

The City of Rensselaer
IP Telephone System and
Internet Service
Bid Specifications



A. City of Rensselaer

1. CLIENT BACKGROUND

The City of Rensselaer is a municipal government located in Rensselaer County, New York. There are 2 primary buildings of focus.

City Hall
62 Washington St.
Rensselaer, NY 12144

Police Department
201 Broadway Ave
Rensselaer, NY 12144

Bid 1

2. SCOPE OF ASSIGNMENT

The goal of the City of Rensselaer is to enhance its current technology investment by upgrading the current telephone system by installing a state-of-the-art VoIP telephone system. The system needs to provide the ability to 4-digit dial between the two offices and must meet the recording needs of the Police Department outlined later in this section.

Below is a summary of the data network and current telephone services.

Data Network

- Both buildings are connected via private fiber for data and phone system communication.
- Internet is currently being provided via Spectrum Coax connections at each site. (The City is currently reviewing proposals to upgrade each location to Fiber).
- Located at City Hall (62 Washington), there are a total of (4) 48 Port Cisco POE Switches
- Located at the Police Department (201 Broadway Ave), there is (1) 48 Port Cisco POE switch

Telephone Connectivity @ City Hall (62 Washington St)

- Telephone service is being provided via a PRI
- In addition, there are 22 POTS Lines that are mainly fax machines, however there are a few for Elevator, Fire & Burglary.
 - 1 Elevator Line located at City Hall
 - 1 Fire Alarm Line located City Hall
 - 2 Burglary Alarm lines at City Hall

Telephone Connectivity @ City Hall (201 Broadway Ave)

- Telephone service is being provided via a PRI located at City Hall
- In addition, there are 18 POTS Lines that are a combination of 6 fax lines, 5 lines in hunt group for dispatch and 911, and 7 unidentified POTS lines.

Police Department Recording Requirements

For the Police Dept., the proposed phone system should incorporate and be compatible with the existing Verint AudioLog recording system which utilizes the following Telephone Logger Patch: DynaMetric TLP-105SYL.

The following physical phones will need to be recorded:

Dispatch 1 – recorded all of the time

Dispatch 2 – recorded all of the time

Juvenile – recorded all of the time

An additional (7) phones will need to be recorded but have the ability to be turned off, on demand.

Bluetooth headsets will be used on at least 2 phones.

3. CURRENT TELEPHONE SYSTEM & EXTENSION LISTING

The City currently has Cisco Call Manager Express with 2 Routers located at City Hall and the Police Department. Existing data and telephone equipment currently installed at the City of Rensselaer:

CITY OF RENSSELAER PHONES, FAXES, & CONFERENCE PHONES					
1ST FLOOR			Phones	fax	conf
MAYOR	Mayor Mike Stammel	phone	1		
	Erica Jackson	phone	1		
	Conf Room	phone - Polycom			1
	Fax	Fax		1	
ASSESSOR	Sharon Martin	phone	1		
	Fax	Fax		1	
PURCHASING	Rich Berhaupt	phone	1		
	Jessica Marvelli	phone	1		
	FAX	Fax		1	
ENGINEER	Bill Smart	phone	1		
	Mark Hendricks	phone	1		
2ND FLOOR					
CLERK	Nancy Hardt	phone	1		
	Julie Bink	phone	1		
	Nancy Consolo	phone	1		
	Safe-BackRoom	phone	1		

	FAX	Fax		1	
TREASURER	Mike	phone	1		
	Andrea	phone	1		
	Kristin Qua	phone	1		
	FAX	Fax		1	
PLANNING	Ketura Vics	phone	1		
	Amy Lolik	phone	1		
	Rick VanVorst	phone	1		
	Jack Bonesteel	phone	1		
BUILDING	Kyle Woodard	phone	1		
	Ben Akin	phone	1		
	Gary Flynn	phone	1		
	Fran	phone	1		
	FAX	Fax		1	
DPW	Jim Brady	phone	1		
	FAX	Fax		1	
WATER	Mary Cramer	phone	1		
	Jaurden Cramer	phone	1		
	Meter Reader operator	phone	1		
	Combined Sewer Operator	phone	1		
	FAX	Fax		1	
HR	Irene Sorriento	phone	1		
	Jodi Mayforth	phone	1		
	FAX	Fax		1	
COMPTROLLER	Steven Terry	phone	1		
	Ely Vargas	phone	1		
	Mike Slawson	phone	1		
	FAX	Fax		1	
YOUTH	Dan Dwyer Jr.	phone	1		
HISTORIAN	Victor Batorski	phone	1		
Police Department					
	CHIEF FRANKOSKI	Phone	1		
	DEPUTY CHIEF FAMIGLIETTI	Phone	1		
	DET/SGT MCCOY	Phone	1		
	DET. HANSEN	Phone	1		
	DET. EARING	Phone	1		
	SERGEANTS ROOM	Phone	1		
	SR. CLERK CARYOFILLES	Phone	1		
	CLERK RYAN	Phone	1		

	CONFERENCE ROOM	Phone	1		
	BOOKING ROOM 1	Phone	1		
	BOOKING ROOM 2	Phone	1		
	CELL BLOCK ROOM	Phone	1		
	EVIDENCE ROOM	Phone	1		
	FORENSIC ROOM	Phone	1		
	INTERVIEW ROOM	Phone	1		
	JV ROOM	Phone	1		
	DISPATCH PHONE 1	Phone	1		
	DISPATCH PHONE 2	Phone	1		
518-694-4440	Records Dept Fax	fax		1	
518-694-4441	Detective Office Fax	fax		1	
518-434-0539	Communications Fax	fax		1	
518-462-6610	Drug Line Fax	fax		1	
518-694-4435	Records Fax	fax		1	
518-598-1479	DC Fax	fax		1	
	Total Count		52	16	1

In addition to the devices above, the Police Department requires 33 voicemail-only mailboxes to support 30 members of the police staff as well the Drug Line, Emergency Line, and Parking Lines.

These lines will not require a physical phone but simply need the ability to maintain and have access to a private mailbox.

4. SITE TOUR

A tour of City of Rensselaer and its current system is available to those interested. Such requests should be made at least 48 hours in advance and will be scheduled during normal business hours, currently Monday through Friday from 9 a.m. to 3 p.m.

All requests should be directed to Erica Jackson at 518-462-9511 (City of Rensselaer – Mayors office)

5. TRAINING

The City of Rensselaer, as part of the proposal, will require administrative and end-user training. The training should be performed on-site and should be conducted about the same time period as the actual network installation. Training should be done on a departmental basis.

- Basic telephone system operation for end users
- Basic voicemail operation
- Switchboard Console Training
- Basic administrator training (e.g. set up new extension & mailbox)

6. BASIC REQUIREMENTS

The system needs to provide basic telephone system capabilities. Please provide a list of included features.

Each phone needs to support multiple lines, park, intercom, page, call forwarding, direct dial, and provide the ability to see other extensions when they are on the phone. We also use voicemail to email. All phones must be Gigabit and in new condition. Our current phones do not have many buttons and are limited in what they can do.

In the future, we may decide to add on a few other locations. It is critical that the solution be cost effective and scalable to some of our other smaller locations (Library, Dept of Public Works, Water & Sewer, etc.). Please provide a separate quote for adding our DPW building with 6 phones.

Due to the recent importance of being able to work from home, please identify any capabilities that would allow our staff to work from home if required.

Please include with your RFP Response the following info:

1. List of included features
2. Description and picture of phones provided.
3. A separate quote for DPW building. 4 telephone lines and 6 phones
4. Identify capabilities that can allow staff to work from home and outline of costs.
5. Support, Maintenance and Upgrade costs for one year.

Any additional items/options may be listed as à la carte.

7. PROPOSAL REQUIREMENTS

Please provide a proposal for the equipment needed. In addition, to the hardware described above, the City has the following needs.

- Approximately (10) Phones will need to be installed on the wall.
- We have (2) reception areas that have additional buttons on their phones that allow them to see all extensions.
- The current network POE switches need to be replaced as they are out of warranty. The City of Rensselaer IT Department currently manages and requires Cisco Small Business, Layer 3 Switches, that support stacking capabilities and Power over Ethernet (POE+). Please add SMARTnet protection for a period of 3 years. (If this cannot be provided, please specify in your proposal.)

Any additional items/options may be listed as à la carte.

Bid 2

7(A). FIBER DELIVERED INTERNET SERVICE BID SPECIFICATION (SEPARATE BID)

**Below are the minimum specs for the fiber delivered internet service
for 62 Washington Street and 201 Broadway:**

Public Static IP: /28 (13 addresses)

Bandwidth: 100/100 Mbps

Service Availability, End to End: 99.9%

Mean Time To Restore (MTTR): 4 hours

Latency Scope, Round Trip: 45ms

Network Jitter: <2ms

Network Packet Delivery: <0.1% loss

Service Credit if above SLAs are not met Dedicated Account

Representative Dedicated Service Representative

8. PROPOSAL SUBMISSION, CONSIDERATION & DUE DATE

All proposals must be submitted to the Office of the Rensselaer City Clerk, 62 Washington Street, Rensselaer, New York 12144, with a fully executed Non-Collusive Bidding Certification, on or **before July 13th, 2020 at 3:00 PM.** Offers received after this time will not be considered or accepted.

Proposals will be considered based on price, best value, ability to meet the needs of our basic requirements and having a single source for support. The City of Rensselaer reserves the right to reject any and all bids

9. OFFER AND ACCEPTANCE

The selected firm will be forwarded original purchase agreements for signature. Upon City of Rensselaer receipt, they will be submitted for final execution and one (1) fully executed original will be returned to the Vendor for commencement of the project.

Thank you for your prompt attention to this request, and please contact Philip J. Danaher, Corporation Counsel at 518-462-9511 (City of Rensselaer – Mayors office) should you have any questions.

NON-COLLUSIVE BIDDING CERTIFICATION

(Pursuant to 103d of the General Municipal Law of the State of New York)

1. The Bid herewith submitted has been arrived at by the Bidder independently and has been submitted without collusion with any other vendor of materials, supplies or equipment of the type described in the invitation for bids; and
2. The contents of the bid have not been communicated by the bidder, nor to its best knowledge and belief, by any of its employees or agents, to any persons not an employee or agent of the bidder or its surety on any bond furnished herewith prior to the official opening of the bid.

Company Name _____

Signature _____

Title _____

Date _____