Resolution has not been modified, rescinded or revoked since the date on which it was enacted, and it is at present in full force and effect:

RESOLVED: That the following Members of this Limited Liability Company, or any one them: _____

_____,
(Name and title of Members)
is empowered to execute and deliver in the name and on behalf of this Limited Liability Company, contracts bids and other documents to the Town of East Hartford, State of Connecticut, and are further authorized to seal to such documents and to bind the Limited Liability Company to such contracts, bids and other documents.

IN WITNESS WHEREFORE, the undersigned have executed this resolution, this _____ day of _____.

Have all necessary parties sign and indicate their name and title, such as member, managing member etc..

Resolution for Partnership (including Limited Partnership and Limited Liability Partnership)
(required)

(TO BE TYPED ON PARTNERSHIP LETTERHEAD PAPER)

The undersigned, all of the partners (or, if a Limited Partnership, all of the general partners, or if a Limited Liability Partnership, all of the partners) of _____, a partnership (or, if applicable, a Limited Partnership or Limited Liability Partnership) duly organized and operating under the laws of _____ and qualified and authorized to do business in the State of Connecticut, DO

HEREBY CERTIFY that the following is a true, correct and accurate copy of a Resolution duly adopted at a meeting of the voting partners of such partnership duly convened and held on _____, at which meeting a duly constituted quorum of the voting partners was present and voted in favor of such Resolution. We further CERTIFY that such Resolution has not been modified, rescinded or revoked since the date on which it was enacted, and it is at present in full force and effect:

RESOLVED: That the following partners, or any one of them: _____

_____,
(Name and title of Partners)

is empowered to execute and deliver in the name and on behalf of this partnership, contracts, bids and other documents to the Town of East Hartford, State of Connecticut, and are further authorized to seal to such documents and to bind the partnership to such contracts, bids and other documents.

IN WITNESS WHEREFORE, the undersigned have signed this resolution on, this _____ day of _____.
(day) (month and year)

Have all necessary partners sign and indicate their name and title, such as partner, general partner, etc.