



Holland Board of Public Works



**Cisco Phone System Upgrade
Request for Proposal**

Date: July 30, 2020 rev 9

Invitation to Provide Proposal

Dear Bidder,

You are formally invited to provide a proposal to supply equipment and services to upgrade the existing Cisco phone system owned jointly by the Holland Board of Public Works (HBPW) and Grand Haven Area Public Schools (GHAPS). This bid process will be done competitively utilizing a sealed bidding process. Bids will be evaluated using the criteria described within this Request for Proposal. Please send **electronic PDF file via email** to the contact below. All bids must be received prior to the time indicated below to be considered. If it is your intent not to provide a proposal please notify of such by phone or email.

Label Sealed Bids:

“Cisco Phone System Upgrade 2020”
“CONTRACTOR NAME”

Send bids Contact:

Cindy Scholten
cscholten@hollandbpw.com
(616) 355-1582

Bid Opening:

Bids must be received prior to 12:00PM on Sept 3, 2020.

At 2:00 PM on Sept 3, 2020 the bids will be opened and results distributed back to respondent bidders. The bid opening is open for attendance, but it is not required. The bid opening and viewing format is likely to be through teleconference based on current COVID-19 restrictions.

Thank you for your participation in this process. Please let me know if you have any questions or concerns.

Regards,
Pete Hoffswell

Broadband Services Manager
Holland Board of Public Works
ph# 616-355-1624
phoffswell@hollandbpw.com



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1. Disclaimer

ATTENTION: It is each bidder’s responsibility to read and understand ALL sections of this RFP and Appendixes and seek clarifications as necessary.

2. Project Overview

This project is to supply equipment and implementation services for an upgrade to the existing Cisco phone system owned by HBPW and GHAPS. The upgraded system solution will be shared by multiple entities communicating over the existing fiber optic networks, owned by HBPW,



GHAPS and Ottawa County. The phone system is part of a publisher subscriber system with equipment owned by Holland BPW and Grand Haven Area Public Schools.

3. Project Expectations

- a. The phone system upgrade shall;
 - 1) Be a secure telecommunications system
 - 2) Be installed safely and efficiently
 - 3) Take advantage of the latest advances in telecommunication technology
 - 4) Provide redundancy in call handling and routing
 - 5) Maintain same or better functionality, including existing customizations

4. Project Schedule (Tentative)

- a. The project schedule is tentatively scheduled as follows:
 - 1) August 5, 2020 – Bid Package sent out to Bidders
 - 2) August 21, 2020 – End of Question/Answer period
 - 3) September 3, 2020 – Bid Package returned to HBPW
 - 4) September 24, 2020 – Bid evaluation complete
 - 5) September 28, 2020 – Award of business
 - 6) October 2020 – Contract legal review and approvals
 - 7) November 2020 Purchase orders issued
 - 8) November 2020 – Project planning and equipment ordering
 - 9) Nov/Dec 2020 – Equipment install, system outages and cutovers
 - 10) January 1, 2021 – Project completed

5. Scope of Supply

- a. Contractor Shall Supply the Following:
 - 1) Personnel
 1. All Labor needed to complete the job
 - a. Trained, safe, qualified and effective personnel.
 2. All supervision to complete the job
 - 2) Equipment
 1. All equipment needed to complete the job
 - 3) Tooling
 1. All tools, and specialty tools needed to complete the job
 - 4) Material
 1. All materials needed to complete the job

6. RFP Response & Bid Form

- a. The response and bid form should include the products and services covered in this joint RFP. The bid form found in Appendix B is a preliminary version. See the bid form for additional terms.
- b. The intention is to split this project into two contracts and associated purchase orders. The cost sharing between HBPW and GHAPS will be determined in cooperation with the winning bidder. The contracts awarded will be subject to the standard terms and conditions at HBPW and GHAPS. HBPW has supplied their terms and conditions in Appendix C.

7. Pre-bid Discovery and Question & Answer Period

- a. All requests for additional information and any questions should be directed to Steve Root at sroot@hollandbpw.com

- b. All interested vendors must provide contact information for their designated representative with the RFP response. This representative will receive any additional information and Q&A responses.

8. Appedixes

- a. Appendix A – Virtual Machine Details
- b. Appendix B – Bid Form
- c. Appendix C – HBPW Standard Service Contract

9. Scope of Work Overview

- a. Vendor shall provide unified solution with requirements to install, configure and test at multiple locations. Locations are within a 15 mile radius of HBPW and GHAPS data centers.
- b. Vendor to conduct system wide review of all Cisco equipment, software, licenses, devices and firmware. Recommend upgrade and replacements to ensure operation and support for three (3) years with new and remaining Cisco UCM system components.
- c. Vendor to ensure that all new and existing Cisco components will work together. Review and recommend changes to publisher/subscriber design. Coordinate project timelines between both system owners.
- d. Winning bidder/vendor to meet with Owners as necessary to finalize system design, hardware and schedule. Owners shall issue written approval of accepted design.
- e. Vendor shall understand that system will handle public safety calls.
- f. Vendor to upgrade and provide continued use of:
 - 1) Cisco Call Manager system wide.
 - 2) Cisco Unity Connection system wide.
 - 3) Cisco Emergency Responder system wide.
 - 4) Cisco Jabber and IM and Presence system wide.
 - 5) Cisco Prime License Manager system wide.
 - 6) ADLDS directory integration system wide.
 - 7) Cisco Contact Center Express at HBPW.
- g. Vendor to maintain operation of Singlewire Informacast servers located on UCM VM hosts. One server (not redundant) at HBPW and GHAPS. Backup, re-install, re-host as needed.
- h. Vendor to provide continued interface to:
 - 1) Enghouse QMS call recording server at HBPW.
 - 2) Milsoft IVR system at HBPW.
 - 3) Singlewire Informacast system at HBPW.
 - 4) Cisco Paging Server (Singlewire Informacast) at GHAPS.
- i. Vendor to provide pricing on the following configuration:
 - 1) Redundant servers running on virtual machine hosts. Shared instances of call manger and voicemail applications. SWSS and SNT support. Upgrade all UCM applications to version 12.5.
- j. Vendor to review current voice gateways and interface cards in service and replace those that are EOL/EOS in the next 2 years. Provide breakdown for each entity.

- k. Vendor to provide pricing to replace existing BEK7 servers. Recommend best hardware/configuration to be equal or better than current system specification for users and devices counts, and feature set.
- l. Vendor to conduct system wide review of all analog device interfaces (ATA, VG, fax) and maintain functionality. Recommend changes as needed.
- m. Vendor to conduct system wide review of all desksets and headsets. Recommend replacements for EOL/EOS and non-compliant hardware.
- n. Vendor to quote cost of replacement desk sets compatible with recommended system configuration. Quantities and models to be determined.
- o. Vendor to recommend softphone solution to replace existing 7942 phones interfaced to Contact Center Express at HBPW.

- p. Review UCM system Microsoft Domain Controller configurations. Consult with owners on DC configuration. Recommend redundant DC design.
- q. Vendor to upgrade two existing DC servers to Windows Server 2019-64bit. Provide pricing on required licensing.
- r. Perform review of DNS settings in UCM system. Consult with owners on DNS configuration. Recommend solution to add redundant DNS servers.
- s. Vendor to upgrade one existing backup server to Windows Server 2019-64bit. Provide pricing on required licensing.
- t. Vendor to review and maintain existing server backups on all UCM servers. Recommend changes as needed.
- u. Review ADLDS, Multiforest, LDAP integration. Understand and maintain functionality.
- v. Vendor to upgrade 2 existing ADLDS servers to Windows Server 2019-64bit unless a new solution is provided under options. Backup, re-install, re-host as needed.

- w. Option: Vendor to review and recommend possible implementation of Finesse.
 - 1) Limited to basic features of this package to allow softphone functions, queue login/out, status displays, chat. Include supervisor monitoring and reporting.
- x. Option: Vendor to quote optional installation and configuration of Prime Collaboration Deployment Tool for use on this upgrade project.
- y. Option: Provide optional 3-year vendor maintenance quote for all hardware/software. Include yearly costs for 30 hour block of routine changes and basic troubleshooting and 30 hour block of advance troubleshooting. Include all terms and conditions that apply.

10. Vendor Deliverables

- a. Provide all necessary hardware/software/licenses to install, own, use and maintain the system delivered. Assist with any conversion or changes to Cisco licensing or licensing models.
- b. Provide proof of purchase and registration of all licensing and support in Owners names. Associate all licensing and support purchased to Owners account at Cisco.com
- c. Configure, install and test all new voice gateway equipment.
- d. Assist with install of all server and closet equipment in existing racks and backboards.
- e. Ensure all security configuration is applied – system and phone security. Provide services to create, install and verify/test all security certificates needed for correct system operation.
- f. Configuration file backups for all Cisco non-server phone system equipment placed on owners file server.



- g. Configure/maintain and verify backup routines for all Cisco application server configurations and databases.
- h. Test / validate IP routing
- i. Configure / test all site failover features and functionality
- j. Maintain/configure/test intercom and paging connections where required.
- k. Configure/test DNS functionality and any accepted DNS changes.
- l. Configure/test DC functionality and any accepted Domain Controller redundancy changes.
- m. Maintain/configure/test voice mail forward to email (single in box).
- n. Maintain/Configure/test integration with existing Milsoft IVR system at HBPW.
- o. Maintain/configure/test integration with existing Informacast servers.
- p. Provide 90 day post installation support for troubleshooting and solving unforeseen issues that may arise. This support shall include onsite response by a Cisco Certified Voice Engineer within 1 business day.
- q. Provide project manager to oversee and document the project
- r. Perform a knowledge transfer to Holland BPW and Grand Haven Public Schools staff.
 - 1) Documentation of final design – as built.
 - 2) Review design and basic system administration training session 6 hours at Owners location.
- s. Supply new equipment (not refurbished, used, end of life, end of support).
- t. Provide full manufacture's part number, full description and quantities supplied of all equipment and licensing being proposed/quoted.

11. Customers' Responsibilities

- a. Customer to ensure all network cabling, network switch ports and internal routing is in place to support system install and operation.
- b. Customer to ensure 19" rack space available, conditioned 120V AC power and Cat5/6 patch cords available as needed. Assist with on-site equipment installation as needed.
- c. Customer to provide UPS power for servers and critical equipment.
- d. Customers to provide VPN access to UCM and related equipment to allow remote workers to configure and test.
- e. Provide access to the sites.
 - 1) Vendor will be provided with a contact person at each location through which to coordinate on site work.
 - 2) While at the HBPW Contractor ID badges will be given to each person working onsite and must be worn for the duration of the project and returned at the completion of the project.
 - 3) While at GHAPS, vendor/contractor employees must follow security policies.
- f. Provide personnel to:
 - 1) Meet with vendor as necessary to discuss the work activity and progress.
 - 2) Provide vendor personnel with safety rules and required training to work in various locations.

12. Safety and Conduct

- a. The contractor will adhere to the facility safety rules. A copy of the facility safety rules will be given to the Project Manager.
- b. Contractors are required to be compliant with all applicable OSHA and MIOSHA rules, laws and regulations.
- c. Hardhats and safety glasses are required at some facilities. These will be provided as necessary.
- d. All work shall be performed in accordance with good safety and housekeeping practices and OSHA requirements.



13. Past Performance

Bidder to supply three (3) references for phone installations completed in the last 5 years similar in type to the phone system proposed. Include the company name, a description of the project showing it is of the similar type and scope as this project, contact name, and phone number.

14. General Rules and Regulations

Ownership of all data, materials, licensing and documentation originated and prepared for the HBPW and GHAPS pursuant to this RFP shall belong exclusively to the HBPW and GHAPS and be subject to public inspection. Trade secrets or proprietary information submitted by a bidder shall not be publicly disclosed; however, the bidder shall invoke the protection of this section prior to or upon submission of the data or other materials and must identify the data or other materials to be protected and state the reasons why protection is necessary. Disposition of material after award is made should be stated by the bidder.

15. Rejection/Withdrawal of Proposals

Rejection of Proposals: The right is reserved by the HBPW/GHAPS at its discretion to reject any or all proposals or parts thereof. The HBPW/GHAPS reserves the right to waive defects or informalities, to negotiate with bidders and to accept the proposal deemed to be in the best interest of the HBPW/GHAPS.

Withdrawal of Proposals: Proposals may be withdrawn on written request from the bidder at the address shown in the solicitation prior to the time of acceptance. Negligence on the part of the bidder in preparing the proposal confers no right of withdrawal after the time fixed for the acceptance of the proposals.

16. Validity of Proposals

Bidders agree that proposals will remain firm for a period of sixty (60) calendar days after the date specified for the return of proposals.

17. Confidentiality

The successful bidder will be responsible for maintaining the confidentiality of the HBPW/GHAPS records and data, which cannot be sold, shared or otherwise disclosed to other companies or individuals without written permission from the HBPW/GHAPS.

18. Disputes

Should disputes, alternatives or other disagreements related to the performance of the work herein described arise between the HBPW/GHAPS and the Contractor, the parties hereto shall negotiate in good faith in an attempt to resolve same; such negotiations shall be condition precedent to any remedy at law.

19. Conflict of Interest

The Bidder certifies that to the best of their knowledge no employee of the HBPW/City of Holland/Holland Township, nor any member thereof, nor any public agency of official effected by this Agreement that results from RFP, has any pecuniary interest in the business of the bidder, and that no person associated with the bidder has any interest that would conflict in any manner with the performance for the Agreement.

20. Notification of Award

Services are not to begin until receipt of Purchase Order Notice to Proceed by the HBPW Purchasing Agent. Performance time and dates are determined solely by the contractor and any modification thereto.

21. Payment

HBPW proposes the following payment structure:

- a. 50% of Professional Services fee upon delivery of an approved project plan.
- b. 40% of Professional Services fee upon cut-over to new system
- c. 10% of Professional Services fee upon project completion sign-off
- d. 100% of Equipment upon delivery
 - 1) Per unit pricing where applicable to be billed directly to the receiving entity

22. Proposal Requirements

HBPW/GHAPS has structured this RFP to facilitate evaluation of proposal offers received. Proposals should be prepared in a manner consistent with these requests. Alternate proposals submitted should include sufficient detail and information about the alternative to allow effective evaluation of technical applicability and cost. Alternative proposals that are technically acceptable and cost effective will be given consideration.

If subcontractors are intended for any portion of the services, each subcontractor and subcontractor work scope must be identified in the proposal.

All exceptions and deviations from the RFP documents shall be on a separate attachment titled "Exceptions and Deviations". Partial or incomplete proposals may not be considered. Any proposal received after the due date and time stated in this proposal shall not be considered and returned to bidder.

Each proposal shall show the full legal name and business of the supplier and shall be signed with the usual signature of the person or persons authorized to bind the supplier and shall be dated. The name of the signatory shall be typed or otherwise clearly imprinted below each signature. When requested, satisfactory evidence of authority of any signature on behalf of the supplier shall be furnished.

Prospective bidders shall make whatever arrangements are necessary to become fully informed regarding existing and expected conditions that might in any way affect the cost of the performance of the work. Failure to fully investigate the jobsites shall not relieve the supplier from responsibility. If awarded the Contract, bidder shall not be allowed any extra compensation by reason of any matter or thing concerning which such Bidders might have fully informed themselves because of their failure to have so informed themselves prior to the bidding.

23. Project Manager Responsibilities

The contractor must supply a project manager that will serve as the point of contact for the HBPW/GHAPS contacts. This person will be responsible for coordinating the project and contractors efforts.

24. Project Submittals and Meetings

All submittals shall be provided to HBPW/GHAPS within 30 days of project completion acceptance.

- a. Provide final installation documentation for all work that is performed
- b. Weekly status and coordination meetings from date of award through the completion of the project
- c. Final as-built documentation of implemented solution
- d. Written confirmation of products / licenses / support agreements purchased through Cisco
- e. Information regarding the verification tests run on the installed components that are part of the project, and the results of those tests

- f. Detailed documentation of all configuration and procedures associated with the installation outlined under Vendor Deliverables for the project using system screen shots, device configurations and narratives where appropriate

25. Technical Approach

The contractor will provide a proposed project schedule including total time to complete proposed work including timelines for each phase and each location. They will also supply a detailed design for the complete solution along with an implementation plan including strategy, order of implementation, testing strategy, etc. The contractor will provide a Statement of Work for all sites installations to include line item descriptions and pricing, design strategy for each site, project manager references and contact information.

26. Warranty

Bidder must provide in the proposal the details on warranty provided for labor and materials for this project. Warranty shall be at a minimum 1 year from completion of the project.

27. Bid Award

The bid award shall be based upon HBPW's determination of the lowest and best responsible and responsive bid proposal, considering such items as presentation, qualifications, and references.

28. Proposal Preparation

Proposals should be prepared simply and economically, providing straightforward, concise descriptions of capabilities. Emphasis should be on completeness and clarity of content. Bidders may be required to give an oral presentation to the HBPW to clarify or elaborate a proposal.

Ownership of all data, materials, licensing and documentation originated and prepared for the HBPW/GHAPS pursuant to this RFP shall belong exclusively to the HBPW/GHAPS and be subject to public inspection in accordance with the Michigan State Laws publicly disclosed; however, the bidder shall invoke the protection of this section prior to or upon submission of the data or other materials and must identify the data or other materials to be protected and state the reasons why protection is necessary.

Proposals shall contain the following information in the sequence listed:

- a. Name of firm and submitting proposal; main office address; when organized; if a corporation, when and where incorporated; appropriate Federal, State and City registration numbers; the date until which the information in the RFP is binding; and the names and addresses of the service, fiscal and technical representatives who would handle the HBPW's account.
- b. Understanding of the problem and technical approach.
 - 1) Statement and discussion of the requirements as they are analyzed by the Bidder.
 - 2) Bidder's definitive Scope of Work with explanation of technical approaches and a detailed outline of the proposed plan for executing the requirements and achieving the objectives of this RFP.
- c. Treatment of the Issues – In this section, bidders may comment, if deemed appropriate, on any aspect of the RFP including suggestions on possible alternative approaches to the coverage, definition, development and organization of the items presented in the Specification section of this RFP.
- d. Statements of Qualifications
 - 1) Organizational and staff experience: bidders must describe their qualification and experience to perform the work described in this RFP. Information about experience should include direct work with the specific subject matter. Include resumes of key staff who would work directly with the HBPW/GHAPS.

- 2) CCIE Voice certified design/installation engineers must be part of the implementation team. Senior level Cisco CCIE Voice certified engineer for design and onsite implementation preferred.
 - 3) PMP Certified Project Manager preferred.
 - 4) References: Submit 3 references from recent or current customers for similar projects. Provide complete contact information.
 - 5) Personnel: Any subcontractors who will be assigned direct work on this project should be identified and brief descriptions provided. Information is required which will show the composition of the task or work group, its specific qualifications and recent relevant experience. The technical areas, character and extent of participation by any subcontractor or consultant must be indicated and the anticipated sources identified.
 - 6) Financial Responsibility: latest audited statements, annual or quarterly reports, rating from a nationally recognized credit rating organization or any other acceptable proof of financial responsibility may be requested during evaluation of proposals.
 - 7) Any drawings and descriptive matter submitted by the successful bidder will be retained by the HBPW. Any material departure from these drawings and descriptive matter as submitted will not be permitted without written permission from the HBPW.
- e. Cost
 - f. Estimate of hours and project schedule
 - g. Provided cost for performing the work described in this proposal, to include all costs to perform the work scope defined including labor, supervision, equipment, tools, travel and living for on-site personnel, overhead, off-site support, and typical consumables. Additionally, provide hourly labor rates for any support services. A spreadsheet with the breakout of these costs will facilitate evaluation and avoid misinterpretations.

29. Evaluation Criteria

At minimum, the following factors will be considered in the award of this contract:

- a. Required Submittals
- b. Qualification of the firm with appropriately qualified and experienced personnel.
- c. Depth of response to this proposal as outlined in the section titles Proposal Preparation, and addressing all items in the Scope and Deliverables section herein.
- d. Information received from references.
- e. Cost
- f. Conformance to specifications
- g. Ease of contracting (i.e. number of exceptions to the contract)

The HBPW/GHAPS reserves the right to select the proposal which best suits their needs, whether the price is the lowest or not, and also reserves the right to reject all proposals or waive informalities.

30. Required Submittals

Each bidder responding to this RFP must supply all the required documentation. Failure to provide the documentation with response will result in the proposal being declared "non-responsive".

It is the bidder's responsibility to clearly identify and to describe the services being offered in response to the RFP. Bidders are cautioned that organization of their response, as well as thoroughness is critical to the HBPW's evaluation process. The response should be completed

legibly and all required supplemental information must be furnished and presented in an organized and easy-to-follow manner.

31. Contract Award

A contractual agreement will be negotiated with the successful bidder. On award of this project, the successful bidder shall furnish a Certificate of Insurance naming the HBPW/GHAPS as an “additional insured” for the work to be performed; a Performance Bond in an amount equal to 25% of the Contract price, guaranteeing faithful compliance with all requirements of the Contract and complete fulfillment of the Contract, and payment of all labor, material, and other bills made in carrying out this contract.

32. Notification of Award

Services are not to begin until receipt of Purchase order/Notification of Award or other notifications by the HBPW Purchasing Agent to proceed. Performance time and dates are determined solely by the contract and any modification thereto.



Appendix A
Virtual Machine Details May 27, 2020
All information subject to change based on live system review.

Physical Server Summary		Form Factor	Virtualization Software SKU	Server SKU	Quantity
BE7000 (M3)	UCSC-C240-M3S	2RU Rack-Mount	Use VMW-VS5-HYP-K9 included w/ BE server SKU	BE7H-K9	3

Physical Server Required Specifications		Server Name	Form Factor	Virtualization Software Type	at CPU/sical R Storag	Min IOPS	Typical IOPS	Max IOPS	vNIC	
BE7000 (M3)	GHAPS C240 A		2RU Rack-Mount	Cisco UC Virtualization Hypervisc	18	60 GB	1112 Gi0	0	0	8
BE7000 (M3)	GHAPS C240 B		2RU Rack-Mount	Cisco UC Virtualization Hypervisc	13	46 GB	730 GB 0	0	0	7
BE7000 (M3)	HOLLAND BPW C240 A		2RU Rack-Mount	Cisco UC Virtualization Hypervisc	15	52 GB	636 GB 0	0	0	7

VM Summary by Physical Server

Server	Server Name	Application Short Name	Application Long Name	Release	VM Name	vCPU	vRAM	vDisk	Min IOPS	Typical IOPS	Max IOPS	vNIC
BE7000 (M3)	GHAPS C240 A											
		GHAPSCUCM1	Unified Communications Manager Release	10.5.2	CallCtr: 7,500 users	2	6	110				1
		GHAPSCUCM3	Unified Communications Manager Release	10.5.2	CallCtr: 7,500 users	2	6	110				1
		GHAPSCIMP1	IM & Presence Release	10.5.2	5,000 users	2	4	160				1
		GHAPSCER1	Cisco Emergency Responder Release	10.5	30,000 users	2	6	110				1
		GHAPSCUC1	Unity Connection Release	10.6.2	5,000 users with larger vDisk	2	6	200				4
		ESXI	Unity Connection		ESXI	1*						
		GHAPSUCCX1	Cisco Unified Contact Center Express / Unified IP IVR Release	10.x	Main: 400 agents	4	16	292				1
		GHAPSPLM	Platform Administrative Web Services Management & Cisco Enterprise Licensing Manager	10.x	Standalone Prime License Mgr	1	4	50				1
		OCTCDC03	Custom VM		Windows 2012-64Bit	2	8	80	0	0	0	1
		HYP 5.5	Cisco UC Virtualization Hypervisor 5.5	5.5		4						
BE7000 (M3)	GHAPS C240 B											
		GHAPSCUCM2	Unified Communications Manager Release	10.5.2	CallCtr: 7,500 users	2	6	110				1
		GHAPSCUCM4	Unified Communications Manager Release	10.5.2	CallCtr: 7,500 users	2	6	110				1
		GHAPSCIMP2	IM & Presence Release	10.5.2	5,000 users	2	4	160				1
		GHAPSCER2	Cisco Emergency Responder Release	10.5	30,000 users	2	6	110				1
		GHAPSCAST	Cisco Paging Server Release	9.1	Paging	1	4	80				1
		OCTCADLDS1	Custom VM		Windows 2012-64Bit	2	8	80	0	0	0	1
		UCBACKUP	Custom VM		Windows 2012-64Bit	2	8	80	0	0	0	1
		HYP 5.5	Cisco UC Virtualization Hypervisor 5.5	5.5		4						
		GHAPSCUC1	Unity Connection Release	10.5.2	5,000 users with larger vDisk							Pub moved here Dec 2019
BE7000 (M3)	HOLLAND BPW C240 A											
		HOLNDCUCM5	Unified Communications Manager Release	10.5.2	CallCtr: 7,500 users	2	6	110				1
		HOLNDCUCM6	Unified Communications Manager Release	10.5.2	CallCtr: 7,500 users	2	6	110				1
		HOLNDCUCM7	Unified Communications Manager Release	10.5.2	CallCtr: 7,500 users	2	6	110				1
		GHAPSCUC2	Unity Connection Release	10.5.2	5,000 users with larger vDisk	2	6	200				1
		ESXI	Unity Connection		ESXI	1*						
		HOLNDCUCCX1	Cisco Unified Contact Center Express / Unified IP IVR Release	10.x	Main: 100 agents	2	8	146				1
		OCTCADLDS2	Custom VM		Windows 2012-64Bit	2	8	80	0	0	0	1
		OCTCDC01	Custom VM		Windows 2012-64Bit	2	8	80	0	0	0	1
		HYP 5.5	Cisco UC Virtualization Hypervisor 5.5	5.5		4						
		Iceast	Informacast Fusion (to be installed May 2020)		250 users							

Appendix B**HBPW/GHAPS Phone System Upgrade Bid Form****7/30/2020 rev5**

Please fill out the following bid form and include with your proposal for the Cisco Phone System Upgrade.

Company: _____

Contact Person: _____

Phone: _____

Email: _____

Company Location (official place of business): _____

Item	Part/Model Number		Quantity	Unit Cost (each or per year)	Extended Cost
(all item information is preliminary and quantities are approximate)					
Cisco Business Edition Class Server – VMWare host based			3		
SNTC-8X5XNBD Cisco Business Edition 7000H			3		
SWSS UPGRADES Embedded License, Cisco UC Virt. Foundat			3		

UC Manager Basic User Connect License SWSS upgrade to 12.x			800		
UC Manager Basic User Connect License 12.x new user					
UC Manager Essential User Connect License SWSS upgrade to 12.x			75		
UC Manager Essential User Connect License 12.x new user					
UC Manager Enhanced User Connect License SWSS upgrade to 12.x			875		
UC Manager Enhanced User Connect License 12.x new user					
UC Manager Enhanced Plus User Connect License SWSS upgrade to 12.x					
UC Manager Enhanced Plus User Connect License 12.x new user					
UC Manager 12.x Unified Workspace License Standard new user					
UC Manager Unified Workspace License Standard SWSS upgrade to 12.x					
Unity Connection 12.x License new user					
Unity Connection License SWSS upgrade to 12.x			1300		

Emergency Responder 12.x License new user					
Emergency Responder SWSS upgrade to 12.x			1300		
Contact Center Express 12.x License new user					
Contact Center Express SWSS Upgrade to 12.x			10		
Cisco UC Phone replacement model 1	CP-7841-K9=		25		
Cisco UC Phone replacement model 2	CP-7811-K9=				
Cisco UC Phone replacement model 3 wireless	CP-8821-K9=				
Cisco UC Phone replacement model 4 conf rm	CP-8832-K9				
Cisco UC Phone replacement model 5	CP-8841-K9=		8		
Cisco UC Phone replacement model 6	CP-7821-K9		10		
Cisco Headset model 1 wired	CP-HS-W-521-USB=		10		
Cisco UC Sidecar replacement	CP-8800-A-KEM		2		
Cisco Headset model 1 wired	CP-HS-W-521-USB=		10		
Cisco Headset model 2 wired	CP-HS-W-532-USBA=		10		
Cisco Headset model 3 wireless	CP-HS-WL-562-S-US=		10		

Voice Gateway model 1	ISR4321-V/K9		9		
Voice Gateway model 1 Smartnet	CON-SNT-ISR4321V		9		
Voice Gateway model 2	ISR4331-V/K9				
Voice Gateway model 2 Smartnet	CON-SSSNT-ISR4331V				
Voice Gateway model 3	ISR4351-V/K9		1		
Voice Gateway model 3 Smartnet	CON-SSSNT-ISR4351V		1		
32-channel DSP module	PVDM4-32				
32 to 64 channel factory upgrade	PVDM4-32U64				
2portFXS+4portFXO module	NIM-2FXS/4FXOP=				
1port T1 Trunk Voice module	NIM-1MFT-T1/E1=				
CUBE License 25 connection for ISR43xx			2		
ATA model 1	ATA191-K9		5		
Windows Server 2019-64bit Licenses			5		
Professional Implementation Services for Upgrade Project					

OPTIONAL – Finesse Implementation					
OPTIONAL – PCD Server					
OPTIONAL – 3 Year Partner Maintenance Package					
Subtotal					
Tax (Tax Exempt in Michigan)					
Project Total					

Further breakdown of costs are expected within the bid proposals.

The items listed above are components of a solution that is believed to meet the needs of project described in this request for proposal with optional items listed. The HBPW/GHAPS will entertain other comparable solutions as long as they demonstrate meeting the specifications of the associated RFP. If an alternate solution is recommended/submitted it must be in addition to filing out the accompanying bid form so an adequate analysis can be performed.

The quantities of handsets, associated licenses, and other listed items are subject to change dependent upon additional information gathered during implementation. The per-unit prices are considered to be firm. The pricing on equipment is expected to maintain the same manufacture discount for a term of three (3) years.

The HBPW/GHAPS will determine which optional items in the bid form will part of the project based on an evaluation process and further discussion with winning bidder.

Appendix C **HOLLAND BOARD OF PUBLIC WORKS**
STANDARD SERVICE CONTRACT - PROFESSIONAL SERVICES

This Contract is entered into this _____ day of _____, 20____ by and between the City of Holland, a Michigan municipal corporation of Ottawa and Allegan Counties, Michigan, acting by and through its Board of Public Works ("OWNER"), which has offices located at 625 Hastings Avenue, Holland, Michigan 49423 and _____ a corporation ("CONTRACTOR"), which has offices located at _____.

In consideration of the promises below, the parties mutually agree as follows:

Article 1-Scope of Services / Statement of Work

The Contractor shall perform the following services ("Work"):

Article 2- Compensation

2.1) Upon the Contractor's final completion of the Work performed in accordance with Article 1 of this Contract, and acceptance of said Work by the Owner, the Owner shall pay the Contractor the sum of \$_____. The Contractor shall send an itemized bill to the Owner upon final completion of the work, or for the installment period during which the Work is performed by the Contractor for the Owner, and the Owner shall make payment within thirty (30) days of its acceptance of the Work.

2.2) No payments will be made to the Contractor until the certificates of Insurance have been received by the Owner. If the insurance furnished by the Contractor expires or is cancelled during the term of the contract, service and related payments will be suspended until insurance certificates evidencing renewal of coverage are submitted and accepted by the Owner.

Article 3-Responsibility and Reporting of The Contractor

3.1) The Contractor is responsible to _____ of the Board of Public Works, and will cooperate and confer with him as necessary to insure satisfactory Work progress.

3.2) All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

3.3) All reports made in connection with these services are subject to review and final approval of the Owner.

3.4) The Owner may review and inspect the Contractor's activities during the term of the contract.

3.5) When applicable and requested by the Owner, the Contractor will submit a final written report.

Article 4- Term

The Work shall be completed and ready for final payment no later than _____.

Article 5- Guarantee

The Contractor shall correct, re-perform, or re-do the Work as may be required to the satisfaction of the Owner.

Article 6- Conditions of Performance

6.1) The Contractor shall provide the required manpower, services, material, and expertise to perform the

Work. The Contractor affirmatively represents to the Owner that it has the knowledge, skill and expertise to perform the Work in accordance with this contract.

6.2) All Work shall comply with applicable laws, ordinances, rules, regulations, construction standards of the Owner and its respective departments in effect on the date of this contract.

6.3) All Work shall comply with applicable laws, taxes, ordinances, rules, regulations and orders of any public body having jurisdiction over the Work area, or subject matter as of the date of this contract.

6.4) Contractor acknowledges that it has made an independent investigation relative to the nature and difficulties of the Work to be performed, and assumes all cost and risk in the performance of the Work during the term of the Contract.

Article 7- Insurance and Indemnification

This Agreement is subject to the following provisions:

7.1) The Owner and the Contractor acknowledge that the Contractor is an independent contractor in all of the Contractor's activities and that in the course of such activities, at no time do the Contractor, its officers, directors (trustees), members, employees, volunteers, or other persons acting on behalf of the Contractor become the agents of the Owner for any purpose, and at no time shall the Owner become liable in any manner whatsoever for any of the actions or activities of the Contractor, its officers, directors (trustees), members, employees, volunteers, or other persons acting on behalf of the Contractor. In the event any person shall undertake to hold the Owner liable for any conduct or activities of the Contractor, its officers, directors (trustees), members, employees, volunteers, or other persons acting on behalf of the Contractor, the Contractor expressly agrees to hold the Owner harmless of and from any such liability. The Contractor also agrees to save, indemnify, and hold harmless the Owner, its agents, officers, and employees from any claim, action, or liability arising out of or connected with its performance under the terms, conditions, and agreements of this Contract resulting in losses or injuries to persons (including death) or property. In addition thereto, the Contractor agrees to purchase liability insurance, in any amounts that the Owner may reasonably require, to insure the faithful performance of the Contractor's promise herein contained to hold the Owner harmless from any liability of any kind or nature that may arise in any manner, directly or indirectly, from the activities of the Contractor, its officers, directors (trustees), members, employees, volunteers, or other persons acting on behalf of the Contractor, during the terms of this Contract. This covenant of indemnification shall include reasonable attorney's fees and costs incurred by the Owner in defense of such claim, action or liability.

7.2) The Contractor shall, throughout the period of this Agreement, provide public liability and property damage insurance covering all operations of the Contractor, its agents and employees, including but not limited to, premises and automobiles, with minimum liability limits as set forth below; or, in the alternative, require that any subcontractor comply fully with the provisions of this paragraph. The Contractor shall also procure and maintain, throughout the period of this Agreement, Workers' compensation insurance coverage for all of its employees involved in the performance of this Contract and employers' liability insurance. Copies of workers' compensation and employers' liability insurance shall be provided to the Owner and shall be maintained to provide coverage as set forth below. The City of Holland, Holland Board of Public Works and their directors, officers, agents and employees shall be named as additional insureds of all applicable insurance policies. All insurance policies and certificates must include an endorsement providing thirty (30) days prior written notice to the Owner of cancellation and/or reduction of coverage. The Contractor shall cease operations on the occurrence of any such cancellation or reduction in coverage, and it shall not resume operations until new insurance is in full force and effect. The Contractor shall also maintain insurance on the inventory sufficient to reimburse for losses due to fire, theft or other perils. The Contractor and any of its subcontractors shall require their insurance carriers, with respect to all insurance policies, to waive all rights of subrogation against the Owner, its directors, officers, agents, and employees and against other contractors and subcontractors.

7.3) The limits of liability for the insurance required by this Contract shall be for not less than the following amounts or greater where required by Laws and Regulations:

7.3.1) Workers' Compensation

State Statutory

Employer's Liability: \$100,000.00 each Accident/Occurrence

7.3.2) Comprehensive General Liability

Bodily Injury or Death (including completed operations and products liability):

\$500,000.00 Each Person

\$1,000,000.00 Each Occurrence

Property Damage:

\$500,000.00 Each Occurrence

\$1,000,000.00 Annual Aggregate

7.3.3) Comprehensive Automobile Liability:

This insurance coverage shall not be required unless the Contractor is required to use a motor vehicle in the performance of the Work.

Bodily Injury and Death:

\$500,000.00 Each Person

\$1,000,000.00 Each Accident/Occurrence

Property Damage:

\$500,000.00 Each Accident/Occurrence

\$1,000,000.00 Aggregate

Policies shall be written on a comprehensive form to include hired and non-owned vehicles.

7.3.4) Comprehensive Professional Liability:

Contractor shall maintain from the date of this Agreement through the term of this Agreement, and for a period of three (3) years after, a standard form of errors and omissions insurance with an insurance company reasonably satisfactory to the Owner. The errors and omissions insurance shall provide a "per claim occurrence of not less than One Million Dollars (\$1,000,000) and an aggregate of not less than One Million Dollars (\$1,000,000). In the event the Contractor shall change the insurer of its professional liability insurance within the term of this contract or for a period of three (3) years thereafter, the Contractor shall maintain a retroactive endorsement date for such insurance which shall include the term of the contract with the Owner.

The City of Holland, Holland Board of Public Works and their directors, officers, agents and employees shall be named as additional insureds of all applicable insurance policies

Article 8 - Successors and Assigns

This contract is binding on the Owner and the Contractor their successors and assigns. Neither the Owner nor the Contractor shall assign or transfer its interest in the contract without written consent of the other.

Article 9 - Termination of Contract

The Owner may terminate this contract with or without cause by giving 30 days written notice to the Contractor. In the event of termination by the Owner, the Contractor shall be paid for the portion of the Work it has

satisfactorily completed through the effective date of termination, as determined by the Owner.

Article 10 - Changes in Scope or Schedule of Services

The Owner may require changes in the scope or schedule of the Work of the Contractor. Changes that are mutually agreed upon by the Owner and the Contractor, including any decrease or increase in the amount of the Contractor's compensation, will be incorporated into this contract by written amendments.

Article 11 - Extent of Contract

11.1) This contract represents the entire agreement between the Owner and Contractor and supersedes all prior representations, negotiations or agreements, whether written or oral.

11.2) The documents constituting the contract between the Contractor and the Owner shall include the following:

11.2.1) This Contract pages 1 to 6.

11.2.2) Contractor's Insurance Certificate.

11.2.3) Work Scope

11.2.4) Contractor's Proposal dated _____, 20 ____.

11.3) This contract is to be interpreted by the laws of Michigan.

11.4) Should there be any conflict between the terms of this contract and any terms and conditions provided by the contractor, the terms contained herein shall prevail.

Article 12 - Execution of Contract

12.1) Execution of this contract shall constitute a contract between the Contractor and the Owner.

12.2) This contract is executed on the date and year noted in the first paragraph of this contract document.

IN WITNESS WHEREOF, the parties hereto have executed this Contract.

OWNER:

CITY OF HOLLAND, acting by and through its Board of Public Works

By _____
Nathan Bocks

Its Mayor

By _____
Kathy Grimm

Its City Clerk

STATE OF MICHIGAN)
)ss.
COUNTY OF OTTAWA)

On this _____ day of _____, 20_____, before me, a Notary Public in and for said County, appeared **Nancy DeBoer and Anna Perales**, to me personally known, who, being by me duly sworn, did each for themselves say that they are, respectively, the Mayor and City Clerk of the City of Holland, the corporation named in and which executed the within instrument, and that said instrument was signed and sealed on behalf of the City of Holland by authority of its City Council; and said **Nancy DeBoer and Anna Perales** acknowledged said instrument to be the free act and deed of the said City of Holland.

Notary Public
_____ County, Michigan
My Commission Expires: _____
Acting in County of _____, MI

CONTRACTOR:

By _____

Its

STATE OF _____)
)ss.
COUNTY OF _____)

On this _____ day of _____, 20_____, before me, a Notary Public in and for said County, appeared _____, to me personally known, who, being by me duly sworn, did say that he is the _____ of _____, a Michigan Corporation named in and which executed the within instrument, and that the seal affixed to said instrument is the corporate seal of said corporation; and that said instrument was signed and sealed on behalf of said corporation by authority of its Board of Directors; and said _____ acknowledged said instrument to be the free act and deed of said corporation.

Notary Public

County, _____
My Commission Expires: _____
Acting in County of _____, _____

APPROVED AS TO FORM
CITY OF HOLLAND

By: _____
Ronald J. VanderVeen
City Attorney

Dated: _____