



St. Clair County Housing Authority

1790 South 74th Street
Belleville, IL 62223
(618) 277-3290 www.sccha.org



REQUEST FOR BID **IP PHONE AND VOICEMAIL SYSTEM (ON PREMISE)**

The St. Clair County Housing Authority is requesting BIDs from qualified firms interested in providing an IP Phone and Voicemail System (In-house). The project and specific services to be provided are described in the following attachments.

In general, the Agency seeks a firm that can provide an Internet Protocol Telephony (VOIP) system. This system will replace the current telecommunications system. The agency requires a VOIP system that provides:

- four-digit dialing between locations, a centralized voice mail system that can be used transparently by all locations,
- the ability for all locations to appear to be part of a single phone system and
- a system to record all incoming phone calls for at least a 3 year span of time.

The equipment shall be new models and in current production. Reconditioned, remanufactured, demo models will not be accepted.

Respondents should possess and use their extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the St. Clair County Housing Authority's requirements. Preference will be afforded to the bidder that provides a comprehensive, cost effective solution for current specifications, future capacity requirements, and ongoing service and support.

The Agency's Information Technology Department (ITD), comprised of two employees, provides support to all Departments, a comprehensive internal network system, and the related hardware and software necessary to meet the objectives of the departments and the Agency. The ITD will be responsible for the internal support of the proposed phone system. Due to the lack of a dedicated phone administrator, ease of management and support of the new phone/voice mail system will be a critical feature.

The Agency currently has four satellite locations that we want to be served by the VOIP phone system with extension to extension dialing from and to each satellite office. The existing data infrastructure is included in Appendix A, attached hereto. The Central Office is the primary facility and is currently connected via a fiber circuit to the internet. Appendix A lists all facilities, their addresses and approximate number of phones and PCs at each location, along with the expected number of concurrent calls. Each phone and computer at the Central Office will have their own dedicated network cable, while all other facilities have their own network.

Four (4) copies of the BID shall be submitted for consideration to the Procurement Department by **May 15th, at 4:00p.m.** Each BID response must be accompanied by a cover letter on corporate letterhead, and signed by an official of **the** corporation who is authorized to bind the company. Format of the BIDs shall follow the format as provided in this request for BIDs. All bidders must respond to each and every feature and identify whether they comply or don't comply

and identify any and all exceptions. Incomplete submissions will not be accepted. An editable (Microsoft Word) copy of this document will be located at <http://www.sccha.org/documents2/phone.docx>.

The selected firm's BID will be submitted to the St. Clair County Housing Authority Board of Commissioners for consideration of award. The decision of the St. Clair County Housing Authority Board of Commissioners is final.

The Bidder:

- has taken great care to ensure that sufficient information has been provided to allow *St. Clair County Housing Authority* to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.
- understands that if, in the opinion of St. Clair County Housing Authority, a BID contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, St. Clair County Housing Authority reserves the right, in its sole discretion, to reject the BID.
- also understands that if the information provided does not support a function, attribute, capability or condition as proposed by the bidder, St. Clair County Housing Authority may reject the BID.
- understands that any modifications to the questions in this BID by the bidder may result in immediate rejection of that BID.
- understands that, as stated above, *St. Clair County Housing Authority* reserves the right to award a contract without further discussions or clarifications with bidders. Thus, the contents of the BID response and all pricing, terms and statements contained therein will be binding upon acceptance of the BID by *St. Clair County Housing Authority*. The successful BID, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract
- understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted BID.
- has taken great care to respond to all requirements of this BID to the maximum extent possible.
- has clearly identified any limitations and/or exceptions to the requirements inherent in the proposed system.
- understands that the removal and disposition of the current phone system and all its equipment is completely their responsibility.
- further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to *St. Clair County Housing Authority*.
- shall be liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by bidder personnel or equipment during installation and responsible for the removal of all project-related debris.
- shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of work, as specified herein. On any work that requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the bidder. The bidder shall procure all required certificates of acceptance or of completions issued by

the state, municipal or other authorities and must deliver these to St. Clair County Housing Authority.

- unless otherwise stipulated, shall provide and pay for all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Bidder shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

This request for BID does not commit the St. Clair County Housing Authority to award a contract, to pay for any costs incurred in the preparation of a BID, or to procure or contract the services or supplies. The St. Clair County Housing Authority reserves the right to accept or reject any or all BIDs received as a result of this request, to negotiate with any qualified source, or to cancel in part or in it's entirety the Request for BIDs if it is in the best interest of the St. Clair County Housing Authority. The Agency may require the firm selected to participate in negotiations, and to permit such price, technical or other revision of their BIDs as may result from said negotiations.

SCCHA is set to conduct an informational session on **April 24th, 2025, at 10:00 a.m.** through teleconference. Those interested in participating and who have inquiries are required to contact Haronda Jenkins, Procurement Specialist, at harondaj@sccha.org to obtain an invitation for the call. Please note that questions related to the bid will only be addressed during the specified date and time, and no inquiries will be entertained outside of this scheduled session.

Sincerely;

St. Clair County Housing Authority

BID SUMMARY FORM

BID shall be for the exact conditions set forth in the "Specifications" and "Instructions to Bidders" and attachments thereto. If the Bidder's BID differs in any way or if the Bidder takes exception to the "Specifications" or "Instructions" the Bidder shall itemize the difference in its Offer under a separate heading titled "Exceptions to Specifications and Instructions".

The undersigned certifies that he/she has examined and is familiar with the BID and the attachments listed therein, has checked all the figures shown, understands that St. Clair County Housing Authority hereinafter called St. Clair County Housing Authority or AGENCY will not be responsible for any errors or omissions on the Bidder's part in the preparation of this Offer.

The undersigned further agrees that, if awarded the Contract, it will perform the work diligently and in accordance with the Contract Documents, and that it will fully complete the work within the time limits stated herein.

Bid Price includes all costs required to complete the Work, including all tariffs, duties and charges. Bid Price shall not include Tax on amounts payable by St. Clair County Housing Authority to the Contractor hereunder. A letter from the State of Illinois stating that the Agency is Tax Exempt is available upon request.

Any and all refunds of tariffs, duties and charges shall, notwithstanding the foregoing, endure to the benefit of St. Clair County Housing Authority and the Contractor shall cooperate with St. Clair County Housing Authority in the obtaining of such refunds.

St. Clair County Housing Authority shall not be obligated to accept the lowest, or any offer, and may reject any or all offers without recourse. If only one offer is received, St. Clair County Housing Authority may accept or reject that offer. St. Clair County Housing Authority may waive any non-compliance with Contract Documents or specifications.

Notwithstanding the foregoing paragraph, St. Clair County Housing Authority may award the contract on the basis of policies and preferences not stated in the tender documents or otherwise than as stated in the Contract Documents. St. Clair County Housing Authority may, prior to contract award, negotiate changes to the scope of the works or to the Contract Documents (including prices) with the low bidder or any other bidders or to allow them to vary their bids as a result of changes to the scope of the works or to the Contract Documents; and St. Clair County Housing Authority may enter into a changed or different contract with the low bidder or any other bidder without liability to bidders who are not awarded the contract.

An acceptance mailed or communicated in writing to the successful Bidder within 60 days of the Closing Date will result in a binding contract.

All bids for the project must be submitted to the St. Clair County Housing Authority at 1790 South 74th Street, Belleville, IL 62223, no later than 4:00 PM on Monday, May 15, 2025. Please note that any bids submitted after this deadline will be disqualified and will not be considered.

Fax submissions will not be accepted.

Terms and Payment

Invoices approved by St. Clair County Housing Authority will be paid net 30 days from date of invoice.

Escalation

Firm prices are required, no escalation will be considered.

Schedule

Time is of the essence in execution of the Work. **The completion date will be negotiated with the successful bidder.** St. Clair County Housing Authority reserves the right to extend the in-service date if required. The final scheduling of system installation must be confirmed and approved by St. Clair County Housing Authority.

Confidentiality

This BID is the sole property of St. Clair County Housing Authority. At no time will this document be reproduced without the prior written consent of St. Clair County Housing Authority. Any breach of this condition will nullify the submission of the Bidder.

Health and Safety

The Bidder agrees that its personnel, when on St. Clair County Housing Authority premises will comply with all applicable health and safety regulations and procedures. The Bidder also agrees that its personnel will comply with and observe all on-site health and safety procedures established by the Agency including the NO SMOKING policy.

The Bidder will provide to St. Clair County Housing Authority, along with the bid, proof of liability insurance.

Unit Rates

Bidders are requested to submit a complete list outlining a flat rate, or per hour rate, for additions, moves and changes. Quoted unit prices shall remain in effect for a period of twelve (12) months after system acceptance.

Withdrawal of Quotation

The bidder may withdraw his/her submission at any time prior to the closing date for receipt of all BIDs. This may be done by notifying the Agency first by telephone, followed up by a letter of Request to Withdraw. This letter should outline the reasons for withdrawal.

Unauthorized Use of Name

The bidder shall not, without the Agency's prior written consent, make any statement nor publish or release to any other person any photograph, advertisement, testimonial, letter of commendation or approval, or any other document or written matter which might imply the Agency's approval of the products, actions or performance of the bidder.

Company Name: _____

Address: _____

Postal Code: _____ Telephone: _____ Fax: _____

Equipment:

Common - list components (attached sheet) \$ _____

Station - list components (attached sheet) \$ _____

Materials: \$ _____

Software \$ _____

*Sales Tax _____ % \$ 0.00

Subtotal \$ _____

Installation: \$ _____

Training: \$ _____

Subtotal \$ _____

*Tax _____ % \$ 0.00

TOTAL PRICE \$ _____

	Option 1	Option 2
Maintenance Contract: Year 1	_____	_____
Year 2 to 5 *	_____	_____

* We are asking for maintenance dollars for up to year five after acceptance. However all bidders are to submit a letter to St. Clair County Housing Authority from the Manufacturer of this system equipment stating that this equipment will be maintainable until 12/31/2035. This letter will be signed by a signing officer of the manufacturer of the system. We request the same type of assurances from the bidder.

Bid Submitted By:

Company Name

Signature of Authorized Signing Officer

Title

Sales Representative

Date

Specifications and Instructions to Bidders

All bidders must respond to each and every feature and identify whether they comply or don't comply and identify any and all exceptions. Format of the BIDs shall follow the format as provided below. Incomplete submissions will not be accepted.

A. System Requirements

1. Networking

Required Features:

- Ability to function as a part of a network with a centralized voice mail system, including the ability to light message waiting lights at each site.
- Four-digit dialing to all sites on the network including satellite sites.
- Ability to utilize all voice mail features among all users independent of each user's location.
- The appearance of one large system, rather than many separate systems, to the internal and external callers
- Ability to transfer calls transparently to any location on or outside the network.
- Ability to administer all systems from one, or any, location.
- Allow various levels of calling privileges such as long distance and international calls, for example, to be programmable by extension.
- Ability to allow the phone number to be blocked from Caller ID when placing external calls.
- Ability to have a minimum of 3 inside or outside callers included in a conference call.
- The proposed solution must not have any negative impact on current data connectivity between the various locations.
- Include pricing of any Wide Area Network connectivity requirements (circuits, router modules etc.)

Optional Features:

- Ability to add Unified Messaging.
- Ability to answer user-defined groups of Agency extensions temporarily at another extension.
- Ability to allow a call to be placed by entering an authorization code on an extension that would otherwise be blocked.
- Ability to distinguish between internal and external calls, when a call is transferred, or forwarded, from one system to another.

Additional questions:

- Does your system support Unified Messaging? If so, what email integration does your system support?
- How many simultaneous conference calls can be scheduled?
- Has your company ever migrated a Shoretel/Shoreware customer to a VOIP system? If so, how did you address employees placing internal calls during the transition where some were on the new system; some were not. How did you address the transition with voice mail?

- How do you transfer a call directly to another's voicemail within your system?

2. Attendant Consoles

Required Features

- The system shall provide an attendant console for the servicing of incoming calls to the system.
- The console should feature a simple, uncluttered layout of call appearance keys, attendant function keys, and an easy to read display.

Additional Questions

- Describe the display on your console. How many lines does it display? How much information does the display on the console provide about calls?
- Does the system offer PC-based attendant console applications?
- Can all incoming trunk or attendant calls be directed to a designated night service console extension or phone number?
- Describe the specific steps the operator must go through to actually see the correct name/extension number and transfer a call.

3. Automated Attendant

Required Features

- Three deep tree (minimum)
- Interactive dialog will be based upon DTMF, with errors (incorrect entries) being sent to an informational message and returned to the earlier point in the menu.

Additional Questions

- Can Automated Attendant messages be recorded and changed remotely?
- Does the Automated Attendant feature allow for multiple users to administer the recordings?

4. System Software/Administration

Required Features:

- Ability to administer multiple remote sites through a centralized workstation.
- Requirement of the system administrator to provide a password for access.

Optional Features:

- Provide multiple levels of administrators with each having different capabilities of system access and each with a unique password.
- Ability to track administrator activity in detail.

Additional Questions:

- Is the system administration application accessible from any workstation on the LAN?
- How many levels of security can be defined? Can some administrative users be defined with "view-only" permissions?
- Define the support that is provided with this system (Help Desk, after hours availability, costs etc.).
- How does your company provide future software releases? How are software upgrades performed? What costs are associated with future upgrades?

- When system or station software updates are performed, must the system be shut down, or can these types of activities take place in an on-line environment?
 - How frequently do you recommend that the operating system software, which includes up-to-date moves and changes, be backed up?
 - What changes can the telephone user make as opposed to requiring the system administrator?
 - Can a single instance of the administration tool be used to manage all systems within an enterprise simultaneously?
5. Phones – Please include a photograph of each type of proposed phone along with a users' guide for each type of phone. Please include information on any additional phone sets that are supported by the proposed system. The preferred phones would be SIP-B compliant. The following phone configurations would meet most of the Agency's needs:
- 3-line phone with 2 way speaker
 - 6-line with 2 way speaker.

Required Features:

- Flexible support for inline power, local power, or closet power.
- Ability to support headsets.
- Message wait indicator.
- Ability to forward phone to another number inside or outside the network.
- Bridged (multi) Line Appearance.
- Intercom Calling.
- Multiple Line Appearances

Optional Features:

- Ability to access a directory of phone numbers via the phone set.
- Built-in switch to provide connectivity to the computer.
- Ability to support IP softphones.

Additional Questions:

- Is there a way to tell when someone is already on the phone before we try and call them?
- How many of the buttons, or keys, are programmable as extension numbers on each phone type?
- Are shared extensions supported on the IP phones? If yes, explain how this would work in a call coverage application.
- Do the phones require manual labeling of features or lines?
- How are software/firmware upgrades applied to the phones?
- Do your phone sets require local power? Please indicate whether each phone set requires local or wiring closet power. If power is lost (for any telephone type), is the telephone set completely disabled or, is support services such as LCD/LED devices disabled?
- Do the phones you propose follow open standards? How about the related software?
- What model of headsets is available for your phones? Do they work on all the phone models?
- Do you offer an IP softphone? If yes, please provide a general description of the softphone and its features and capabilities.

Please fill out the following chart as to the availability of specific features:

For the following features, use the table to indicate their availability. Note: if any of these features are optional or result in additional charges.

FEATURE	YES	NO	OPTIONAL
Answer/Answer Release			
Attendant or Operator Console			
Account Codes			
ACD			
Admission Control			
AMIS			
Audio Volume Adjust			
Automated Attendant			
Auto Echo Cancellation			
Auto Silence Suppression			
Automated Call-by-call Bandwidth Selection			
Automated Phone Installation Configuration			
Automatic Phone Moves			
Admission Control On WAN Usage			
Backup Auto-attendant			
Bridged Call Appearances			
Call Barge In			
Call forwarding (Off Premise)			
Call forwarding (Ring and/or No Answer)			
Call forwarding (Self Directed)			
Call Hold / Release			
Call History			
Call Join			
Call Park / Unpark			
Call Permissions			
Call Pickup			
Call Recording			
Call Redirect			
Call Transfer			
Call Waiting			
Calling Line ID Name and Number			
Call waiting Caller ID Name and Number			
Conference Calling			
Dial by Name Directory			
Direct Inward Dialing			
Direct Outward Dialing (DOD)			
Distinctive Ringing (internal vs. external call)			
Distinctive Station Ringing Pitch			
Extension Dialing Between Locations			

FEATURE	YES	NO	OPTIONAL
Extension Reassignment (On-net or Off-net)			
E-911 Integration (CESID)			
Fax Redirection			
Feature Permissions			
Group Paging			
Hot Key Pad			
Hunt Groups			
IP-based Integrated Messaging			
IP Phone Failover			
Intercom			
Last Number Redial			
Lowest Cost Trunk Selection			
Centrex Trunk Flash			
Tandem Trunking			
360° Degree Message Waiting Indicator			
Media Encryption			
Missed Call Indicator			
Multi-Station Hunt Groups Spanning Locations			
Multiple Calls Per Line Appearance			
Multiple Line Appearances			
Music On Hold			
Night Bell			
On Hold Reminder Ring			
On-net Dialing (1-7 digits)			
Operator ("0")			
Overhead Paging			
Power Fail Transfer			
PRI Protocol Support			
PSTN Failover			
Redial			
Ringer Pitch Adjust			
Ringer Volume Adjust			
Shared Extensions on Multiple Phones			
Silent Monitoring			
SMDI			
SNMP			
Speaker Phone Mute			
Speed Dial (Auto-Dial)			
Station Monitoring or Busy Lamp Field Across all Locations			
TAPI 2.1			
Temporary Set Re-Assignment for Traveling Workers			
Toll and Nuisance Number (900,976,970,550,540 exchanges) Restriction			

FEATURE	YES	NO	OPTIONAL
Tone On Hold			
Visual Message Displays (All digital telephones) (name, extension, etc.)			
Voice Mail Login Options			
Whisper Page			

6. Voice Mail

Required System Features:

- Ability to support multiple system prompts to greet callers with a ring no answer message or a busy message.
- System must support a “zero out” to the attendant or to another station.
- Users must be required to enter a password to access their voice mailbox.
- Provide notification that the limits have almost been reached in regard to the maximum total number of minutes of messages that can be stored in a single voice mailbox.
- Require a system administrator password.
- Ability to Stamp each new message with a time/date.
- Ability to access voice mail remotely.
- Ability to allow remote change of greetings and passwords.
- Ability to easily transfer a caller directly to an internal voicemail.

Required User Features:

- Obtain user instruction through system prompts.
- Record messages; send and mark “urgent”, “private”, etc.
- Transfer messages to other users and append them with their own comments.
- Modify own passwords.
- Ability to record multiple greetings for internal and external callers, out-of-office greetings, etc.

Required System Administration Features:

- Add or modify a class of service.
- Assign default passwords for users, and reset passwords for users that have been locked out of their mailboxes.
- Add, delete, or modify a user.
- Ability to run detailed reports on system utilization by dates, times, extensions, etc.

Additional Questions:

- What user permissions or characteristics within a class of service can be created or modified?
- How would the system administrator perform a backup and restore on the voice messaging system?
- What would be involved to install unified messaging to your proposed system?
- Are voice messages stored in an industry standard format?
- How does your system handle a full mailbox?
- What types of reports does your system provide? Please include examples.

- 7 911 Calls
Required Features:
- Allow users to call either 911 or 9+911 to reach emergency services.
 - An option must exist to allow each and every site on the network to be able to place a 911 call that will send the correct address for the site.
8. Music or Messaging on Hold
Desired Feature:
- Ability to provide music or prerecorded messages through the VOIP system.
- Additional Questions:
- What are the requirements to provide music or pre-recorded messages on hold to each of the Agency locations?
 - How much bandwidth does this feature typically require?
 - Any recommendations about this feature?

B. System Monitoring and Diagnostics

Required Features:

- Provide system monitoring reports.
- Must be scalable to support from 60 to 70 users.

Additional Questions:

- What remote diagnostics are available? Can administrators see and access any alarms or alerts from remote terminals?
- What information is included in your system monitoring reports? If they are not currently supported, are there any plans in a future release to include them? Any foreseen limitations from these reports?
- Does the system provide system alarms and alarm notification?
- Describe the IP call processing hardware platform in detail. Is it based on industry standard hardware, or is it proprietary?
- What standard components are included in the call-processing platform? What components are optional?
- What is the maximum number of simultaneous conversations supported by the proposed system? Is the system non-blocking for voice calls?

C. System Reliability and Availability

What capabilities (Example: QoS (DSCP/802.1p), rate shaping, VLANs etc...) are required inside the LAN?

How does your proposed intelligent network infrastructure support end-to-end QoS?

In a converged network supporting voice and data, how are QoS issues resolved?

Within the St. Clair County Housing Authority, we have a critical operation that is the Emergency Work Order call in system that must be able to handle incoming and outgoing traffic regardless of the state of the wide area network. The ability to add this level of reliability to additional locations may also be desired and should be clearly identified.

The St. Clair County Housing Authority does not expect that all communications will remain as normal in a major outage. It would be acceptable for peripheral functions such as voice mail to be less functional, for a limited time. Identify each component that is duplicated in your BID. In the pricing section, provide one price for the redundancy proposed with your system.

Required Features:

- Redundancy to primary sites that also allows for growth.
- Ability to keep basic telephone services operable should the site to site network be down.

Additional Questions

- Describe the redundancy provided by your system solution. Is it optional? If so, please clearly provide the pricing for implementation up front, and as an add-on later.
- In redundant systems, how are databases synchronized?
- How does a switchover occur in a redundant system?
- Should an entire site become completely uninhabitable, due to any disaster, how long would it take for complete restoration of voice service to all stations at another location in the network? How long for the peripherals?
- Does any virus and intrusion protection come with your product or is it priced as an option?
- In consideration of a full-scale rollout of VOIP, which would include all buildings, please describe how voice services are maintained at these remote sites if there is an outage at the remote site.

D. Training

User training will be needed for the proposed phone and voice mail system. In addition, training will be needed for 2-3 VOIP system administrators. The Agency would like the option to have the bidder conduct all of the training for the system administrators and a plan to “train the trainer” in regard to user training. It is not known at this time how many user “trainers” will need training. Please state the price of training per class.

Required Features:

- Review proposed training with designated St. Clair County Housing Authority project manager and other assigned personnel prior to first class to possibly fine tune the material to specifically meet the needs of St. Clair County Housing Authority.
- Conduct end-user training on St. Clair County Housing Authority premises prior to cutover.
- For every product application proposed, provide a detailed description of the training the bidder will provide along with pricing.

E. System Reporting and Call Detail Reporting (CDR)

Required Features:

- Ability to use one centralized call accounting system to track calls out of all locations on the network. The call accounting system must be able to distinguish which phone originated the call, no matter where the phone exists on the network. The system needs to track an outside call through its destination, including any internal transfers. We need to be able to track all extensions involved.

Additional Questions:

- What is the format of the CDR records? Can they be exported to an external application for analysis, if so in what format?
- Can we do custom grouping?
- Does the system have the capability to report by extension number or by location?
- What standard reports are included with the system?
- How are customized reports generated?
- Can detailed activity reports be generated when needed, or must this feature be enabled on specific extensions before the detailed reporting data is captured?
- Is this feature in the base price? If not, please show pricing as a separate line item.

F. Implementation

1. Project Management

It is important for the selected bidder to provide support for an organized transition from the current system to the new system; ensuring internal and external communications are maintained and the ease of use through the transition is emphasized to staff and customers.

Required Features:

- Bidder shall assign a Project Manager to this installation to work with assigned St. Clair County Housing Authority Project Manager.
- Bidder is required to supply a complete description of the key activities and responsibilities required for the installation of the proposed system.
- A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the bidder will perform and the tasks the St. Clair County Housing Authority is expected to perform to successfully implement the new system.

2. Installation Requirements

Required Features:

- Bidder may be required to work with Clearwave Communications to coordinate the ordering of all services related to this new installation.
- Bidders should include any routers, POE switches, servers and circuits required. The Agency reserves the option to seek its own pricing for equipment that meets or exceeds the specifications of the bidder.
- Primary installation crew must be the same group of individuals for each site.
- Initial Work – bidder will perform network assessment, station reviews, database preparation, and original program initializations.

3. Facility Requirements

Required Features:

- Space – Provide the physical dimensions of the proposed equipment and/or the rack space required to house the equipment
- Power – All power requirements, including any special conditioning or grounding requirements and UPS devices for power redundancy.

4. System Documentation Requirements

Required Features:

- Provide any administrative and training manuals, CDs, etc.
- Provide any configuration documentation on overall system such as switch ports, security settings, class of service with voice mail, etc.

Additional Questions:

- What other documentation do you typically provide the customer?
- Are these user manuals available electronically?
- Does each phone include a user manual?

G. System Warranty

Required Features:

- A complete maintenance and warranty agreement must be included as part of the bidder's BID, including all options available for extended coverage and full pricing details for each level of coverage.
- Telephone system and all associated equipment in the bidder's BID must be warranted by the bidder and the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least five years following system cutover.
- During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the St. Clair County Housing Authority.
- All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization using personnel employed full time by the bidder and at no additional cost to the St. Clair County Housing Authority other than those charges stipulated to maintain the warranty.

H. Support

Required Features

- During the warranty period, the bidder must supply no more than a 4-hour response to major problems, from 7:00 a.m. to 7:00 p.m., during the normal work week (Monday thru Friday).
- Bidders must describe their definitions of major and minor problems.
- Provide the availability of spare parts maintained in the area for the critical hardware and software.

- Explain the amount of time required for full replacement of the central operating hardware/software of the system, assuming a suitable site exists for locating the replacement components.

Additional Questions:

- Does your company have a 24x7x365 help desk?
- Does your company maintain the system or use business partners?
- Does your company have a technical support center that can be called if there are any questions? If so, is there any charge while under warranty? If after warranty, please provide any hourly rate.
- Is there a recommended web site or support page for customers to access technical support?
- How long does it take trained personnel to install and load operating system software and database software, if a major disaster destroys the call processing component of the system?
- For what length of time are software upgrades provided at no cost? What is the expected cost of future software upgrades?

I. Agency Provided Equipment and Services

1. The Agency shall provide the building space and facilities to provide user and administrative training.
2. The IT Division will provide and procure the following: hardware; racks, UPS and any cabling from the switches to the phones.
3. Network switches for the phones excluding POE switches.
4. Bidders are encouraged to provide specifications/quotes for servers and related equipment. Agency may desire to acquire the hardware through existing Agency contracts.
5. The Agency will provide the physical rack and/or shelving, power and cooling necessary to house the equipment.
6. The Agency will provide all necessary patch cables for the server room.
7. The Agency Project Manager shall provide the necessary information to implement the systems in the existing computer environment.
8. The Agency will ensure adequate cable runs are in place before any cutover.

APPENDIX A

St. Clair County Housing Authority Locations and Approximate Numbers Detail

Central Office
1790 S. 74th Street
Belleville, IL 62223

Phones	46
PCs	46
Concurrent Calls	12

Central Warehouse
4601 North Belt West
Belleville, IL 62226

Phones	5
PCs	5
Concurrent Calls	5

Thomas-Terry Apartments
301 South 6th Street
Brooklyn, IL 62059

Phones	2
PCs	2
Concurrent Calls	2

Private Mathison Manor
500 Hinkley St.
Cahokia Heights, IL 62207

Phones	3
PCs	3
Concurrent Calls	3