

---

---

**THE VILLAGE OF TINLEY PARK**

**Cook County, Illinois  
Will County, Illinois**

---

---

**RESOLUTION  
NO. 2018-R-036**

---

---

**A RESOLUTION APPROVING THE SERVICE AGREEMENT BETWEEN THE VILLAGE OF  
TINLEY PARK AND TELECOM INNOVATIONS GROUP (TIG) TO PROVIDE AND INSTALL  
PHONE SYSTEM PBX, PHONE AND VOICEMAIL REPLACEMENTS**

---

---

**JACOB C. VANDENBERG, PRESIDENT  
KRISTIN A. THIRION, VILLAGE CLERK**

**MICHAEL J. PANNITTO  
BRIAN H. YOUNKER  
CYNTHIA A. BERG  
WILLIAM P. BRADY  
MICHAEL W. GLOTZ  
Board of Trustees**

---

Published in pamphlet form by authority of the President and Board of Trustees of the Village of Tinley Park

**RESOLUTION NO. 2018-R-036**

**A RESOLUTION APPROVING THE SERVICE AGREEMENT BETWEEN THE VILLAGE OF TINLEY PARK AND TELECOM INNOVATIONS GROUP (TIG) TO PROVIDE AND INSTALL PHONE SYSTEM PBX, PHONE AND VOICEMAIL REPLACEMENTS**

**WHEREAS,** the Village of Tinley Park, Cook and Will Counties, Illinois, is a Home Rule Unit pursuant to the Illinois Constitution of 1970; and

**WHEREAS,** the Corporate Authorities of the Village of Tinley Park, Cook and Will Counties, Illinois, have considered entering into an Agreement with Telecom Innovations Group (TIG) a true and correct copy of such Agreement being attached hereto and made a part hereof as **EXHIBIT 1**; and

**WHEREAS,** the Corporate Authorities of the Village of Tinley Park, Cook and Will Counties, Illinois, have determined that it is in the best interests of said Village of Tinley Park that said Agreement be entered into by the Village of Tinley Park;

**NOW, THEREFORE, Be It Resolved** by the President and Board of Trustees of the Village of Tinley Park, Cook and Will Counties, Illinois, as follows:

**Section 1:** The Preambles hereto are hereby made a part of, and operative provisions of, this Resolution as fully as if completely repeated at length herein.

**Section 2:** That this President and Board of Trustees of the Village of Tinley Park hereby find that it is in the best interests of the Village of Tinley Park and its residents that the aforesaid "Agreement" be entered into and executed by said Village of Tinley Park, with said Agreement to be substantially in the form attached hereto and made a part hereof as **EXHIBIT 1**.

**Section 3:** That the President and Clerk of the Village of Tinley Park, Cook and Will Counties, Illinois are hereby authorized to execute for and on behalf of said Village of Tinley Park the aforesaid Agreement.

**Section 4:** That this Resolution shall take effect from and after its adoption and approval.

**ADOPTED** this 19<sup>th</sup> day of June, 2018, by the Corporate Authorities of the Village of Tinley Park on a roll call vote as follows:

**AYES:** Younker, Pannitto, Berg, Brady, Glotz


**NAYS:** None

**ABSENT:** None **ABSTAIN:** Curran

**APPROVED** this 19<sup>th</sup> day of June, 2018, by the President of the Village of Tinley Park.

  
Village President

**ATTEST:**

  
Village Clerk

STATE OF ILLINOIS       )  
COUNTY OF COOK       )     SS  
COUNTY OF WILL       )

CERTIFICATE

I, KRISTIN A. THIRION, Village Clerk of the Village of Tinley Park, Counties of Cook and Will and State of Illinois, DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution No. 2018-R-036, "A RESOLUTION APPROVING THE SERVICE AGREEMENT BETWEEN THE VILLAGE OF TINLEY PARK AND TELECOM INNOVATIONS GROUP (TIG) TO PROVIDE AND INSTALL PHONE SYSTEM PBX, PHONE AND VOICEMAIL REPLACEMENTS," which was adopted by the President and Board of Trustees of the Village of Tinley Park on June 19, 2018.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of the Village of Tinley Park this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

  
\_\_\_\_\_  
KRISTIN A. THIRION, VILLAGE CLERK

## **EXHIBIT 1**

# **TELECOM INNOVATIONS GROUP (TIG) AGREEMENT**

## VILLAGE OF TINLEY PARK

### SERVICE CONTRACT

This contract is by and between the **Village of Tinley Park**, an Illinois home-rule municipal corporation (the "Village"), and **Telecom Innovations Group** (the "Contractor"), for the project or work described in Exhibit A, attached hereto and made a part hereof.

1. In consideration of the compensation stated in paragraph 2, the Contractor shall provide all the services described in the Scope of Services attached hereto as Exhibit "A" and incorporated herein by reference. The express terms of this Contract shall take precedence and control over any term or provision of the Scope of Services (Exhibit A) that in any way conflicts with, differs from, or attempts to alter the terms of this Contract.
2. Except in the event of a duly authorized change order approved by the Village as provided in this Contract, and in consideration of the Contractor's final completion of all work in conformity with this Contract, the Village shall pay the Contractor an amount not to exceed **Three Hundred Fifty Five Thousand and 00/100 Dollars (\$355,000.00)** based on and including the Final Offer, Subcontracted Services and 15% Contingency for additional features as desired and approved. (Contractor shall invoice and receive payment for actual services performed and approved). Within thirty (30) calendar days of completion of the work, the Contractor shall submit his application for payment to the Village, and the Village shall pay Contractor for the work performed no later than **thirty (30)** calendar days from the date of the Village's receipt and the Village's approval of the work and the application for payment. No payment shall be made by the Village until the Contractor has submitted to the Village (i) a Contractor's Affidavit listing all subcontractors and material suppliers utilized on the project and (ii) final waivers of lien from the Contractor, all subcontractors and all material suppliers.
3. No changes shall be made, nor will invoices for changes, alterations, modifications, deviations, or extra work or services be recognized or paid except upon the prior written order from authorized personnel of the Village. The Contractor shall not execute change orders on behalf of the Village or otherwise alter the financial scope of the Project.
4. Written change orders may be approved by the Village Manager or his designee provided that the change order does not increase the amount set forth in paragraph 2 of this Contract to more than \$10,000.00. Changes in excess of this amount must be approved by the Village Board prior to commencement of the services or work. **If a requested change causes an increase or decrease in the cost of or time required for the performance of the contract, Contractor will agree to an equitable adjustment in the contract price or performance schedule, or both. Neither party is obligated to comply with requested changes unless and until both parties execute a written change order. Any increase or decrease in the contract will be adjusted according to the line item pricing schedule attached to this document as EXHIBIT "B".**
5. **Time is of the essence on this Contract.** The Contractor shall complete all work under this Contract by the dates set forth below:
  - 90 days from contract execution date of last signature.
  - TIG will not be responsible for any delays created by others, including but not limited to Call One and the VTP.

6. No "Notice to Proceed" may be given nor any work commenced until this Contract is fully executed and all exhibits and other attachments are completely filled out and attached hereto.
7. It is understood and agreed by the parties that the Contractor is an independent contractor retained for the above-mentioned purpose. The Village shall not control the manner nor the means of the Contractor's performance, but shall be entitled to a work product as described herein. The term "subcontractor" shall mean and include only those hired by and having a direct contract with Contractor for performance of work on the Project. The Village shall have no responsibility to any subcontractor employed by a Contractor for performance of work on the Project, and all subcontractors and material suppliers shall look exclusively to the Contractor for any payments due. The Village will **not** be responsible for reporting or paying employment taxes or other similar levies that may be required by the United States Internal Revenue Service or other State or Federal agencies. Every subcontractor shall be bound by the terms and provisions of this Contract as far as applicable to their work. . TIG will not use subcontractors to deliver the telephone system as presented in our proposal and listed in Exhibit B. Airport Electric, while listed on this Contract, will work directly with VTP and MSC. Nothing contained herein shall create any contractual or employment relations between any subcontractor and the Village. The Contractor is solely responsible for the safety procedures, programs and methods of its employees and agents and shall hold the Village harmless for any and all damages resulting from violations thereof. The Contractor shall comply with all applicable federal, State and local safety laws and regulations.
8. **It is further agreed that the Contractor shall indemnify, hold harmless, and defend the Village, its officers, agents, and employees from and against any and all claims, losses, damages, causes of action, suits, and liability of every kind, including all expenses of litigation, court costs, and attorneys' fees, for injury to or death of any person or for damage to any property arising out of or in connection with the Contractor's negligence under this Contract.**
9. **The Contractor assumes full responsibility for the work to be performed hereunder and hereby releases, relinquishes, and discharges the Village, its officers, agents, and employees from all claims, demands, and causes of action of every kind and character, including the cost of defense thereof, for any injury to or death of any person and any loss of or damage to any property that is caused by, alleged to be caused by, arising out of, or in connection with the Contractor's negligence in its work to be performed hereunder. The Contractor shall maintain insurance coverage in an amount and from a carrier suitable to the Village, and the Village shall be named as an additional insured where required. Certificates of Insurance are attached hereto as Exhibit B.**
10. The Village is exempt from payment of state and local sales and use of taxes on labor and materials incorporated into the project. If necessary, it is the Contractor's responsibility to obtain a sales tax permit, resale certificate, and exemption certificate that shall enable the Contractor to buy any materials to be incorporated into the project and then resale the aforementioned materials to the Village without paying the tax on the materials at the time of purchase. In no event will the Village be liable for or pay any sales or use taxes incurred by the Contractor in performing the services under this contract.
11. The Contractor shall comply with all applicable federal, state, and local statutes, regulations, ordinances, and other laws, including but not limited to the Immigration Reform and Control Act (IRCA). The Contractor may not knowingly obtain the labor or services of an unauthorized alien. The Contractor, not the Village, must verify eligibility for employment as required by IRCA.

12. At any time, the Village may terminate this Contract for convenience, upon written notice to the Contractor. The Contractor shall cease work immediately upon receipt of such notice. The Contractor shall be compensated for services performed and accepted by the Village up to the date of termination.
13. No waiver or deferral by either party of any term or condition of this Contract shall be deemed or construed to be a waiver or deferral of any other term or condition or subsequent wavier or deferral of the same term or condition.
14. This Contract may only be amended by written instrument approved and executed by the parties.
15. This Contract and the rights and obligations contained herein may not be assigned by the Contractor without the prior written approval of Village.
16. The parties hereby state that they have read and understand the terms of this Contract and hereby agree to the conditions contained herein.
17. This Contract has been made under and shall be governed by the laws of the State of Illinois. The parties agree that performance and all matters related thereto shall be in Cook County, Illinois.
18. Contractor, its employees, associates or subcontractors shall perform all the work hereunder. Contractor agrees that all of its associates, employees, or subcontractors who work on this Project shall be fully qualified and competent to do the work described hereunder. Contractor shall undertake the work and complete it in a timely manner.
19. If any provision of this Contract shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court of competent jurisdiction finds that any provision of this Contract is invalid or unenforceable, but that by limiting such provision it may become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.
20. This Contract represents the entire and integrated agreement between the Village and Contractor and supersedes all prior negotiations, representations, or agreements, either written or oral. Any negotiations with Airport Electric are with the VTP and not TIG.
21. This Contract will be effective when signed by the last party whose signing makes the Contract fully executed.
22. The Contractor agrees to comply with the Illinois Prevailing Wage Act, if the work to be performed under this Contract is covered by said Act.

This contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/01 *et seq.* ("the Act"). The Act requires contractors and subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the current "prevailing rate of wages" (hourly cash wages plus amount for fringe benefits) in the county where the

work is performed. The Department publishes the prevailing wage rates on its website at <http://labor.illinois.gov/>. The Department revises the prevailing wage rates and the contractor/subcontractor has an obligation to check the Department's web site for revisions to prevailing wage rates. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website. All contractors and subcontractors rendering services under this contract must comply with all requirements of the Act, *including but not limited to*, all wage requirements and notice and record keeping duties.

23. The Contractor agrees to comply with the Illinois Substance Abuse Prevention on Public Works Projects Act.
24. All documents utilized in this contract have a level of precedence priority. The precedence order is as follows:
  - a. VTP Service Contract
  - b. EXHIBIT "A" Scope of Services
  - c. EXHIBIT "B" TIG BFO with revised equipment types and quantities
  - d. EXHIBIT "C" Original RFP Document
  - e. EXHIBIT "D" TIG RFP Response
25. Payment Schedule Milestones
  1. 50% upon contract approval
  2. 30% upon project completion, turn up and testing
  3. 20% upon, completion of all punch list items, ATP performance and final approval.



## CERTIFICATIONS BY CONTRACTOR

### Eligibility to Contract

The undersigned hereby certifies that the Contractor is not barred from bidding on or entering into this contract as a result of a violation of either the bid-rigging or bid-rotating provisions of Article 33E of the Criminal Code of 1961, as amended.

Telecom Innovations Group  
Name of Contractor (please print)

President  
Title

D. J. Borchert  
Submitted by (signature)

### Certificate of Compliance with Illinois Human Rights Act

The undersigned hereby certifies that the Contractor is in compliance with Title 7 of the 1964 Civil Rights Act as amended and the Illinois Human Rights Act as amended.

Telecom Innovations Group  
Name of Contractor (please print)

President  
Title

D. J. Borchert  
Submitted by (signature)

### Certificate of Compliance with Illinois Drug-Free Workplace Act

The undersigned, **having 25 or more employees**, does hereby certify pursuant to section 3 of the Illinois Drug Free Workplace Act (30 ILCS 580/3) that it shall provide a drug-free workplace for all employees engaged in the performance of the work under the contract by complying with the requirements of the Illinois Drug-Free Workplace Act and, further certifies, that it is not ineligible for award of this contract by reason of debarment for a violation of the Illinois Drug-Free Workplace Act.

Telecom Innovations Group  
Name of Contractor (please print)

President  
Title

D. J. Borchert  
Submitted by (signature)



Patricia Ann Radcliffe

### Certificate Regarding Sexual Harassment Policy

The undersigned does hereby certify pursuant to section 2-105 of the Illinois Human Rights Act (775 ILCS 5/2-105) that it has a written sexual harassment policy that includes, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) an internal complaint process including penalties; (v) the legal recourse, investigative and complaint process available through the Department of Human Rights and Human Rights Commission; (vi) direction on how to contact the Department of Human Rights and Human Rights Commission; and (vii) protection against retaliation.

Telecom Innovations Group  
Name of Contractor (please print)

President  
Title

[Signature]  
Submitted by (signature)

### Certificate of Compliance with Substance Abuse Prevention on Public Works Projects Act

The undersigned hereby certifies that:

- A. There is in place a written program which meets or exceeds the program requirements of the Substance Abuse Prevention on Public Works Projects Act (P.A. 95-0635), and has provided a written copy thereof to the Village of Tinley Park.
- B. There is in place a collective bargaining agreement which deals with the subject matter of the Substance Abuse Prevention on Public Works Projects Act (P.A. 95-0635)

(Cross out either A or B depending upon which certification is correct)

Telecom Innovations Group  
Name of Contractor (please print)

President  
Title

[Signature]  
Submitted by (signature)



Patricia Ann Radcliffe

### Certificate of Compliance with Prevailing Wage Requirements

The undersigned hereby certifies that:

This contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/01 et seq. ("the Act"). The Act requires contractors and subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the current "prevailing rate of wages" (hourly cash wages plus amount for fringe benefits) in the county where the work is performed. The Department publishes the prevailing wage rates on its website at <http://www.state.il.us/agency/idol/rates/rates.HTM>. The Department revises the prevailing wage rates and the contractor/subcontractor has an obligation to check the Department's web site for revisions to prevailing wage rates. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website. All contractors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage requirements and notice and record keeping duties.

Telecom Innovations Group  
Name of Contractor (please print)

President  
Title

[Signature]  
Submitted by (signature)

### Certificate of Compliance with the Village of Tinley Park Responsible Bidder Ordinance

The undersigned or the entity making the proposal or bid has reviewed and is in compliance with the Village of Tinley Park Responsible Bidder Ordinance No. 2009-O-002.

Telecom Innovations Group  
Name of Contractor (please print)

President  
Title

[Signature]  
Submitted by (signature)



Patricia Ann Radcliffe

CONTRACT APPROVAL PAGE

TELECOM INNOVATIONS GROUP

BY: Randal Borchardt 7/6/18  
Printed Name: Randal Borchardt Date  
Title: Treasident

VILLAGE OF TINLEY PARK

BY: [Signature] 6-19-2018  
Jacob C. Vandenberg, Mayor  
(required if Contract is \$10,000 or more) Date

ATTEST:

[Signature] 6-19-2018  
Village Clerk  
(required if Contract is \$10,000 or more) Date

VILLAGE OF TINLEY PARK

BY: Neil Munn 6-21-18  
Village Manager Date



Patricia Ann Radcliffe

## **EXHIBIT "A"**

### **SCOPE OF SERVICES**

#### **Village Responsibilities:**

- A. Provide rack space in equipment room located in basement of Public Safety, server room in Village Hall and server room in Police Department
- B. Provide IP address scheme on Village Network to integrate to the following requirements
  - a. Village Network
  - b. (4) Fire Stations over Village Network routing back to Public Safety
  - c. Interface to all Village PCs where phones are located
  - d. Any peripheral switches or network devices provided by vendor
- C. Access to Village facilities to install and complete the contracted project.
- D. Project Management support and supervision.
- E. Provide analog interface to Fax, Modem and POTS type circuits.
- F. VTP and MSC shall approve and signoff on the final work product

#### **Vendor Responsibilities:**

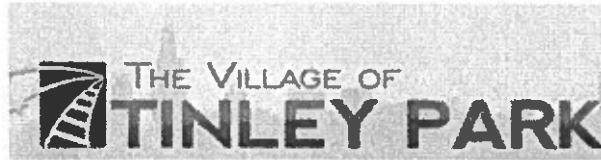
- A. Vendor shall provide the goods and services listed in Exhibit "B" of this document.
- B. Review the current systems operation and configure the new system with the proper extensions allocated to the proper facilities and VTP employees including pre-announcements, voice mail, call forward routing, caller ID, phantom extension allocation requirements, canned messages, network interface to VTP and LEC systems, etc.
- C. Review phantom extension allocation and configure system to emulate the same process the calling patterns in a suitable format.
- D. Perform all programming, integration and optimization for the following requirements:
  - a. Main system configuration
  - b. Phone configuration and installation
  - c. Install and interface all main system components such as voice servers and analog devices such as Fax, Modem and POTS type circuits to Village provided Network and IP address configurations as well as interface to LEC SIP provisions.
- E. Test and confirm system and component to all facilities Village wide.
- F. Provide as-built of system with all configuration and system documentation included for Village personnel.
- G. Install Main server and peripheral devices in 19' locking cabinet provided by the Village at Public Safety, Village Hall and Police Department
- H. Plug in all main systems to existing UPS devices.
- I. Provide wiring and setup diagrams for all peripheral devices that will attach to the main systems.
- J. Provide recommendations and approval for wiring type to and between all devices.
- K. Provide dimensions and equipment size and mounting requirements to ensure the enclosures are adequate for mounting.
- L. Jointly create ATP (acceptance test plan) for approval by both parties

- M. Perform through system testing and configuration prior to cutover.
- N. Provide system and user training (1) week prior to cutover.
- O. Cutover system with the approval of the Village for date and time.
- P. Create punch list of all issues and outstanding items and changes required.
- Q. Create system as built documentation
- R. Perform services as allocated under the contract understanding that any changes requested shall be submitted in writing and approved only by Village Authorized Personnel.

**EXHIBIT "B"**  
**Telecom Innovations Group "Best and Final Offer"**



Telcom Innovations Group



## Configured for:

- 3 Mitel 3300 MXe Purpose Built Controllers with Redundant Components  
(1 each at Public Safety; Village Hall and Police Department)
- 62 Analog Circuits
- 72 SIP Trunk Licenses (24 per location)
- 61 Mitel 5304 - 2 Line, 10/100, one way speaker
- 139 Mitel 6920 IP Phones
- 56 Mitel 6930 IP Phones
- 43 Mitel 6940 IP Phones
- 10 Cordless Bluetooth Handset (for 6930 phones)
- 13 25 button Programmable Key Module
- 7 Integrated DECT Headset (for use with 6930 and 6940)
- 29 Bluetooth Cordless Speaker Phone
- 3 Mitel 5624 v2 WiFi handset w/bttry & clip
- 300 UCC Entry User Licenses includes the following:
  - Voicemail & Unified Messaging License*
  - MiCollab Basic UC Client Desktop License*
  - Twinning (Single Number Reach) with call handoff*
- 146 UCC Standard User License includes the following: (Includes 145 Officers)
  - Voicemail & Unified Messaging License*
  - MiCollab Advanced UC Client Desktop License*
  - Multi-Device License (Up to 8 Devices) with call handoff*
  - Advanced IM & Presence*
  - Remote Teleworker Licenses*
  - Softphone*
  - 15 ports Audio, Web Video Conferencing*
- 24 NuPoint Voicemail Ports
- 175 Voicemail boxes
- 30 Additional voicemail boxes for departmental, greetings, etc.
- 4 IP Paging Units
- 1 Contact Center with 6 Agents with Business Reporter
- 1 Business Reporter for 350 users
- 1 Mitel Emergency Alerts Bundle (for sending messages to ALL users phones)
- 3 4 port analog Terminal Adaptors

Public Safety Building								
Part Number	Description	Qty.	Unit	Extended	NJPA	NJPA Unit	NJPA Extended	
<b>Base Hardware &amp; Software</b>								
50006731	3300 MXe III w/ 1GB RAM Controller	1	\$ 3,000.00	\$ 3,000.00	38.00%	\$ 1,860.00	\$ 1,860.00	
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$ 25.00	\$ 25.00	38.00%	\$ 15.50	\$ 15.50	
54004973	MiVoice Business Enterprise S/W for 3300	1	\$ 3,000.00	\$ 3,000.00	38.00%	\$ 1,860.00	\$ 1,860.00	
54005330	Enterprise License Group	1	\$ 1,000.00	\$ 1,000.00	38.00%	\$ 620.00	\$ 620.00	
<b>Redundant Hardware Components</b>								
50006965	3300 MXeIII SATA SSD 2pk (Cntr-Server)	1	\$ 530.00	\$ 530.00	0.00%	\$ 530.00	\$ 530.00	
50005084	MXe AC POWER SUPPLY	1	\$ 500.00	\$ 500.00	38.00%	\$ 310.00	\$ 310.00	
50006431	MXe III Raid Sub-System	1	\$ 1,500.00	\$ 1,500.00	38.00%	\$ 930.00	\$ 930.00	
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$ 25.00	\$ 125.00	38.00%	\$ 15.50	\$ 77.50	
<b>Analog Hardware &amp; Software</b>								
50005104	4 PLUS 12 PORT COMBO	5	\$ 1,000.00	\$ 5,000.00	38.00%	\$ 620.00	\$ 3,100.00	
50005105	ASU II	3	\$ 700.00	\$ 2,100.00	38.00%	\$ 434.00	\$ 1,302.00	
50006271	PWR CRD C13 10A 125V - NA Plug	3	\$ 25.00	\$ 75.00	38.00%	\$ 15.50	\$ 46.50	
54002701	MiVoice Business License-SINGLE LINE EXT	16	\$ 75.00	\$ 1,200.00	38.00%	\$ 46.50	\$ 744.00	
<b>SIP Hardware &amp; Software</b>								

54005400	MiVoice Business SIP Trunks x10	2	\$	900.00	\$	1,800.00	38.00%	\$	558.00	\$	1,116.00
54002390	MiVoice Business License - SIP Trunk x1	4	\$	100.00	\$	400.00	38.00%	\$	62.00	\$	248.00
54004491	SIP Trunking Channel Proxy	24	\$	50.00	\$	1,200.00	38.00%	\$	31.00	\$	744.00
54004571	Mitel Border Gateway Base Software	1	\$	250.00	\$	250.00	38.00%	\$	155.00	\$	155.00
SERVERMBG	1U Intel Server for Mitel Border Gateway	1	\$	2,117.50	\$	2,117.50	0.00%	\$	2,117.50	\$	2,117.50
<b>Enterprise Software and Licensing</b>											
54005441	McCollab Base Software	1	\$	995.00	\$	995.00	38.00%	\$	616.90	\$	616.90
54006540	UCCv4.0 Entry User for MiVoice Bus x50	6	\$	9,350.00	\$	56,100.00	38.00%	\$	5,797.00	\$	34,782.00
54006542	UCCv4.0 STND User for MiVoice Bus x1	1	\$	325.00	\$	325.00	38.00%	\$	201.50	\$	201.50
54006542	UCCv4.0 STND User for MiVoice Bus (police)	145	\$	325.00	\$	47,125.00	38.00%	\$	201.50	\$	29,217.50
SERVERMAS	1U Intel Server for McCollab	1	\$	2,117.50	\$	2,117.50	0.00%	\$	2,117.50	\$	2,117.50
54000297	MCD Mailbox license	1	\$	50.00	\$	50.00	38.00%	\$	31.00	\$	31.00
<b>Voicemail - 175 Additional Voice Mail boxes</b>											
54005611	McCollab NPUM MiVBus Mailbox Licenses x50	3	\$	1,500.00	\$	4,500.00	38.00%	\$	930.00	\$	2,790.00
	McCollab NPUM MiVBus Mailbox Licenses x10	2	\$	350.00	\$	700.00	38.00%	\$	217.00	\$	434.00
	McCollab NPUM MiVBus Mailbox Licenses x1	5	\$	40.00	\$	200.00	38.00%	\$	24.80	\$	124.00
<b>IP Phones &amp; Accessories</b>											
51011571	5304 IP Phone 2 Line, 10/100, one way speaker	61	\$	170.00	\$	10,370.00	38.00%	\$	105.40	\$	6,429.40
50006767	6920 IP Phone	139	\$	295.00	\$	41,005.00	38.00%	\$	182.90	\$	25,423.10
50006769	6930 IP Phone	56	\$	410.00	\$	22,960.00	38.00%	\$	254.20	\$	14,235.20
50006770	6940 IP Phone	43	\$	550.00	\$	23,650.00	38.00%	\$	341.00	\$	14,663.00
50006763	Bluetooth Handset (Cordless for use with 6930)	10	\$	150.00	\$	1,500.00	38.00%	\$	93.00	\$	930.00
50006874	M695 PKM (25 Button Programmable Key Module)	13	\$	200.00	\$	2,600.00	38.00%	\$	124.00	\$	1,612.00
51305332	Integrated DECT Headset (for use with 6930 & 6940)	7	\$	325.00	\$	2,275.00	38.00%	\$	201.50	\$	1,410.50
51306580	S720 Bluetooth Speaker Phone	29	\$	325.00	\$	9,425.00	38.00%	\$	201.50	\$	5,843.50
51302081	Mitel 5624 v2 WiFi handset w/bttry & clip	3	\$	445.00	\$	1,335.00	38.00%	\$	275.90	\$	827.70
50005663	5302/5304 Wall Mount Kit(16 Pack)	3	\$	100.00	\$	300.00	38.00%	\$	62.00	\$	186.00
<b>Mitel Software Assurance</b>											
54007807	SWA Prem 1y MiVBus Analog Port	16	\$	5.00	\$	80.00	38.00%	\$	3.10	\$	49.60
54007810	SWA Prem 1y MiVBus DLM	1	\$	-	\$	-	38.00%	\$	-	\$	-
54007815	SWA Prem 1y MiVBus System	1	\$	163.00	\$	163.00	38.00%	\$	101.06	\$	101.06
54007947	SWA Prem 1y MiV BG SIP Connect	24	\$	8.00	\$	192.00	38.00%	\$	4.96	\$	119.04
54007949	SWA Prem 1y MiV BG System	1	\$	33.00	\$	33.00	38.00%	\$	20.46	\$	20.46
54008178	SWA Prem 1y McCollab System	1	\$	130.00	\$	130.00	38.00%	\$	80.60	\$	80.60
54009189	SWA Std 1y McCollab UM Mailbox	50	\$	3.50	\$	175.00	38.00%	\$	2.17	\$	108.50
54008320	SWA Prem 1y UCC Entry MiVB	300	\$	14.50	\$	4,350.00	38.00%	\$	8.99	\$	2,697.00
54008322	SWA Prem 1y UCC Std MiVB	1	\$	28.00	\$	28.00	38.00%	\$	17.36	\$	17.36
54008322	SWA Prem 1y UCC Std MiVB	145	\$	28.00	\$	4,060.00	38.00%	\$	17.36	\$	2,517.20
54009185	MPA Plus 1y MiVB /User	300	\$	6.00	\$	1,800.00	38.00%	\$	3.72	\$	1,116.00
										\$	262,366.00
										\$	164,477.62

Village Hall											
Part Number	Description	Qty.	Unit	Extended	Discount	NIPA Unit	NIPA Extended				
Base Hardware & Software											
50006731	3300 MxIII w/ 1GB RAM Controller	1	\$	3,000.00	\$	3,000.00	38.00%	\$	1,860.00	\$	1,860.00
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$	25.00	\$	25.00	38.00%	\$	15.50	\$	15.50
54004973	MiVoice Business Enterprise S/W for 3300	1	\$	3,000.00	\$	3,000.00	38.00%	\$	1,860.00	\$	1,860.00
54005330	Enterprise License Group	1	\$	1,000.00	\$	1,000.00	38.00%	\$	620.00	\$	620.00
Redundant Hardware Components											
50006965	3300 MxIII SATA SSD 2pk (Cntr-Server)	1	\$	530.00	\$	530.00	0.00%	\$	530.00	\$	530.00
50005084	MxIII AC POWER SUPPLY	1	\$	500.00	\$	500.00	38.00%	\$	310.00	\$	310.00
50006431	MxIII Raid Sub-System	1	\$	1,500.00	\$	1,500.00	38.00%	\$	930.00	\$	930.00
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$	25.00	\$	25.00	38.00%	\$	15.50	\$	15.50
Analog Hardware & Software											
50005731	24 port ONSp card	2	\$	860.00	\$	1,720.00	38.00%	\$	533.20	\$	1,066.40
50005105	ASU II	1	\$	700.00	\$	700.00	38.00%	\$	434.00	\$	434.00
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$	25.00	\$	25.00	38.00%	\$	15.50	\$	15.50
54002701	MiVoice Business License-SINGLE LINE EXT	20	\$	75.00	\$	1,500.00	38.00%	\$	46.50	\$	930.00
SIP Hardware & Software											
54005400	MiVoice Business SIP Trunks x10	2	\$	900.00	\$	1,800.00	38.00%	\$	558.00	\$	1,116.00
54002390	MiVoice Business License - SIP Trunk x1	4	\$	100.00	\$	400.00	38.00%	\$	62.00	\$	248.00



54004491	SIP Trunking Channel Proxy	24	\$	50.00	\$	1,200.00	38.00%	\$	31.00	\$	744.00
54004571	Mitel Border Gateway Base Software	1	\$	250.00	\$	250.00	38.00%	\$	155.00	\$	155.00
SERVERMBG	1U Intel Server for Mitel Border Gateway	1	\$	2,117.50	\$	2,117.50	0.00%	\$	2,117.50	\$	2,117.50
<i>Enterprise Software and Licensing</i>											
54000297	MCD Mailbox license	1	\$	50.00	\$	50.00	38.00%	\$	31.00	\$	31.00
<i>Mitel Software Assurance</i>											
54007807	SWA Prem 1y MiVBus Analog Port	20	\$	5.00	\$	100.00	38.00%	\$	3.10	\$	62.00
54007815	SWA Prem 1y MiVBus System	1	\$	163.00	\$	163.00	38.00%	\$	101.06	\$	101.06
54007947	SWA Prem 1y MiV BG SIP Connect	24	\$	8.00	\$	192.00	38.00%	\$	4.96	\$	119.04
54007949	SWA Prem 1y MiV BG System	1	\$	33.00	\$	33.00	38.00%	\$	20.46	\$	20.46
										\$	19,830.50
										\$	13,300.96

Police Department											
Part Number	Description	Qty.	Unit	Extended	Discount	NJPA Unit	NJPA Extended				
Base Hardware & Software											
50006731	3300 Mx6 III w/ 1GB RAM Controller	1	\$	3,000.00	\$	3,000.00	38.00%	\$	1,860.00	\$	1,860.00
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$	25.00	\$	25.00	38.00%	\$	15.50	\$	15.50
54004973	MiVoice Business Enterprise S/W for 3300	1	\$	3,000.00	\$	3,000.00	38.00%	\$	1,860.00	\$	1,860.00
54005330	Enterprise License Group	1	\$	1,000.00	\$	1,000.00	38.00%	\$	620.00	\$	620.00
Redundant Hardware Components											
50006965	3300 Mx6III SATA SSD 2pk (Cntr-Server)	1	\$	530.00	\$	530.00	0.00%	\$	530.00	\$	530.00
50005084	Mx6 AC POWER SUPPLY	1	\$	500.00	\$	500.00	38.00%	\$	310.00	\$	310.00
50006431	Mx6 III Raid Sub-System	1	\$	1,500.00	\$	1,500.00	38.00%	\$	930.00	\$	930.00
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$	25.00	\$	125.00	38.00%	\$	15.50	\$	77.50
Analog Hardware & Software											
50005104	4 PLUS 12 PORT COMBO	1	\$	1,000.00	\$	1,000.00	38.00%	\$	620.00	\$	620.00
50005731	24 port ONSp card	1	\$	860.00	\$	860.00	38.00%	\$	533.20	\$	533.20
50005105	ASU II	1	\$	700.00	\$	700.00	38.00%	\$	434.00	\$	434.00
50006271	PWR CRD C13 10A 125V - NA Plug	1	\$	25.00	\$	25.00	38.00%	\$	15.50	\$	15.50
54002701	MiVoice Business License-SINGLE LINE EXT	26	\$	75.00	\$	1,950.00	38.00%	\$	46.50	\$	1,209.00
SIP Hardware & Software											
54005400	MiVoice Business SIP Trunks x10	2	\$	900.00	\$	1,800.00	38.00%	\$	558.00	\$	1,116.00
54002390	MiVoice Business License - SIP Trunk x1	4	\$	100.00	\$	400.00	38.00%	\$	62.00	\$	248.00
54004491	SIP Trunking Channel Proxy	24	\$	50.00	\$	1,200.00	38.00%	\$	31.00	\$	744.00
54004571	Mitel Border Gateway Base Software	1	\$	250.00	\$	250.00	38.00%	\$	155.00	\$	155.00
SERVERMBG	1U Intel Server for Mitel Border Gateway	1	\$	2,117.50	\$	2,117.50	0.00%	\$	2,117.50	\$	2,117.50
Mitel Software Assurance											
54007807	SWA Prem 1y MiVBus Analog Port	26	\$	5.00	\$	130.00	38.00%	\$	3.10	\$	80.60
54007815	SWA Prem 1y MiVBus System	1	\$	163.00	\$	163.00	38.00%	\$	101.06	\$	101.06
54007947	SWA Prem 1y MiV BG SIP Connect	24	\$	8.00	\$	192.00	38.00%	\$	4.96	\$	119.04
54007949	SWA Prem 1y MiV BG System	1	\$	33.00	\$	33.00	38.00%	\$	20.46	\$	20.46
					\$	20,500.50					
					\$	13,716.36					

Mitel Contact Center / Call Accounting & Reporting											
Part Number	Description	Qty.	Unit	Extended	Discount	NJPA Unit	NJPA Extended				
Software and Licensing											
52002931	Contact Center Agent x 1	1	\$	800.00	\$	800.00	38.00%	\$	496.00	\$	496.00
52002935	Contact Center Starter Pack	1	\$	6,000.00	\$	6,000.00	38.00%	\$	3,720.00	\$	3,720.00
5 - Contact Center Agents											
1 - Contact Center Administrator											
Business Reporting (Call Accounting)											
54006799	MiVoice Business Reporter Extension x50	6	\$	300.00	\$	1,800.00	38.00%	\$	1,068.00	\$	1,116.00
SERVERCCS	Intel 1U server for MiContact Center	1	\$	2,997.50	\$	2,997.50	0.00%	\$	2,997.50	\$	2,997.50
Mitel Software Assurance											
54006934	CC Premium 24/7 Software Assurance	1290	\$	1.00	\$	1,290.00	38.00%	\$	0.62	\$	799.80
										\$	12,889.02
										\$	9,129.30

Miscellaneous											
Part Number	Description	Qty.	Unit	Extended	Discount	NJPA Unit	NJPA Extended				
51100100	phone) Requires CPE Virtual Server	1	\$	5,000.00	\$	5,000.00	38.00%	\$	3,100.00	\$	3,100.00
50001754	5485 IP PAGING UNIT	4	\$	685.00	\$	2,740.00	38.00%	\$	424.70	\$	1,698.80

50005300	24VDC IP PWR ADPT 100-240V 50-60HZ	4	\$	40.00	\$	160.00	38.00%	\$	24.80	\$	99.20
51005172	PWR CRD C7 2.5A 125V-NA PLUG NON POLRIZD	4	\$	8.00	\$	32.00	38.00%	\$	4.96	\$	19.84
51304960	TA7104 (4 port analog device interface)	3	\$	339.00	\$	1,017.00	38.00%	\$	210.18	\$	630.54
				\$	8,949.00				\$	5,548.38	

**System Summary**

Total List Price	\$	324,535.02	NJPA Price	\$	206,172.62
Discounts, Promotions and Programs	\$	(27,506.00)			
Turnkey Implementation, Project Management and Training	\$	38,740.29			

System Purchase Price \$ 217,406.91

**Maintenance & Software Assurance**

Year 1	Industry Standard Maintenance	Included
	Mitel SWAS	Included
Year 2	Industry Standard Maintenance	\$ 9,783.31
	Mitel Premium Software Assurance	\$ 8,250.34
		\$ 18,033.65
Year 3	Industry Standard Maintenance	\$ 9,783.31
	Mitel Premium Software Assurance	\$ 8,250.34
		\$ 18,033.65
Year 4	Industry Standard Maintenance	\$ 9,783.31
	Mitel Premium Software Assurance	\$ 8,250.34
		\$ 18,033.65
Year 5	Industry Standard Maintenance	\$ 9,783.31
	Mitel Premium Software Assurance	\$ 8,250.34
		\$ 18,033.65

**Project Summary**

System Hardware, Software and Turnkey Installation	\$	217,406.91
Year 2 - 5 Total for Mitel Software Assurance and Industry Standard Maintenance	\$	72,134.60

Grand Total Project Price \$ 289,541.51

**End of Itemization****Optional packages to Enhance Mitel's MMN System**

MMN ST Phone Voice (Outcall to Phones)	\$	9.30	per user / one time fee
MMN Email Notification	\$	2.48	per user / one time fee
MMN SMS NMB	\$	3.10	per user / one time fee
MMN Desktop Client (Computer Screen)	\$	15.50	per user / one time fee
MMN Paging Groups	\$	18.60	per user / one time fee
SMS Msg Bundle, Starter Kit (3K Text Msg's Annually)	\$	1,050.00	Annually
SMS Msg Bundle, Small (10K Text Msg's Annually)	\$	1,969.50	Annually

Airport Electric Subcontractor for wiring (Not to Exceed) \$21,000.00

EXHIBIT " C"  
Original RFP Document "File Attached"

Original RFP with  
answers is located  
Under Exhibit "D"

**EXHIBIT "D"**  
**TIG Original RFP Response "File Attached"**



**Request for Proposal (RFP)**  
**"Telephone System Replacement Project"**  
**And/Or**  
**"Telephone System Cabling and Network Interface"**

Village of Tinley  
16250 Oak Park Ave  
Tinley Park, Illinois 60477

Issued:  
November 22, 2017

Proposals Due:  
January 5, 2018, 4:00 PM CST

**Contract Administrator:**  
John Urbanski, Assistant Public Works Director  
Phone 708-444-5500  
Fax 708-444-5599

**Project Manager:**  
Max Machuta, Municipal Services Consulting  
Phone 231-409-4111  
Email [mmachuta@aol.com](mailto:mmachuta@aol.com)

***If possible, all Telcom Innovations Group responses and materials contained in this document including but not limited to pricing, charts, diagrams and other attachments shall be considered confidential and proprietary.***



Telcom Innovations Group



## **TABLE OF CONTENTS**

## **PAGE**

### **SECTION I. INTRODUCTIONS AND INSTRUCTIONS**

NOTICE TO PROPOSERS .....	4
A. VILLAGE INFORMATION.....	7
B. PURPOSE OF THE REQUEST FOR PROPOSAL .....	7
C. SCOPE OF SERVICES .....	8
D. TENTATIVE SCHEDULE OF EVENTS .....	9
E. NUMBER OF COPIES & RESPONSE DATE, TIME, LOCATION.....	9
F. INFORMATIONAL MEETING AND VENDOR QUESTIONS .....	9
G. VILLAGE CONTACT INFORMATION .....	10
H. VENDOR CONTACT INFORMATION .....	10
I. VENDOR DEMONSTRATIONS .....	10
J. PROPOSAL REVIEW.....	10
K. EVALUATIONS AND SELECTION .....	11
L. COSTS INCURRED BY VENDOR.....	11
M. RIGHT OF REFUSAL .....	11
N. PROPOSAL PRICE GUARANTEE .....	12

### **SECTION II. PROPOSAL CONTENT & FORMAT**

A. INTRODUCTION .....	13
B. EXECUTIVE SUMMARY .....	13
C. VENDOR BACKGROUND AND QUALIFICATIONS.....	13
D. CUSTOMER REFERENCES .....	13
E. SOFTWARE INFORMATION .....	14
F. TECHNICAL PLATFORM REQUIREMENTS.....	14
G. RESPONSE TO APPLICATION REQUIREMENTS.....	15
H. IMPLEMENTATION.....	15
I. SAMPLE SUPPORT DOCUMENTATION .....	18
J. COST SUMMARY .....	18
K. AFFIDAVITS AND DISCLOSURES .....	18
L. WARRANTIES.....	18
M. INSURANCE REQUIREMENTS .....	19
N. TERMS OF INDEMNIFICATION.....	20

### **SECTION III. TELEPHONE SYSTEM SPECIFICATIONS**

<b>A. SOFTWARE PACKAGE APPROACH .....</b>	<b>21</b>
<b>B. SCOPE OF Work.....</b>	<b>21</b>
<b>C. TECHNOLOGY SOLUTION.....</b>	<b>22</b>
<b>D. TECHNICAL SPECIFICATIONS .....</b>	<b>22</b>
• <b>Table 1 – Telephone Technical Requirements .....</b>	<b>25</b>
• <b>Table 2 – Cabling System Requirements.....</b>	<b>37</b>

### **SECTION V. COST SUMMARY – TELEPHONE SYSTEM IMPLEMENTATION**

<b>LINE ITEM COST TABLE .....</b>	<b>38</b>
-----------------------------------	-----------

### **SECTION VI. COST SUMMARY – CABLING SYSTEM REQUIREMENTS**

<b>LINE ITEM COST TABLE .....</b>	<b>40</b>
-----------------------------------	-----------

### **APPENDIXES**

<b>A. VENDOR DISCLOSURE AFFIDAVIT “SECTIONS ( 1 THROUGH 11)”.....</b>	<b>41</b>
<b>B. SERVICE CONTRACT .....</b>	<b>48</b>

**VILLAGE OF TINLEY PARK  
COOK COUNTY, ILLINOIS  
LEGAL NOTICE TO PROPOSERS**

The Village of Tinley Park, Illinois, will receive sealed proposals for improvements to the Village Telephone System and cabling upgrade. Proposals are due on the following date, January 5, 2018

**“Telephone System Implementation”**

The scope of work (SOW) will detail the purpose, specification, requirements and process for implementation of the Telephone System Replacement along with the responsibilities of the Village and the vendor(s). The RFP shall be divided in (2) parts, Part (1) shall be the Telephone System Equipment, Installation and Configuration. Part (2) shall be the cabling, cable certification, cable management, plug and jack installation. Vendor may bid either or both systems; if submitting a proposal for both systems the Vendor must list the Telephone System and Cable Installation completely separate as (2) independent RFP submissions. The pricing table must show the breakdown as explained above. The amount quoted shall include all components of each system fully installed, tested and certified as operational.

Project is anticipated for completion by, end of May, 2018

No bid shall be withdrawn after the opening of the bids without the consent of the Mayor and Board of Trustees for a period of one hundred twenty days after the scheduled time of opening bids.

All proposals shall be sealed in an envelope, addressed to the Village of Tinley Park, attention John Urbanski. The name and address of the bidder and the name of the project shall also appear on the outside of the envelope.

The Documents, including specifications, are on file at the Village Hall, 16250 Oak Park Avenue, Tinley Park, Illinois 60477. Contractors may obtain 1 copy of the Bidding Documents in soft copy from Municipal Services Consulting, Inc. 2682 Garfield Rd. N. Suite 22, Traverse City, MI 49686 or by emailing your request to [mmachuta@aol.com](mailto:mmachuta@aol.com) with a follow up phone call to confirm receipt of request to Max Machuta 231-409-4111. The bid documents will be issued through On November 22, 2017

A Certified Check, Bank Draft on a solvent bank or Bid Bond, payable without condition to the Village of Tinley Park in an amount not less than ten percent (10%) of the bid shall be submitted with each proposal, as a guarantee that, if the proposal is accepted, a contract will be entered into and the performance of the contract is properly secured.

The right is reserved to reject any or all bids, to waive technicalities, to postpone the bid opening, or to advertise for new proposals, if in the judgment of the Mayor and Board of Trustees their best interests will be promoted thereby. In addition, the Village reserves the right to negotiate with qualified Vendors regarding the structure of design elements, and may require the Vendor selected to participate in negotiations concerning the contract price or the nature and extent of the products and services to be provided. The contract, if awarded, will be negotiated with the Vendor who in the judgment and sole discretion of



the Village can best meet the Village's needs as identified in this RFP.

The Contract calls for the construction of a "public work" within the meaning of the Illinois Prevailing Wage Act 820 ILCS 130/.01 et seq. ("the Act"). The Act requires contractors and subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the current "prevailing rate of wages" (hourly cash wages plus amount for fringe benefits) in the county where the work is performed. The Department publishes the prevailing wage rates on its website at

<http://www.state.il.us/agency/idol/rates/rates.HTM>. The Department revises the prevailing wage rates and the contractor/subcontractor has an obligation to check the Department's web site for revisions to prevailing wage rates. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website. All contractors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage requirements and notice and record keeping duties.

The contractor shall also comply with all applicable Federal, State, and local regulations.

The Village of Tinley Park Local Vendor Purchasing Policy provides local vendors with preferential treatment when competing for contracts with the Village. A local vendor is defined as a business that has an actual business location within the Village of Tinley Park and is licensed by the Village. As such, when considering contracts, the Village of Tinley Park reserves the right to forego the lowest and responsible bid in favor of a local vendor under the following circumstances:

<u>Contract Value</u>	<u>Range (up to a maximum of)</u>
\$0-\$250,000	5%
\$250,000-\$500,000	4%
\$500,000-\$750,000	3%
\$750,000-\$1,000,000	2%
\$1,000,000-\$2,000,000	1%

Responsible bidders are determined pursuant to the criteria set forth in the Village undespensible Bidder Ordinance No. 2009-O-002.

That in order to be considered a "responsible bidder" on Village Public Works Project, a bidder must comply with the following criteria, and submit acceptable evidence of such compliance, in addition to any other requirements as determined from time to time by the Village for the specific type of work to be performed:

- a) Compliance with all applicable laws and Village Codes and Ordinances prerequisite to
  - a. doing business in Illinois and in the Village;
- b) Compliance with:
  - a. Submittal of Federal Employer Tax Identification Number or Social Security Number (for individual), and
  - b. Provision of Section 2000e of Chapter 21, Title 42 of the United States Code and Federal Executive Order No. 11246 as amended by Federal Executive Order No. 11375 (known as the Equal Employment Opportunity Provisions);
- c) Furnishing certificates of insurance indicating at least the following coverages at

minimum limits established by the Village; general liability, workers' compensation, completed operations, automobile, hazardous occupation, product liability and professional liability;

- d) Compliance with all provisions of the Illinois Prevailing Wage Act, including wages, medical and hospitalization insurance and retirement for those trades covered by the Act;
- e) Participation in apprenticeship and training programs approved by and registered with the United States Department of Labor's Bureau of Apprenticeship and Training;
- f) Compliance with the applicable provisions of the Illinois Human Rights Act and the rules of the Illinois Human Rights Commission, including the adoption of a written sexual harassment policy;
- g) Furnishing of required performance and payment bonds;
- h) Furnishing certification of no delinquency in the payment of any tax administered by the Illinois Department of Revenue;
- i) Furnishing certification that the bidder is not barred from bidding or contracting as a result of a violation of either Section 33E or 33E-4 of Chapter 720, Article 5 of the Illinois Compiled Statutes; and
- j) Furnishing evidence that the bidder has not only the financial responsibility but also the ability to respond to the needs of the Village by the discharge of the contractor's obligations in accordance with what is expected or demanded under the terms of the contract.

Bidder qualifications and experience will also be included in the basis for determining the lowest responsible bidder.

The Vendor selected, if any, will be required to enter into a contract with the Village substantially in the form attached hereto as Appendix B, which will incorporate the Scope of Work as determined pursuant to this RFP.

A performance bond in a sum equal to one hundred percent (100%) of the amount of the bid, with sureties to be approved by the Mayor and Board of Trustees for the faithful performance of the contract must be furnished by the successful bidder. All bids or proposals shall contain an offer to furnish bond upon acceptance of such bid or proposal.

The Bidder shall resolve all questions regarding the intent of the specifications or drawings with the Consultant prior to submitting his bid. Technical questions should be directed in writing via email and directed to Max Machuta at [mmachuta@aol.com](mailto:mmachuta@aol.com); any responses to questions shall be provided in writing to all potential bidders that the Village is aware of.

Responses to this RFP may be subject to disclosure under the Freedom of Information Act. If there is any information the responder believes is proprietary or confidential and should not be disclosed, please so indicate with specificity. The Village will consider all such responses, but cannot and does not guarantee confidentiality with respect to any information submitted.

**Read and understood Village of Tinley Park, Cook County - Legal Notice to Bidders**

## **SECTION I. INTRODUCTION AND INSTRUCTIONS**

### **A. VILLAGE OF TINLEY PARK INFORMATION**

Tinley Park is a village located primarily in [Cook County, Illinois](#), United States, with a small portion in [Will County](#). The population was 56,703 at the 2010 census. Our location at the intersection of Interstate 80 and Harlem Avenue has attracted prime business and hospitality industry development. Along with the emergence of award-winning restaurants, a popular convention center and large outdoor music venue, Tinley Park is home to major shopping areas and hotels. Our strong local economy - a diverse mix of retail, office, industry and entertainment businesses - has benefited both residents and companies alike.

Public Safety is a primary focus of our Village Board.

The Police Department currently maintains a staff of 78 full-time sworn police officers and 26 part-time officers. The Police Department covers over 16 square miles in its jurisdiction. Tinley Park Police Department is accredited by the Commission on Accreditation for Law Enforcement Agencies.

Tinley Park Fire Department staffs four fire stations 24/7 with three personnel each. The Fire Department does not respond to initial requests for EMS, however they do respond to and perform rescue for vehicle accidents, hazardous materials and technical rescue incidents including water related emergencies. Tinley FD is a member of MABAS 24, a mutual aid response system for Illinois. In 2012, the Tinley Park Fire Prevention Bureau became the first local municipal bureau in the nation to achieve fire prevention and life safety department accreditation.

Our Emergency Management and Communications Agency provides both emergency and nonemergency support to other Village public safety agencies and also hails as one of a select few agencies with state accreditation in emergency management. It also houses the 911 Command Center that provides the Villages public safety dispatch for Police, Fire, EMS and other non-emergency calls for service. The Center is administered by the EMA Director with day to day supervision by the Operations Center Coordinator and Quality and Training Coordinator.

Tinley Park Administration Departments provide the support and services expected by all local government agencies and are housed in (3) separate facilities throughout the Village.

Tinley Park Public Works Department provides the support services that manage and maintain the physical infrastructure throughout the Village and integrate with adjacent municipalities to provide infrastructure assets for their facilities.

#### **Read & Understood**

### **B. PURPOSE OF THE REQUEST FOR PROPOSAL**

This Request for Proposal (RFP) is issued to invite vendors to submit proposals, at their own cost, for replacement of the Telephone System that is currently 20 plus years old, with current "Industry Standard" VoIP, digital and integrated technology. The current Telephone System is a Siemens Model 80 digital base (2 wire) system at Public Safety with an integrated Model 30 device at the Police Station.

Note: There are (2) Avaya model IP500-V2 switches in Public Safety that provide the SIP Gateway integration between the Siemens switch and the Moducom Radio Communications Console. These may be utilized in the future design as long as the security routing is such that the network between the system cannot be compromised.

It is the desire of the Village to replace the equipment to support future telephone and video integrated communications as it evolves over the next 10 years.

#### **Read & Understood**

### **C. SCOPE OF SERVICES**

The scope of the project will be to replace existing equipment that provides the telephone communications and control network for the Village.

The scope of services will be divided into (2) parts. Part (1) will be the replacement of the Telephone Communications Infrastructure and User Instruments with installation and configuration as required by the Village specifications and Part (2) shall be the replacement cabling, patch panels, plugs, jacks and wall plates to support the telephone infrastructure.

Part (1) Telephone System Replacement Project. The Village desires to upgrade the telephone infrastructure as well as all desk (User) instruments with VoIP technology that shall support integrated video communications. There may be instances where it is cost prohibitive to install Ethernet cabling and may require the use of currently install (2 wire) cabling to interface a new digital (User) instrument with the upgraded system. These locations will be identified in the system specifications and facility diagrams.

The extent of the project will be to install the new equipment in parallel with the existing equipment. Train personnel on the operation of the system and user devices. The vendor will then work with the current service provider to parallel, test and cutover to the new system as required. Village Public Works personnel will then remove the existing equipment in a staged progression. It is anticipated that once the system is installed, tested and ready for cutover the cutover will take place on a weekend to allow for minimal disruption.

Part (2) Telephone System Cabling and Network Interface Equipment will be installed, tested and certified for integration and operation prior to the telephone infrastructure and User equipment installation. **TIG is not bidding Part (2) Telephone System Cabling and Network Interface Equipment.**

The Scope of Services shall be divided into (2) separate distinct proposals to allow for proposing either or both systems as described in the specifications table.

#### **Read & Understood**

### **D. TENTATIVE SCHEDULE OF EVENTS**

<u>Events</u>	<u>Target Dates</u>
A. Release Request for Proposal	November 21, 2017
B. Informational Meeting for Vendors	December 12, 2017 @ 1:00PM CST

in the EOC located at 17355 68<sup>th</sup> Ct. (basement) Tinley Park, IL 60477

C. Vendor Question Period Through	December 19, 2017
D. Response to Vendor Questions by	December 22, 2017
E. Proposal Due Date	January 5, 2018, 4:00 PM CST
F. Staff Review of Vendor Proposals	January 19, 2018
G. Demonstration by Vendors	January 22, through January 26, 2018
H. Contract Negotiations	February through April 2018
I. Board Approval	April or May, 2018
J. Project Completion	July 31, 2018

### **Read & Understood**

#### **E. NUMBER OF COPIES & RESPONSE DATE, TIME, LOCATION**

(4) FOUR hard copies, (1) original signed and dated copy with (3) additional hard copies and one electronic copy in MS-Word 2010 format or later on CD-of the proposal must be submitted. All copies of the proposal must be received no later than 4:00 P.M. CST, January 5, 2018. Any proposal received after the proposal due date will be eliminated from consideration and returned to the vendor unopened. The proposal must be in a sealed package and clearly marked on the outside of the packaging with the words:

**“Telephone System Replacement Project”  
And/Or  
“Telephone System Cabling Project”**

**And delivered to:**

**John Urbanski, Assistant Director  
Public Works Department  
Village of Tinley Park  
16250 S. Oak Park Avenue  
Tinley Park, Illinois 60477**

### **Read & Understood**

#### **F. INFORMATIONAL MEETING AND VENDOR QUESTIONS**

**All interested vendors are invited to attend an informational meeting at 1:00 PM CST on December 12, 2017** at the Tinley Park Public Safety Facility (Basement EOC), 17355 68<sup>th</sup> Ct., Tinley Park, Illinois 60477. A question-and-answer session will be conducted at this meeting. Key Village of Tinley Park staff members will be present to answer questions relating to the RFP. Since Village staff has limited time, it is strongly recommended that vendors attend this meeting. Village staff will not be held liable for not relaying information regarding this RFP to vendors who do not attend this meeting.

**Compliant, Jeff Holesinger, Solutions Architect and Randy Borchardt, President attended the vendor meeting.**



#### **G. VILLAGE CONTACT INFORMATION**

All inquiries regarding this RFP must be directed to Max Machuta, Communication Systems Consultant and project manager for the Village of Tinley Park. Vendors are prohibited from contacting Village staff or Village Council members regarding this RFP except as specifically set forth in this Request for Proposal. Failure to comply with this provision may result in rejection of your proposal.

Max Machuta  
Communication Systems Consultant  
Municipal Services Consulting  
2682 Garfield Road Suite 22  
Traverse City, MI 49686

Telephone: (231) 409-4111  
Fax: (231) 929-4580  
Email: [mmachuta@aol.com](mailto:mmachuta@aol.com)  
**Read & Understood**

#### **H. VENDOR CONTACT INFORMATION**

The Vendor will name two representatives with contact information to communicate with the Village. One of the representatives must be a person authorized to negotiate a contract in the company's name and have full authority to resolve disputes with the Village. Contact information must include name, title, mailing address, phone number, fax number, and email address.

**Randal J. Borchardt, President**  
**Telcom Innovations Group**  
**125 N. Prospect Ave.**  
**Itasca, IL 60143**

Email: [rjborchardt@ask-tig.com](mailto:rjborchardt@ask-tig.com)  
Direct: 630-616-4225

**Jeff Holesinger, Solutions Architect**  
**Telcom Innovations Group**  
**125 N. Prospect Ave.**  
**Itasca, IL 60143**

Email: [jholesinger@ask-tig.com](mailto:jholesinger@ask-tig.com)  
Direct: 630-616-4252

#### **I. VENDOR DEMONSTRATIONS**

Demonstration of the selected finalists will be scheduled with the Village beginning January 15<sup>th</sup>, 2018 and be completed by January 19<sup>th</sup>, 2018. All costs associated with such product demonstrations will be the sole responsibility of the vendor. The demonstration of equipment and functionality must include, but is not limited to, the following elements:

Vendor introduction and background (Limited to 15 minutes).

Explanation and demonstration of how users control, navigate and manage through the system, and system security.

Demonstration of functionality from the user's point of view at the User devices.

Icon Grouping

Selection Process, buttons, menus and screen organization

The Village will allow as much as one full day for each Vendor demonstration. The Vendor will provide a preliminary time schedule of the demonstration. This will allow staff to plan accordingly. **Read & Understood**

## **J. PROPOSAL REVIEW**

All documents submitted as part of the vendors' proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any Vendor's information to a competing Vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act at award of contract, cancellation of this RFP, or within 120 days, whichever shall occur first. **Read & Understood**

## **K. EVALUATIONS AND SELECTION**

Evaluations of the proposals are to be completed within 60 days after receipt. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria, including but not limited to, (1) responsiveness to RFP requirements, (2) serviceability, (3) demonstrated financial capability, (4) references, (5) overall costs, (6) ability to meet the specifications and (6) the ability to perform the services in the required timeframe. The proposals selected shall provide the most cost-effective approach that meets the stated requirements. The lowest-priced proposal will not necessarily be selected.

The evaluation team will make a recommendation to the Mayor and Board of Trustees, who may or may not accept that recommendation and may or may not enter into a contract with any particular vendor.

Prior to final contract execution, the Vendor will be required to submit an affidavit stating it has not modified or deleting the original content of this RFP. Vendor will be allowed to reformat response sections of the RFP only for the purposes of presentation of the submission.

The Village of Tinley Park reserves the right to:  
Reject any or all proposals, or to make no award  
Require modifications to the initial proposals  
Make partial or multiple awards

The Village of Tinley Park may award based on initial proposals received, without discussion of such proposals. Selected Vendors may be required to attend and present proposals to Village of Tinley Park Committees and/or the Village Board.

**Read & Understood**

## **L. COSTS INCURRED BY VENDOR**

The Village shall not be liable for any costs incurred by the Vendor in preparing or submitting a proposal to the Village. The Village shall incur no costs for Vendors selected to perform on-site demonstrations. Proposals should be prepared simply and economically, providing a straightforward, concise description of Vendor capabilities to satisfy the requirements of the proposal.

**Read & Understood**

#### **M. RIGHT OF REFUSAL**

The Village of Tinley Park reserves the right to reject all RFP's in their entirety or select certain application software or equipment from the RFP's. The Village does not intend to enter into an agreement solely on the basis of a submitted proposal or otherwise pay for the information solicited or obtained. The Village of Tinley Park reserves the right to award the contract in any manner deemed in the best interest of its residents. Noncompliance with any condition of this RFP may result in Vendor disqualification.

**Read & Understood**

#### **N. PROPOSAL PRICE GUARANTEE**

The content of each Vendor's proposal to the Village, including technical specifications for any equipment, shall remain valid for a minimum of 240 calendar days from the proposal due date, with the exception of price reductions offered by the Vendor during that period. **Read & Understood**



## SECTION II.

## PROPOSAL CONTENT & FORMAT

The Village requires that Vendor proposals shall be submitted in the format outlined in this section. Inserted tabs should separate various parts of the Proposal. The Village reserves the right to require additional information or materials after the proposals are submitted. Such information shall be provided at no cost to the Village. Failure to complete any portion of the request may result in rejection of a proposal. An officer of the company who is authorized to negotiate for the company and bind the company contractually must sign the proposal.

### A. INTRODUCTION

Cover Letter, Title Page with Vendor Contact Data and Signatures, Table of Contents

### B. EXECUTIVE SUMMARY

This response should be provided in narrative format.

Provide a general overview of the RFP response including whether your firm proposed the "Telephone System Replacement" or the "Telephone System Cabling and Network Interface" or both.

### C. VENDOR BACKGROUND AND QUALIFICATIONS

Format with narrative responses to the following questions and provide the necessary documentation for each item listed below.

1. Provide Vendor address and telephone numbers for the corporate headquarters, office that will be handling the Village's account, and the implementation/support office.

**TIG's office is located at 125 N. Prospect Ave., Itasca, IL 60143**

- Main # 630-350-0700
- Jeff Holesinger, Account Manager #630-616-4252
- Project Management # 630-616-4241
- Joe Splinter, Controller #630-616-4220
- Technical Assistance Center # 630-616-4200

2. List the sales team, implementation team and key staff that will be assigned to the Village of Tinley Park's account. Include name, business address, phone number, fax number, email address, qualifications, and tenure with the company.

**All TIG service personnel are factory trained. This includes both in-house and field staff. Currently, that number is 29. TIG Main office is located at 125 N. Prospect Ave., Itasca, IL 60143.**

#### **Project Manager - Main Contact During Implementation**



John Ernest, Project Manager Supervisor | Email: [jernest@ask-tig.com](mailto:jernest@ask-tig.com)

DID: 630-616-4241

John has been with TIG for 17 years and has 20 years of experience in the voice industry. Prior to TIG he worked for Lucent/Avaya for 2 years after attending Northern Illinois University where he dual majored in History and Geology/Environmental Sciences.

John's role is to be TIG's primary point of contact with the customer and to ensure a smooth, efficient, on-time implementation of the project. He will manage the development of the project plan, database and application discovery, equipment ordering, programming and installation and creation of a training curriculum.

- ✓ He has worked on projects in a wide variety of verticals (industries) and locations across a dozen states and several countries as both a team member handling installation, trainings and as Project lead.
- ✓ Previous Project lead experience includes work with all of the following in Item 4 (below) with exception of Boone County. Project Manager lead at City Colleges of Chicago, Oakton, Heartland Alliance, CCSD 15, Acceptance Insurance, School District 34, Schwarz Paper/Bunzel, Village of Oak Park, Crown Point Schools and implementation and training for Lake County, DuPage County and Applied. There are hundreds of additional installs as lead Project Manager that are part of John's experience.

**Technical Certifications Include:** All of Mitel's PBX product lines, Unified Communication, Core Voicemail, Contact Center Management and Call Accounting, Collaboration and Conferencing applications. John also holds an Extreme Networks Design Professional certification. The list is several pages and will be provided upon request.

#### **Lead Technician/Supervisor**



Gene Thornton, Installation Supervisor | Email: [gthornton@ask-tig.com](mailto:gthornton@ask-tig.com) | DID: 630-616-4262

Gene has over 35 years' experience in the Voice Industry. His role will be to coordinate field technicians for on-site implementation, management and provide any support that is needed throughout NIU's VoIP engagement.

**Technical Certifications Include:** Mitel: SX-200, SX-2000, MSL, MiCollab, Contact Center, Unified Communications, MCD, MBG, MiVoice Business, PrairieFyre.AVST, Active Voice, Valcom, Experience with HP and Cisco L2&3 setup of vlans for voip implementation. The list is several pages and will be provided upon request.

#### **Lead Data Technician**



Randy Adamson, ProServe Supervisor | Email: [radamson@ask-tig.com](mailto:radamson@ask-tig.com) | DID: 630-616-4275

**Education & Certifications:** Avaya Merlin Legend, Nortel SL/1 Meridian 1 Administration, Nortel BARS/NARS, Nortel ACD, Nortel ISDN Feature Administration, Mitel 3300 Installation and Maintenance, Mitel 200 ICP Installation and Maintenance, Mitel SX 2000 Installation and Maintenance, Mitel Teleworker Solution, Mitel MAP, Mitel MSL, Contact Center Solution and Design, Unified Communications,

Repertee 2k for Windows, CallXpress, Extreme Networks, Microsoft, HP and Cisco (CCNA).

- ✓ 18 years of industry experience.

### Lead Trainer



Shannon Carroll, Training Supervisor | Email: [scarroll@ask-tig.com](mailto:scarroll@ask-tig.com) | DID: 630-616-4297

Shannon will coordinate training schedules with team members to determine the number of classes being held, what applications the end-user will need to be trained on, coordinate calendars, set-up training room, prepare all training documents for end-user and assist with determining the locations training classes will take place.

- ✓ 14 years of telecommunication experience
- ✓ Mitel Certified Trainer.

### Account Manager - Responsible for overseeing account management.



Jeff Holesinger, Telecom Solutions Architect | Email: [jholesinger@ask-tig.com](mailto:jholesinger@ask-tig.com) | DID: 630-616-4252

Jeff helps businesses discover solutions that address their Unified Communications & Collaboration challenges. After taking the time to learn about the real business issues his clients are experiencing, Jeff will offer insight of how these challenges can be successfully addressed by showing meaningful business impact through the implementation of TIG's services & solutions.

- ✓ 30 years of experience
- ✓ Mitel Certifications

### Operations Supervisor



Lonnie Hobbs, Operations Supervisor | Email: [lhobbs@ask-tig.com](mailto:lhobbs@ask-tig.com) | DID: 630-616-4254

Lonnie provides operations management and assistance for installations, maintenance, repair and project management for Voice, Data, Computer, Convergence solutions. He works with customers and engineers in providing an in depth analysis of software and network interoperability that will deliver reliable products and improve the overall solution. He works to maintain a strong team that supports day to day operations. Over the years Lonnie has developed the trust of suppliers, clients, staff to provide technological strategies that fit the application.

- ✓ 47 Year's Experience

- ✓ Holds every Mitel & AVST technical certification offered. The list is several pages and will be provided upon request.

### President of Telcom Innovations Group



**Randal J. Borchardt, President** | Email: [rjborchardt@ask-tig.com](mailto:rjborchardt@ask-tig.com) | DID: 630-616-42325

TIG is a market leader of voice and data solutions serving Northern Illinois and nationwide. As an industry leader in advanced phone systems, Unified Communications and IP Telephony / VOIP solutions for businesses, TIG offers your company a better, more effective way to communicate and stay connected to your customers. We bring people together with the most advanced communication technology solutions available today.

**Specialties:** Thirty five years of Telecom, business telephone systems, Voice Over IP, Unified Communications and LAN/WAN Infrastructure. TIG is a best practice leader in VOIP installations, enterprise rollouts, and support for companies that have advanced application requirements in voice and data.

**Education & Certifications:** University of Urbana and holds multiple Voice and Data Certifications, including Contact Center Solution Design and Unified Communications

3. Specify the number of years the Vendor has been in the Public Service/Safety Equipment and Technology business. **We are celebrating 20 Years in business as of May 19<sup>th</sup>, 2017 and have had Public Service & Safety Clients just as long.**
4. Provide a chronology of the company's growth, history, staff size, and ownership structure. **TIG was incorporated in 1997 and has been under the same ownership since the beginning. It is owned by Randy Borchardt and B. Baker. TIG was born out of Randy's previous company, Digital Technologies of Wood Dale, Illinois. TIG started out with 3 employees and quickly went to 20 and has always been less than 40 employees. Our sales quickly grew to between \$5 and \$7 Million and has held in that range most years.**
5. Has this company or the products being proposed ever been purchased by another company or acquired because of a merger or acquisition? **No.**  
If yes, provide details regarding the name of the companies involved, specific products affected, and when such merger or acquisition(s) took place. Also provide percentage of staff members retained from the acquired company. This is required if both the manufacturer and Manufacturer's representative if different.
6. Provide a brief statement of the company's financial background demonstrating longevity and stability. **Financials can be made available for viewing under separate cover upon request. TIG is a privately held company and a simple FOIA request exposes too much company information.**
7. Provide a summary of the past three (3) years of audited Financial Statements including the name of the auditing firm. **TIG is a privately held company and does not have audited financials.**

8. Indicate if the company incurred an annual operating loss in the last 5 years. **TIG is a privately held company and does not provide financial information via RFP. Financials can be made available for viewing under separate cover upon request.**
9. If Vendor is a subsidiary, provide financial statements for parent organization as well as separate financial statements for the proposing subsidiary. **TIG is not a subsidiary**
10. Describe the nature of all past or pending litigation, liens or claims filed against Vendor. **None**
11. Describe the company's procedure for dealing with customer service issues including average response times, committed response times, and support options.  
**TIG works thoroughly to provide exceptional customer service and support to our clients. Our team responds efficiently and effectively to your requests. Clients can submit service requests by phone or email to the Help desk. Once a ticket has been submitted one of our certified technicians stays in constant communication with the customer to let them know the status of their request right up until the ticket has been closed.**

***TIG's Support team will need the following information when you submit your request:***

- ✓ Your name
- ✓ Company Name
- ✓ Your phone number and/or email address
  - If your system is down, leave an alternative number such as cell phone
- ✓ Description of the move, add, change or issue (including end-point affected)
- ✓ Time and date of when the issue may have occurred.

**We have included copies of Mitel's Software Assurance Program, TIG's Maintenance Agreement & Current Labor rates below and also hard copies are located in the binder under the maintenance and support tab.**

#### **Expectations for Service Calls**

**Service requests during business hours:** A live service agent will take your call. Non-emergency service requests are generally handled within 24 hours. Emergency requests are generally handled within 4 hours.

**After-hours emergency calls:** You will be answered by a scripted auto-attendant intended to gather your site information. The on-call technician will be notified and you should receive a call back within 30-60 minute.

**E-mails to service:** The TIG Service Center is equipped with the Mitel Contact Center solution which will generate an automatic email response. Normal email service requests are handled within 24 hours. If you have an emergency request, please call TAC directly.

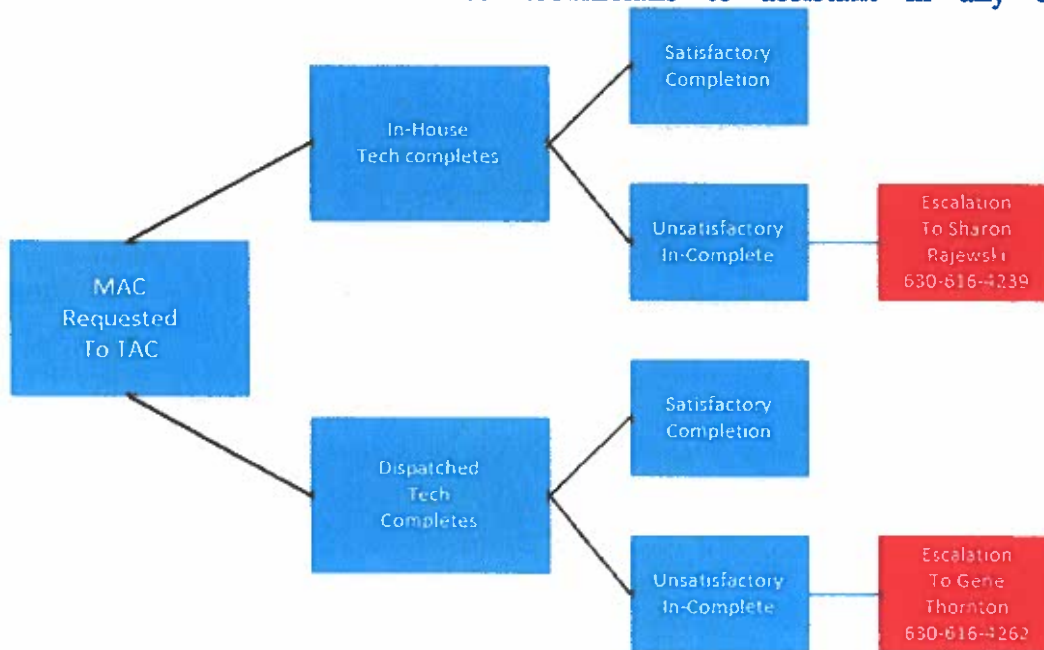
**If your request is not handled in a timely manner, please contact either President.**

Bridget Baker	Co-President	<a href="mailto:bbaker@ask-tig.com">bbaker@ask-tig.com</a>	Direct: (630) 616-4240
Randy Borchardt	Co-President	<a href="mailto:rborchardt@ask-tig.com">rborchardt@ask-tig.com</a>	Direct: (630) 616.4225



Sharon Rajewski	TAC Supervisor	<a href="mailto:srajewski@ask-tig.com">srajewski@ask-tig.com</a>	Direct: (630) 616.4239
Gene Thornton	Lead Technician	<a href="mailto:gthornton@ask-tig.com">gthornton@ask-tig.com</a>	Direct: (630) 616.4262
Joe Splinter	Controller	<a href="mailto:jsplinter@ask-tig.com">jsplinter@ask-tig.com</a>	Direct: (630) 616.4220

**TIG's Technical Assistance Center is staffed Monday thru Friday 8 AM – 5 PM. This provides access to manufacturer certified technicians to assist in any customer requests.**



**TIG customers receive a variety of services necessary for a smooth and reliable operation of their business telecommunication system. These services are defined in the service plan and include the following:**

#### **Remote Programming Changes**

Telcom Innovations Group includes minor remote programming at no charge in all Maintenance Agreements and Warranties. Minor programming changes are tasks that are completed within thirty (30) minutes or less. Software changes that involve major programming changes are not considered routine and will be billable.

#### **Preventative Maintenance**

Preventative maintenance routines shall be performed both remotely and on-site.

#### **Remote Diagnostics/Remote Repair Capabilities**

In many instances, TIG personnel can diagnose and repair troubles almost immediately following notification by remotely logging in via a modem eliminating the need to dispatch a technician and expediting a resolution to the problem. Technicians or engineers will be dispatched accordingly if troubles are found that cannot be handled remotely. This level of free remote service is available to all customers with a telephone line provided to access the system via modem.

#### **Reliable Response Times and Service Coverage**

Field Service Technicians/Engineers will be available for dispatching 8:00 a.m. to 5:00 p.m. Monday through Friday (*holidays are not included*). Technicians are on call for off hours and weekend maintenance.

Labor and travel time, within the service region is included with the maintenance agreement as are the parts for defective materials.

Field Service Technicians/Engineers shall respond to all reported troubles within twenty-four (24) hours of notification. In cases of major system problems, as defined in the service agreement, response times will be within four (4) hours. Notification is defined as the time when a reported problem is received by the TIG Technical Assistance Center. If TIG fails to meet this obligation, substantial self-imposed penalties will compensate for any inconveniences.

---

**Designated Village of Tinley Park Government employees can submit service requests by phone or email to TIG's Technical Assistance Center (TAC), 24 hours a day, 7 days a week, 365 days a year.**

---

#### **TIG's Technical Assistance Center Contact Information**

---

**TAC Main:** (630)616-4200 | **TAC Fax:** (630)616-4300 | **Email:** [service@ask-tig.com](mailto:service@ask-tig.com)

#### **RMATs capabilities**

**We have the ability to be notified in the event of an alarm. Our in-house service center is manned during normal business hours but will notify a Technician on call during all other hours.**

#### **How does the system notify the RMC of a trouble?**

Via outcall e-mail or SMS. In the event that an administrator cannot constantly monitor the health dashboard for network or application issues, MiVoice Business can send e-mail notifications of alarms to administrators or remote service companies. It can e-mail multiple locations, depending on the alarm status that has been raised. Also, alarm notifications can be sent to higher order management systems (via SNMP traps) to support a single alarm management interface such as MiVoice Enterprise Manager.

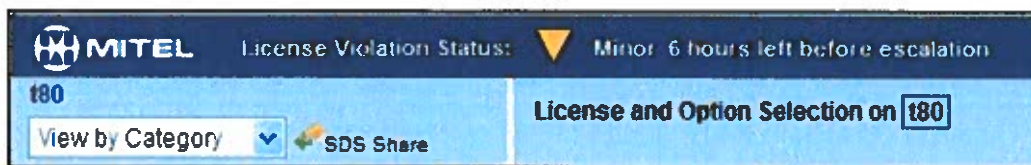
#### **What diagnostic capabilities does the RMC have?**

Through remote browser access, our RMC can troubleshoot and diagnose all internal system problems.

The MiVoice Business system monitors alarms for a large number of alarm categories including tone receivers, DTMF senders and receivers, conference bridges, and trunk routes. If a configurable alarm threshold is reached, the system raises an alarm condition (Critical, Major, Minor, No Alarm). The alarm condition remains until the fault is corrected. An entry is made in the Maintenance Log when there is any change in the alarm status.

Alerts can be delivered to a remote management center using a choice of proprietary User Datagram Protocol (UDP), Simple Network Management Protocol (SNMP) trap, or e-mail (SMTP) formats.

#### **Alarm Notification**



The solution alarm status is conveniently accessible in a scrolling banner at the top of the MiVoice Business Embedded System Manager interface. The banner continually displays up-to-date alarm status information about the system, any license violation, and system data synchronization. Clicking on the banner will bring the administrator to the relevant part of the system to begin immediate investigation.

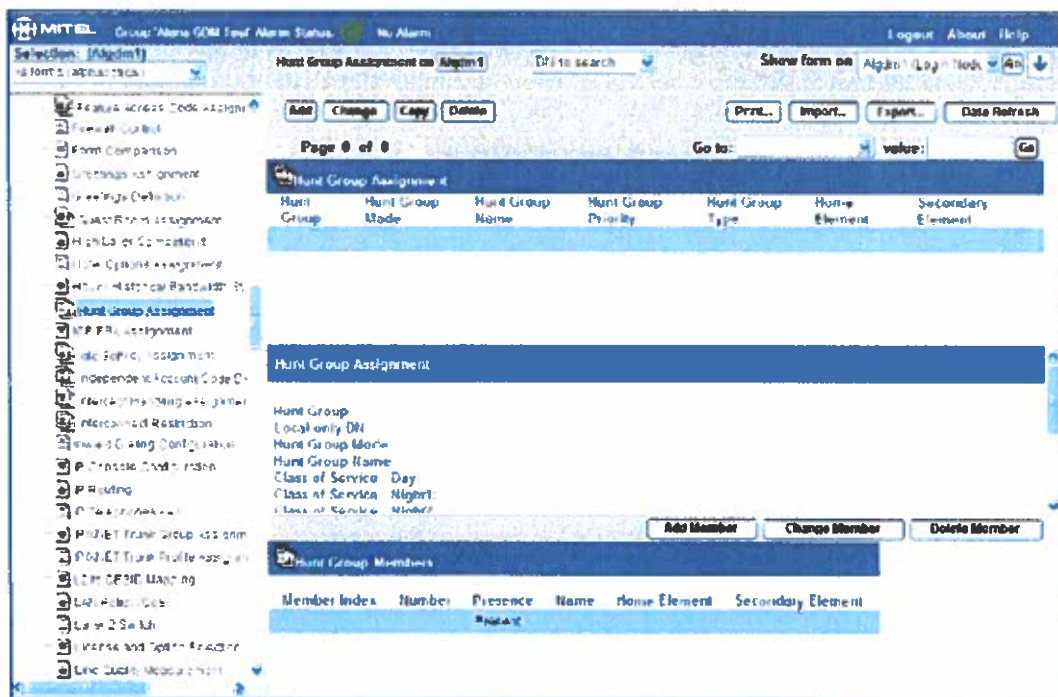
MiVoice Business' alarm management capability reveals a history of the fault, the time the alarm was created, and the various severities of the alarm.

In the event that an administrator cannot constantly monitor the health dashboard for network or application issues, MiVoice Business can send e-mail notifications of alarms to administrators or remote service companies. It can e-mail multiple locations, depending on the alarm status that has been raised. Also, alarm notifications can be sent to higher order management systems (via SNMP traps) to support a single alarm management interface such as MiVoice Enterprise Manager.

### Maintenance procedures

MiVoice Business Embedded System Manager (ESM) offers sophisticated ways to monitor and react to problems. Web-based and intuitive, it enables administrators to get to work immediately without extensive training.

#### Single Sign-On and Reach Through





## **Viewing ESM Forms for All MiVoice Business Instances in a Group**

---

ESM will enable The Village to manage multiple MiVoice Business platforms from a central location. By logging on to a single platform, an administrator can manage all the capabilities of other MiVoice Business platforms in the administration group without repeating the login process each time. This will greatly reduce the time users spend moving around the solution to find the relevant administration forms.

Simply clicking on an extension, for example, will route the administrator to the relevant platform. From there, the administrator can “reach through” to the other platforms in the group to perform all updates as necessary. SDS shares the data between members of the administration group as appropriate.

Access security is maintained because MiVoice Business validates the administrator’s password and login ID for each platform.

## **Administration Tools**

---

ESM includes the following administration and configuration tools. They can be accessed by any Internet Explorer-enabled client PC on the LAN/WAN and use SSL security for data encryption.

### **User Desktop Tool Interface**

---

User Desktop Tool provides a simple task-oriented user interface. Users can configure IP devices on their own with communications options such as feature keys, personal directories, call forwarding, and Internet bookmarks.

Group Administration Tool is ideal for local administrators responsible for groups or departments. The tool allows a group administrator to add, change, and delete users as well as manage group features such as extension and pick-up groups.

System Administration Tool is designed for technicians and support personnel to configure system attributes. It also provides access to local diagnostics, maintenance commands, logs, and alarms. The tool supports scheduling and range programming, allowing the administrator to program repetitive areas of the system using a single command.

## **Administration through Active Directory (Optional – not included)**

---

With MiVoice Business’ powerful Active Directory integration, an administrator can add a user to the voice network without the need to access the system. The Mitel solution uses Active Directory to enable essentially everything the Village will need to set up a user with a phone, a voice mailbox (including unified messaging) and a MiCollab Client softphone. In particular, it will enable automated administration of the following functions:

- creation of an extension (physical phone, softphone, mobile)
- template use (to predefine user rights and privileges)
- resiliency
- voice mailbox creation
- unified messaging

- **MiCollab Client user creation**

MiVoice Business provides full ongoing integration to Microsoft Active Directory (2003, 2008, and R2 variants) through LDAP v3 over Transport Layer Security (TLS) or Secure Socket Layer (SSL). New additions or existing user changes can either be entered into the MiVoice Business solution automatically by Active Directory or MiVoice Business can detain the updates so they can be confirmed first.

Provisioning is accomplished without a moment spent in the administration forms of MiVoice Business. When the administrator adds a user to Active Directory, the user information is collected and processed by MiVoice Business. MiVoice Business will automatically attach a User Provisioning template to the new user based on the user's role within the company. MiVoice Business System Data Synchronization then automatically distributes the user information to the entire solution. The new user's name appears in the telephone directory, enabling anyone to make contact.

Through Active Directory, MiVoice Business administrators can configure the following user attributes:

- |              |                     |
|--------------|---------------------|
| • First name | • Language          |
| • Last name  | • Role              |
| • User ID    | • Directory number  |
| • Department | • Primary element   |
| • Location   | • Secondary element |

A single MiVoice Business system can connect to multiple Active Directory domains (however, if the Active Directory environment has multiple forests, multiple MiVoice Business connection points will be required).

## **Scheduled Updates**

---

The administrator does not need to manually update each user. Instead, MiVoice Business delivers a unique synchronization capability that ensures user information in Active Directory is automatically updated in MiVoice Business. The administrator can set the MiVoice Business system to perform either a simple update or a full synchronization with Active Directory on a recurring schedule (once or twice a day is typical). The synchronization will automatically bring the updated information into the MiVoice Business network.

## **Security Systems**

---

Devices and users within the MiVoice Business solution can be classified as managed by Integrated Directory Services (IDS) or not. If they are IDS-managed, any changes in Active Directory will be replicated in MiVoice Business. Devices and users that are not IDS-managed will not be affected by any Active Directory changes.

## **Locally based certified technicians**

---

Main office and Service Center is located at 125 N. Prospect Ave., Itasca, IL 60143. Our service center is staffed 8am to 5pm Mon-Fri and available 24/7 365 with on call technicians.

## **Availability of System components and spare parts on-hand in the local support/service office**

---

Our warehouse stocks a complete service inventory including stand-by controllers.

If the equipment is damaged by a disaster such as fire, flood, ect. Or after a total system failure TIG stocks all critical components to fulfill our SLA Agreements which would be available in the event a customer had a disaster. Additional telephones could be available next business day from Mitel. Usually, these situation necessitate a triage environment set-up in a hotel or peripheral building so our objective would be to get the phones ringing to a bank of operators. We will do all in our power to assist the Village of Tinley Park in restoring service.

12. For each of the applications being proposed, please provide the following background information

**MiCollab**

*Date of first manufacturer :* November 2009 Release 2

*Date of current manufacturer* N/A

*Current release software number* Release 8.0

*Estimated date of next release* Release 8.1 April / May 2018

**UCC Entry and Standard**

*Date of first manufacturer :* UCCv1 May 2012

*Date of current manufacturer* N/A

*Current release software number* UCCv4

*Estimated date of next release* Next release date not yet identified

13. If any of the proposed applications were not originally developed by the proposing Vendor, please provide narrative details for the following subjects: N/A

- a) *Name of company*
- b) *Date of product merger or acquisition*
- c) *Product name*
- d) *References of three customers using proposed applications and interfaces*
- e) *Description of the development technologies used for each product*
- f) *Status of the originating development team resources (retention rate, location)*
- g) *How are these products supported and maintained*

**D. CUSTOMER REFERENCES**

This Response should be in tabular format.

Proposal must provide five references complete with organization name, contact names, titles, addresses, telephone numbers, and installation dates. A minimum of three references should be on the same platform - with the same server operating system and database version. Primary emphasis should be placed on references that use the Vendor's products within a networked environment similar to the Village's and those clients in local government. At least two references with install dates prior to calendar year 2013 are desirable.

Also, identify any clients who discontinued use of your product(s) in the last five years.

**Empathia, Inc. – Corporate moved to Cisco**

**Rockford Public Library – went with local Mitel dealer**

**Reference 1:**

**Organization Name: Du Page County**

**Contact Person (name, email address, address, and phone): Wendi Wagner, 421 N. County Farm Rd., Wheaton, IL 60187, 630-407-5064, [wendi.wagner@dupageco.org](mailto:wendi.wagner@dupageco.org)**

**Date of Supplies / Services Provided: 2003 – Mitel SX-2000 (Digital) deployment that is migrating to Mitel VoIP.**

**Type of Supplies / Services Provided: DuPage County has multiple locations and approximately 2500 extensions with an AVST Voice Mail System, Unified Communications and PRI.**

**Reference 2:**

**Organization Name: Boone County**

**Contact Person (name, email address, address, and phone): Lieutenant Perry Gay, 615 N. Main St., Belvidere, IL 61008, 815-509-3598, [perrygay@boonecountysheriff.com](mailto:perrygay@boonecountysheriff.com)**

**Installation Date of Comparative System: 2004 – Ongoing**

**Type of Supplies / Services Provided: Boone County has both Mitel VoIP and Digital Telephones. The system is currently going through a refresh which will include upgrading the balance of digital telephones in the next budget cycle. The total telephone county is approximately 375 and PRI.**

**Reference 3:**

**Organization Name: City Colleges of Chicago**

**Contact Person (name, email address, address, and phone): Steven Dorner, 226 W. Jackson, Chicago, IL 60606, 847-963-3000, [sdorner@ccc.edu](mailto:sdorner@ccc.edu)**

**Date of Supplies / Services Provided: 2015**

**Type of Supplies / Services Provided: 7 Major campuses plus Admin and peripheral building totaling over 4000 devices. Running Mitel VoIP on both ISS Servers and Mitel Gateways with Centralized NuPoint Voicemail, Contact Center, 20 PRI's and SIP Conversion.**

**Reference 4:**

**Organization Name: West Bend Joint District #1**

**Contact Person (name, email address, address, and phone): Warren Arndt, 735 S. Main Street, West Bend, WI 53095, 847-963-3000, [warndt@west-bend.k12.wi](mailto:warndt@west-bend.k12.wi)**

**Date of Supplies / Services Provided: Summer 2008**

**Type of Supplies / Services Provided: 13 Schools running Mitel VoIP on Mitel Gateways with Centralized NuPoint Voicemail and over 1500 IP Phones deployed & PRI's.**

**Reference 5:**

**Organization Name: Applied Systems**

*Village of Tinley Park  
16250 N. Oak Park Ave., Tinley Park, Illinois 60477  
Telephone (708) 444-5000 Fax (708) 444-5099 Internet [www.tinleypark.org](http://www.tinleypark.org)*

Contact Person (name, email address, address, and phone): **Greg Swiderski, 200 Applied Parkway, University Park, IL 60484, 708-534-5577, gswiderski@appliedsystems.com**  
Date of Supplies / Services Provided: **The first system was installed in 1997**  
Type of Supplies / Services Provided: **Applied Systems is a manufacturer of Insurance software with 10 offices internationally and over 3300 extensions. They have been Mitel users for almost 20 years and have successfully migrated from digital to VoIP PBX's. They have large contact center applications, AVST Voice mail, Unified Communications, PRI's and SIP w/Conversion.**

**Reference 6:**

Organization Name: **Palatine School District #15**  
Contact Person (name, email address, address, and phone): **Craig Phillips, 110 N Harrison Street Palatine, IL 60067, 847-963-3000, phillipc@ccsd15.net**  
Date of Supplies / Services Provided: **Summer 2011**  
Type of Supplies / Services Provided: **20+ Schools running Mitel Communications Director in a virtualized private cloud environment with Centralized NuPoint Voicemail, Unified Communications, PRI and over 1800 IP Phones deployed.**

**Reference 7:**

Organization Name: **Oakton Community College**  
Contact Person (name, email address, address, and phone): **Patty Lucas, 1600 E. Golf Rd. Des Plaines, Illinois 60016, 847-635-1819, patty@oakton.edu**  
Date of Supplies / Services Provided: **Summer 2012**  
Type of Supplies / Services Provided: **Approximately 1275 VoIP telephones with Unified Communications applications running on a VMware platform running between 2 campuses, 100 Seat Contact Center and PRI's.**

**Reference 8:**

Organization Name: **Acceptance Insurance**  
Contact Person (name, email address, address, and phone): **Brian Bayliss, 3813 Green Hills Village Drive, Nashville, TN 37215, 708-534-5575, BBayliss@acceptanceinsurance.com**  
Date of Supplies / Services Provided: **The first system was installed in 2003**  
Type of Supplies / Services Provided: **Acceptance Insurance provides auto insurance across the county. They have approximately 1500 employees with a 400 Agent Contact Center, Centralized Voicemail, MiCollab Suite, PRI and SIP with Conversion.**

**Reference 9:**

Organization Name: **The Heartland Alliance**  
Contact Person (name, email address, address, and phone): **Jason Eliason, 208 S. LaSalle STE 1300 Chicago, IL 60604, 312-660-1459, jeliason@heartlandalliance.org**



Date of Supplies / Services Provided: **2013 – Ongoing**

Type of Supplies / Services Provided: **The Heartland Alliance has over 40 locations running the proposed solution. Approximately 1200 handsets have been deployed to date. With several unique subsidiaries, all proposed applications including twinning, contact center, virtual deployment, 100 Seat Contact Center, Centralized AVST Voicemail and IP Phones have been proposed.**

**Reference 10:**

Organization Name: **Du Page County**

Contact Person (name, email address, address, and phone): **Wendi Wagner, 421 N. County Farm Rd., Wheaton, IL 60187, 630-407-5064, wendi.wagner@dupageco.org**

Date of Supplies / Services Provided: **2003 – Mitel SX-2000 (Digital) deployment that is migrating to Mitel VoIP.**

Type of Supplies / Services Provided: **DuPage County has multiple locations and approximately 2500 extensions with an AVST Voice Mail System.**

**Reference 11:**

Organization Name: **Palatine School District #15**

Contact Person (name, email address, address, and phone): **Craig Phillips, 110 N Harrison Street Palatine, IL 60067, 847-963-3000, phillipc@ccsd15.net**

Date of Supplies / Services Provided: **Summer 2011**

Type of Supplies / Services Provided: **20+ Schools running Mitel Communications Director in a virtualized private cloud environment with Centralized NuPoint Voicemail, similar IP Phones and over 1800 IP Phones deployed.**

**E. SOFTWARE INFORMATION**

This response should be narrative in format.

Include a list of all software application modules necessary to meet the needs of this RFP. Proposal shall note and disclose any accompanying utility and/or third party software with accompanying costs added in Section V, Cost Summary. **Please see itemized cost sheet which lists all Software modules required / included.**

**F. TECHNICAL PLATFORM RECOMMENDATIONS**

This response should be and in narrative and tabular format.

The intent of the Village is to acquire a software application system that will operate on the following computer/network platform listed below for a minimum of four years. Any deviation to this environment must be disclosed in this section of the proposal with the estimated costs in Section VI, Cost Summary. If the technical requirements meet that of the software applications, please include a narrative acknowledgment of this fact.

Please state whether the platform would be a minimum specification or a recommended specification for hardware, system software, and application software requirements.

### **Computer/Network Platform**

*Application Server:* **Mitel MXe Controller**

*Database Server:* **Mitel MiCollab Server on Customer VMware**

*Workstations:* N/A

*Email Server:* N/A

*UPS* N/A

*Backup Software* **MXe controllers at other locations**

*Printers:* N/A

*AntiVirus* N/A

### **G. RESPONSE TO APPLICATION REQUIREMENTS**

Use Section III, Specifications for formatting.

Responses to the requirements need to follow the format as established in Section III. If comments are necessary, use the comment section page supplied. The comment pages can be recreated using a word processor for the purpose of commenting on the requirements. Each requirement page should be a single page, immediately followed by a comment page related to the requirements page. **Read & Understood**

### **H. IMPLEMENTATION**

This response should be formatted in narrative format detailing the feasibility of the implementation requirements of the Village.

**Dates will be adjusted following our project kickoff meeting to reflect actual.**

**Telcom Innovations Group (TIG) believes that the systems provided are only as good as their implementation. We have a complete staff of manufacturer trained Telecommunications Specialists that manage and complete all phases of our implementation process. The implementation process is a series of events starting when the contracts are executed and ending once installation has been completed and the customer has 100% satisfaction with their purchase. Our Implementation Process is as follows:**

#### **Contract Agreement**

- ☐ All equipment is confirmed with the customer.
- ☐ Contracts are prepared and executed.
- ☐ The 50% deposit check is received.
- ☐ Lease approval (if applicable) is received.
- ☐ Letter of Agency is executed and processed.

#### **Internal Procedures**

- ☐ The sales team prepares an internal job description and outline.
- ☐ An internal meeting is scheduled to introduce the installation to all the operations personnel that will be involved.

- ☐ A Project Coordinator is assigned.
- ☐ An Installing Engineer is assigned.
- ☐ An accurate installation timeline is agreed to.
- ☐ Any subcontractor or third party cabling is verified with cabling contractor and incorporated into our timeline.

#### **Initial Customer Job Meeting**

- ☐ A designated point of contact will be established for both TIG and the customer for coordination purposes.
- ☐ We will review all equipment listed on the purchase agreement to confirm that it matches the proposed application(s).
- ☐ We will agree to a plan of action to ensure your desired installation date is achieved.
- ☐ Floor plans of new or existing facility are carefully reviewed for cabling and/or equipment replacement.
- ☐ Review Applications
- ☐ Equipment room requirements and/or modifications are provided.
- ☐ On-site user training schedules are discussed and dates are set.
- ☐ Local and long distance carrier orders are discussed and scheduled.
- ☐ Program sheets are provided to the customer contact for preparation and initial data is gathered. A completion timeframe is then agreed to.

#### **Equipment Ordered by TIG**

- ☐ Purchase Orders are issued to the appropriate manufacturers to insure all delivery dates are met.
- ☐ All equipment will be scheduled to arrive at the TIG offices three weeks prior to the scheduled installation date.
- ☐ Any manufacturer shortages or shipping delays will be reported to the customer immediately.
- ☐ COG ordered.

#### **Cabling and Data Infrastructure for Voice/Data/Paging**

- ☐ Any cable work or data infrastructure work to be completed by TIG personnel, sub-contractors or third parties will be coordinated by the Project Coordinator and the lead technician.
- ☐ All work will be completed to meet local building codes with any applicable permits secured.
- ☐ All station and riser cable will be tested and inspected by TIG personnel.
- ☐ Equipment room inspection is conducted to ensure both electrical and environmental requirements are complete.

#### **Additional Customer Job Meetings**

- ☐ The project coordinator will provide continuous progress reports.
- ☐ All program sheets for telephone feature assignments, voice processing, and all other programming requirements undergo a detailed review.
- ☐ On-site user training class schedules are confirmed.
- ☐ Any change orders regarding equipment add-ons, major reprogramming or cable locations are agreed upon. Additional cost items will require customer approval.



- ☐ There will be as many meetings as required to accomplish a smooth transition to the new systems.

#### **Data infrastructure is confirmed for the ability to support Voice**

- ☐ TIG Professional Service Personnel will either have completed infrastructure work contracted or will confirm that the work has been completed by other.

#### **PBX Pre-installation Equipment Set-up & Application Testing**

- ☐ The equipment is received, inspected and assembled at the TIG offices.
- ☐ A manufacturer certified programmer reviews all programming sheets with the installation team.
- ☐ All programming is completed and tested.
- ☐ The system(s) are fully tested for a minimum of three working days to ensure proper functionality.
- ☐ The system(s) are then delivered to the customer site.
- ☐ Document Preparation
- ☐ Any customer specific "cheat sheets" are prepared.
- ☐ All telephone set faceplates are custom printed for installation.
- ☐ A system-programming book is compiled for future reference.

#### **Delivery of Equipment**

- ☐ The equipment room must be secured for delivery of equipment.
- ☐ Site security is the responsibility of the customer.
- ☐ The equipment delivery is scheduled sometime in the week prior to installation.
- ☐ Testing of all services is completed for operation and quality control.
- ☐ Additional labor expenses may be incurred due to carrier difficulties.
- ☐ TIG is entitled to collect forty percent (40%) of the purchase agreement amount per the terms of the agreement.

#### **Installation Day**

- ☐ Installations are normally scheduled on a Friday at the end of the business day. We will make every attempt possible to not interrupt day-to-day activity in your business.
- ☐ All telephones are connected and tested over "live" trunks.
- ☐ Voice mail system, if applicable, is fully set-up to the PBX and tested over "live" trunks.
- ☐ All peripheral devices are fully installed and tested.

#### **The First Day of Operation**

- ☐ Everything will be fully functional for the day after installation.
- ☐ The Telecommunications Specialist team will be on-site to address any outstanding customer issues.
- ☐ Installation Engineer & Cabling Technician arrive at time of opening for system monitoring purposes.
- ☐ The Project Coordinator will meet with the customer for assessment of the installation.
- ☐ The Salesperson will collect the final balance due.

## 1. PROJECT PLANNING REQUIREMENTS

The Vendor will be required to schedule and attend a project implementation meeting at the Village of Tinley Park within 3 weeks after the Village of Tinley Park has a signed contract in place. At the implementation meeting the Vendor will be responsible for supplying a draft project plan for discussion, including all major steps and the anticipated target dates. The project plan will be updated by the Vendor within 2 weeks after the implementation meeting, with firm target dates, the steps involved for the major tasks, a list of who will be responsible for tasks, project management policies, procedures, and any adjustments the Village should consider. The project plan should be distributed to the project team by email or fax and be mutually agreed upon by both the Vendor and the Village of Tinley Park. The Village will require the Vendor to agree to a live system that is fully operational no later than 3 months after the contract is signed. **We will guarantee that a live system will be in place no later than 4 weeks after the Tinley Park database is identified.**

### PROJECT PLANNING REQUIRED MILESTONES:

- A. Issuance of Performance Bond
- B. Equipment Delivery Date
- C. Equipment Staging
- D. Equipment Installation in Parallel Operation
- E. Initial Testing for Compatibility and Functionality
- F. Training
- G. Cutover and "Go-Live"
- H. Punchlist Item Correction Timeframe
- I. Final Acceptance

**Read & Understood.**

## 2. INSTALLATION

All equipment shall be installed to "Industry Standard Specifications" in a Professional Workmanship Process. Industry Standards shall conform to IEEE, TIA/EIA, BOCA, NEC, ICC Evaluation Compliance.

Installation Connection Standards:

1. All ground connections shall be attached via spade lugs with no-ox attached to bare metal. Star washers shall be installed between the lug and equipment metal frame or housing.
2. All wire connections shall be crimp connections with appropriate sized lugs.
3. All molded pugs, connectors, harnesses, etc. shall be attached with secure latches, Velcro straps or clamps. **We will only be installing the telephones at each desk location. The Cisco POE switches will be Village provided so all closet patch cords and their tagging will be the responsibility of others.**
4. All wiring shall be routed in existing cable trays, with parallel runs attached together with Velcro straps. **We will only be installing the telephones at each desk location.**
5. Connectors placed on equipment shall have strain reliefs and appropriate cable loops for proper movement during use and servicing. **We will only be installing the telephones at each desk location.**
6. All cables shall be labeled with professional cable labels on each end for ease of

tracing. We will be the telephones at each desk location. The Cisco POE switches will be Village provided so all closet patch cords and their tagging will be the responsibility of others.

7. All connectors to third party providers shall be surge protection type blocks or connectors.
8. Vendor shall provide an entire as built drawing for all equipment, wiring, connection points including 66 block, patch panels or other connectors listed and attached to the block. We will be the telephones at each desk location. The Cisco POE switches will be Village provided so all closet patch cords and their tagging will be the responsibility of others.
9. Vendor shall inform Village of any special requirements for ventilation or mounting prior to equipment installation.
10. Vendors shall be required to use Panduit hardware to match existing hardware wherever compatible

**Read and compliant with Industry Standard Installation Specifications 1 to 10.**

Note: Installation shall be performed by the Vendor under the "Prevailing Wage Act" requirements listed in the Cook County register. **Compliant**

### **3. TRAINING**

All training classes will be conducted on-site at the Village of Tinley Park. The Vendor will illustrate a sample-training schedule showing the various types of training classes, recommended number of people to be trained, and the purpose of each class. The Village will provide a suitable location to temporarily install a position off the main system for training. The training shall include a full featured mockup of the system with all screen deployment as will be in the final production model.

At TIG, every system we install is designed with the customer in mind and is intrinsically easy to use. However, effective implementation and acceptance of any new office system requires a structured, ongoing training program. TIG's highly trained customer service representatives work with each customer to correctly implement your new system, develop a training program customized to meet your needs and help maximize your system and your staff.

Prior to installation, a Project Coordinator (PC) will be assigned to your account and will manage the details of your installation. The PC will discuss the scope of the training services and material available. We will work with you to create an effective learning experience for your staff. Training usually consists of classes at your facility conducted in groups of 12 employees who all share similar job duties, or who will be using the same type of telephone.

The functionality of the system will be thoroughly discussed, activation of various features will be demonstrated, and employees will receive hands-on operation experience. Each employee will receive a user guide or "Cheat Sheet" to keep for future reference. Electronic copies of all training materials will also be given to the Administrator for training future employees.

**Telcom Innovations Group Training Program overview:**

- ✓ Classes are segregated by telephone type for a more thorough approach.
- ✓ Attendant Console Operators and their back-ups are fully trained in order to answer and process incoming calls on an as usual basis on the day of cutover.
- ✓ TIG commits to scheduling training classes to accommodate numerous shift situations and/or after hours or weekends. If there are unusual training request that may incur additional expenses, the customer will be notified immediately.
- ✓ TIG will supply customized training documentation to each user
- ✓ Training sessions will take place in the week prior to installation. However, the trainers will continue to be available, as needed during the first few days of “live” use.

End user training is one of the most critical aspects of any new system installation. TIG’s Telecommunications Specialist will coordinate all training related to the new system cutover.

**Telephone Users** - Individuals will be trained on the features they use and how those features interact with company procedures.

Class time – 45 minutes  
Minimum of 20 users per class

**Voice Mail Users** – Voice mail users will be trained on all aspects of using their mailboxes.

Class time – 30 minutes  
Minimum of 20 users per class

**Conference, Collaboration & Mobility Users** –will be trained on all aspects of implemented applications purchased by Village of Tinley Park

Class time – 30 minutes  
Minimum of 20 users per class

#### 4 APPROACHES QUESTIONNAIRE

A complete narrative explanation must be included for each of the following five issues in this section. This is the Vendor's opportunity to explain their approach to the Village's requirements as described in the RFP. Careful considerations will be given to each separate response to gauge the Vendor's grasp of the unique needs of the Village.

- a. Explain how your proposal meets the requirements of the Village. Why should the Village choose your proposal instead of the other competitive proposals?
  - Our proposal meets the requirements of the Village in the most important aspect, in that we have configured the system to be redundant, with resiliency and failover capabilities to ensure 99.99999% up time for all critical applications. Our system is “obsolete proof” in the fact if the Village IT focus shifts from Premise to Cloud or Premise

to Virtualization, all phones, etc. are re-used eliminating stranded investment. Our configuration has no single point of failure, a critical point for Village communications.

➤ TIG is a Mitel exclusive business partner. Our management feels it's more important to be an expert in one technology vs. just knowledgeable in many technologies. 20 years ago, our management chose Mitel and has consistently been named as Mitel's premier partner. Mitel has been in the communications business for 45 years. That's all Mitel does and they do it very well. They don't make switches, routers, access points, etc.... just communications equipment. Mitel is the only communications provider to be named in 5 of Gartner's Magic Quadrants, and listed as a leader in Corporate Telephony, Unified Communications and UC for Midsize Enterprises.

➤ We offer various procurement options and the only communications provider able to provide NJPA (National Joint Powers Alliance) pricing. More details about NPA are located in our proposal binder. The Village can also use NJPA to purchase other items... from office supplies to vehicles, etc.

➤ Experience. TIG has provided VoIP service to dozens of villages and municipalities in northern Illinois as shown by our references listed elsewhere in the RFP. We understand the requirements and the implementation processes of villages.

- b. Explain your approach to project planning for the proposed system.  
Our approach to project planning is quite simple but highly successful. That is, ensure all parties involved in the project are informed of critical tasks and milestones and in agreement as to who's responsible to complete the tasks to reach those milestones. We complete as much of the project as possible prior to arriving at customer site. This includes receiving customer data and programming the system at our location, and completely testing all modules of the system prior to arriving at customer location. This greatly reduces the chance of any DOA modules.
- c. Describe projected major milestones with dates for the implementation.  
Please see Sample implementation timeline below with major milestones. When the Village is ready to move forward with our solution, we can insert actual dates into the timeline.





## Basic VoIP Implementation Timeline

Description	Responsibility	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Contract Executed	Customer	1 Day							
Implementation Team Assigned	TIG	1 Day							
TIG Internal Meeting	TIG	1 Day							
On-Site Customer Meeting	Customer/TIG		1 Day						
Equipment Ordered	TIG		1 Day						
Cable Plant Ordered (if required)	TIG		1 Day						
Database Gathered	Customer/TIG			1 to 3 Weeks					
Equipment Arrives at TIG	Customer/TIG					1 Day			
Equipment Setup and Programming	TIG						1 to 2 Weeks		
Training Documentation Prepared	TIG							1 to 2 Days	
Equipment Delivered	TIG							1 Day	
Customer Training	Customer/TIG							1 to 2 Days	
Installation	TIG								1 Day
Follow-up	TIG								3 to 4 Days

**NOTE:** This is a sample implementation timeline. There may be several meetings required to gather the database.

- d. Discuss any anticipated obstacles you may encounter and the steps you would take to keep the project on schedule.

**Things that may impact the schedule (that we can't control) would be not receiving required data from the Village at the required time, the new network switches provided by the Village are late being installed or the cable portion of the project not completed on time.**

**We really don't anticipate any obstacles that we can't control on this project. We're totally confident our system will be ready to be installed, tested and turned up to meet the agreed timeline.**

- e. If multiple vendors will be providing the various systems required, please define below the following:

**N/A. For the Telephone replacement project, TIG will be the only vendor involved in the planning and installation of the system**

- I. Who is the principal vendor (the party that will manage the project as a whole)

**N/A**

- II. References of previous joint implementations

**N/A.**

III. The method by which work will be coordinated among the vendors

**N/A.**

IV. The way in which any problems with a vendor that is not the principal vendor should be resolved **N/A**

- f. Please describe your approach to integrating with external systems such as the Village's Voice Call , Network, CallOne, ATT or other LEC providers. In addition, identify any communication requirements to support this type of capability. **Our solution is based on standards and can integrate with any standard connection LEC's deliver be it POT's, SIP, PRI, etc.**

### **Commitments Requirements from Vendor and Village**

- 1) Explain the type of commitment expected from the Village of Tinley Park staff members. Include both the PW department and the IT Department commitments. What type of skills is the Vendor expecting from the Village of Tinley Park? Address the type of work and tasks expected from the Vendor for the Village of Tinley Park staff.

**We consistently state our companies are forming a partnership. Therefore, you play a vital role in the successful implementation of the telecommunication system. Only through open communications and cooperation can we achieve our mutual goals.**

**What Can You Do? To successfully accomplish a timely and smooth installation, here are some guidelines to follow:**

#### **Roles and Responsibilities**

**TIG will take overall responsibility for ensuring that the project is delivered to the satisfaction of the Village of Tinley Park and will be their main interface throughout the project. TIG is responsible for ensuring that the Village of Tinley Park understands the requirements for repairing their site(s) ready for installation and that they are committed to providing all the requirements as outlined. It is the responsibility of the Village of Tinley Park TIG to communicate any information that may affect any critical dates that affect the agreed installation go-live date.**

**It is the responsibility of the Village of Tinley Park to inform of any changes or delays to interdependent activities or 3rd party equipment or services that will impact the project dates.**

#### **Designated Point of Contact**

**TIG will assign a designated single point of contact to work with the Village of Tinley Park for the duration of the implementation. In addition The Village of Tinley Park should ensure that there is a designated single point of contact at the City who will ensure that during the period of implementation, Information Technology (IT) / Telecom resources responsible for key LAN/WAN/Telephony configurations will be available to work with TIG. It is assumed that the assigned Village of Tinley Park contact will have the authority to make decisions regarding implementation activities in a timely manner.**

#### **Facilities**

TIG must ensure that the Village of Tinley Park will provide full access to all of their premises as needed by TIG to perform its responsibilities. Any refusal of access shall relieve TIG of its performance obligations and the implementation schedule shall be revised to reflect the delay. The Village of Tinley Park will also provide a suitable work area for TIG personnel. A suitable work area suggested by TIG shall be a desk area for three (3) individuals to setup notebook computers with Internet connectivity. The Village of Tinley Park is also responsible for finding a suitable work area and room for staging phone sets and equipment prior to deploying at each location.

#### General Building Specifications

The Village of Tinley Park will be responsible for any additional costs that may be incurred for the supply and installation of any infrastructure that is required for the installation of cable as necessary for this implementation. This infrastructure includes but is not limited to: conduits, floor ducts, overhead troughs, floor access, drilling holes, monuments, moving equipment and furniture, etc. It is assumed that any existing cable ducts troughs and/or conduits have sufficient space remaining to install new cabling as required for this implementation.

#### Power and Environmental

The Village of Tinley Park must adhere to the equipment manufacturer's published power and environmental specifications and conform to all local electrical code requirements. The Village of Tinley Park will provide power to purchased equipment via an adequate number of circuits provisioned according to the equipment manufacturer's specifications. The Village of Tinley Park will assume responsibility for the cost to supply and install any infrastructure required for accommodating these published power and environmental specifications including UPS Systems for all provided hardware. Installation of power conditioning/surge suppression devices for all equipment is highly recommended.

#### Cable Plant and Cross Connect Records

The Village of Tinley Park's cable plant should conform to applicable national standards, i.e. (a) BS6701, ISO/TEC11801.2002 and TIA/EIA/568B.2.2002 or (b) EIA-T568B or UL/CSA standards and follow accepted wiring practices. Failure of the cable plant to meet the minimum acceptable requirements may result in a delayed cut over and/or additional expense. The Village of Tinley Park will provide TIG with a complete set of up-to-date cable records for The Village of Tinley Park. Should these cable records be inaccurate or unavailable, The Village of Tinley Park must arrange a "Tone & Testing" assessment.

The Cisco POE switches will be Village provided so all closet patch cords and their tagging will be the responsibility of others.

#### Floor Plans

The Village of Tinley Park will to the best of its ability provide TIG with two copies of current floor plans that TIG will use to identify the placement of all the desktop devices if TIG is expected to place or troubleshoot any telephone instruments or data connections. These floor plans should be signed to indicate their completeness and accuracy.

#### Equipment Delivery & Inventory Acceptance Process

TIG will co-ordinate equipment delivery with the Village of Tinley Park based on a mutually agreed delivery schedule. At the time of delivery, both TIG and The Village of Tinley Park will inspect and take an inventory of the equipment. To facilitate generation of this equipment



inventory, TIG will provide a list of items shipped to site.

The Village of Tinley Park must be made aware that equipment may be delivered to the site in stages and that the Village of Tinley Park is responsible for equipment once it is delivered to the site. The Village of Tinley Park must pre-arrange for elevator and/or other facility access necessary to accommodate delivery. The Village of Tinley Park will provide for secure storage of equipment.

**Additional Assumptions are as follows:**

- ☐ The Village of Tinley Park will work with TIG in order to see if secure parking during implementation and training will be available at each location included as part of the project.
- ☐ Provide a secure equipment staging area at each location for our team
- ☐ Provide regular and after-hours access with Temporary ID/Keycards to all approved on-site implementation team members, ID/Keycard should allow free access to any part(s) of the building that will require any TIG provided equipment or phones along with network and telecom closets. If background checks are required, we will comply; but need to know in advance.
- ☐ The Village of Tinley Park will assign a single local point of contact at each location with "Sign-off authority" – primarily for receipt of equipment. This contact should be able to receive and prioritize any necessary follow up changes
- ☐ The Village of Tinley Park will assign a single overall point of contact for purposes of interfacing with TIG's project management.
- ☐ Provide loading dock access with phones to be shipped directly to sites.
- ☐ The Village of Tinley Park will need to determine rack elevations for each site
- ☐ The Village of Tinley Park will ensure appropriate grounding is in place for all existing racks. #6 ground required.
- ☐ The Village of Tinley Park will assist in the preparation of the software database to assure a system that improves your business operations.
- ☐ The Village of Tinley Park will need to determine a list of any person(s) allowed to make database change requests
- ☐ The Village of Tinley Park will need to determine a list of any person(s) authorized to make system change order and MAC requests
- ☐ The Village of Tinley Park will be responsible for ensuring the carrier extends any new or existing facilities within 25 Feet of where the Mitel SIP Gateways will be racked.
- ☐ The Village of Tinley Park will provide access to on-site disposal of shipping materials – recycling compactor/trash dumpsters for proper cleanup.
- ☐ The Village of Tinley Park will work with TIG to create a password and naming schema for administrative logins

- ☐ The Village of Tinley Park will provide TIG and its subcontractors with access to any server/telco/data centers necessary for successful setup
- ☐ The Village of Tinley Park will provide TIG and its subcontractors with training facilities at each location for end user training

#### Access to Mitel Applications Management Center

The Village of Tinley Park must provide an Internet connection to the Mitel Applications Management Centre (AMC) to enable the online licensing of the selected TIG products. If an Internet connection is not provided then there may be additional costs involved in off line licensing and for any subsequent moves or changes.

#### Site Preparation

The successful implementation of the proposed equipment is dependent on the assumptions and expectations of the site preparation activities listed below. This Statement of Work assumes that The Village of Tinley Park will undertake site preparations and meet network specifications as detailed below and that the manufacturer's published environmental specifications will be met prior to the scheduled start of implementation. TIG may, at the request of The Village of Tinley Park, provide many of these site preparation services. In this case, TIG will document the requested change in the scope of work, and if applicable, any impact on the implementation schedule and/or pricing.

#### Implementation & Scheduling

TIG will schedule this project upon receipt of a purchase order and a deposit. TIG resources will be assigned and scheduled based on availability. The implementation team and the Village of Tinley Park's designated representatives will agree to critical implementation milestones. The assigned Project Manager is responsible for maintaining the master project schedule.

#### Performance of Work

TIG will install the proposed product solution as listed in this RFP response. Implementation services will be performed in a good and workmanlike manner consistent with manufacturer-published specifications and practices.

#### Cut-Over

Implementation by TIG shall include one (1) single continuous phase, unless a "multi-phased" implementation is requested by the Village of Tinley Park. In the event a multi-phased cutover is requested, additional charges may apply if outside normal business hours. All implementation activities up to the evening of cutover will be performed during regular business hours (8 a.m. to 5 p.m. local time at the Site).

#### Removal of Existing Equipment and Infrastructure

Removal and disposal of all existing telephony and associated equipment will be the responsibility of Village of Tinley Park as well as the cross connect clean-up which could be performed if the Village of Tinley Park would like to enter into a separate agreement.

And above all: Instill in your staff a sense of excitement and enthusiasm about the extraordinary

**business tool in which you have just invested!**

2. Discuss the percentage of work the vendor will be doing on site versus a remote location. **80% Remote and 20% onsite.** How many on-site visits from the Vendor are planned for this implementation? **We anticipate 4 to 6 visits to site throughout the project.**
- ☐ **Job Kickoff Meeting to review project, roles and responsibilities, discuss data required from Customer.**
  - ☐ **Equipment delivery to site for physical installation of controllers and desktop sets.**
  - ☐ **Training of end users**
  - ☐ **Cutover**
  - ☐ **Day after cutover support**

What tasks will be done onsite versus the tasks that will be done remotely? **Remote tasks include assembly and test of the system and the programming of Customer data into the system database. Onsite tasks are physical installation of controllers, connection to LEC facilities, placing and testing of all desktop sets and training.** How does the vendor expect to support the system from a remote location? **RMAT's capabilities - We have the ability to be notified in the event of an alarm. Our in-house service center is manned during normal business hours but will notify a Technician on call during all other hours.**

#### **How does the system notify the RMC of a trouble?**

Via outcall e-mail or SMS. In the event that an administrator cannot constantly monitor the health dashboard for network or application issues, MiVoice Business can send e-mail notifications of alarms to administrators or remote service companies. It can e-mail multiple locations, depending on the alarm status that has been raised. Also, alarm notifications can be sent to higher order management systems (via SNMP traps) to support a single alarm management interface such as MiVoice Enterprise Manager.

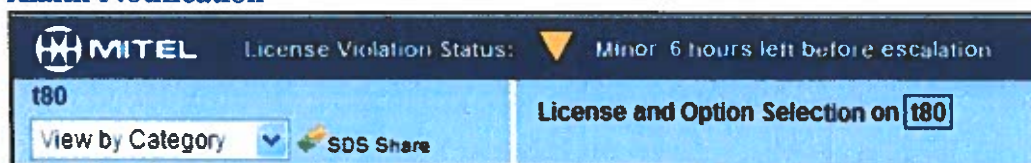
#### **What diagnostic capabilities does the RMC have?**

Through remote browser access, our RMC can troubleshoot and diagnose all internal system problems.

The MiVoice Business system monitors alarms for a large number of alarm categories including tone receivers, DTMF senders and receivers, conference bridges, and trunk routes. If a configurable alarm threshold is reached, the system raises an alarm condition (Critical, Major, Minor, No Alarm). The alarm condition remains until the fault is corrected. An entry is made in the Maintenance Log when there is any change in the alarm status.

Alerts can be delivered to a remote management center using a choice of proprietary User Datagram Protocol (UDP), Simple Network Management Protocol (SNMP) trap, or e-mail (SMTP) formats.

#### **Alarm Notification**



MITEL License Violation Status: Minor 6 hours left before escalation

t80

View by Category SDS Share

License and Option Selection on t80

The solution alarm status is conveniently accessible in a scrolling banner at the top of the MiVoice Business Embedded System Manager interface. The banner continually displays up-to-date alarm status information about the system, any license violation, and system data synchronization. Clicking on the banner will bring the administrator to the relevant part of the system to begin immediate investigation.

MiVoice Business' alarm management capability reveals a history of the fault, the time the alarm was created, and the various severities of the alarm.

In the event that an administrator cannot constantly monitor the health dashboard for network or application issues, MiVoice Business can send e-mail notifications of alarms to administrators or remote service companies. It can e-mail multiple locations, depending on the alarm status that has been raised. Also, alarm notifications can be sent to higher order management systems (via SNMP traps) to support a single alarm management interface such as MiVoice Enterprise Manager.

- g. Use the following page to address any other issues of which you feel we need to be aware while evaluating your proposal.

#### **I. SAMPLE SUPPORT DOCUMENTATION**

The Village, at its sole discretion, may ask the Vendor to provide to the Village, without charge, one (1) complete set of documentation for evaluation purposes, including but not limited to: a systems design manual, system architecture guide, individual program manuals, individual operations manuals, a user's manual and available training aids. A database schema will be provided to the Village of Tinley Park after a contract is signed. Non-disclosure requirements from the Village will be limited to applicable law. **Read & Understood. Your Project Manager will give you complete copies of all product and installation material relating to your new VoIP Telephone Solution.**

#### **J. COST SUMMARY**

All costs are to be completely itemized for equipment, services and third party products and services. Third-party products need to have manufacturer names and model numbers with the associated cost. **Read & Understood**

#### **K. AFFIDAVITS AND DISCLOSURES**

Each proposal shall include a completed Vendor Disclosure Affidavit, as well as all other completed certifications as required by this RFP, including without limitation all applicable insurance certificates, certificates showing compliance with the requirements of the Village's Responsible Bidder Ordinance, and the certifications included herein.

**Read & Understood**

#### **L. WARRANTIES**

This contract calls for all equipment, software and hardware to be warranted for a period of two (2) years from final acceptance date. Labor, workmanship and implementation shall be warranted



for a period of one (1) year from final acceptance date. **Please see Tab 2 – Itemized configuration for annual costs. Village is able to choose number of years to purchase.**

The Vendor's submission of a proposal indicates your agreement to provide a full warranty on all products supplied without limitation or disclaimer. If an alternative warranty is being proposed, you must clearly indicate its terms and any limitations thereof in your proposal.

**Read & Understood. Maintenance and Software Assurance Overviews are also included in the binder and USB under Maintenance and Support.**

**Mitel/TIG shall warranty the entire VoIP Telephone System to be free of defects in materials and workmanship for twelve (12) months after system acceptance. Defects occurring during the warranty period shall be fixed free of charge including all parts, labor, and shipping. Telcom Innovations Group will ensure that all manufacturers recommended software revisions/ updates will be installed free of charge during this warranty period. The Mitel warranty includes standard hardware and software as described below:**

**Hardware Warranty**

**Term** 12 months from installation (not acceptance)

**Conditions** All hardware components will be free from defects in material and workmanship under normal use, and will perform in substantial compliance with the manufacturer's specifications

Customer can elect to repair or replace the defective parts under the exclusive remedy and recourse provision of the hardware warranty.

Mitel may use remanufactured certified parts that meet factory specifications. Such replacement parts will be covered for the remainder of the existing hardware warranty period. Any parts removed shall become the property of Mitel.

The hardware warranty is Return to Depot; a full support plan must be purchased to upgrade to 24-7 or 8x5 on-site support.

Labor is provided based on time and materials.

**Software Assurance/Warranty**

**Term** 12 months from installation (not acceptance)

**Conditions** Software media will be free from defects in material and workmanship under normal use. The software (including any installed release) will perform in compliance with the manufacturer's specifications.

Deficiencies deemed the manufacturer's responsibility will be corrected by Mitel within a reasonable time frame or the software replaced.

Labor is provided based on time and materials.

**We have also included a sample maintenance agreement and Mitel's Software Assurance Description.**

**M. INSURANCE REQUIREMENTS**

The undersigned further agrees to furnish Insurance to the Village of Tinley Park, Clerk's Office, 16250 S. Oak Park Avenue, Tinley Park, IL 60477, within (5) days after the date of notice of the award of contract, evidence of Insurance coverage naming the Village of Tinley Park as additional

insured under said policy for minimum limits as follows:

**WORKMEN'S COMPENSATION**

Coverage A – Statutory Coverage  
Coverage B – \$500,000.00 Employer's Liability

**AUTOMOBILE LIABILITY BODILY INJURY AND PROPERTY DAMAGE**

\$1,000,000.00 each occurrence

**GENERAL COMPREHENSIVE – GENERAL LIABILITY**

**PROPERTY**

\$1,000,000.00 each occurrence

\$1,000,000.00 annual aggregate\*

**BODILY INJURY**

\$1,000,000.00 each occurrence

\$1,000,000.00 annual aggregate\*

**ANNUAL AGGREGATE – PRODUCT AND COMPLETED OPERATIONS**

\$1,000,000.00 each occurrence

\$1,000,000.00 annual aggregate\*

**UMBRELLA EXCESS LIABILITY**

**EXCESS COVERAGE OVER –**

General Liability

Product Liability

Automobile Liability

Workmen's Compensation

\$1,000,000.00 each accident

\$1,000,000.00 annual aggregate

Any insurance company providing coverage must hold an (A VI) rating according to Best's Key Rating Guide. In addition, evidence of coverage of the aforesaid hold harmless agreement and mandatory statement naming the Village of Tinley Park as additionally insured on General Liability and Products Liability.

Failure to provide this evidence prior to beginning of work will result in disqualification and the bid will be awarded to the next lowest bidder or in creation of a new bid.

\* If policy has a \$2,000,000.00 annual aggregate for both Property and Bodily Injury under General Comprehensive-General Liability, then no Umbrella Excess Liability is needed.

**Read, Understood and Compliant.**

**N. TERMS OF IDEMNIFICATION**

The selected vendor, if any, will be required to indemnify and hold harmless the Village to the extent set forth in the Service Contract attached hereto as Appendix B.

**Read & Understood.**

## SECTION III. TELEPHONE SYSTEM SPECIFICATIONS

### A. SOFTWARE PACKAGE APPROACH

The Village of Tinley Park currently utilizes a Siemens' Model 80 telephone switch for communications to Administration, Public Safety and Public Service Departments within and surrounding the Village.

The Village of Tinley Park desires to upgrade to a state-of-the-art Telephone System to increase reliability, efficiency and effectiveness for communications to its Administration and Public Safety, Public Service Departments.

Vendor is encouraged to offer their total portfolio of options to include in-house based infrastructure or cloud based integration for analysis and comparison of features, options and usability.

**Read & Understood.** TIG is proposing the Mitel MiVoice Business Solution, The Mitel platform is software driven and is currently in its 14<sup>th</sup> major release. Flexibility is the hallmark of the Mitel MiVoice Business Solution call control software solution. In a single software stream, MiVoice Business Solution optimizes just about any communications environment, delivering rich capabilities in voice, mobility, unified messaging, presence, conferencing and collaboration. Scalable and simple to manage, MiVoice Business Solution meets the needs of businesses from five to 65,000 users, whether in a single site or in multi-site networks that span the globe.

MiVoice Business Solution has no dedicated server hardware, but instead runs on industry-standard servers (including those from HP, IBM, Oracle and Dell) in a virtualized VMware environment or on Mitel proprietary MiVoice Business Solution Controllers. Regardless of the hardware platform, MiVoice Business Solution delivers the same powerful core call control features and services. This means it will enhance (rather than replace) your existing architecture, provide the choice of best-fitting, lowest-cost hardware, and establish a solid foundation for future growth.

MiVoice Business Solution fully supports and integrates with the current environment, no matter what stage of IP transition a network is in. It maximizes the existing infrastructure, cost-effectively supporting legacy equipment, analog phones, fax machines, ISDN lines, and T1/E1 connections. Whether a legacy PBX is from Mitel or another supplier, MIVOICE BUSINESS SOLUTION's open architecture enables smooth migration to IP support.

Designed for optimum integration and interoperability, MiVoice Business Solution makes both deployment and migration inexpensive and painless. Mitel currently supports well over 1,000 server models and delivers an ever-evolving suite of open APIs to industry-leading software.

MiVoice Business Solution's open architecture also adapts easily to multi-vendor environments, and supports a host of protocols including SIP, QSIG, and DPNSS. This same level of flexibility enables Mitel solutions to be deployed in a virtual and non-virtual environment, and in a centralized, distributed, public or private cloud model.

Through its single, cloud-ready software stream, MiVoice Business Solution enables



smooth transitions (such as a move from a distributed network to a private cloud) without the need to purchase a new solution. Instead, as the network evolves over time, the MiVoice Business Solution will evolve with it. School District 99 has multiple options including deploying a virtualized solution today or reusing and upgrading existing equipment to the most current levels of software. Flexibility is the key to the Mitel solution.

Along with interoperability, MiVoice Business Solution brings its own native features to the network including leading-edge mobility capabilities and unified messaging. It provides inherent auto attendant, automatic call distribution, Wi-Fi, and IP-DECT wireless gateway functionality. These, combined with over 500 telephony features such as hot desking and audio conferencing enrich the user experience and invigorate existing processes.

MiVoice Business Solution also delivers embedded unified communications and collaboration (UCC) applications with native mobility support. Mobility capabilities provide users with the seamless ability to work on the road, from home, and any office or shared space. MiVoice Business Solution's embedded Dynamic Extension feature turns any device with a phone number (including market-leading mobile devices such as BlackBerry, Android, iPhone and iPad) into an extension of the corporate network, no client required.

MiVoice Business Solution's inherent UCC features can be complemented by the advanced capabilities delivered by the optional Mitel Applications Suite. The broad set of MAS applications includes UCC desktop and mobile clients, unified messaging, speech-enabled auto attendant, mobility, teleworking, sophisticated audio, and video and web conferencing. These work seamlessly on a single server with common installation, commissioning, and administration tools.

For day-to-day system administration, MiVoice Business Solution includes tools that simplify installation, configuration, and administration. An administrator can maintain a multi-platform MiVoice Business Solution from a web browser as if it were a single platform solution. System changes can be automatically synchronized throughout the solution, and management control and tasks can be delegated across the organization, rather than relying on a centralized point. Role-based templates and Active Directory integration save administrators considerable time, and simplify large deployments.

In the event of a system, hardware or network failure, MiVoice Business Solution resiliency provides sound reliability and continuity by distributing information across resilient clusters. This eliminates a single point of failure while ensuring optimum usage of existing hardware. MiVoice Business Solution can also provide additional layers of resiliency and high availability through optional Stratus servers as well as with virtualization.

Overall, our proposed MiVoice Business Solution brings simple efficiency. Its interoperable, flexible nature makes it easier to communicate, work, manage, grow and run a City. Simply put, it is a true communications platform: reliable, resilient, feature-rich and fully able to support the Village of Tinley Park along its unique path to success.

## **B. SCOPE OF WORK:**

The scope of work (SOW) will detail the purpose, specification, requirements and process for implementation of the Telephone System along with the responsibilities of the Village and the vendor(s).

The SOW shall define the project objectives for equipment, installation, integration, testing and acceptance from the primary vendor/manufacturer/supplier:

#### **Telephone System Design.**

- Supply and install Telephone System for Village – Wide facilities “based on the specifications table”. **TIG will provide the Village a turnkey project for the Telephone Replacement. We are providing a Mitel purpose built controller with redundant components at Public Safety, Police Dept. and Village Hall with failover capabilities utilizing the Village existing WAN. We are also providing 300 IP phones per the specifications.**
- Interconnect new telephone system with old telephone system in a parallel operation for testing and training. **The new system won't be interconnected to the old system but will be installed parallel to the old system and will be available for internal calls, testing and training prior to actual cutover.**
- Integrate to Village network for IP based system solutions with additional integration to analog devices where required. **We will integrate with Village provided network switches and have provided network requirements in our proposal binder.**
- Integrate telephone system to ATT and Call One ( LEC ) providers. **We have equipped Mitel controllers with necessary modules and software to connect to the LEC provider's PRI's and POT's line access.**
- Integrate to Internet video/conferencing partners and how your company works with this concept. **Our solution easily integrates with video companies such as WebEx, GoToMeeting, etc. but requires the use of an external camera for the users PC. Our solution also natively provides Audio, Web and Video Conferencing, again, with the use of an external PC camera.**
- Interface to existing NTP time network **Comply**
- System testing and certification. **A large part of the system testing will take place in our facility. TIG will load the customer provided database into the system, program all call flows (voicemail to email, twinning to mobile phone, etc.) and test the database for integrity. Upon equipment delivery to site, call flows and desktop units will be tested. At cutover, call flows will again be tested for accuracy and adjusted as the Village deems necessary.**
- Training, provide the length of time for user training classes and administrator training classes. **Details of training classes have been provided above. User classes are typically between 30 minutes to 1.5 1 hours depending on the users telephone type, applications and voicemail. Users will instructed in basic call handling (hold, transfer, conference, etc.) as well as voicemail functions (change password, record greeting, etc.). System admin training is typically 4 hours and shows various access levels (based on password protection) to perform different tasks. Class will also show basic actions such as Moves, Adds and Changes, simple diagnostics, etc.**

#### **Equipment Requirements and Integration/Interface:**

- Define how your system's mainframe (server) interfaces with the Village Network **We interface via a standard switch port.**
- Define how your system interfaces the desk instruments to the local desk computer Ethernet cable and if your system requires POE or has its own potential power source. **If both Voice & Data are utilizing the same CAT 6 cable, the phone will plug into the wall jack and the local desk computer will plug into the bottom of the phone. Each**

phone is 10/100/1000. Our IP Phones do require POE or can also be ordered with 'power bricks' that plug into typical wall outlet.

- Define how your system interfaces and what equipment is utilized to connect to analog devices such as ring down phones, Fire Station alerting bells, radio communications consoles (SIP interface), etc. **We have provided ASU's (Analog Service Units) with analog modules as well as Analog Terminal Adaptors to interface with your analog connections.**
- Define how your system processes and stores voice mail.  
**When an incoming caller leaves a voicemail message, the Message Waiting Indicator (MWI) on the phone will illuminate indicating the presence of a message. With Unified Messaging, user can also be notified via email that a message has been received. User is also notified via MiCollab that message has been received. With MiCollab, user can easily see who (name or number) left messages and go directly to the desired message without listening to all the others. Once all messages have been played, the MWI light on the phone will extinguish. Voicemail can be stored locally (Exchange Office 365, etc.) or on the voicemail server. Typically, GovEd clients select standard Unified Messaging which stores the voicemail on the Voicemail server for FOIA reasons.**
- Define how your system provides redundancy and reliability.  
**Our system provides redundancy / resiliency and reliability in a couple of ways. Each of the purpose built Mitel controllers have been configured with redundant Power Supply, redundant drives and redundant sub-systems. Should any controller fail, all phones / users in that controller will instantly and automatically failover over to one of the other controllers, utilizing the Village existing WAN connections. Calls in progress during this failover are not affected. When the call is complete, the user will then be registered to an alternate controller.**
  - Do you offer ESINet capability through network failover and rerouting? If so explain how and what is required? **Our E-911 solution is a direct subscription to the PSAP or can be third party provided by companies.**
- Do you offer video integration to outside carriers either LEC type or Internet type. If so explain how and what is required for this option and interface. **We can integrate outside video through Mitel Audio, Web, Video Conference system. You would need to add a video camera to the workstation.**
- Specify the port current utilized by each Deskset telephone for calculating the POE current requirements for each existing switch. **Each desktop 6930 uses 8w of power.**

#### **Implementation Process Technology Vendor:**

- Technology Vendor shall provide the main system server and technology integration process.
  - A. Provide, install and configure main system controller technology as approved by the Village Board and project manager.
    - i) Install approximately (300) VoIP phone sets
    - ii) Interface to up to (90) existing analog connections/devices
    - iii) Configure (300) primary extensions and (145) secondary/phantom extensions
  - B. Install new system in parallel with the existing system for testing and training.
  - C. Cutover to new system, final testing and punch list completion
  - D. Final system acceptance and signoff

#### **Read & Understood**

### **C. TECHNOLOGY SOLUTION**

The Telephone System shall be current State-of-the Art design and manufacturer, proven and tested for operation in the Commercial / Public Safety/Public Service Industry.

Additionally, proposing an adequate equipment configuration to accommodate the Village's growth during the next ten to fifteen years. **Read & Understood**

### **D. TECHNICAL SPECIFICATIONS**

#### **REQUIREMENTS**

The Vendor must respond to each of the specific questions listed in this section.

This section shall be typed or edited using MS Word 2007 or later format.

The Village is seeking responses based on the CURRENT RELEASE of the Vendor's hardware / software package.

Please indicate with an 'X' in the appropriate column. Enter any necessary comments in provided section.

Sections requiring Vendor responses are listed below.

Describe the capabilities offered in the base package. Additional items that are above and beyond the base package need to be identified as such and have an associated cost listed in the cost summary section. **Read & Understood**

#### **Equipment Requirements**

- Network switches shall be Cisco managed layer 2 POE high wattage output
- (3) types of Deskset instruments are requested
  - Simple handset with minimal features for jail and interrogation rooms as well as wall phones
  - Office Deskset that are 32 buttons, touch screen and have all features and video (touch screen) operation
  - Operator Deskset that has 60 buttons with video (touch screen) operation

**Our phones do not have direct video functionality. We recommend adding Logitech type cameras to the workstations where video is required.**

## **TECHNICAL SPECIFICATION REQUIRED RESPONSE**

### **RESPONSE KEY**

**S=** Standard, as part of the package offered in the proposal.

**Y=** This feature is available through additional options or customization as an extra cost and is included in the vendor's proposal. Disclose itemized cost in Section VI, Cost Summary.

**V=** This feature is available through a Third Party Vendor.  
Disclose Third Party Vendor name and contact with itemized cost in Section VI, Cost Summary.

**N=** This feature is not currently available in proposal.

**S= Standard Y=additional option and cost V= 3<sup>rd</sup> pty vendor N=not available in proposal**

**Telephone Technology System Requirements**

Quest. Number	FEATURE/Question	S	Y	V	N
1.	There are (3) main facilities (buildings) that require primary integration to each other for redundancy / failover / reliability that can be integrated through the Village owned ESINet. ... (Village Hall, Police Department and Public Safety) does your system support this concept and how? Provide a block diagram and operational explanation of the process	X			
2.	System is required to support up to 2000 user phones (currently has (300)	X			
3.	System is required to support up to 5000 extensions in several operational processes. (Direct in Dial with one or more extensions numbers pointed to a single handset)	X			
4.	Local phone directory with (1000) numbers, with automated drop down menu for each user handset will be incorporated with telephone line access for instant dialing of phone number from phone book or extensions	X			
5.	Minimum of 32 individual buttons on each user handset (buttons shall be configurable for dialing off site phone numbers and/or internal extensions) along with normal phone functions (hold, release, conference, merge, speaker, etc.)	X			
6.	Capable of One thousand (1000) one button transfer – One Thousand (1000) speed dial transfers setup as drop down menus or icons with automated find capability. (explain how the automated find option functions)	X			
7.	TDD line integration all extensions(explain how your system accomplishes this requirements)				X
8.	Auto-attendant (automated messages) for any number of primary assigned DID's as well as secondary DID's	X			
9.	Capable of interfacing to minimum of (20) PRI's set to any type on PRI input such as T1, T3, SIP, etc (Village currently incorporates (4) PRI inputs via CallOne, along with POTS for backup support		X		
10.	Automated routing and rerouting of extensions via a (1) button selection process or drop down menu process to any type of on premise or off-premise device, number, service or function	X			
11.	System shall be capable of assigning system wide or group specific global messages or announcements to a minimum of (100) different canned or created messages		X		
12.	Does your system offer global announcements both text and voice with notifications on the individual User handsets and if so how many scheduled announcements is your system capable of offering		X		
13.	The Village may require ESINet implementation of (1) or more LEC connections at any or all of the primary locations (Village Hall, Public Safety or PD) This connections may interface via any type of connectivity (T1, T3, PRI ISDN, PRI SIP) over Comcast or Commercial Fiber	X			



## Comment Page

Quest. Number	Comments
1	Our configuration is designed that, in the event of loss of controller functionality at any Village location, all users will instantly and automatically failover to other controller via Village ESInet facilities. Please see Visio drawing in our proposal binder
2	As configured, each controller can support 350 devices (user phones). With Virtualization (VMware or Hyper-V) or Industry Standard Server, System can support up to 5,000 users.
3	As configured, each controller can support 350 devices (user phones With Virtualization (VMware or Hyper-V) or Industry Standard Server, System can support up to 5,000 extensions.
4	We have a system wide 1000 entry Phonebook built-in to each controller. We also offer an integration into Outlook which would be a much more efficient storage place for this data.
5	We have proposed Mitel Model 6930 IP Phones. Each phone has a color display and 72 buttons configurable for dialing off site phone numbers and/or internal extensions) along with normal phone functions (hold, release, conference, merge, speaker, etc.). Please see Tab 6 in our proposal binder for additional models available and for complete specifications and functionality of the phones.
6	We have provided Mitel MiCollab for the Village. MiCollab can be used for speed dial (and many other) functions. The MiCollab client resides on users PC and / or mobile device and contains all user contacts. The automated find is accomplished as the user starts typing in the contact name, and as the letters are input, corresponding names are presented for selection.
7	Per clarifications provided by Mr. Machuta, TDD line integration is not required.
8	Auto Attendant (automated messages) included.
9	Each MXe controller can handle 8 PRI circuits, so to handle 20, it would need to be distributed over several controllers. The more cost effective and reliable method would be to use SIP trunks vs. PRI. The MXe controller can support 2,000 SIP trunks.
10	Comply with Call forward, call transfer or MiCollab. All included in base proposal.
11	Each message desired would require a mailbox license on the system. DID's can be pointed at any canned message or you could set-up an auto-attendant (CALL TREE) to provide information to callers.
12	This can be added with the Mitel Mass Notification System (MMN). MMN Core Software provided the following: HTML Notifications to unlimited phone displays Desktop Notifications to Computers SMS Notifications Outcall to a telephone number Pricing would be determined by the quantities.
13	The Mitel 3300 MXe controller can accept LEC connections at each location.

## Telephone Technology System Requirements

Quest. Number	FEATURE/Question	S	Y	V	N
14.	Interface to logging Recorder – Eventide via SIP or analog	X			
15.	Interface to local network VPN connection for monitoring, support and upgrades	X			
16.	Integrate to IP Network (list security type requirements) provide network switch/router and firewall specifications	X			
17.	Interface to time sync system multiple formats	X			
18.	A solution requiring proprietary interface cards or modules of any kind is (not preferred). Vendor shall define the reasoning for utilizing this method if proposed.	X			
19.	System must have overall reliability of 99.999%, measured on a 24 hour per day, 7-day per week basis, calculated over an accumulated period per/year.	X			
20.	System to support automated, unassisted restoration from stoppages or outages, including significant network components and application software	X			
21.	System to provide positive/affirmative alert to each user handset of off-line status, error conditions or conditional events	X			
22.	The system shall support localized supervision and reporting of failures, network outages, etc on any portion of the incoming 3 <sup>rd</sup> party interfaces, internal system equipment, software, network and external interfaces as required to other support agencies	X			
23.	All incoming and outgoing interfaces, network, telco, etc. shall be built with distributive architecture to prevent any loss of more the 50% of the interfaces. Notification will be sent to all positions indicating the loss, disruption or failure with a description of the event		X		
24.	All power supplies, boards, drives and processes will be redundant to prevent catastrophic outages and system down time (vendor will explain how they accomplish this through system design and diagrams of the redundancy)	X			
25.	The system shall have on-line diagnostics to report any failure and the extent "level" of the failure. Any failure will have the ability to be removed from the system and the redundant equipment and or process automatically brought on-line preventing any outage or loss of service.	X			
26.	Automatic corrective action that is built in will activate and attempt to cure the failure. If the failure cannot be cured the operator will be notified and the failed part, board or process will be reported to the system administrator or service agency/manufacture's support team in an automated on-line fashion for immediate attention		X		
27.	Hardware shall be the latest "State-of-the-Art" design and manufacture "Proven Technology" (speculative, prototype, alpha design, and new release hardware) without a proven operational track record will not be allowed or accepted.	X			



## Comment Page

Quest. Number	Comments
14	10 analog ports included in port count provided by Max Machuta in clarifications.
15	Comply. Require IP Address and email account
16	See LAN requirements on the CD included in our proposal binder.
17	System admin can change from default value of 12 hour am/pm format to 24 hour format. The default setting is a 12-hour A.M./P.M. format display. Note that the system does not update the displays with the new time format immediately. However, all sets are updated with the new format within one hour.
18	We have provided redundant, purpose built voice gateways (controllers) per the RFP spec. The only Module required would be to terminate the PRI trunk connections. If the Village were to convert to SIP, we could eliminate the modules. If the Village were to virtualize the call control, we could eliminate the controllers.
19	Total system availability for MXe controller is 99.99999916%
20	Comply with failover to other controllers.
21	Comply with icon indication on handset and / or with current status via MiCollab.
22	We can and will generate alarms on the VoIP system. We do not have the ability to monitor and report alarms on the Village's data network.
23	All the current PRI lines terminate at the same location. We can failover between sites but would need PRI's at every failover location to achieve resiliency. If you want to move PRI's to new locations, those locations would require a PRI Module and Software in the Mitel purpose built controllers. If Call One will allow you to convert to SIP Trunks, we could also achieve resiliency if the trunks were distributed. If Tinley Park were to go SIP, we would remove the PRI Modules and add SIP Software. The net change in cost would need to be calculated based on quantities.
24	Comply using Village ESInet to failover to alternate controllers. Controllers can also be configured with redundant power supplies and disk drives. Please see Visio drawing in TAB 1 of our proposal binder.
25	We will automatically failover to the resilient controller in the event of a site outage. In addition, we have added redundant hardware to each controller.
26	We can achieve self-healing if a controller is restarted which is never our first choice. Our technicians prefer to troubleshoot and diagnose problems while their occurring to make corrective changes to prevent problems from reoccurring. We can notify the system administrator of problems or we can upgrade the Mitel Software Assurance (SWAS) to Premium which will monitor and outcall on troubles. This usually adds about 35% to the cost of the Mitel SWAS
27	Village system will be equipped with latest General Release hardware components and software levels.

## Telephone Technology System Requirements

Quest. Number	FEATURE/Question	S	Y	V	N
28.	All software, programs and processes will be password protected and have multiple levels of access to specific processes and actions (vendor to describe their access protection)	X			
29.	All data and information in reference to the system and activity will be recorded on the server and saved in file(s) for the history of the system. This includes but is not limited to, audio recordings, ANI, user comments, TDD conversations. Call data on the server is automatically backed up to DVD-RAM disks for long term storage or integrated to a mass storage device.		X		
30.	All call activity such as extension number, date, time, length of conversation, called party or calling party will be tracked and provided via a reporting system. The report shall be customizable and that can be exported to excel or another type of spreadsheet for tracking phone activity is mandatory. Provide samples of the report and explain the reporting and exporting process. The Village currently utilizes Call-Tracker Software. If your system interfaces to Call-Tracker software also provide cost for this interface as an option	X			
31.	The proposed network architecture shall provide sufficient bandwidth to support all applications. The network shall incorporate QoS, performance, backup system scheduling to prevent system bandwidth issues as required. The vendor shall stipulate the QoS and bandwidth requirements between each location (facility) and server.	N/A			
32.	System downtime will be restricted to individual components that require scheduled maintenance or software upgrades. The system as a whole must remain operational and functional as scheduled or routine maintenance is required. Scheduled maintenance will take place after normal business hours with full disclosure as to the length of downtime and upgrade process as critical 911 and Village outage and alarm reporting must remain operational 24x7x365	X			
33.	NO SINGLE POINT OF FAILURE ALLOWED, explain how your system prevents this possibility from occurring		X		
34.	Built-in Automatic Call Distribution (ACD) Feature shall be incorporated for call routing to multiple extensions as required. This feature must also be supported in the event of one-button call forwarding with rerouting during a no-answer condition	X			
35.	Supports unlimited number of incoming trunks	X			
36.	Local administrator established/managed dial plans – open, multi-tiered, long distance	X			
37.	Receives VoIP calls directly from internet		X		
38.	Abandoned (Dropped) Call Report Utility, The server side software shall provide a utility application that allows the operator to search for abandoned call data and to abandoned call reports. In addition, this utility shall allow the operator to clear one or more selected abandoned calls. The report shall include: <ul style="list-style-type: none"> <li>Start time and stop time of the reporting interval. The operator shall be able to choose one of the following. <ul style="list-style-type: none"> <li>Today</li> <li>Previous week</li> <li>Previous month</li> <li>All abandoned calls</li> <li>Date range specified by the operator</li> <li>Select active (not cleared), cleared, or both.</li> <li>Search for specified ANI (full or partial match)</li> </ul> </li> </ul>	X			

## Comment Page

Quest. Number	Comments
28	All software programs, etc. are password protected. Multiple administrators can be granted restricted to different levels of the system via password protection.
29	All system programming information can be archived and automatically backed up. All Call activity (SMDR) can be captured in a Call Accounting System. We would need to include a recording system to archive recorded calls. We cannot record TDD conversations.
30	Comply with Business Reporter (Call Accounting)
31	Per Clarification from Max Machuta, "The Village will establish the QoS configuration of all network devices from specifications provided by the vendor for the telco system bandwidth requirements. Additionally the Deskset will be based on network throughput of 10-1000 (gig bandpass)." All proposed desk sets are gigabit phones.
32	Comply with multiple controllers over Village locations. During scheduled maintenance / upgrade of 1 controller, all users can be registered to different controller to remain operational.
33	Our configuration of resiliency and failover using Village ESI-net prevents single point of failure from a system view. Village must have Call One provide PRI circuits in separate and diverse cable routes to multiple Village locations to eliminate single point of failure to PSTN.
34	Built in ACD can be provided. Village to provide number of ACD agent licenses (extensions requiring the ACD function) required for pricing.
35	We are 100% non-blocking and have a theoretical capacity of 2000 SIP trunks per controller. There are three controllers in our design so we could hit 6000 SIP trunks for your 300 phones.
36	Administrator has the ability to establish / maintain / change calling plans through Web based GUI interface.
37	We could receive voice calls directly from the internet if we equipped the systems for SIP Trunks. We are currently equipped for PRI Trunks that Call One is delivering over dedicate copper connections. If Call One changes their connection to Fiber, they could deliver calls over the internet and provide either a SIP or PRI hand-off. Require number of SIP trunks to provide pricing.
38	Comply via ACD and Mitel Business Reporter.

## Telephone Technology System Requirements

Quest. Number	FEATURE/Question	S	Y	V	N
39.	Remote maintenance must be provided for support from the manufacturer or local service agency. Explain how your agency provides this service and available features.	X			
40.	System must provide call routing assignment, and have different ring tones for each group of phone line/ring down/ extension types. System must support at least five (5) different types of ring tones	X			
41.	Spare (critical boards – equipment) are provided with your system – specify equipment type and device nomenclature		X		
42.	Software upgrades and version changes will be available on the web for download and programming	X			
43.	System to provide for a Management Information System (MIS) reporting of transaction volumes and system performance for overall system as well as significant components		X		
44.	MIS reporting to be fully initialized prior to operational use of system; this includes any necessary procedures, routines and scripts for daily, monthly and annual periodic reporting		X		
45.	MIS and reporting application to allow access to all captured database elements		X		
46.	Detail of MIS reporting to provide for both individual and system-wide transaction volumes and call handling performance		X		
47.	MIS reporting to provide for time of day and day of week summary reporting in tabular and graphical formats		X		
48.	MIS to capture and report System Availability, including alarms, error reports, and platform status		X		
49.	The administrator or approved access level may view the following from any PC or terminal on the system or network <ul style="list-style-type: none"> <li>• Current status of system</li> <li>• Set system time</li> <li>• Change system passwords</li> <li>• Change system diagnostic settings and values</li> <li>• Perform testing and acknowledgement of test results</li> <li>• Download software updates and feature changes</li> <li>• Reset processes</li> <li>• View history of testing and error logs of system operation and create reports</li> <li>• View history of system activity and statistics of calls and call load for each line, trunk, duration and type of call</li> <li>• Configuration changes of the entire system or User device</li> <li>• View current status and system activity including date and time</li> </ul>	X			
50.	Ability to export formatted detailed records or summary report tables for analysis with third-party applications (e.g., Microsoft Office)	X			
51.	Ability to create and save ad-hoc reports	X			
52.	Customizable User Interface	X			
53.	User phone sets shall have color screens that are a minimum of 3" x 4" display size or larger (explain what you offer with product spec and cut sheets)	X			
54.	System shall be supplied with a complete set of operator and programming manuals, hardware and software to allow for complete system programming by authorized personnel	X			
55.	User phone sets shall support and perform with fully integrated touch screen technology.		X		



## Comment Page

Quest. Number	Comments
39	The MiVoice Business system monitors alarms for a large number of alarm categories including tone receivers, DTMF senders and receivers, conference bridges, and trunk routes. If a configurable alarm threshold is reached, the system raises an alarm condition (Critical, Major, Minor, No Alarm). The alarm condition remains until the fault is corrected. An entry is made in the Maintenance Log when there is any change in the alarm status. Alerts can be delivered to a remote management center using a choice of proprietary User Datagram Protocol (UDP), Simple Network Management Protocol (SNMP) trap, or e-mail (SMTP) formats.
40	Ring tones are controlled by volume and pitch.
41	We keep spare controllers in our service inventory in our Itasca office. We generally replace the entire "box" instead of troubleshooting boards – especially when a customer may be out of service.
42	They are available through Mitel's on-line licensing system via the web.
43	Comply with Mitel Performance Analytics (MPA). MPA must be on all Controllers as it will monitor all the customer assets. MPA requires Premium Software Assurance. Included with item 44. Please see our proposal binder Tab 8 for complete product specifications and capabilities of MPA.
44	Comply with Mitel Performance Analytics (MPA). MPA must be on all Controllers as it will monitor all the customer assets. MPA requires Premium Software Assurance. Net Annual Increase to Software Assurance to add MPA is \$2,013.59 (based on 300 users). Please see our proposal binder Tab 8 for complete product specifications and capabilities of MPA.
45	Comply with Mitel Performance Analytics (MPA). MPA must be on all Controllers as it will monitor all the customer assets. MPA requires Premium Software Assurance. Included with item 44. Please see our proposal binder Tab 8 for complete product specifications and capabilities of MPA.
46	Comply with Mitel Performance Analytics (MPA). MPA must be on all Controllers as it will monitor all the customer assets. MPA requires Premium Software Assurance. Included with item 44. Please see our proposal binder Tab 8 for complete product specifications and capabilities of MPA.
47	Comply with Mitel Performance Analytics (MPA). MPA must be on all Controllers as it will monitor all the customer assets. MPA requires Premium Software Assurance. Included with item 44. Please see our proposal binder Tab 8 for complete product specifications and capabilities of MPA.
48	Comply with Mitel Performance Analytics (MPA). MPA must be on all Controllers as it will monitor all the customer assets. MPA requires Premium Software Assurance. Included with item 44. Please see our proposal binder Tab 8 for complete product specifications and capabilities of MPA.
49	Comply
50	Comply with Mitel Business Reporter. Please see Tab 7 in proposal binder for complete specifications and capabilities.
51	Comply with Mitel Business Reporter. Please see Tab 7 in proposal binder for complete specifications and capabilities.
52	Comply with Hot Desking. User logs into any IP phone and all characteristics of that user's main / regular phone are instantly present and available for use.
53	3 different Mitel IP phones are available to the Village. The 6920 has a 3.5" color display. The 6930 has 4.3" color display and the 6940 has a 7" color display. Please see complete product specifications included in Tab 6 of our proposal binder.
54	All product guides and manuals are located on the CD included with our proposal.
55	We have provided Mitel 6930 IP phones in our proposal which do not have touch screen technology. Mitel 6940 IP phone has integrated touch screen technology. Please see all phone specifications in Tab 6 of our proposal binder.

## Telephone Technology System Requirements

Quest. Number	FEATURE/Question	S	Y	V	N
56.	Complete flexibility in operator screen layout. Any combination of screens, buttons, and pop-up windows can be accommodated. All operations shall be controlled through this uniform user interface or touch screen telephone resources can be displayed in pop-up windows as needed manually, automatically, or all at the same time.	X			
57.	Phonebook add where each User may add a number to the phone book. Phone Books are used to track phone numbers and for auto-dial processing. The system can contain up to ten (10) independent phone books. Each phone book may contain up to one-thousand (1000) phone numbers entries. Each entry has a field for a Name, Phone Number, Mobile Number, FAX Number, and Comment. The Phone Book Add, Edit, Delete, Display, Search, and Dial buttons are required to build each Phone Book. Settings include: Phone Book Number (1 through 10). Field selection is required where any field may be selected on the top for ascending or descending order. All entries shall track accordingly across the group.	X			
58.	Conference button allowing conference of multiple phone lines and calls: The system must provide the operator the ability to remain on a call and add a new party (i.e. Language Line Services) to the conversation without regard to the type of line or trunk. Conferencing must not degrade the quality of the audio. Any party shall be able to drop out of the conference, leaving the others talking as long as at least one of the other parties possesses central office trunk supervision on his/her connection. Conferences should be set up using a single keystroke without putting the caller on hold in a non-attended fashion. The caller may or may not remain online at all times. The system shall allow a minimum of (10) parties to be placed in a conference simultaneously	X			
59.	Phone dial display, allows the operator to view the number as it is being dialed on the screen	X			
60.					
61.	Phone flash button – reset for dial tone of request extension transfer process	X			
62.	Phone redial button to redial last number dialed	X			
63.	Phone release button to hang up the call	X			
64.	Ring Back/Call Back, shall have the ability to ring back a Wireline, Wireless or VoIP 9-1-1 caller by utilizing the ANI or Caller ID received or embedded in the ALI response using a single feature key	X			
65.	Hold: The User be allowed to place the existing call on hold with a continuous notification that there is a caller on hold	X			
66.	User shall be allowed to view another incoming call while on the current call	X			
67.	Monitor: The User hand sets shall have the ability to view call activity within the defined group by displaying activity on the screen that indicates an active extension of the User's group and or has a specific extension programmed on one of their buttons that button will indicated calling activity	X			
68.	Join: Specific extension shall be programmed on the Users phone that are setup in a sharing fashion whereby other Users may join and share in the conversation. The call shall stay active until the last party in the Village system terminates the call. The User Deskset shall have a "join allow" button, icon or function on their handset	X			
69.	Barge In: Shall have the ability to barge in to any assigned extension with proper permissions	X			
70.	Caller ID: The system shall be capable of providing the name and telephone number of the caller, both on digital, IP and analog telephone lines	X			
71.	Advance ALI Display: The system shall provide the ability to display ALI information to the User before the call is answered	X			

## Comment Page

Quest. Number	Comments
56	User can configure personal speed dial numbers, display brightness, volume, call forward destination, etc. User can also use Hot Desking. See item 52 for Hot Desking.
57	We have a system wide 1000 entry Phonebook built-in to each controller. We also offer an integration into Outlook which would be a much more efficient storage place for this data. Also, the Mitel 6930 and 6940 telephones have built-in Bluetooth which will allow a user to synchronize their smartphone to their desk phone. Most people want their primary contact information stored on their hip and not on their desk
58	Each user has Personal Conference Bridge of 8 ports and access to a common bridge of 10. The 10 port bridge can be expanded up to 200 Ports. We have included Mitel Audio, Web and Video (AWV) Conference Bridge. MiCollab Audio, Web and Video Conferencing allows users to schedule and create audio or web conferences. A web-based interface is used to schedule conferences, and to view conference calls. Conferencing configuration is performed from the MiCollab administrator portal. All interfaces are directly accessed through the secure HTTPS protocol. Authorization and authentication allows only valid users to access the services. Secure Sockets Layer (SSL) encryption for secured messages and server side digital certificates are used to meet the highest security requirements. MiCollab Audio, Web and Video Conferencing is integrated into the MiCollab End User portal
59	Mitel IP Phones utilize a "hot" keypad, meaning that as soon as the leading digit is pushed, the phone goes off hook and begins to dial. Digits dialed are displayed on the phone as they are pushed on the keypad.
60	
61	A flash key can be programmed, however each phone has a transfer key that automatically provides the flash key function to initiate transfer or addition of additional parties to a conference call.
62	Each Mitel IP Phone displays the last external number dialed. To redial that number, user only has to push the redial button.
63	Each Mitel IP phone has a release key to terminate the call in progress.
64	Accomplished via the Call History capability which shows the last numbers received, missed and dialed. User accesses Call History, selects the number to be called back and pushed the dial button to complete the call back.
65	Each Mitel IP Phone has a hold key. When a call is placed on hold, there is an icon next to held call that flashed continuously until the call is retrieved from the hold state.
66	While on a call, second incoming Caller ID is displayed on the users screen providing user the option to answer the second call or allow it to go to voicemail.
67	This is accomplished either by programming BLF (Busy Lamp Fields) for extensions that require monitoring or through the use of Mitel MiCollab. MiCollab "presence" shows the status of users extensions as it relates to off hook (on a call) or on hook (available).
68	We have the ability to conference both internal and external people into a conversation. We can certainly program that functionality under a speed dial button. We also have a joint/split feature built-in to the PBX. This would allow you to both add people and split them off during a conference call.
69	Comply
70	Caller ID is a function of the Carrier. The system will display all Caller ID information that the Carrier provides.
71	Incoming call information is provided to the user prior to answering the call. This provides the user the choice to answer the call or send it to voicemail.



Quest. Number	FEATURE/Question	S	Y	V	N
72.	Simplified Call Completion: the system shall keep ALI information on the User's screen after a call is completed giving User's the opportunity to reference the information even after the caller has hung up	X			
73.	Automatic Redial: The system must provide each user with the ability to redial the last five numbers (minimum) answered at his/her handset	X			
74.	Call Park: Ability to place calls on hold (park) for retrieval by any User	X			
75.	Allows Creation of Incoming Call Queues		X		
76.	Allows Creation of Spatial Incoming Call Queues	X			
77.	Ability to support Instant Messaging (IM) and Short Messaging Service (SMS) dialogue from public 'callers', multi-media and video		X		
78.	Video conferencing shall be available between extensions and on incoming video internet or network interfaces that are currently available and future systems: Example is "Skype". Video shall be (2) way on all devices and shall be equipment with internal camera as well as bidirectional audio synchronized together			X	
79.	Ability to support integrated mapping application by Address or GIS provisions			X	
80.	Multiple colors for different buttons, operator selectable to allow for customization of screen	X			
81.	Visual clock on screen indicating time in 12 hour (AM PM) or military format (clock must associate with the network time sync provider) and operate via NENA or NTP format	X			
82.	Speaker phone option for hands free operation, headset not in use. Upon activating the headset or handset the speaker goes mute	X			
83.	Wireless headset operation required on Users handsets, upon activating the (headset or wireless handset) the speaker goes mute		X		
84.	All audio levels must be automatically controlled within standard ranges. Each associated audio may have a system adjustment to allow fine tuning of the audio levels	X			
85.	Wireless handsets, these devices shall operate with the standard features of the User handset less the video and multi-button capability. The button functions shall be (18) buttons on the front with selectable features and dropdown menus		X		
86.	The wireless handsets will operate on the Village's internal Wi-Fi system		X		
87.	Auto activation – once the wireless handset is active via a button on the User's main handset or removal from the charging cradle the wireless device becomes active and the main handset becomes dormant.		X		
88.	Voice mail shall be an integrated system with the phone system	X			
89.	Voice Mail shall be required for all extensions both active and phantom extensions	X			
90.	Voice mail storage shall be a minimum of (1) hour of conversation per extension	X			
91.	Voice mail shall have password access by the User to each extension both active and phantom	X			
92.	Voice mail retrieval shall be allowed from anywhere in or outside the system	X			
93.	Network Hardware: Vendor is required to provide (48) port Cisco network switches with POE provisioning to support a minimum of (48) POE devices commiserate with the type and current draw of the telco handset devices being bid in this project.	N/A			
94.	Network switch shall be layer 2, understanding that the network switches will provide both telco and Village IP needs. QoS will be required for all telco extensions. Vendor is required to provide all programming with Village assistance	N/A			

### Comment Page

Quest. Number	Comments
72	For outgoing calls, the last external number dialed remains on the user's phone, allowing one button ability to redial that number. All phones are also equipped with a Call History key showing missed calls, received calls and outgoing calls, with one button access to dial those numbers.
73	Using the Call History function, user can review the last 20 calls answered, select the proper number and push the dial button.
74	<p>Two features, Call Park and Group Park, allow you to place a call in a special hold state. You, or someone else, can then retrieve the call from another extension in the system. Both features can coexist on the same system and calls parked using one feature can be retrieved by the other.</p> <p><b>Call Park Features:</b>            After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.            The Auto Attendant associated with the embedded voice mail application can also use this feature to park calls and announce them using paging. Feature keys can be programmed on phones to both park and retrieve calls. The programming can include or exclude the call park destination DN—that is, the directory number on which the call is parked. With the exceptions noted below under Conditions, any dialable directory number can have one or more calls parked on it at any given time. Two retrieval options are provided: one retrieves the longest parked call on a particular directory the other retrieves a call from a particular index on a directory number.</p> <p><b>Group Park Features:</b>            Group Park uses a single feature key to both park and retrieve calls. Any telephone programmed with the same Group Park key can retrieve the call.            Group membership is assigned to users by programming a Group Park key to their phone. Users can belong to multiple groups; the actual number is limited only by the number of available feature keys on the user's phone. The maximum number member in a Group Park group the MXe controller is 64.            Multiple calls can be parked against the same Group Park key. Call retrieval using the Group Park key is by longest parked call. Retrieval by index of Group Park calls is supported but only by using Call Park Retrieve.            The Call Park timer defines the length of time a call stays parked before it recalls the parking station. Enter a value in the range of "1" to "600" seconds in increments of one second.</p>
75	We can create inbound hunt groups and inbound queues with the addition of Mitel Contact Center Software.
76	Hunt Groups and call queues can be created on any of the three controllers
77	This is supported with the Mitel Contact Center Suite (MiCC). This contact center software would be an addition to our proposal and is license based on the number of agents required to handle the call volume projected.
78	Video conferencing is provided through Mitel MiCollab AWC (Audio, Web, Video) ports. Use of 3rd party PC cameras (Logitech, etc.) is required if users' desktop PC's / laptops are not equipped with internal camera. Village shall specify quantity of 3rd party camera's required to receive pricing.
79	This would be a third party application from someone like Google Maps. We could surely integrate to it but we would require a Mitel IVR. If you could articulate the application within the Village, we could tell you what hardware, software and professional services it would take to deliver that application.
80	Our color displays are user interactive.
81	Mitel IP Phones default is a 12-hour A.M. / P.M. format. System admin can change time to 24 hour format.

82	Each Mitel IP Phone has the speaker phone capability built in. When in speaker phone mode and the handset or headset is activated, speaker is disabled.
83	Wireless headset is an available option on the Mitel 6930 and 6940 IP Phones. Village NJPA price per DECT Wireless headset is \$205.
84	All Mitel IP Phones audio levels come pre-set to mid-range. Audio tones for speaker volume, handset volume and ringer volume are adjustable by the end user.
85	The Mitel 5624 supports WiFi 802.11 a/b/g/n standards · SIP RFC 3261 Compliant · TFT 176 x 220 pixel backlit color display · Illuminated keypad · Three Programmable soft keys · Nine programmable hot keys · Man-down and No-movement alarm · Push button alarm · Five configurable emergency numbers · Vibrator · Handsfree Speaker function · 2.5 mm Headset connector · Push to talk Please see complete specifications on the CD included in our proposal binder
86	The Mitel 5624 Wireless phone is 802.11 wireless. The Mitel 5624 WiFi Handset is a feature-rich SIP enabled handset with color display, telephony and messaging. It supports the WiFi a/b/g/n standards. The enhanced handset functions are license dependant. The handset is designed to be used in an office environment and medium demanding environments such as hospitals. It is suitable for users who are dependent on being reachable and/or having a need for mobile voice and messaging features, which makes it ideal for applications where the user needs either one way messaging or to be able to interact with other users. The color display enhances and simplifies the use of the handset.
87	We will program handoff buttons on each device for user control of the transition.
88	Included in our proposal with Mitel Standard Unified Messaging. A feature of the MiCollab solution, Unified Messaging enables users to access their voice mail remotely through their existing e-mail client (Lotus Notes, Microsoft Outlook 2003/2007/2010 or Microsoft Office 365, that supports standard UM,& Advanced UM), telephony user interface (TUI), or hosted e-mail service (e.g., Gmail). MiCollab UM also enables access to voice messages from the desktop by e-mail client or web browser.
89	NuPoint voicemail boxes can be assigned for all users and phantom users as well. Please see complete description in Tab 5 of our proposal binder.
90	Comply
91	Comply
92	Comply
93	Per Max Machuta, Village is providing Network switches.
94	Per Max Machuta, Village is providing Network switches.

## ***Cabling System Requirements***

Tinley Park desires to separate the Telephone System Project as stated earlier in (2) parts. Part one is the primary system, equipment, features, programming, training and implementation, Part (2) is the installation of cabling, connectors, wire holders, punch blocks, terminals and patch panels.

### **Scope of Work:**

Vendor shall provide all materials and labor to install CAT6e indoor, plenum rated cable to existing CAT3 and telco IW analog phone locations throughout the Village facilities. The facilities consist of:

- A. Village Hall – VH
- B. Public Safety/Fire Station 1 – PS
- C. Police Department – PD
- D. EMA Garage –EMA
- E. Public Works Garage – PW
- F. Public Works Annex – PW
- G. Fire Station 2
- H. Fire Station 3
- I. Fire Station 4
- J. 80<sup>th</sup> Ave Train Station
- K. Oak Park Train Station

Note 1: There are approximately 98 runs to replace...

Note 2: The Village desires to replace all analog drops, however due to cost constraints the Village may reduce the number and location of drops depending upon the total project costs.

The existing telephone extensions are approximately 50' runs on average to the nearest network switch location. The runs require installing CAT6e cable down existing drywall paths, across open drop ceiling through block walls (with opening and reinstall fire stop) to switch locations.

All runs require installing support hangers every 6' to 8' that are network cable rated. The hangers require a 28" extension rod from the roof beams to the cable run location in PD only.

The Village shall establish a walk through date and time for each facility and drop location. Vendors will be supplied with a list of drops per facility after the walk through.

**Telcom Innovations Group is not bidding on the Cabling System Requirements**

## SECTION V. COST SUMMARY

### TELEPHONE SYSTEM REPLACEMENT

#### PRICING TABLE – TELEPHONE SYSTEM EQUIPMENT AND IMPLEMENTATION

VILLAGE OF TINLEY PARK TELEPHONE SYSTEM REPLACEMENT SCHEDULE PRICES					
ITEM #	ITEM DESCRIPTION	QUANTITY	UNITS	BASE UNIT	COST
1	Central Electronics Packages – with 30% expansion capability located at Village Hall, Police Department and Public Safety	3 Systems for main facilities VH, PD & PS	(3) Mitel MXe Controllers with associated licensing, system software and hardware	\$22,070.85	\$78,113.57
2	Cisco Network Switches (48) port POE to support new phones – these may or may not be required	8	N/A	N/A	N/A
2A	Provide the labor and configuration cost per/switch as the switched may or may not be required	8	N/A	N/A	N/A
3	Analog converters (4 PORT) required at Fire Stations and possibly elsewhere	4	(4) - 4 PLUS 12 PORT COMBO	4 @ \$620.00	\$2,480.00
4	Analog converters that are 12 or more port to support Fax, Modem, door bells, analog audio interface systems for VH, PS, PW and PD (total of 84 devices)	8	(1) - 4 Plus 12 Port Combo Card (3) - 24 Port Card	1 @ \$620.00 3 @ \$533.20	\$2,219.00
5	Simple wall phone – no video	10	6930 IP	10 @ \$254.20	\$2,542.00
6	Standard Deskset phone with video, all features and 32 buttons (Not a Video Phone)	272	6930 IP	272 @ \$254.20	\$69,142.40
7	Operator Deskset phone with video and 60 buttons. (Not a Video Phone)	2	6930 IP	2 @ \$254.20	\$ 508.40



8	Conference Telephone	5	6930 IP	5 @ \$254.20	\$1,271.00
9	Installation, programming / configuration and full system implementation	1			\$24,200.00
10	Annual support services and maintenance costs (per/yr) based on a (5) year agreement	5 years	SWA & Maintenance Year 2 - 5 (Year 1 Included in Base)	4 @ \$11,503.83	\$46,015.32
	<b>Total "Turnkey" Solution</b>				<b>\$226,491.29</b>

**Total System Hardware & Software**      \$180,475.97  
**4 years Support Services and Maintenance**      \$46,015.32  
**\$226,491.29**

Total cost for purchase of equipment, services and implementation of Telephone System Replacement  
Please see various procurement options listed in Village of Tinley Park Itemization

Two hundred twenty six thousand four hundred ninety one dollars and 29 cents.      \$226,491.29  
**Total Cost in Words**      **Numeric**

## SECTION VI. COST SUMMARY – CABLING REQUIREMENTS

### PRICING TABLE – CABLING REQUIREMENTS

NO Bid

VILLAGE OF TINLEY PARK TELEPHONE SYSTEM CABLING SCHEDULE PRICES					
ITEM #	ITEM DESCRIPTION	QUANTITY	UNITS	BASE UNIT	COST
<b>Cabling</b>					
❖	Cable runs required in VH, PD, PS and PW	98	_____	_____	_____
1	Cost per 28" hanger beam clamped to roof support labor and parts	50			
2	Cost per hanger and beam clamp for standard install labor and parts	250			
3	Cost of run per/ft cable and connectors	1			
4	Cost per wall plate installed (wall plate, jack and labor) (wall plate	98			
5	Cost per 24 port patch panel loaded (parts and labor)	5			
6	Cost per 48 port patch panel loaded (parts and labor)	2			
7	Cost to punch down existing cables (per cable) removed from 66 block and installed on patch panel	50			
<b>Total "Turnkey" Solution</b>					

**Total** \_\_\_\_\_ **.00**

Total cost for purchase of equipment, services and implementation of the Cabling System

\_\_\_\_\_ **.00**



Total Cost in Words

Numeric

Note: All cabling shall be CAT6e (plenum) rated

**APPENDIX "A" – VENDOR'S DISCLOSURE AFFIDAVIT**

STATE OF Illinois )  
 ) ss.  
COUNTY OF Cook )

(Fill in State and County in which affidavit is being signed)

**SECTION 1. BUSINESS STATUS STATEMENT**

I, the undersigned, being duly sworn, do state as follows:

A. Telcom Innovations Group LLC (hereafter "Vendor") is a:  
Company Name

(Place mark in front of appropriate type of business)

\_\_\_\_\_ Corporation (if a Corporation, complete B)

\_\_\_\_\_ Partnership (if a Partnership, complete C)

☒ Limited Liability Corporation (if an LLC, complete C)

\_\_\_\_\_ Individual Proprietorship (if an Individual, complete D)

Vendor's Federal Tax Identification Number, or in the case of an individual or sole proprietorship, Social Security Number: \_\_\_\_\_

B. CORPORATION

The State of incorporation is \_\_\_\_\_

Registered Agent of Corporation in Illinois:  Name	Business Information (If Different from Registered Agent):  Company Address, Principal Office  <i>Village of Tinley Park 16250 N. Oak Park Ave. Village of Tinley Park 16250 N. Oak Park Avenue Tinley Park, Illinois 60477</i>
--	--

---

Address

---

City, State, Zip

---

City, State, Zip

---

Telephone

---

Facsimile

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Website

The corporate officers are as follows:

President: \_\_\_\_\_

Vice President: \_\_\_\_\_

Secretary: \_\_\_\_\_

**C. PARTNERSHIP OR L.L.C.**

The partners or members are as follows: (Attach additional sheets if necessary)

<u>Randal J. Borchardt</u>	<u>125 N. Prospect Ave., Itasca, IL 60143 630-616-4225</u>
Name	Address & Telephone

<u>Bridget Baker</u>	<u>125 N. Prospect Ave., Itasca, IL 60143 630-616-4240</u>
Name	Address & Telephone

_____ Name	_____ Address & Telephone
---------------	------------------------------

The business address is 125 N. Prospect Ave., Itasca, IL

Telephone 630-350-0700 & Fax: 630-350-0711 Website (if available): www.ask-tig.com

**D. INDIVIDUAL PROPRIETORSHIP**

The business address is \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

My home address is \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

## **SECTION 2. BID RIGGING AND BID ROTATING**

That in connection with this solicitation for bids/proposals:

- A. The bid is not made in the interest of or on behalf of any undisclosed person, partnership, company, association, organization or corporation;
- B. The bidder has not in any manner directly or indirectly sought by consultation, communication or agreement with anyone to fix the bid price of said bidder or any other bidder or to fix any overhead profit or cost element of such bid price of that of any other bidder or to secure any advantage against the public body awarding the contract or anyone interested in the proper contract.
- C. The bid genuine and not collusive or sham;
- D. The prices or breakdowns thereof and any and all contents which had been quoted in the bid have not been knowingly disclosed by the bidder and will not be knowingly disclosed by the bidder directly or indirectly to any other bidder or any competitor prior to opening;
- E. All statements contained in such bid are true;
- F. No attempt has been made or will be made by the bidder to induce any other person or firm to submit a false or sham bid;
- G. No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition;

## **SECTION 3. NON-COLLUSION STATEMENT**

- A. This proposal, bid or contract is made without any connection or common interest in the profits with any other person other than the Vendor except as listed on a separate attached sheet to this affidavit. Check One:  
  
\_\_\_\_\_ Others Interested in Contract        X   None
- B. No department director or any employee or any officer of the Village of Tinley Park has any financial interest, directly or indirectly, in the award of this contract except as listed on a separate attached sheet to this affidavit.
- C. That the Vendor is not barred from bidding on any contract, if bidding process was used) as a result of violation of 720 ILCS 5/33E-3 and 5/33E-4 (Bid Rigging or Bid Rotating).

## **SECTION 4. DRUG FREE WORKPLACE AND DELINQUENT ILLINOIS TAXES STATEMENT**

The undersigned states under oath that the Vendor is in full compliance with the Illinois Drug Free Workplace Act, 30 ILCS 580/1. The undersigned also states under oath and certifies that the Vendor is not delinquent in payment of any tax administered by the Illinois Department of Revenue except that the taxes for which liability for the taxes or the amount of the taxes are being contested, in accordance with the procedures established by the appropriate Revenue Act; or that the Vendor has entered into an agreement(s) with the Illinois Department of Revenue for the payment of all taxes due and is in compliance with the agreement.

## **SECTION 5. PREVAILING WAGE REQUIREMENTS**

The Contract calls for the construction of a "public work" within the meaning of the Illinois Prevailing Wage Act 820

ILCS 130/01 et seq. ("the Act"). The Act requires contractors and subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the current "prevailing rate of wages" (hourly cash wages plus amount for fringe benefits) in the county where the work is performed. The Department publishes the prevailing wage rates on its website at <http://www.state.il.us/agency/idol/rates/rates.HTM>. The Department revises the prevailing wage rates and the contractor/subcontractor has an obligation to check the Department's web site for revisions to prevailing wage rates. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website. All contractors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage requirements and notice and record keeping duties.

#### **SECTION 6. VILLAGE OF TINLEY PARK RESPONSIBLE BIDDER ORDINANCE**

The undersigned or the entity making the proposal or bid has reviewed and is in compliance with the Village of Tinley Park Responsible Bidder Ordinance No. 2009-O-002.

#### **SECTION 7. TAX COMPLIANCE**

The undersigned on behalf of the entity making the foregoing proposal certifies that neither the undersigned nor the entity is barred from contracting with the Village of Tinley Park because of any delinquency in the payment of any tax administered by the State of Illinois, Department of Revenue, unless the undersigned or the entity is contesting, in accordance with the procedures established by the appropriate revenue act, liability of the tax or the amount of tax.

The undersigned or the entity making the proposal or bid understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and in addition, voids the contract and allows the municipality to recover all amounts paid to the individual or entity under the contract in a civil action.

#### **SECTION 8. NON DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY**

The EQUAL EMPLOYMENT OPPORTUNITY CLAUSE is required by the Illinois Human Rights Act and the Rules and Regulations of the Illinois Department of Human Rights published at 44 Illinois Administrative Code Section 750, et seq.

In the event of the contractor's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Human Right Act, or the Rules and Regulations for Public Contracts of the Department of Human Rights (hereinafter referred to as the Department) the contractor may be declared non-responsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be cancelled or avoided in whole or in part, and such other sanctions or penalties may be imposed or remedies involved as provided by statute or regulation.

**During the performance of this contract, the contractor agrees:**

- A. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin or ancestry; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
- B. That, if it hires additional employees in order to perform this contract, or any portion hereof, it will determine the availability (in accordance with the Department's Rules and Regulation for Public Contracts) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.

- C. That in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service.
- D. That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the contractor's obligations under the Illinois Human Rights Act and the Department's Rules and Regulations for Public Contract. If any such labor organization or representative fails or refuses to cooperate with the contractor in its efforts to comply with such Acts and Rules and Regulations, the contractor will promptly so notify the Department and the contracting agency will recruit employees from the sources when necessary to fulfill its obligations thereunder.
- E. CONTRACTOR certified that it is presently in compliance with all of the terms, conditions and provisions of Section 5/2-105 of the Illinois Human Rights Act (775 ILCS 5/2-105), together with all rules and regulations promulgated and adopted pursuant thereto.
- F. That it will submit reports as required by the Department's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and the Department's Rules and Regulations for Public Contracts.
- G. That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and the Department's Rules and Regulations for Public Contracts.
- H. That it will include verbatim or by reference the provisions of this Equal Employment Opportunity Clause in every subcontract it awards under which any portion of the contract obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event of any subcontractor fails or refuses to comply therewith. In addition, the contractor will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

For the purposes of subsection G of Section 10, "Subcontract" mean any agreement, arrangement or understanding, written or otherwise, between a public contractor and any person under which any portion of the public contractor's obligation under one or more public contracts is performed, undertaken or assumed; the term "subcontract," however, shall not include any agreement, arrangement or understanding in which the parties stand in the relationship of an employer and an employee, or between a bank or other financial institution and its customers.

It is expressly understood that the foregoing statements and representations and promises are made as a condition to the right of the bidder to receive payment under any award made under the terms and provisions of this bid.

Have written sexual harassment policies that shall include, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) the vendor's internal compliant process including penalties; (v) the legal recourse, investigative and complaint process available through the Department and the Commission; (vi) directions on how to contact the Department and Commission; (vi) directions on how to contact the Department and Commission; and (vii) protection against retaliation as provided by Section 6-101 of this Act. A copy of the policies shall be provided to the Department upon request.

**SECTION 9. FELONY**

Contractor certifies that it has not been barred from being awarded a contract under Section 1400.5015 of the Treasurer's Procurement Rules (44 Ill. Adm. Code 1400.5015).

**SECTION 10. THE AMERICANS WITH DISABILITIES ACT**

As a condition of receiving this contract, the undersigned vendor certified that services, programs and activities provided under this contract are and will continue to be in compliance with the Illinois Accessibility Code.

**SECTION 11. FAMILIARITY WITH LAWS STATEMENT**

The undersigned, being duly sworn, hereby states that the Vendor and its employees are familiar with and will comply with all Federal, State and local laws applicable to the project, which may include, but not limited to, the requirements as listed.

VENDOR

\_\_\_\_\_  
Signature

**Randal J. Borchardt**  
\_\_\_\_\_

Printed Name

**President**  
\_\_\_\_\_

Title:

SUBSCRIBED and SWORN to before me this \_\_\_\_\_ day of \_\_\_\_\_, 2017.

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_



## APPENDIX "B"

### Village of Tinley Park

#### SERVICE CONTRACT

This contract is by and between the **Village of Tinley Park**, an Illinois home-rule municipal corporation (the "Village"), and **Telcom Innovations Group LLC** (the "Contractor"), for the following work: a service provided by the Contractor as an independent contractor.

1. In consideration of the compensation stated in paragraph 2, the Contractor shall provide all the services described in the Scope of Services attached hereto as Exhibit "A" and incorporated by reference. The express terms of this Contract shall take precedence and control over any term or provision of the Scope of Services (Exhibit A) that in any way conflicts with, differs from, or attempts to alter the terms of this Contract.
2. Except in the event of a duly authorized change order approved by the Village as provided in this Contract, and in consideration of the Contractor's final completion of all work in conformity with this Contract, the Village shall pay the Contractor an amount not to exceed \_\_\_\_\_ (\$\_\_\_\_\_). Within **seven (7)** calendar days of completion of the work, the Contractor shall submit his application for payment to the Village, and the Village shall pay Contractor for the work performed no later than **thirty (30)** calendar days from the date of the Village's receipt and the Village's approval of the work and the application for payment. No payment shall be made by the Village until the Contractor has submitted to the Village (i) a Contractor's Affidavit listing all subcontractors and material suppliers utilized on the project and (ii) final waivers of lien from the Contractor, all subcontractors and all material suppliers.
3. No changes shall be made, nor will invoices for changes, alterations, modifications, deviations, or extra work or services be recognized or paid except upon the prior written order from authorized personnel of the Village. The Contractor shall not execute change orders on behalf of the Village or otherwise alter the financial scope of the Project.
4. Written change orders may be approved by the Village Manager or his designee provided that the change order does not increase the amount set forth in paragraph 2 of this Contract to more than \$10,000.00. Changes in excess of this amount must be approved by the Village Board prior to commencement of the services or work. **Any request by the Contractor for an increase in the Scope of Services and an increase in the amount listed in paragraph 2 of this Contract shall be made and approved by the Village prior to the Contractor providing such services or the right to payment for such additional services shall be waived.**
5. **Time is of the essence on this Contract.** The Contractor shall complete all work under this Contract by the dates set forth below.
6. No "Notice to Proceed" may be given nor any work commenced until this Contract is fully executed and all exhibits and other attachments are completely filled out and attached hereto.
7. It is understood and agreed by the parties that the Contractor is an independent contractor retained for the above-mentioned purpose. The Village shall not control the manner nor the means of the Contractor's performance, but shall be entitled to a work product as described herein. The term "subcontractor" shall mean and include only those hired by and having a direct contact with Contractor for performance of work on the Project. The Village shall have no responsibility to any subcontractor employed by a Contractor for performance of work on the Project, and all subcontractors and material suppliers shall look exclusively to the Contractor for any payments due. The Village will **not** be responsible for reporting or paying employment taxes or other similar levies that may be required by the United States Internal Revenue Service or other State or Federal agencies. Every subcontractor shall be bound by the terms and provisions of this Contract as far as

- applicable to their work. The Contractor shall be fully responsible to the Village for the acts and omissions of its subcontractors, and shall ensure that any subcontractors perform in accordance with the requirements of this Contr. Nothing contained herein shall create any contractual or employment relations between any subcontractor and the Village. The Contractor is solely responsible for the safety procedures, programs and methods of its employees and agents and shall hold the Village harmless for any and all damages resulting from violations thereof. The Contractor shall comply with all applicable federal, State and local safety laws and regulations.
8. It is further agreed that the Contractor shall indemnify, hold harmless, and defend the Village, its officers, agents, and employees from and against any and all claims, losses, damages, causes of action, suits, and liability of every kind, including all expenses of litigation, court costs, and attorneys' fees, for injury to or death of any person or for damage to any property arising out of or in connection with the work done by the Contractor under this Contract. Such indemnity shall apply regardless of whether the claims, losses, damages, causes of action, suits, or liability arise in whole or in part from the negligence of the Village, any other party indemnified hereunder, the Contractor, or any third party.
  9. The Contractor assumes full responsibility for the work to be performed hereunder and hereby releases, relinquishes, and discharges the Village, its officers, agents, and employees from all claims, demands, and causes of action of every kind and character, including the cost of defense thereof, for any injury to or death of any person and any loss of or damage to any property that is caused by, alleged to be caused by, arising out of, or in connection with the Contractor's work to be performed hereunder. This release shall apply regardless of whether said claims, demands, and causes of action are covered in whole or in part by insurance and regardless of whether such injury, death, loss, or damage was caused in whole or in part by the negligence of the Village, any other party released hereunder, the Contractor, or any third party. The Contractor shall maintain insurance coverage in an amount and from a carrier suitable to the Village, and the Village shall be named as an additional insured where required. Certificates of Insurance are attached hereto as Exhibit B.
  10. The Village is exempt from payment of state and local sales and use of taxes on labor and materials incorporated into the project. If necessary, it is the Contractor's responsibility to obtain a sales tax permit, resale certificate, and exemption certificate that shall enable the Contractor to buy any materials to be incorporated into the project and then resale the aforementioned materials to the Village without paying the tax on the materials at the time of purchase. In no event will the Village be liable for or pay any sales or use taxes incurred by the Contractor in performing the services under this contract.
  11. The Contractor shall comply with all applicable federal, state, and local statutes, regulations, ordinances, and other laws, including but not limited to the Immigration Reform and Control Act (IRCA). The Contractor may not knowingly obtain the labor or services of an unauthorized alien. The Contractor, not the Village, must verify eligibility for employment as required by IRCA.
  12. At any time, the Village may terminate this Contract for convenience, upon written notice to the Contractor. The Contractor shall cease work immediately upon receipt of such notice. The Contractor shall be compensated for services performed up to the date of termination.
  13. No waiver or deferral by either party of any term or condition of this Contract shall be deemed or construed to be a waiver or deferral of any other term or condition or subsequent wavier or deferral of the same term or condition.
  14. This Contract may only be amended by written instrument approved and executed by the parties.
  15. This Contract and the rights and obligations contained herein may not be assigned by the Contractor without the prior written approval of Village.

16. The parties hereby state that they have read and understand the terms of this Contract and hereby agree to the conditions contained herein.
17. This Contract has been made under and shall be governed by the laws of the State of Illinois. The parties agree that performance and all matters related thereto shall be in Cook County, Illinois.
18. Contractor, its employees, associates or subcontractors shall perform all the work hereunder. Contractor agrees that all of its associates, employees, or subcontractors who work on this Project shall be fully qualified and competent to do the work described hereunder. Contractor shall undertake the work and complete it in a timely manner.
19. If any provision of this Contract shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court of competent jurisdiction finds that any provision of this Contract is invalid or unenforceable, but that by limiting such provision it may become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.
20. This Contract represents the entire and integrated agreement between the Village and Contractor and supersedes all prior negotiations, representations, or agreements, either written or oral.
21. This Contract will be effective when signed by the last party whose signing makes the Contract fully executed.
22. The contractor agrees to comply with the Illinois Prevailing Wage Act, if the work is to be performed under this Contract is covered by said Act.
23. The contractor agrees to comply with the Substance Abuse Prevention on Public Works Projects Act.

**Read & Understood Village of Tinley Park's Service Contract**

## CERTIFICATIONS BY CONTRACTOR

### Eligibility to Contract

The undersigned hereby certifies that the Contractor is not barred from bidding on or entering into this contract as a result of a violation of either the bid-rigging or bid-rotating provisions of Article 33E of the Criminal Code of 1961, as amended.

Randal J. Borchardt, Telcom Innovations Group LLC

Name of Contractor (please print)

\_\_\_\_\_  
Submitted by (signature)

President

Title

### Certificate of Compliance with Illinois Human Rights Act

The undersigned hereby certifies that the Contractor is in compliance with the Title 7 of the 1964 Civil Rights Act as amended in the Illinois Human Rights Act as amended.

Randal J. Borchardt, Telcom Innovations Group LLC

Name of Contractor (please print)

\_\_\_\_\_  
Submitted by (signature)

President

Title

### Certificate of Compliance with Illinois Drug-Free Workplace Act

The undersigned, **having 25 or more employees**, does hereby certify pursuant to section 3 of the Illinois Drug Free Workplace Act (30 ILCS 580/3) that it shall provide a drug-free workplace for all employees engaged in the performance of the work under the contract by complying with the requirements of the Illinois Drug-Free Workplace Act and, further certifies, that it is not ineligible for award of this contract by reason of debarment for a violation of the Illinois Drug-Free Workplace Act.

Randal J. Borchardt, Telcom Innovations Group LLC

Name of Contractor (please print)

\_\_\_\_\_  
Submitted by (signature)

President

Title

### Certificate Regarding Sexual Harassment Policy

The undersigned does hereby certify pursuant to section 2-105 of the Illinois Human Rights Act (775 ILCS 5/2-105) that it has a written sexual harassment policy that includes, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) an internal complaint process including penalties; (v) the legal recourse, investigative and complaint process available through the Department of Human Rights and Human Rights Commission; (vi) direction on how to contact the Department of Human Rights and Human Rights Commission; and (vii) protection against retaliation.

Randal J. Borchardt, Telcom Innovations Group LLC

Name of Contractor (please print)

\_\_\_\_\_  
Submitted by (signature)

President

Title

## Certificate of Compliance with Illinois Prevailing Wage Act

The undersigned hereby certifies that the Contractor will comply with the Illinois Prevailing Wage Act, as follows: This contract calls for the construction of a "public work" within the meaning of the Illinois Prevailing Wage Act 820 ILCS 130/01 et seq. ("the Act"). The Act requires contractors and subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the current "prevailing rate of wages" (hourly cash wages plus amount for fringe benefits) in the county where the work is performed. The Department publishes the prevailing wage rates on its website at <http://www.state.il.us/agency/idol/rates/rates.HTM>. The Department revises the prevailing wage rates and the contractor/subcontractor has an obligation to check the Department's web site for revisions to prevailing wage rates. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website. All contractors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage requirements and notice and record keeping duties.

Randal J. Borchardt, Telcom Innovations Group LLC

Name of Contractor (please print)

\_\_\_\_\_  
Submitted by (signature)

President

Title

## Written Program that is in Compliance with the Substance Abuse Prevention on Public Works Project Act

### CONTRACTOR'S CERTIFICATION

(PUBLIC WORKS PROJECT SUBJECT TO THE PREVAILING WAGE ACT)

Randal J. Borchardt, having been first duly sworn deposes and states as follows:  
(Officer or Owner of Company)

Telcom Innovations Group LLC, having submitted a proposal for: **Telephone System Replacement Project and/or Telephone System Cabling and Network Interface Project**, specify either or both

Hereby certifies that the undersigned Contractor:

- 4A. has in place a written program which meets or exceeds the program requirements of the Substance Abuse Prevention on Public Works Projects Act (Public Act 95-0635), and has provided a written copy thereof to the Village.
- 4B. ~~has in place a collective bargaining agreement which deals with the subject matter of the Substance Abuse Prevention on Public Works Projects Act (Public Act 95-0635).~~

(Cross out either 4A or 4B, depending upon which certification is correct.)

By: \_\_\_\_\_  
Officer or Owner of Company named above

Subscribed and sworn to before  
me this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

\_\_\_\_\_  
Notary Public

**[NAME OF CONTRACTOR]**

BY: \_\_\_\_\_  
Date

Printed Name: Randal J. Borchardt, Telcom Innovations Group LLC  
Title: President

**VILLAGE OF TINLEY PARK**

BY: \_\_\_\_\_  
Jacob C. Vandenberg, Mayor  
(required if Contract is \$10,000 or more)  
Date

ATTEST:

\_\_\_\_\_  
Village Clerk  
(required if Contract is \$10,000 or more)  
Date

**VILLAGE OF TINLEY PARK**

BY: \_\_\_\_\_  
Village Manager  
Date



**PAGE INTENTIONALLY LEFT BLANK.**