

**Hoffman Estates Park  
District  
1685 W. Higgins Rd.  
Hoffman Estates, IL  
60185  
847-885-7500**

**Telephone, Network  
Switches, Point-to-Point  
Wireless, & Cabling  
Solution  
REQUEST FOR PROPOSAL  
Due October 14, 2014  
By 5:00 PM**

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## 1.0 Introduction

The Hoffman Estates Park District (HEPD) is soliciting proposals for the following items:

- A new voice over IP (VOIP) telephone system solution.
- Evaluation and replacement of all current network switches.
- A Point-to-Point (PTP) wireless solution between two (2) of our facilities.
- An audit and cleanup of the current network and phone cabling.

The respondent may bid on all items or individually. Each of these items are to be fully furnished and installed to meet the specifications detailed in this Request For Proposal (RFP). The Respondent should be experienced in all phases of IT/Communication infrastructure including networking hardware, wireless network solutions, & voice/data network cabling. They should also be knowledgeable in local, federal and county regulations. HEPD currently consists of six (6) facilities connected by AT&T T1/DS1s with the intention of switching to Comcast's Metro Ethernet (Metro-E) solution. The following HEPD facilities are in scope:

1. Triphahn Center (TC) – 1685 W. Higgins Rd.
2. Bridges of Poplar Creek Country Club & Golf Course (BPC) – 1400 Poplar Creek Drive
3. Prairie Stone Sports & Wellness Center (PSSWC) – 5050 Sedge Blvd.
4. Willow Recreation Center (WRC) – 3600 Lexington Drive
5. Seascape Aquatic Center (SEA) – 1300 Moon Lake Blvd
6. Parks Maintenance Garage (PARKS) - 2352 Hassell Rd.

### 1.1 Confidentiality Statement

The information contained in this RFP is considered confidential by HEPD and must be treated as such by all bidders. Under no circumstances should this RFP be communicated to a third party without the explicit written permission from HEPD. Bidders not selected for this Project must return the document and destroy any soft copies of the RFP at the written request of HEPD. Likewise, any bidder information marked proprietary or confidential will be treated accordingly by HEPD, except as otherwise required by law.

### 1.2 Organization Overview

HEPD is a unit of local government and an Illinois park district located in Hoffman Estates, IL. More information regarding the District may be found at our website:

<http://www.heparks.org/>

### **1.3 Statement of Purpose**

HEPD's current phone system, Axxess by Inter-Tel, is over 10 years old. The current phones and phone system need modernizing. The new VOIP solution should replace all of the existing telephones and voice mail system with a system which best leverages the Park District's investment in upgrading its data exchange infrastructure with Comcast's Metro Ethernet solution. The proposed system products must be able to support all the call-processing, voice-messaging, call-center features and the management and administrative features, at and above the same levels of reliability and performance that Hoffman Estates Park District's current telephony environment provides. In addition, all future systems in the proposed product line must be positioned to meet anticipated growth.

Along with the new phone system, our current network switches will need to be evaluated and replaced if necessary in order to accommodate the proposed phone system as well as efficiently run the new Comcast Metro Ethernet bandwidth solution.

One of our facilities, SEA, is not included in the Comcast Metro-E solution therefore will need a way to communicate with the district when the facility is open during the summer. A PTP wireless network connection is desired to connect SEA with BPC and leveraging BPC's connection to the LAN.

The current cabling is a mix of cat 3 and 5e. The desire is to have multiple network jacks to accommodate (1) phone (2) computer (3) any other additional network device. If the cat 3 cable can be reused with your proposed solution please elaborate. Otherwise, please propose running new cat 6e cables.

### **1.4 Background**

HEPD's mission is to offer healthy and enjoyable experiences for our residents and guests by providing first class parks, facilities, programs and services in an environmentally and fiscally responsible manner.

More information can be found on <http://www.heparks.org/>

## **2.0 Terms and Instructions – Exhibit 1 Submittals**

This section provides general instructions and information related to this RFP and the selection process.

### **2.1 Definition of Terms**

This RFP has been sent to IT/Communications solutions providers to enable them to respond with a proposal meeting the requirements set forth in this document. Such a provider will hereinafter be individually referred to as "SUPPLIER".

## **2.2 Proposal Preparation Costs**

SUPPLIER agrees to bear its own expenses in responding to this RFP. Nothing herein shall create an obligation on the part of HEPD to do business with any SUPPLIER participating in this RFP process.

## **2.3 Validity**

SUPPLIER's proposal shall remain valid for a period of 90 days after the date the proposal is due.

## **2.4 Exhibits**

SUPPLIER shall provide the Exhibits required in this specification, per the specific Exhibit instruction found in each relevant section and the Summary of Exhibits at the end of the document. Exhibits should be submitted together as part of the Summary of Exhibit section at the end and not inserted into the body of the RFP where an Exhibit is referenced.

## **2.5 Inquiries**

Questions may be submitted up until **October 14<sup>th</sup>, 2014**. Any questions thereafter submitted will not be addressed. Please refer to section 2.9 Schedule of Events.

All questions pertaining to this document shall be submitted in writing and submitted via email to:

John Agudelo, Information Technology Manager  
[jagudelo@heparks.org](mailto:jagudelo@heparks.org)

Please refrain from direct telephone inquiries.

## **2.6 Submission**

Text responses to this RFP may be prepared in a Word document, and spreadsheets in Excel form should be submitted when plain-text email is insufficient.

Please provide responses or acknowledgement of acceptance for all questions and requirements. The SUPPLIER is encouraged to keep responses succinct.

HEPD requires all submissions in only electronic format.

Electronic copies should be sent to:  
[jagudelo@heparks.org](mailto:jagudelo@heparks.org)

While HEPD encourages the SUPPLIER to submit the most creative, cost effective proposal possible, the inclusion of extraneous commercial and or sales literature not requested is strongly discouraged. Any supplemental information that the SUPPLIER elects to provide

should be attached as additional appendices and should be specific to the requirements of this RFP.

## **2.7 Evaluation Criteria (Non Public Bids)**

HEPD reserves the right to accept or reject any and all responses to this RFP at its complete discretion without explanation to SUPPLIER. HEPD reserves the right to withdraw or modify this RFP before the closing date. All participating SUPPLIERS will be notified in the instance of withdrawal or modification.

SUPPLIER should present its most competitive proposal. Upon receipt of initial evaluation of proposals, a shorter list of SUPPLIERS may be selected who may be invited for presentations, further discussions, and negotiations if applicable.

Any financial data submitted with any other offer hereunder or any representation concerning facilities, capabilities, cost elements or financing may form a part of any resulting agreement.

HEPD will evaluate proposals based on the following criteria (not in order):

- Cost
- Supplier's work/support history
- Conformity to specifications
- Reliability
- Product Performance and Migration Track Record Maintenance
- Manufacturer Support
- Track Record with similar scale projects References
- Technical Capability Commercial
- Credit Reports
- Supplier's financial credibility
- Any Supplier going concern

## **2.8 Schedule of Events**

Electronic copies of all proposals must be received by 5pm, CST, 10/14/2014. No exceptions or extensions will be granted unless by specific written request from a SUPPLIER, which extended time shall then be granted to all SUPPLIERS that HEPD anticipates will be submitting a proposal. In such a case, the Schedule of Events will be modified accordingly and provided to all SUPPLIERS that HEPD anticipates will be submitting a proposal.

Proposals delivered after the due date will not be given consideration.

Distribution of RFP	9/30/14
Site Survey by appointment for Vendors	10/6 – 10/10/14
RFP due to HEPD	10/14/14

Staff selection of Vendor	10/17/14
Committee Approval	10/21/14
Board Approval	10/28/14
Award RFP	10/30/14
Install Phone System	12/28/14-1/30/15

The Schedule of Events is subject to change and shall not be binding.

**2.9 Award**

HEPD reserves the right to make an award in whole or in part.

**2.10 Bonds, Insurance and Indemnification**

The SUPPLIER agrees to provide and maintain, at its own expense, the following bonds and insurance coverage:

**Bonds:**

The SUPPLIER shall, at the SUPPLIER’S expense only, furnish a performance and labor and materials payment bond, with good and sufficient sureties to secure the faithful performance of the contract and the payment of all obligations thereunder. Such bond shall provide, among other conditions, for completion of the contract and for the payment of material and labor used in providing the services, whether by subcontractor or otherwise. The bond shall guarantee the faithful performance of the SUPPLIER’S obligations under the Illinois Prevailing Wage Act. The bond required hereunder shall be delivered to HEPD not later than 3 days following the date the contract is awarded by HEPD and executed by the SUPPLIER. The SUPPLIER shall require the attorney-in-fact who executes the required bonds on behalf of the surety to affix a certified and current copy of the power of attorney.

**Insurance:**

SUPPLIER’S ATTENTION IS DIRECTED TO THE INSURANCE REQUIREMENTS BELOW. IT IS HIGHLY RECOMMENDED THAT THE SUPPLIER CONFER WITH ITS INSURANCE CARRIER REGARDING THESE REQUIREMENTS. FAILURE TO MEET THESE REQUIREMENTS IS CAUSE FOR CANCELLATION OF THE CONTRACT.

**INSURANCE REQUIREMENTS**

**VENDORS, SUPPLIERS**

Company shall obtain insurance of the types and in the amounts listed below.

**A. Commercial General and Umbrella Liability Insurance**

Company shall maintain commercial general liability (CGL) and, if necessary, commercial

umbrella insurance with a limit of not less than \$2,000,000 each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location.

CGL insurance shall be written on Insurance Services Office (ISO) occurrence form CG 00 01 10 93, or a substitute form providing equivalent coverage, and shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

District shall be included as an insured under the CGL, using ISO additional insured endorsement CG 20 26 or a substitute providing equivalent coverage, and under the commercial umbrella, if any. This insurance shall apply as primary insurance with respect to any other insurance or self-insurance afforded to District. Any insurance or self-insurance maintained by HEPD shall be excess of Company's insurance and shall not contribute with it.

## **B. Business Auto and Umbrella Liability Insurance**

Company shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit of not less than \$1,000,000 each accident. Such insurance shall cover liability arising out of any auto including owned, hired and non-owned autos.

Business auto insurance shall be written on Insurance Services Office (ISO) form CA 00 01, CA 00 05, CA 00 12, CA 00 20, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in the 1990 and later editions of CA 00 01.

## **C. Workers Compensation Insurance**

Company shall maintain workers compensation and employers liability insurance. The commercial umbrella and/or employers liability limits shall not be less than \$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease.

If District has not been included as an insured under the CGL using ISO additional insured endorsement CG 20 26 under the Commercial General and Umbrella Liability Insurance required in this Contract, Company waives all rights against District and its officers, officials, employees, volunteers and agents for recovery of damages arising out of or incident to this Agreement.

## **D. General Insurance Provisions**

### **1. Evidence of Insurance**

Company shall furnish District with a certificate(s) of insurance and applicable policy endorsement(s), executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above.

All certificates shall provide for 30 days' written notice to District prior to the cancellation or material change of any insurance referred to therein. Written notice to District shall be by certified mail, return receipt requested.

Failure of District to demand such certificate, endorsement or other evidence of full compliance with these insurance requirements or failure of District to identify a deficiency from evidence that is provided shall not be construed as a waiver of Company's obligation to maintain such insurance.

District shall have the right, but not the obligation, of prohibiting Company from entering the premises until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by District.

Failure to maintain the required insurance may result in termination of this Contract at District's option.

Company shall provide certified copies of all insurance policies required above within 10 days of Districts' written request for said copies.

## **2. Acceptability of Insurers**

For insurance companies which obtain a rating from A.M., the best rating should be no less than A VII using the most recent edition of the A.M. Best's Key Rating Guide. If the Best's rating is less than A VII or a Best's rating is not obtained, HEPD has the right to reject insurance written by an insurer it deems unacceptable.

## **3. Deductibles and Self-Insured Retentions**

Any deductibles or self-insured retentions must be declared to HEPD. At the option of HEPD, the Company may be asked to eliminate such deductibles or self-insured retentions as respects HEPD, its officers, officials, employees, volunteers and agents or required to procure a bond guaranteeing payment of losses and other related costs including but not limited to investigations, claim administration and defense expenses.

## **4. Subcontractors**

Company shall cause each subcontractor employed by Company to purchase and maintain insurance of the type specified above. When requested by HEPD, Company shall furnish copies of certificates of insurance evidencing coverage for each subcontractor.

## **E. Indemnification**

To the fullest extent permitted by law, the Company shall indemnify and hold harmless HEPD and its officers, officials, employees, volunteers and agents from and against all claims, damages, losses and expenses, including but not limited to legal fees (attorney's and paralegals' fees and court costs), arising out of or resulting from the Company's activities, provided that any such claim, damage, loss or expense (i) is attributable to bodily injury, sickness, disease or death, or injury to or destruction of tangible property, and (ii) is caused in whole or in part by any negligent or wrongful act or omission of the Company, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, except to the extent caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described in this Paragraph. Company shall similarly

protect, indemnify and hold and save harmless HEPD, its officers, officials, employees, volunteers and agents against and from any and all claims, costs, causes, actions and expenses including but not limited to legal fees, incurred by reason of Company's breach of any of its obligations under, or Company's default of, any provision of the Contract

## **2.11 Permits, Licenses, Laws, Ordinances, Regulations, Rules and Orders**

The SUPPLIER agrees to do all things necessary, at its own expense, to comply with all laws, ordinances, regulations, rules and orders of the Village of Hoffman Estates, the county, state and/or federal government and of any and all of its departments and bureaus which may be applicable to the SUPPLIER'S operations. This includes, but is not limited to, OSHA and any state counterpart thereof and all health care and life safety codes.

The SUPPLIER shall certify on the attached form that no delinquent taxes are outstanding or otherwise due to the Illinois Department of Revenue, in accordance with 65 ILCS 5/11-42.1-1.

The SUPPLIER shall certify on the enclosed form that it provides for a Drug Free Workplace, in accordance with 30 ILCS 580/1, *et seq.*

The SUPPLIER shall certify on the enclosed form that it provides a written program for prevention of substance abuse among employees and testing of employees for substance abuse, in accordance with 820 ILCS 265/1, *et seq.*

The SUPPLIER shall be required to comply with all laws, including those relating to the employment of labor and the payment of the general prevailing rate of hourly wages in the locality in which the services are to be performed for each craft or type of worker or mechanic needed to execute the contract or perform the services, and the record keeping requirements of the Prevailing Wage Act; (820 ILCS 130/0.01). The general prevailing rate for legal holiday and overtime work as ascertained by the Illinois Department of Labor for DuPage County, Illinois, shall be paid for each craft or type of worker needed to execute the contract or to perform the services. Wage rates shall be paid in accordance with the wage rate list attached hereto and made a part of the contract. Should such wage rates be revised by the Illinois Department of Labor, the SUPPLIER shall pay such revised rates to all laborers, workers and mechanics for each craft or type of worker or mechanic needed to perform the services under the contract. HEPD shall have no obligation to notify the SUPPLIER of any such revisions. **The SUPPLIER shall certify its compliance with the above on the enclosed Prevailing Wage Affidavit and shall supply certified payrolls for all work completed.**

**The SUPPLIER shall also comply with all equal employment opportunity laws of the State of Illinois and the Federal government.**

## **2.12 Taxes**

It shall be the SUPPLIER'S responsibility to pay any and all taxes including payroll taxes.

### **2.13 Additional Charges**

No extra work or charges under this contract will be recognized or paid for unless agreed to in writing by HEPD before the work is done or the changes made. All additional work will be approved through a formal Change Order management process. Only Change Orders approved by the following District signees will be considered valid: Craig Talsma, Deputy Director. However, any change order in excess of \$7,500.00 shall be approved by HEPD's Board of Commissioners.

### **2.14 Subcontractors**

The names and addresses of all proposed subcontractors shall be furnished as to HEPD upon request. The selection of subcontractors must be acceptable to HEPD. The SUPPLIER shall at all times be the prime SUPPLIER holding ultimate and final responsibility for the actions and work of each of SUPPLIER'S subcontractors. SUPPLIER shall be fully responsible to HEPD for the acts and omissions of its subcontractors. If, in HEPD's reasonable judgment, there is any failure on the part of subcontractors to perform their work in strict accordance with the specifications, SUPPLIER, after due notice from HEPD, shall discharge the subcontractor. This shall in no way release SUPPLIER from its obligations and responsibility under the contract. The items and the provisions of the contract documents that are applicable to its work shall bind each subcontractor. Nothing contained herein shall create any contractual relation between any subcontractor and HEPD.

### **2.15 Competency of Project Staff**

Project managers, technicians or other SUPPLIER employees who are unsatisfactory to HEPD or, in the opinion of HEPD are unskilled or otherwise objectionable, shall be dismissed from the Project by SUPPLIER upon notice from HEPD. HEPD shall not impose this right arbitrarily or capriciously. All SUPPLIER controlled installation, system design and training personnel involved in this Project shall be factory certified or otherwise highly experienced on the proposed system.

### **2.16 Access to Premises**

SUPPLIERS may have access to the premises during normal working hours for any installation work that does not interrupt service or disrupt normal workflow. No claims for premium payment for work outside normal hours will be honored unless specifically agreed to by HEPD in conjunction with work not covered in this RFP.

### **2.17 Workplace Policies and Procedures**

SUPPLIER agrees to make employees aware of the following policies:

- All employees of SUPPLIER and its subcontractors shall wear and display

identification badges furnished by SUPPLIER.

- Escorts may be required in designated areas.
- Smoking will not be permitted in any area of HEPD premises.
- Eating will be permitted only in areas specifically designated as lunch or lounge areas.
- SUPPLIER will ensure that its employees and subcontractors maintain an appearance suitable for a business environment.

## **2.18 Materials**

Only new, first-class, unused and FCC registered equipment shall be supplied under the terms of this bid and only new unused material that does not require FCC Registration shall be provided. All materials must be in conformity with the specifications and will be subject to inspection and approval upon delivery, and must comply in quality, type of material and method of manufacture with all applicable local, state or Federal laws pertaining thereto. SUPPLIER shall, if required, furnish satisfactory evidence as to the kind and quality of materials.

## **2.19 Installation**

Installation of all material must meet industry standards in all respects with specific attention given to methods employed for wiring, termination, cable dressings, labeling, documentation, equipment room layout, general appearance, equipment operation and performance.

## **2.20 Clean up and Damages**

At the completion of any day's work, the SUPPLIER shall completely remove from the premises all packing, crates and other litter accumulated due to the installation work, and shall leave the premises in a neat and orderly condition.

The SUPPLIER shall be responsible for the cost of repairing or replacing any damaged property caused by the SUPPLIER during installation. In the event of a dispute concerning clean-up, repair or replacement, HEPD may perform the work and charge the cost to the SUPPLIER.

## **2.21 Equipment Identification**

The SUPPLIER must provide the product description and model numbers for all equipment proposed as part of Schedule A (refer to Section 10 for the Schedule) for the approval of HEPD.

**2.22 Changes to the Specifications**

HEPD may, if necessary, make changes to the scope of work consisting of additions, deletions or other revisions. Should these changes be necessary, the Schedule A and associated financial documents will be adjusted accordingly. Changes will not invalidate the contract nor affect the guarantees of the SUPPLIER or the validity of the SUPPLIER'S performance bond.

**3.0 Supplier Information – Exhibit 2 Submittals**

**3.1 Supplier Overview**

Provide a general overview of the SUPPLIER'S organization inclusive of the following; years in business, all products sold or serviced, approximate share of the local market, any vertical markets where the organization is especially proficient as well as the experience of the SUPPLIER with all aspects of IT & Network Communications.

Provide Supplier's two most recent year's summarized financial statements.

**3.2 Corporate Structure**

Describe the SUPPLIER'S corporate structure and include the names of key principals or stakeholders, their titles and contact information.

**3.3 Operations Structure**

Describe the SUPPLIER'S local Operations structure. Include here an escalation path for both Installation and Post-Installation Service teams. Describe the SUPPLIER'S national service structure, if applicable.

**3.4 Relationship to Manufacturer**

Describe the SUPPLIER'S business relationship with the proposed products manufacturer (e.g. distributor, branch office, subsidiary, common parent) and how long the relationship has existed.

**3.5 Corporate Contact Information**

Provide the physical and mailing address for the corporate office. Provide the corporate telephone and fax number.

Provide the home page website address for the corporate office, or parent company.

**3.6 Supplier Questionnaire**

State the system make and model proposed.	
State the system software release.	

State the number of technicians factory certified on the system proposed	
State the total number of certified personnel in your organization who could be called on if a serious outage or disaster occurred at HEPD's facility	
State the number of customers currently using the proposed system within a 100 mile radius of the installation address	
State the hours that service is available for major and minor service calls.	
State the address of the service center that will install and maintain the proposed system.	

### **3.7 Supplier References**

HEPD intends to check all references. Please ensure the following:

A minimum of three (3) SUPPLIER customer references currently using the system proposed and submitted as Exhibit 2. References should be multi-facility/building companies with at least 150 employees.

## **4.0 Manufacturer Information – Exhibit 3 Submittals**

### **4.1 Organization Overview**

Provide a general overview of the manufacturer's organization inclusive of the following; years in business, approximate share of the local market, approximate share of national and international markets (if applicable), any vertical markets where it is especially proficient, as well as its product experience and history with both TDM and IP telephony products.

Provide Manufacture's two most recent year's summarized financial statements.

#### **Product History**

Provide a description of the proposed products' genesis and history, including release date.

### **4.2 Product Migration Track Record**

Provide a description of the manufacturer's product migration track record. If this is a first generation product, please describe what if any components of previously marketed systems are compatible with the proposed system.

### **4.3 Manufacturer Support**

Discuss the relationship between the SUPPLIER and the manufacturer? When (if ever) does the manufacturer get involved to provide support?

## **5.0 Scope of Work**

### **5.1 VOIP Telephone System Solution**

The required system should be capable of meeting the operational requirements of Hoffman Estates Park District for the next ten years. The proposed system will be judged on its ability to provide cost effective service without premature obsolescence over the anticipated system life. Equally important will be the SUPPLIER's ability to provide responsive support throughout the life of the system.

Include a backup or redundancy plan for the proposed phone system. HEPD will be moving to Comcast's Metro-E solution as well as utilizing Comcast PRIs. In the event the Comcast network goes down, what backup or redundancy feature is designed with the phone system to accommodate overflow? How many POTs lines will be needed in each facility? Are calls able to be routed to another facility or another phone number to avoid missing important calls?

The SUPPLIER is required to provide the capability to transmit the station number originating the emergency calls to the Emergency Center location outside the property.

State whether E911 service is provided integral to the call-processing platform or via additional servers or add-on hardware. Describe any additional hardware and software costs and any additional licensing requirements for E911 users.

The proposed system must be able to support a mix of analog and IP communications devices. HEPD has the following devices: fax machines, alarm circuits, emergency elevator phones, & POTS lines.

Eavesdropping, Packet Spoofing, Replay Attacks, and Message Integrity. HEPD must provide a highly secure network for its users and understands that issues described above pose major threats to the integrity of an IP Telephony System. Please state whether the SUPPLIER complies or does not comply.

HEPD's PRIs are currently with CallOne. However, we will be transitioning to Comcast PRIs once the Metro-E solution is in place.

HEPD currently has the following # of phones in each facility. All current phones are Axxess by Inter-Tel utilizing AT&T T1/DS1s with Kentrox DSUs.

Facility	# of Phones
Triphahn Center	74
Bridges of Poplar Creek	41
Prairie Stone Sports & Wellness	32
Willow Recreation Center	16
Parks Maintenance	16
Seascape Aquatic Center	4
<b>Total</b>	<b>183</b>

## 5.2 Evaluation and replacement of all current hardware network switches

Listed below is information regarding HEPD’s current LAN/WAN infrastructure. Describe the minimum IP switch and router requirements the proposed solution requires and what, if any, recommendations for changes are proposed.

If changes are proposed please provide additional information regarding the switch’s capability for POE, Layer 3, VLAN, DHCP, etc. Also include any yearly maintenance costs, warranty, & support costs.

We would prefer switches from the following manufacturers: Cisco, HP, & Adtran. Please provide cost difference and any pros or cons between them.

### Current Network Switches

- Cisco 2950
- 3COM 2952
- 3COM 2948
- Cisco SG300
- Cisco SF300
- Cisco SG200
- 3COM 2824

### Firewall

- Watchguard XTM 510 (Triphahn)
- Watchguard XTM 330 (Bridges Golf Course)

HEPD currently is connected by AT&T T1/DS1s but will be switching to Comcast’s Metro Ethernet solution. Three (3) facilities have Comcast Business Class Internet (BCI) for our patrons.

Network Requirements	Existing	Planned for as part of this Project
Data T1 (AT&T)	6	0
PRI's	2	2
Comcast Metro Ethernet	0	5
Comcast BCI Cable	3	3

**5.3 A Point-to-Point (PTP) wireless solution between SEA and BPC**

Seascape Aquatic Park will not be part of the Comcast Metro-E solution therefore requires a different means of communication to access our network. A propose PTP wireless network link from BPC is desired. It should be a consistent connection with a throughput of at least 100Mbps.

**5.4 An audit and cleanup of the current network and phone cabling**

All current cabling in HEPD’s facilities is a mix of category 3 & 5E cables. If the proposed solution can utilize the cat 3 cable please elaborate. If new cable runs are needed, all new cables will be category 6E. SUPPLIER shall be responsible for cabling within the property including the SUPPLIER’S MDF and connection of same to the existing cable plant. Floor maps with data network drop information will be available.

SUPPLIER shall install all necessary switch side Main Distribution Frame (MDF) panels. Any additional backboards and ladder racks required to support the SUPPLIER’S work are to be furnished and installed by the SUPPLIER at no additional cost to HEPD.

Cables must be bundled and secured every 36 inches by using SUPPLIER provided TY Wraps. Cables shall not be secured to existing electrical conduit, pipes, etc. The cables shall be dressed in a neat and orderly fashion, labeled properly. Where SUPPLIER provides new cables, SUPPLIER shall be responsible for providing sleeves and fire stopping for all firewall and floor penetration as required.

**5.5 Work Included**

The principal items of work shall include, but not be limited to, the following:

To furnish and install a turnkey premise-based IP telephony solution and related peripheral equipment as indicated and specified herein, and connecting the system and related peripherals to the existing cabling infrastructure and LAN/WAN network infrastructure.

All equipment and materials shall be new and shall be designed specifically for the work to be done.

For purposes of this Project, SUPPLIER may assume that it will be expected to expend the labor to coordinate and manage the implementation of new carrier facilities, if needed, and to identify and manage the disconnection of services that will no longer be required after cutover.

All equipment described herein shall be the products of manufacturers identified herein.

The SUPPLIER must provide in the Contract, as a minimum, a one-year hardware and software warranty on the proposed system(s), labor, with materials and parts supplied by the SUPPLIER. The warranty will cover the SUPPLIER supplied parts, labor, travel and miscellaneous costs. The warranty period will commence the day following the date of System Acceptance.

If the system fails to completely perform in accordance with this RFP and the contract documents, SUPPLIER will take all necessary action, at no additional cost, to restore the system to perform in accordance with the RFP and the contract documents.

The SUPPLIER will provide HEPD's designated representative with a list of activities and requirements that must be performed by HEPD's personnel, and will indicate the necessary schedule for their completion.

## **5.6 As Built Drawings**

The cost of furnishing one (1) set of as-built Record Drawings shall be considered as incidental to the price of the Contract.

## **5.7 Project Management**

The contract shall be carried out, under the direction of a qualified project manager (PM) and the costs of all such direction shall be included with the SUPPLIER'S bid.

## **5.8 Certification Training**

SUPPLIER shall include in the cost of the proposed manufacturer's installation and maintenance certification training for one (2) employee of HEPD for each of the core components of the proposed system (IPBX, Wireless, Voice Messaging, etc.), less travel expenses but including all course materials, if applicable.

# **6.0 Technical Specifications – Exhibit 4 Submittals**

## **6.1 General System Requirements**

State-of-the-art, IP technology that can support IP enabled connection and upgradable IP peer to peer switching that connects endpoints directly to each other through the network. Proposed system must be the most current system model including hardware in release at the time of installation. System must be able to network to other same-type systems using standard protocol to share coordinated dialing plans and centralized integrated systems such as Voice and Unified Messaging. In the event that the proposed

system is not in general release at the time of the Bid, SUPPLIER shall so inform HEPD and identify all known enhancements, upgrades or new product offerings to be included in the proposed model.

System must be an unsupervised, premise-based solution purchased for a lump sum cash price.

SUPPLIERS must provide a simple schematic of the proposed network design, submitted as Exhibit 4.

## **6.2 System Architecture**

System must be an open standards-based solution, able to support a converged network, with the following attributes:

- A single managed infrastructure

- Distributed switching Converged

- desktop applications

- A solution that seamlessly integrates all components

- A solution that reduces operational costs and delivers new-age features

- A solution that delivers the same traditional features and applications of TDM networks (thereby ensuring no loss of features and functionality).

System must enable IP telephone calls and features to be passed across an IP network and be able to support various Internet Engineering Task Force interconnection protocols as well as using Primary Rate Interface (PRI) and analog trunks.

## **6.3 Capacity**

State the port capacity of a single system. Describe how the system can be expanded through networking of other same systems and state the maximum capacity for networked systems.

State whether networked systems of the same type perform seamlessly as one system from a coordinated dial plan and service feature perspective. State whether networked systems can share resources and centralized applications.

## **6.4 Common Hardware Components**

Describe the common components of the system including station cards and trunking modules if any.

## 6.5 Mandatory Software Requirements

Describe any mandatory software requirements of the proposed system required to meet the total requirements of this specification including any applications database, email server software and desktop software for unified messaging/email integration.

## 6.6 Support for Industry Standards

Support for industry standards is a key requirement for HEPD. Among the required standards are the IP/PBX protocols and the Multi-Vendor Integration Protocol (MVIP). These are essential for supporting current and future web-based applications.

## 6.7 Operating System

List the latest released versions of the operating system(s) supported by the proposed solution. i.e. Windows 7/8, OSX 10.8/10.9

# 7.0 Applications and Peripheral Systems

## 7.1 Voice/Unified Messaging (UM)

Indicate how the proposed system meets the Voice/Unified Messaging Feature requirements below.

Voice/Unified Messaging Features	Comply/Does Not Comply	Standard or Optional
Alphanumeric Directory		
Call Accept or Reject		
Call Screening		
Caller Interviewing (Screening)		
Cascade Notification		
Cut-Through Paging and Message Editing		
Date and Time Stamp		
Extension Remapping		
Fax Detect/Routing/Notification		
Future Delivery		
Guest Mailboxes		

Holiday Schedules		
Live Record		
Menu Options		
Message Fast Forward		
Message Pause		
Message Redirect		
Message Rewind		
Message Waiting Notification		
Multilingual Capability		
Multiple Personalized Greetings		
Out-Dial Notification to Pager		
Port Independence		
Remote Maintenance		
Reports		
Return Receipt		
Single Digit Dialing		
Soft-key functionality		
Speed Control		
Speed Keys		
Subscriber Controlled Groups		
Subscriber Self Enrollment		
Supervised/Unsupervised Transfers		
Trunk Mapping		
Urgent Delivery		
Urgent Message Count		
User-Changeable Voice Prompts		
Variable Length Security Codes		
Volume Control		

## 7.2 Email Integration

The proposed Voice/Unified Messaging Solution should be fully integrated with HEPD's Email System. HEPD uses Microsoft Exchange 2007 with the intention of moving to 2013. The

proposed new solution must also be compatible with current version of Microsoft Office Pro 2010/2013 as well as Office 2011 for MAC.

State whether the proposed system can integrate with HEPD's Email Server. If so, include the integration as part of the turnkey solution. If not, state so here and provide alternatives email view solutions.

### **7.3 System Management**

The proposed turnkey solution must include a comprehensive management system for administration of the telephony network and meet the following requirements:

- Centralized secure access that integrates with current authentication methods or stands on its own.
- "IT Friendly" Graphical User Interface (GUI) with easy to understand commands.
- Programming tasks can be scheduled to run unattended during off peak hours.
- Alarm notifications via email, text, or screen pop that allow administrators to respond in a timely manner.
- Comprehensive audit trails that provide a detailed history of changes and alarms. Web based interface must allow anytime, anywhere access to the system.
- Single point-of-entry for Moves, Adds, Changes on all SUPPLIER provided voice systems.

## **8.0 Installation and Post Installation Services - Exhibit 5 Submittals**

### **8.1 Installation Plan**

SUPPLIER is required to submit an installation plan following the Project kickoff meeting following execution of the contract by both parties. The installation plan must be detailed and comprised of a Critical Path timeline or Gantt chart as well as a detailed written description of timeline events also called a "Cutover Plan".

Provide a typical generic copy of such a plan submitted as Exhibit 6.

### **8.2 Project Management**

The installation shall be performed under the direction of a qualified project manager and

the costs of all such direction shall be included with the SUPPLIER'S proposal. The SUPPLIER shall install the materials and equipment in a first class workmanlike manner and in accordance with all applicable federal, state, and local fire and safety codes.

SUPPLIER shall be required to maintain a copy of this document on site during all phases of the Project. In addition, all personnel working on the Project will be required to be familiar with the contents of this document.

As HEPD does not have technical expertise in the installation and provision of the selected MDF or switch, it is incumbent on the selected SUPPLIER to provide coordination with all parties concerned, including both local and long distance telephone service suppliers, to ensure that all necessary features and hardware components are provided. The SUPPLIER must inform HEPD immediately upon discovery of any issues, including lack of or delay in obtaining critical information that would affect a successful cut over. Assumptions regarding configuration and service must not be made and any questions regarding alternatives are to be brought to HEPD's attention for a decision in a timely manner.

### **8.3 Cutover**

Cutover to the new system shall be conducted according to the written, mutually agreed upon cutover plan which will detail the date and time for system cutover as well as the order in which system components including critical endpoints will be cutover to the new system. It is the SUPPLIER'S responsibility to write the proposed cutover plan and submit it to HEPD for proofing and approval.

### **8.4 Training**

Training must be comprehensive and cover all functions and procedures necessary for operation of the new system at the user or System Admin level. Training materials, such as instruction manuals, quick reference charts and cards, overlays and reference manuals must be supplied in the quantities associated with relevant Schedule A endpoints and systems and must become the property of HEPD.

SUPPLIER is required to submit a Training Plan to HEPD for proofing and approval as soon as possible after system implementation has begun. The Training Plan must be comprehensive and include dates and times allotted for specific end user type hands-on training classes, conducted by the SUPPLIER.

End user Types will be classified by the following:

- Executive Users
- Superintendent Users
- Manager Users
- Business Users
- Operators users
- System Administrators

## **8.5 System Administration Training**

SUPPLIER is required to provide Installation & Maintenance training for two (2) District employees. Please indicate additional cost for training multiple administrators on the system.

SUPPLIER is required to provide basic on site system administration training for up to four (4) District employees on all new systems installed. This training must be a live single session, must be conducted post cutover, and must be for a minimum four hour session or until customer is satisfied.

## **8.6 System Manuals**

SUPPLIER must provide all System Manual(s).

## **8.7 Help Desk**

SUPPLIER must provide an on-site Help Desk for HEPD just prior to, during and after cutover. The Help Desk must be manned during the entire cutover and for the first full business day (8:30 am to 5:00 pm) with a minimum of three certified system users unless the parties otherwise agree.

## **8.8 Acceptance**

SUPPLIER is responsible for the system, as proposed, being installed to HEPD's satisfaction. Prior to System Acceptance, SUPPLIER must complete the following:

Adjust all applicable equipment components for operation

Ensure that all trunking and equipment is routed per HEPD's functional requirements and that all local telephone company lines are identified.

Provide a complete and accurate system generated printout of entire system including all trunking, traffic routing, restriction tables, and data overlays for each endpoint, and line equipment number and/or IP address for every station and trunk.

Provide HEPD with complete user instructions used for training purpose as well as training log of all users who attended training classes.

Label all endpoints accurately.

Install and test the system fully to ensure operation with feature functionality as described in the manufacturer's specification.

Ensure all peripheral system interfaces are tested and working properly.

Ensure all system Auto Attendant and Automatic Call Distribution (ACD) announcements messages are recorded per the approved scripts.

At the completion of the project installation, provide a diagram of the system as installed.

### **8.9 Warranty Coverage (one year out of the box)**

SUPPLIER must have a maintenance office and technician in the Greater Suburban Chicago area.

If the SUPPLIER will be using subcontractors for onsite installation and/or subsequent service of the system for maintenance, the SUPPLIER must provide a detailed explanation of the its business relationship to the subcontractor, including length of relationship, how many hours per month the subcontractor is used and references of other customers of the SUPPLIER where the subcontractor is used and is known to the referenced customer.

Emergency response terms must be defined so that the SUPPLIER can dispatch and be on site within 3 hours of live notification if an emergency condition cannot be corrected remotely. Failure of the SUPPLIER to respond to an emergency within the prescribed amount of time shall obligate the SUPPLIER to provide HEPD with three (3) hours of non-repair related free labor for every hour beyond the three hour minimum requirement that it takes the SUPPLIER to respond.

Emergency conditions must include any trunk group outage in excess of 50%, any data group or endpoint outage in excess of 50%, any Executive Office endpoint outage, Voice Mail System Failure, or any other outage that severely impacts HEPD's normal business operations.

Non-emergency repair response terms must indicate that SUPPLIER will dispatch and be onsite within 48 hours.

Non-emergency MAC (moves, adds, changes) terms must be provided to show that SUPPLIER will dispatch and be onsite within 72 hours.

In all emergency conditions, SUPPLIER must log into the affected system remotely, if possible, within 30 minutes of notification.

SUPPLIER must provide a minimum of one year warranty on all material and labor supplied with the proposed system.

### **8.10 Service Maintenance**

Provide a schedule of services included in maintenance contract.

### **8.11 Service Handoff**

Prior to system acceptance, SUPPLIER must schedule a Service Handoff meeting to be conducted at Hoffman Estates Park District facility with participation from HEPD's designated representatives. The purpose of the meeting will be to transfer knowledge and responsibilities from the SUPPLIER'S Project Manager and installation team to the SUPPLIER'S Service Manager and Service Technicians. It is critical that following key SUPPLIER personnel be in attendance at such meeting:

- Account Executive (Sales Representative)
- Project Manager
- Lead Installer Lead
- Programmer
- System Designer (Database Writer) Service Manager
- Lead and Primary Service Technician Secondary and back up Service Technician
- Any subcontractor that will be actively involved in ongoing Service maintenance

## **9.0 Financials - Exhibit 6 Submittals**

### **9.1 Equipment Schedule A**

The Equipment Schedule is referred to as "Schedule A". SUPPLIER must include all material components that will be included in the total turnkey system as part of the Schedule A. Provide a cumulative total at the bottom for each cost column.

### **9.2 Labor Schedule B**

The Labor Schedule is referred to as "Schedule B". SUPPLIER must include a not-to-exceed estimate for all labor required to deliver a turnkey solution. Provide a sub total for the hours and cost columns at the bottom.

### **9.3 Tax Schedule C**

HEPD is tax exempt per the Illinois Department of Revenue. The Tax Exemption Identification Number issued to HEPD is: E9998-0150-06

### **9.4 Shipping**

SUPPLIER must include the shipping costs for all material proposed as part of a turnkey system. Supplier shall include cost of shipping as a separate column on the Equipment Schedule A.

### **9.5 Pricing Summary**

Provide a summary of all cost elements in the format provided below.

Pricing Summary	
Material Total	\$
Labor Total	\$
Certification Training Total	\$
Shipping Total	\$
Tax Total	\$
Other	\$
Contract Grand Total	\$

### 9.6 Payment Terms and Progress Payments

SUPPLIER must agree to the following payment terms:

- 25% upon ordering of equipment
- 50% upon delivery of all material
- 75% upon installation
- 100% upon Successful Cutover and all training completed

HEPD may withhold payment or any portion thereof, if:

Work is found defective and not remedied.

SUPPLIER does not make prompt and proper payments to subcontractors for labor, materials, or equipment furnished by them.

HEPD or another party is damaged by an act for which the SUPPLIER is responsible.

Reasonable evidence indicates that the work cannot be completed for the unpaid balance of the contract price.

SUPPLIER fails to carry out the work in accordance with the contract documents; or, SUPPLIER is not entitled to payment in the amount requested.

SUPPLIER fails to provide waivers of lien

SUPPLIER fails to provide proper wage records as required under the Prevailing Wage Act.

Progress payments do not indicate acceptance of any work not in accordance with the contract documents.

**9.7 Billing Information**

As the designated Contracts Administrator, the SUPPLIER must send invoices to the following: Hoffman Estates Park District, Accounts Payable, 1685 W. Higgins Rd. Hoffman Estates, IL. 60185 Phone: (847) 885-7500

**9.8 Post Warranty Maintenance Pricing Schedule D**

SUPPLIER is to include maintenance pricing for years 2-5 as part of their proposal herein referred to as Schedule D.

Maintenance Coverage	Year	Cost
24 x 7, all parts and labor	1	\$
24 x 7, all parts and labor	3	\$
24 x 7, all parts and labor	5	\$
8 - 5, Monday through Friday, all parts and labor	1	\$
8 - 5, Monday through Friday, all parts and labor	3	\$
8 - 5, Monday through Friday, all parts and labor	5	\$

## 9.9 Purchase Agreement

SUPPLIER is to include a sample of its standard purchase agreement.

### **Conclusion**

HEPD wishes to thank all participants who took the time to respond to this RFP and who seek to do business with HEPD. It is HEPD's intent to form a long lasting, mutually beneficial, business partnership with the selected SUPPLIER.

### Summary of Exhibits

EXHIBIT 1	Terms & Instructions	Section 2
EXHIBIT 2	Supplier Information	Section 3
EXHIBIT 3	Manufacturer Information	Section 4
EXHIBIT 4	Technical Specifications	Section 6
EXHIBIT 5	Installation & Post Installation Services Agreement	Section 8
EXHIBIT 6	Financials	Section 9

# **Exhibit 1**

## **Terms and Instructions**

**1. CONTRACTOR COMPLIANCE**

Contractor shall comply with all applicable codes, laws, ordinances and regulations of the Hoffman Estates Park District, the Village of Hoffman Estates, DuPage, Cook and Kane Counties, the State of Illinois, and the Federal Government, including, but not limited to, prevailing wage (as the law applies), health and sanitation, age, workers compensation, sales tax, and equal employment, as applicable. Contractor represents and certifies to the Park District that it is not barred from entering into this Contract as a result of violations of either Section 33E-3 or Section 33E-4 of the Illinois Criminal Code (Public Contracts). Any breach by Contractor of the foregoing laws, regulations and rules shall constitute a breach by Contractor of this Agreement.

**2. CONTRACTOR EMPLOYEES AND/OR SUBCONTRACTORS**

- a. The Contractor shall maintain policies of employment as follows: The Contractor and all subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin or age. The Contractor shall take affirmative action to insure that applicants are employed, and that employees are treated during employment without regard to race, religion, color, sex, national origin or age. Such action shall include but not be limited to, the following: employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination rates of pay or other forms of compensation and selection for training including apprenticeship. The Contractor agrees to post in conspicuous places available to employees and applicants for employment notices setting for the policies of non-discrimination.
- b. The Contractor and all subcontractors shall, in all solicitations or advertisements for employees placed by them or on their behalf; state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin or age. Contractor shall also and in addition to the provision set out in this Section XIX, remain in compliance with Illinois Public Works Employment Discrimination Act (775 ILCS 10/1 et seq.) and the Illinois Human Rights Act Article II Employment (775 ILCS 5/2-101 et seq.).
- c. All Contracts for work herein are subject to the provisions of the Equal Employment Opportunity Clause of the Illinois Fair Employment Practices Commission.
- d. Pursuant to Section 2-105 of the Illinois Human Rights Act (775 ILCS 5/1-101 et seq.) ("Rights Act"), all Contract and Subcontractors must have in force and effect a written sexual harassment policy which includes at a minimum the following provisions:

1. a statement of illegality of sexual harassment;
  2. the definition of sexual harassment under Illinois law;
  3. a description of sexual harassment utilizing examples;
  4. an internal complaint process, including penalties;
  5. the legal resource, investigative and complaint process available through the Illinois Department of Human Rights (“Department”) and the Illinois Human Rights Commission (“Commission”);
  6. directions on how to contact the Department and the Commission; and
  7. Protection against retaliation as provided by Section 6-101 of the Rights Act.
- e. The Contractor understands, represents and warrants to the Owner that Contractor and its subcontractors (for which the Contractor takes responsibility to ensure that they comply with the Rights Act) are in compliance with Section 2-105 of the Rights Act and will remain in compliance with Section 2-105 of the Rights Act for the entirety of the Work. A violation of Section 2-105 is cause for the immediate cancellation of this Contract. However, any forbearance or delay by the Owner in canceling this Contract shall not be construed as, and does not constitute, Owner’s consent to such violation and a waiver of any rights the Owner may have, including without limitation, cancellation of this Contract.

**By signing this document, you agree to all the above terms and instructions as outlined in this Telephone, Network Switches, Point-to-Point Wireless, & Cabling Solution Request for Proposal**

CONTRACTOR:

By: \_\_\_\_\_

Title: \_\_\_\_\_

SUBSCRIBED AND SWORN to  
before me this \_\_\_ day of \_\_\_\_\_, 2014

\_\_\_\_\_  
NOTARY PUBLIC

## **Exhibit 2**

### **Supplier Information**

Financial Statements

Subcontractor Listing

References

**LIST OF SUBCONTRACTORS**

The Supplier herewith submits a list of subcontractors for each trade relative to the Work to be performed under the Contract with HEPD, and agrees that if selected as the Supplier, that it will promptly confer with HEPD’s agents on the question of which subcontractors the Supplier proposes to use, including submission of their qualifications. It is agreed that HEPD may substitute for any proposed subcontractor another subcontractor for the trade against whose standing and ability the bidder makes no objection in writing, and the bidder will use all such finally selected subcontractors at the amount named in their respective subcontracts, and be in every way responsible for them and their work as if they had been originally named in the RFP, the unit, total and alternate Contract prices being adjusted to confirm thereto.

Subcontractor Name & Address	Classification of Work	Amount of Subcontract
1.		
2.		
3.		
4.		



**Exhibit 3**

**Manufacturer's Information**

Financial Statements

## **Exhibit 4**

### **Technical Specifications**

Schematic of Proposed Network Design and  
other submittals

**Exhibit 5**

**Installation and Post Installation Services**

Installation Plan

**Exhibit 6**

**FINANCIALS**

Schedule A - Equipment Schedule Schedule

B – Labor Schedule

Schedule D – Post Warranty Maintenance Pricing

Schedule E – Supplier’s Standard Purchase Agreement