

**VILLAGE OF WAUCONDA**  
**101 N MAIN ST WAUCONDA, ILLINOIS 60084**

**REQUEST FOR PROPOSAL**  
**VOIP Phone System/Services**

**Schedule of Major Events**

RFP Release:	March 1st, 2023
Proposal Due Date:	April 7th, 2023 – 10:00 a.m.
Projected Contract Award Date:	May 2nd, 2023

PROPOSALS SHOULD BE EMAILED TO:

Allison J. Matson  
Village Administrator  
amatson@wauconda-il.gov

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# **PART ONE – GENERAL INFORMATION**

## **1.1 INTRODUCTION**

The Village of Wauconda’s telephone system is on an on-premise based Digium VoIP system. The Village has Comcast business internet with LTE backup.

The telephone system is over 10 years old. The systems are currently no longer supported from a warranty perspective and if any failures occur, new equipment would need to be purchased to get the systems working again. Considering this and advances in the telecommunications industry, the Village has decided to replace its system with new technology.

The Village seeks to replace its current telephone equipment with a cloud-based VoIP technology platform that will support four buildings: Administration and Finance, Police Department, Public Works and Community Development. The Village of Wauconda does not have a 911 dispatch center; it is currently outsourced to the Village of Lake Zurich.

Bidding is open to direct manufacturers of cloud based systems. Bidding is not open to resellers or value added resellers.

## **1.2 SCOPE OF WORK**

The Village of Wauconda is upgrading its telephone system. Its primary objectives are:

1. To improve service to its residents and businesses who contact them by telephone.
2. To provide uninterrupted and continuous service to constituents.
3. To minimize the complexity of managing the system.
4. Share equipment and services between facilities, reducing cost and duplication.

To replace the current telephone system that is over 10 years old. The phone and voice mail systems have been discontinued and are no longer supported by the manufacturer. The new system will include the following departments and locations:

1. Village Hall - Administration and Finance
2. Police Department
3. Public Works
4. Community Development

The Village requires the new telephone system include the capabilities and characteristics listed below.

1. A primary requirement of the Village of Wauconda's telephone system is that it provides location transparency. Location transparency includes the following:
  - a. Uniform 4-digit dialing to any telephone at any Village facility. Communications between staff is more efficient with the ability to directly dial each telephone.
  - b. The ability to transfer a call to any Village telephone at any site. This reduces the steps callers are required to make to reach the desired party.
  - c. The ability to forward any call to any other telephone in the Village.
  - d. Digitized and transcribed voice mail. This will permit messages to be exchanged easily between staff via email, simplify message retrieval, and provide long term message archival.
  - e. Uniform feature set throughout the Village system. Users going from one site to another will encounter familiar telephone system programming, telephone instruments and identical system operation.
  - f. The ability to forward unanswered and after hours calls at the PD to Lake Zurich for proper resolution.
2. The new system should continue to provide direct dialing to all staff and specific departments.
3. The system must be scalable. It must be capable of adding lines, extensions, users, and equipment to accommodate any future growth at the Village's current locations as well as the ability to incorporate additional new locations into the system.
4. The system must support site survivability. The system design must include the ability of any site to survive a disruption to the link between it and the other site. Reducing on-site hardware and utilizing cloud-based systems will enable the Village to respond to external service outages quickly and restore ability to the Village's public safety and service responsibilities. Each physical location must be fully survivable.
5. Utilize the Village's infrastructure – the challenge of providing an integrated telephone system to an enterprise with multiple locations has been greatly reduced as newer technology has been developed. With new cloud-based VoIP technology, internet circuits are dynamically available for voice and data. Reducing the need for separate "voice only" services to be provided.
6. Telephone sets – there is a need for three categories of telephone instruments (not including the attendant console).

Secretarial Telephone: It is intended for staff who have call answering responsibility for more than one person or for the Department telephone number. The telephone must be able to answer multiple lines and monitor the status (busy lamp) of others in the department. A "soft phone attendant" that provides GUI access to telephone functions on the user's PC may be an acceptable alternative.

Additionally, there should be enough ample speed dials to be able to monitor over 30 extensions across the Village.

- Staff Telephone: This phone should have from 4 to 8 programmable buttons. It is intended for staff who do not regularly assist answering calls for their department. Phones should accommodate two lines. Phones should have a full display to indicate the calling party number or name.
- Coverage Telephone: It is intended for staff who have call answering responsibility for more than one person or for the Department telephone number. The telephone must be able to answer multiple lines and monitor the status (busy lamp) of others in the department. This telephone should have from 16 to 24 programmable buttons.
- Convenience Telephone: This telephone is used for locations not dedicated to a specific staff member (i.e. lunchroom, copy room, etc.) and is not to be used for call coverage. It will be a single line telephone with from 2 to 4 programmable buttons. The buttons will be programmed for functions such as call pick-up, hold, and transfer.
- Conference Speakerphone: This set is intended for conference room applications for 5 or more participants. Set shall be full-duplex hands-free.

**Current Setup**

The Village of Wauconda’s phone system is based on 3 Digium system’s with a PBX at the Village Hall, Public Works, and the Police Department. This system allows users to dial 4 digit extension from any one location to another. Each PBX manages user voicemails and call flow at each respective location. Each location has a separate Comcast PRI for all inbound and outbound calls.

Phone system must support a minimum of 85 users and support for 4 locations. Fax numbers will continue to use local POTS lines. The following table provides requirements for stations to be provided as part of the proposed system.

Location	Device Type	Quantity
Village Hall	Polycom VVX250 - or equivalent	8
	Polycom VVX450 with sidecar - or equivalent	2
Community Development	Polycom VVX250 - or equivalent	6
	Polycom VVX450 with sidecar - or equivalent	1
Police Department	Polycom VVX250 - or equivalent	33
	Polycom VVX450 with sidecar - or equivalent	2
Public Works	Polycom VVX250 - or equivalent	11
	Polycom VVX450 with sidecar - or equivalent	1
<b>Total</b>		<b>64</b>

## 1.3 VoIP SYSTEM REQUIREMENTS

A VoIP PBX telephone system utilizes the same network (data jacks and wiring, data switches and routers) to transmit voice communications as is used by the existing data network. A separate processor(s) and software provide telephone applications and the “switching” functions required for receiving, transmitting, and processing telephone calls. VoIP telephones can occupy the same data switch port as a user’s PC (the telephone has a data switch that permits the PC to be plugged into it). Providing reliable telephone service on a data network requires that the data infrastructure support voice traffic.

The following changes would be required to deploy a VoIP PBX on the Village’s data network.

- A. Switches: Per our assessment, existing data switches can accommodate voice traffic on the Village’s data network. Although, it is recommended that these switches be upgraded in the next 12-18 months. Current switches can provide centralized POE power for VoIP telephones.
- B. Routers: Per our assessment, existing data switches are sufficient to accommodate voice traffic on the Village’s data network. Additional routing configuration may be required to accommodate VoIP traffic and ensure proper call routing and voice quality.
- C. Uninterrupted Power Supply (UPS): UPS capacity in the Villages data closets is sufficient to support the router and switch equipment.
- D. Wiring: The Village’s structured wiring systems have been upgraded and expanded to Category 5e or better to all proposed telephone locations.

Listed below are additional required features and functions:

- Applicable Regulations and Standards
  - 2005 National Electrical Code (NEC)
  - Occupational Health & Safety Administration (OSHA) Standards
  - American National Standards Institute (ANSI)
  - 2006 International Building Code (IBC)
  - Underwriters Laboratory (UL)
  - The Institute of Electrical and Electronics Engineers (IEEE)
  - TIA/EIA 568-B Commercial Building Telecommunications Wiring Standards
  - TIA/EIA 606 Building Infrastructure Administration Standard

- TIA/EIA 607 Grounding and Bonding Requirements

- Automated Attendants
- Receptionist Attendant Console
- Four (4) Digit Extension Dialing to all phones on system
- Four (4) Digit Virtual Extensions – (Mapping a 4 Digit extension to corresponding 10 Digit DID numbers on a separate phone system).
- Corporate Directory (Listing all Usernames & Extensions, sortable by first name, last name, extension, group, location)
- Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality
- Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)
- Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using
- Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)
- Busy Lamp Field (line monitor)
- Call Forwarding (user activated) Always/Call Forward Busy
- Call Forward (user activated) No Answer
- Call Forward (user activated) Not Reachable
- Call Forward (user activated) Selective Call
- Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC or mobile application (IOS and Android)
- Call Hold
- Call Park
- Call Pickup Groups
- Call Transfers
- Call Waiting
- Calling Name & Number (Caller ID)

- Custom Holiday Mode Greetings (Single program point, companywide effect)
- Conference Calling (Up to 50 Participants)
- Dedicated “All Call” Extension - Programmed to page all extensions per office by dialing a dedicated extension
- Distinctive Ringing
- Do Not Disturb
- Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)
- Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)
- E-911 Registration
- 911 Location Identification (911 operator will know what address the call is coming from.)
- Electronic Fax Capability / Inbound & Outbound Fax Messaging
- Electronic Fax to Email
- Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability
- Music/Message on Hold Capability (Vendor-Provided Source Recordings)
- Mobile application integration for IOS and Android
- Hunt Groups
- Soft Phone PC integration compatible with Windows 10 and Windows 11 and the current Edge and Internet Explorer browsers.
- User Portal & Admin Web Portal
- Voicemail to email
- Return call from voicemail - being able to call a client back quickly and easily from their recorded voicemail on the handset (without dialing the phone number)
- Simultaneous Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Dialing 4 Digits or less requested



- Solution must include both Administrative Portal for MACD (Moves, Adds, Changes, and Disconnects) functionality.
- TLS Call Encryption
- Active Directory Integration

### **Training Requirements**

State the method in which attendant, station user, system, and maintenance training requirements for the proposed VoIP telephone system will be implemented.

### **Maintenance & Support Requirements**

Vendors are required to provide standard chat, email, and telephone support services Monday thru Friday, 8:00 am to 5:00 pm (CST) for routine service requests. 24/7/365 support service will be required for issues deemed as urgent.

### **Software Upgrades**

All planned end-of-life or obsolescence must be listed in Vendor's response.

Software upgrades, patches or system revisions which are subsequently developed to correct problems or malfunctions must be provided at no additional charge, regardless of the inclusion of enhancements, for the full term of the contract.

### **System Management**

The Village wishes to manage all routine adds, moves, and changes using trained in-house staff. This allows quick response time, reduced cost, leverages existing personnel, and a high degree of familiarity with current systems.

The Village expects to continue to perform routine telephone and voice mail system changes utilizing in-house staff. System management software must be included. The new system's management program must facilitate, to the greatest degree possible, the Village's staff's job. System administration and alarm monitoring functions will be accessible via the existing data network, thus permitting access from any Village computer workstation connected to the internal network. This requirement shall include proper security measures to prevent unauthorized access to system administration functions.

## **E911 Calling Line Identification**

The system must support ANI identification to the appropriate PSAP (Public Safety Access Point) serving the Village of Wauconda. The Village expects the system to use a local telephone line (at each building) when 911 is dialed. The system must be programmed to send 911 calls placed from one area of a building out over a specified and different local line than 911 calls placed from another area of the same building.

If the proposed system cannot perform this function, please indicate how the Village of Wauconda will be able to comply with State of Illinois regulations mandating this.

## **1.4 ELIGIBLE PROPOSERS**

We will review all proposals for completeness and compliance with the terms and conditions of the RFP. Proposals clearly inconsistent with the RFP requirements will be eliminated from further consideration.

### **Designated Contact**

The individual listed below may be contacted for clarification of the proposal submission process. All questions must be emailed to:

Allison J. Matson  
Village Administrator  
amatson@wauconda-il.gov

### **Submission of Questions**

Questions regarding the Request for Proposal must be submitted in writing by March 20<sup>th</sup>, 2023, no later than 4:00 p.m. Central Time. Questions must be sent in email format to the designated contact above.

### **Proposal due date and delivery method**

All responses must be submitted via email to the designated contact above by April 7<sup>th</sup>, 2023 no later than 10:00a.m. Central Time.

### **Withdrawal of Proposal**

A proposal may be withdrawn at any time prior to the selection announcement by writing to the Designated Contact listed above.

### **Amendment of Proposal**

A proposal may be amended at any time after submission but prior to the due date by writing to the Designated Contact listed above with an addendum.

**Changes and Amendments**

We reserve the right to amend or withdraw this RFP at any time by notifying each potential proposer of record.

**Award and Finalization**

When a selection decision is made, the designated contact will notify all responsive proposer(s) of the decision by email.

The Village of Wauconda will accept proposals for telecommunications equipment for existing facilities via email to [amatson@wauconda-il.gov](mailto:amatson@wauconda-il.gov). Proposers who do not receive an email confirming receipt should follow up by phone at 847-526-9600. A list of proposers will be emailed to all proposers within 10 days after the deadline.

No fax or hard copy proposals will be accepted. It is the sole responsibility of respondents to the Request for Proposal to deliver the proposals before the stated deadline. Each Proposer is required to submit the following articles to be considered a responsible Proposer.

- a. Proposal Form including Attachments
- b. A narrative describing the proposed scope of services for the performance of this project.
- c. List of Equipment Proposed with manufacturer and model numbers and itemized pricing.
- d. A proposed implementation schedule showing milestones given in days from contract execution date.
- e. List of Any Exceptions taken to the Specifications, or a statement that no exceptions are being taken.
- f. List of References for Similar Projects with Names, Addresses, Contacts and Phone Numbers. Municipal or government references should be included if available.
- g. Acknowledgment of Receipt of these Specifications and any RFP Addendums.

The vendor must fully provide detailed pricing (to be submitted separately). While dependable service is of paramount concern to the Village of Wauconda, price is also important. A system cost analysis will include hardware acquisition, maintenance, telephone company installation and

monthly service charges. After the proposals have been reviewed, selected vendors may be requested to make a presentation of their proposed equipment to one or more Village staff. Until that time, only one price will be considered. Therefore, your quoted price should be as competitive as possible. Prices submitted after the receipt of proposals, unless requested by the Village of Wauconda, will not be considered valid.

Each vendor should place particular emphasis on describing how the proposed system best meets the immediate and future needs of the Village of Wauconda.

If a vendor omits from their Request for Proposal submission any of the materials described above, the Village will retain the right to eliminate the proposal from consideration.

All costs incurred in the preparation and submission of the Request for Proposal shall be borne by the vendor.

The Village of Wauconda is not obligated to return any responses or materials submitted by a vendor because of the Request for Proposal.

## **1.5 CRITERIA FOR EVALUATION OF PROPOSALS**

The Village of Wauconda will evaluate vendors based on the type of equipment proposed, the cost of their services and/or equipment, their ability to complete the work within a required amount of time, their past record in performing similar work and their ability to work with local staff.

Proposals will be evaluated on the factors detailed below. Proposals not meeting these factors are considered non-responsive and will not be reviewed or scored. The proposal must describe:

- **Manufacturer Strength:** Financial strength, years in business, system's market share, product's current life cycle position, accessibility of support.
- **Vendor Support:** Number of similar systems installed, manufacturer support, number of certified technicians on proposed systems, number of systems under maintenance agreements, references.
- **The proposed system's ability to meet current and potential future requirements:** Multi-site integration, ease of system administration, and flexibility of system programming.
- **System cost:** System acquisition, Telco installation and recurring charges and system maintenance.
- **Telephone instruments:** Ease of use, ergonomics, functionality, variety, and cost.
- **Level of Integration with existing equipment and facilities.**

- Be for specific services requested and described in the RFP packet.
- Contain no evidence of real or apparent conflict of interest.

All proposals will be screened for inclusion of all required information prior to release to the evaluation team. We may exclude from further consideration for contract award any non-responsive proposal or portion of a proposal. All proposals will be evaluated under the following structure:

- Functionality
- Price
- Training & On-Going Support
- Experience and References

## **PART TWO - INSTRUCTIONS FOR SUBMITTING A PROPOSAL**

### **2.1 GENERAL INSTRUCTIONS**

- Emphasis must be placed on addressing all the requirements of this RFP in a clear and concise manner.
- All applicable attachments must be submitted as part of the proposal.
- Any proprietary information should be clearly marked as confidential. However, proposers should be aware the Village is subject to FOIA laws.

### **2.2 VENDOR OVERVIEW**

- Please describe your company's history and values
- Please provide contact information for a main point of contact submitting this RFP on behalf of your company
- Notable Awards or Recognitions

### **2.3 SECURITY, UPTIME, AND REDUNDANCY**

- Please describe your company's failover and redundancy capabilities and their ability to ensure uptime and availability of the hosted VoIP system.

## 2.4 TECHNICAL CHECKLIST

Requested Features/Services	Feature Included in Service Yes/No	Notes, Disclaimers or Caveats
<b>1. CRITERIA #1 - Basic System Requirements (All Users)</b>		
The VoIP System must be sized to accommodate (at minimum) 85 handsets/seats, with the ability to increase in size if needed in the future.		
Core onsite and offsite hardware must be configured for high availability failover (providing for redundancy) Automated Attendants		
Receptionist Attendant Console		
Four (4) Digit Extension Dialing to all phones on system		
Four (4) Digit Virtual Extensions – (Mapping a 4 Digit extension to corresponding 10 Digit DID numbers on a separate phone system).		
Individual DID #'s provided for all users		
Corporate Directory (Listing all Usernames & Extensions, sortable by first name, last name, extension, group, location)		
Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality. All email functionality must be compatible with Office 365.		
Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)		
Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using		

Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)		
Busy Lamp Field (line monitor)		
Call Forwarding (user activated) Always/Call Forward Busy		
Call Forward (user activated) No Answer		
Call Forward (user activated) Not Reachable		
Call Forward (user activated) Selective Call		
Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC, or mobile application (IOS and Android)		
Call Hold		
Call Park		
Call Pickup Groups		
Call Transfers		
Call Waiting		
Calling Name & Number (Caller ID)		
Custom Holiday Mode Greetings (Single program point, companywide effect)		
Conference Calling (Up to 50 Participants)		
Dedicated "All Call" Extension - Programmed to page all extensions per office by dialing a dedicated extension.		
Distinctive Ringing		
Do Not Disturb		

Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)		
Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)		
E-911 Registration		
911 Location Identification (911 operator will know what address the call is coming from.)		
Electronic Fax Capability / Inbound & Outbound Fax Messaging		
Electronic Fax to Email		
Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability		
Music/Message on Hold Capability (Vendor-Provided Source Recordings)		
Mobile application integration for IOS and Android		
Hunt Groups		
Phone PC integration compatible with Windows 10, Windows 11 and the current Edge and Internet Explorer browsers.		
Priority Alert - make your phone ring differently based on specific call.		
User Portal & Admin Web Portal		
Voicemail to email		
Simultaneous Ring		
Selective Call Acceptance		
Selective Call Rejection		
Speed Dialing - 4 Digits or less requested		



Solution must include both Administrative Portal for MACD (Moves, Adds, Changes, and Disconnects) functionality.		
<b>2. CRITERIA #2 - Training</b>		
Web session for local system administrators		
Online computer-based training (CBT) included for ongoing and follow-up training		
<b>3. CRITERIA #3 - Maintenance &amp; Support</b>		
Support services provided Monday thru Friday, 8:00 am to 5:00 pm (CST) for routine service requests?		
24/7/365 support service provided for issues deemed as urgent?		

## ATTACHMENT A

### PRICING SUMMARY

Include a detailed pricing including a list of costs for services to be performed and fully explain the nature of these charges i.e., how costs are broken down (i.e., per day, hour, service, associated fees, etc.)

Monthly Description	Monthly Fee	Quantity	Total Monthly Fee
Standard Phone license (includes majority of features on desktop/mobile app minus options in Advanced phone license)		74	
Advanced Phone license (includes ability to text, fax, international calls, and everything in Standard License)		10	
Additional Phone Numbers to have on file for future use		56	
<b>Total Monthly Fee - pre-taxes and fees</b>			
Taxes/Fees			
<b>Total Monthly Phone Service</b>			

One Time Implementation Fee and hardware	Price	Quantity	Total Price
Managed Port		140	
Phone Implementation		1	
Polycom VVX250 – or equivalent		58	
Polycom VVX450 - with side car for up to 90 additional speed dials 0 – or equivalent		6	
<b>Total Implementation Cost</b>			

COMPANY NAME: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

# ATTACHMENT B

## REFERENCES

Vendors must provide a minimum of three (3) references for installed systems of at least 100 seats or larger with a set of features as proposed that were installed for government entities. Failure to provide the following information at the time and date this RFP closes could affect proposer's evaluation score under the qualification's evaluation criteria.

### REFERENCE 1.

Name of the firm and point of contact to which the service was provided

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System Size \_\_\_\_\_ Telephone Number \_\_\_\_\_  
Email \_\_\_\_\_

### REFERENCE 2.

Name of the firm and point of contact to which the service was provided

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System Size \_\_\_\_\_ Telephone Number \_\_\_\_\_  
Email \_\_\_\_\_

### REFERENCE 3.

Name of the firm and point of contact to which the service was provided

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System Size \_\_\_\_\_ Telephone Number \_\_\_\_\_  
Email \_\_\_\_\_