



**Computer Logistics**

# **Request for Proposal**

## **For a VOIP Telephone System**

Prepared for:

Joshua Fitch  
Chief of Police  
City of Colusa  
260 6<sup>th</sup> Street  
Colusa, CA 95922

Date:

*August 17, 2023*

Computer Logistics  
1135 Pine Street, S  
Redding, CA 96001  
(530) 241-3131

City of Colusa  
260 6<sup>th</sup> Street  
Colusa, CA 95932

RE: Request for Proposal (RFP) regarding: VOIP Telephone System

Dear Joshua,

Thank you for the opportunity to present you with an RFP response for VOIP Telephone System for the City of Colusa. Based on our initial conversations we propose the following scope of services:

- VOIP Telephone System programming and installation (routing, voice mail, auto attendant, etc.)
- Extend our current monthly Computer Logistics Managed IT Services program to VOIP Telephone System for all City of Colusa Depts.
- Partner with Wave Technology (CLC Subcontractor) to assist in implementation and maintenance. All requirements are met by the service provided by Wave.

Please do not hesitate to contact me directly should you have any questions pertaining to this proposal. I look forward to speaking with you soon.

Best regards,

Bob Andrews | CEO  
Phone: 530.241.3131 ext. 100  
Email: randrews@compulog.com  
Web: compulog.com

**Legend of notations and styles used in this document:**

- *Text immediately following headings is in italics to signify this is a direct quote from your Colusa VOIP RFP.*
- City of Colusa is referred to as “CITY”
- Computer Logistics Corporation is referred to as “CLC” and subcontractor Wave Technology as ‘WAVE’

# 1. Proposal Response Form (Attachment A)

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## 1.1 Attachment A

DATE 8/17/2023

Proposal of: **Computer Logistics Corporation**, (herein after called Vendor), a Corporation/Partnership doing business as **Computer Logistics**

TO: City of Colusa

The Proposer, in compliance with your Request for Proposal for the VoIP solution having examined the RFP and being familiar with all of the conditions surrounding the work, hereby agrees to perform the work required by the project, within the time set forth in the Proposal Submission Instructions, and at the price stated therein. These prices are to cover all expenses incurred in performing the work required by the contract documents, of which this proposal is a part.

Proposer acknowledges receipt of the following addenda in the event subsequently issued.

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Proposer agrees to provide the VoIP system and services described in the RFP Scope of Services.

Submitted by authorized representative:

Firm **Computer Logistics**      Signature \_\_\_\_\_

Address **1135 Pine St., Ste 202, Redding, CA 96001**

EIN **68-0390938**

Name & Title **Robert Andrews/CEO**

City, State, Zip Code **1135 Pine St., Ste 202, Redding, CA 96001**

## 2. Pricing Summary (Attachment C)

### 2.1 Attachment C

Please complete the Pricing Summary below. Add lines for any materials or services not specifically itemized below.

#### Hosted Solution OPTION

Description – Installation - Hosted	Cost (including labor)
Hardware- Yealink T54W (29qty) Analog Fax Adapter (1qty)	\$5,871.00
Phone system installed on vendor provided server	Included in install charge below
System programming and installation (routing, voice mail, auto attendant, etc.)	Included in install charge below
Install and program new phones	\$5,050.00
System Cutover	Included with the install charge above
<b>TOTAL INSTALLATION COST</b>	<b>\$10,921 + taxes &amp; fees*</b>
<b>Description - Maintenance</b>	
Service and Support 1 year	\$10,800 + fees*
Service and Support 3 years	\$32,400 + fees*
Service and Support 5 years	\$54,000 + fees*
Service and Support – Time and Materials per hour	Regular remote support is included with the service costs factored above. This includes things such as changes to staff, extensions, call flow, routing, group changes, and any other system changes.  If there are special projects (i.e., new devices, re-wiring, etc.) they will be bid per project. Onsite support may incur additional charges.
Offsite Backups	Included in service charge. Wave Technologies will include daily offsite backups after hours for the phone system's configuration.
Scheduled Maintenance	Included in service charge. System upgrades, security patches, and firmware updates will be applied outside of business hours. Priority updates will be applied at the earliest off peak hours opportunity.
*fees	Taxes will be charged at the current California rate as mandated by state law. The city is exempt from most taxes however there may be applicable fees that could be incurred with usage as well as applicable governmental legislation and mandates for service charges. These fees will not be greater than 6.5% of the service usage amount
<b>Description – Software</b>	
Phone system software – yearly license	Included with the install charge above



### Onsite Solution OPTION

Description – Installation - Onsite	Cost (including labor)
Hardware- Yealink T54W (29qty) Analog Fax Adapter (1qty) PBX Server	\$7,871.00
Phone system installed on vendor provided server	Included in install charge below
System programming and installation (routing, voice mail, auto attendant, etc.)	Included in install charge below
Install and program new phones	\$6,650.00
System Cutover	Included with the install charge above
<b>TOTAL INSTALLATION COST</b>	<b>\$14,521 + taxes &amp; fees*</b>
<b>Description - Maintenance</b>	
Service and Support 1 year	\$10,800 + fees*
Service and Support 3 years	\$32,400 + fees*
Service and Support 5 years	\$54,000 + fees*
Service and Support – Time and Materials per hour	<p>Regular remote support is included with the service costs factored above. This includes things such as changes to staff, extensions, call flow, routing, group changes, and any other system changes.</p> <p>If there are special projects (i.e., new devices, re-wiring, etc.) they will be bid per project. Onsite support may incur additional charges.</p>
Offsite Backups	Included in service charge. Wave Technologies will include daily offsite backups after hours for the phone system's configuration.
Scheduled Maintenance	Included in service charge. System upgrades, security patches, and firmware updates will be applied outside of business hours. Priority updates will be applied at the earliest off peak hours opportunity.
*fees	Taxes will be charged at the current California rate as mandated by state law. The city is exempt from most taxes, however there may be applicable fees that could be incurred with usage as well as applicable governmental legislation and mandates for service charges. These fees will not be greater than 6.5% of the service usage amount
<b>Description – Software</b>	
Phone system software – yearly license	Included with the install charge above



### 3. Service Scope and Approach

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#### Summary of the Product Recommended

*Describe the product recommended, including hardware, software, major features, and services available regarding the phone system and phones.*

*Please provide selected product brochures, pictures of the phones, and basic user guides, etc.*

#### System Design and Implementation

*Describe your system design and implementation process in detail.*

##### **3CX Phone System Software will be installed on a Linux Server**

- **System Call Flow is programmed in advance of installation. With direct input from the customer's main POC for the project.**
- **Extension, voicemails, and button layouts are preprogrammed.**
- **The port over of the phone lines is planned with the client POC and scheduled for the desired date.**
- **Training is done pre-cutover and follow-up and admin training is done after the cutover.**
- **Offsite daily backups are verified.**

*The system implemented must include the following items.*

- *Offsite daily backups with full system restore capabilities*
- *10 DLC compliant with texting capabilities on any existing number*
- *Option 66 DHCP provisioning for physical phones*
- *QR code provisioning for mobile devices (iOS/Android)*

#### Use of Subcontractors

*The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. The City may factor this information into the evaluation of the service approach of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under the contract.*

**CLC has partnered with Wave Technology (CLC Subcontractor) to assist in implementation and maintenance of the phone solution**

#### Service Scope and Approach

*Submit a clear and detailed response to accomplish the scope of services that reflects your understanding of the City's requirements as described in this RFP.*

- **Gather the CSR (customer service request) from the losing carrier along with a recent invoice.**
- **Schedule the Port Out of the existing city numbers**
- **Gather the current extension list, users, emails, DID's.**
- **Load the phone system software on the hosted Linux server**
- **Work with the city point of contact to program the call flow both inbound and outbound**
- **Program e911 per location for emergency notifications and alerts when 911 is dialed.**
- **Port phone numbers, test and train the client. Follow up after cutover to verify all is functioning as expected.**



## Cost/Charges

*The proposal must contain a fee schedule that includes, but not limited to, phone service, line items for equipment, licenses, warranties, installation, and training.*

*The proposal also must include maintenance costs as detailed in **ATTACHMENT B**.  
(of the corresponding Hosted or Onsite solution)*

*All costs associated with the proposal must be included in the quote submitted. The City relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the City. Contractor to provide Surety bonds for labor and materials. This is a prevailing wage project.*

*No additional fee will be paid for a reasonable number of minor changes or additions to the scope of work during the implementation process. Any needed cabling or additional hardware will need to be estimated and added to the proposal. If faulty hardware (such as faulty cabling, degradation of wire, etc) may need to be assessed for replacement. If this is the case, a change order will be submitted for approval for proper installation.*

*No payments will be made for any other services unless written authorization is received from the City prior to the commencement of any such work.*

## Warranty, Service, and Support

*Submit information about the warranties available for any equipment and services provided by the manufacturer and/or the vendor. List terms for hardware replacement and software upgrades. Clearly enumerate any charges associated with any service that will be billed to the City.*

### **Warranty - 1 Year on all Yealink Phones, Service, and Support. See Attached YeaLink Limited Warranty**

**All hardware has a 12-month/1-year warranty unless otherwise specified.**

**Phone Service to the lower 48 states is included in the monthly. Some minor costs could be added to allow for international calls. Remote Support is included in the monthly cost. Onsite support is \$125 per hour plus travel costs. Most support can be done remotely.**

**Software Upgrades and Updates are all included in the monthly service and support fee.**

**Please attach a Standard Service Agreement from your company. See attached Service Agreement**



## REQUIREMENTS FOR THE TELEPHONE SYSTEM

### i. The City's Infrastructure and Phones

#### Internal Connection

*The City is equipped with RJ45 ports for IP phones to connect at all locations. When needed, the IP phones can also be plugged into desktop computers.*

*Any locations that do not have a RJ45 data connection can be addressed at that time.*

#### Phone System Requirements

*The City prefers the 3CX platform. Alternatives can be proposed.*

**3CX will be used by CLC/Wave for this installation.**

*Proposals should include options for installation of:*

- 1. A complete, turnkey system, including server both Hosted on Onsite options. Include the monthly phone service and support and cost factors for both types of installation.*

#### Phone Requirements

*The Phones need to be open source and not a proprietary brand. Open source allows the phones to be reused with any service in the future if the City decides it is in its best interest. The City does not want to be locked into a certain PBX or Hosted solution.*

*The system should allow for 25% growth over the next 5 years.*

**The Phones are open source and not a proprietary brand. Open source allows the phones to be reused with any service in the future if the City decides it is in its best interest. The City will not be locked into a certain PBX or Hosted solution. The system allows for 25% growth over the next 5 years.**

### ii. Required Phone System and Phone Features

#### Existing Phone Number

*The solution must keep the City's existing phone numbers.*

**The solution will keep the City's existing phone numbers.**

#### Call Routing

*The solution must be capable of routing inbound, outbound, and internal calls.*

**Phone system can route inbound, outbound and internal calls, + plus can route based on caller id.**

*A call rings at a phone. After 4-6 rings, an unanswered call forwards to the corresponding voice mailbox.*





**No answer call fwd is a variable from 0-100 rings.**

### Capacity of Simultaneous Phone Conversations

*The solution must allow a minimum of six (6) simultaneous phone conversations.*

**Yes we have a minimum of 8 simultaneous phone conversations and can be increased if needed.**

### Voice Menu

*The solution must allow City staff to design a simple and easy-to-use voice menu.*

**The voice menu is very simple and easy to use and can be set up to be more advanced if requested.**

### Automated Attendant

*The automated attendant is the primary answering point for all calls, both during business hours and closing hours.*

**The automated attendants are flexible and easy to set up. You can have as many as needed. The system comes with unlimited auto attendants.**

*The automated attendant must provide callers with a directory by various City functions and by staff members' names. Yes, company directory comes standard. They will have to record the staff members' names to activate.*

*The automated attendant must allow City staff to pre-record multiple messages for different calendar dates, days of the week, and time of day announcements to support the City's business and holiday schedule – with no requirement to “record over” standard greetings. The system must allow City staff to remotely change and/or re-record these business and holiday greetings/messages.*

**The system allows for unlimited greetings to be recorded. Greetings are not recorded over, but just added and you can select the correct greeting from the management console. Holiday, weather days, and emergency greetings can be built, added, or employed at any time.**

### Call Pickup

*The solution must allow a user to pick up an external call, internal call, or a call on-hold. The solution must allow a user to pick up a call on-hold from any internal extension.*

**Call picks up can be done on any call, internal, external or on hold. Even on an active call with mouse control.**

### Call Transfer

*The solution must allow a call to be transferred to another internal extension.*

**Call Transfer is standard, plus you can do mouse transfer if needed.**

### Call Forward

*The solution must allow a call to be auto routed to another internal extension.*

**Call forward is standard.**



## Call On Hold

*The solution must allow a call to be put on hold, and then be answered from the same or different internal extension.*

**Call Holding is standard.**

## Capability of Handling Two Lines on Any Individual Phone

*The solution must allow any individual phone to handle two lines simultaneously. For example, while City staff puts a call on hold on Line 1, the user can use Line 2 to place another call to get more information for the caller waiting on Line 1.*

**Multiple calls per phone is standard.**

## Phone Display

*The phone must display date, time, extension name, and extension number in idle state.*

*The phones must provide visual display of most incoming call numbers/extensions and activated features such as DND (Do Not Disturb) and Call Forward.*

**Yes, call display with date, time, extension name, and extension number is standard. DND and Call Forward are standard features.**

## Standard Phone Buttons

*Transfer/Conference, Hold, Speaker, and Redial functions need to have their own designated buttons on all phones. - **Yes, these are standard phone buttons.***

## Programmable Phone Button

*All phones must have 8 -10 programmable buttons with designated features. **The models we proposed are all 8-10 buttons minimum.***

## Distinctive Ringtone

*The solution must allow City staff to distinguish calls with different ringtones when more than one phone is located in the same area. **Up to 8 different rings are available.***

## Volume Control – volume control can be done per phone

## Speakerphone

*The solution must provide a speakerphone feature on all phones. **Speaker phone is standard.***

## Voicemail

*The solution must support a minimum of 60 voicemail subscribers. The voicemail system should be able to provide unified messaging and integrate with Outlook, and Office 365 Exchange Online. The service should be able to automate open and closed greetings as well as holiday and other business greetings.*



*The solution must have a light indicator on the phone to notify a user of a new message in the user's voice mailbox.*

**The voicemail can support up to 1000 voicemail subscribers. The system provides unified messaging and can integrate with Outlook and Office 365 with integration. Open and closed greetings are done in programming. Mailbox lights come on all phones, and can have a voicemail copy be sent to email.**

### **DID (Direct Inward Dialing)**

*The solution must allow external callers to dial directly to individual phone numbers without intervention by a live operator or automated attendant. **DID lines are standard.***

### **DND (Do Not Disturb)**

*The solution must allow City staff to turn on/off the DND feature for any individual phone, as needed. **DND is standard.***

### **Internal Dialing**

*The solution must allow City staff to dial an extension on an internal phone to reach another internal line. **Internal dialing and or extension to extension calls are standard.***

### **Caller ID**

*The solution must allow users to view the phone number and its associated staff name for all internal calls. The solution should also allow users to view the phone number of the caller regarding most inbound calls. **Caller ID is standard.***

### **911 and E911 Compliance**

*The solution must support placing calls to 911 from any phone within the City building.*

*The service must be E911 compliant. Dialing 911 from any City phone should allow a 911 dispatcher to identify the building address per site location.*

*The service should notify designated City staff (via email, chat, and/or phone) of the phone extension and location from which the 911 call originated.*

**E911 is standard and can identify the address and extension with the name of the location / or person when 911 is dialed. This system is in compliance with all 911 laws.**

### **Unified Messaging**

*The solution must allow a voicemail message to be automatically converted into an audio file and sent to a user's email account. **Unified Messaging is standard.***

### **Conference Call**

*The solution should allow a phone user (conference leader) to establish a Telephone Conference among three or more parties, with the conference leader included. **Conference calling is standard.***



## Music On-Hold

*The solution is required to offer or support Music On-Hold. Professionally recorded messages are played over music to market the City's services to a patron while he is put on hold. **Music on Hold is standard.***

## Web-based Administration and Programming Capability

*The solution must allow multiple, designated City staff to use a web interface for phone programming, management of account creation, deletion, and changes in settings.*

*The solution must allow multiple, designated City staff to record and manage the voice menu, business, and holiday greetings. The solution must provide basic user guides and onsite admin training for designated City staff to be trained.*

**Web based administration can be allowed per designated staff member. Programming and adds, moves, and changes can be done in the admin management webpage. You can record greetings and manage the voicemail system, including holiday greetings. User guides and onsite training come with all of our installations.**

## Statistic Reporting

*The solution must allow multiple, designated City staff to view basic historic call reporting for phone extensions, hunt groups, mailboxes, etc.*

**You can have custom call reports done by designated City Staff for reports on phone extensions, hunt groups, and mailboxes.**

## Implementation

*Vendors are required to plan the implementation in such a manner as to provide absolute minimum downtime during the City's operation hours. The City's operation hours are:*

<i>Monday - Friday</i>	<i>8 am – 5 pm</i>
<i>Saturday</i>	<i>Closed</i>

*Vendors are required to provide a summary of their implementation plan, with a timeline included from equipment ordering to system design/configuration to final cutover. The completion of work shall be no longer than 45 working days.*

**Timelines are all based on Port order acceptance. Our standard implementation timeline is 21-30 days. Actual installation, cutover and training is 2 business days.**

- **Order the port (Port order take 7-14 business days, but can vary)**
- **Program and Test Phones in advance.**
- **Place the phones onsite 24-48 hours before the port date.**
- **Technician will be onsite for the port date and will train employees immediately after the port completes**
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## Maintenance Services and Technical Support

*Vendors are required to offer maintenance services and technical support for a minimum of three (3) years.*  
**Maintenance service is available for 3 years or as long as a service agreement is in place.**

*Vendors are required to provide remote and on-site assistance when needed. During an emergency, remote and on-site assistance need to be available from vendors after regular business hours.*

**Wave provides on call 6am - 6pm support. We have an emergency support line that is available 24/7. Closed on Thanksgiving Day, and Christmas Day.**

Please list response time about technical support.

**Standard Response Time is immediate to 4 hours for non-emergency issues.**

**Emergency service requests have an immediate to 1 hour response time to address the request.**

**Wave can do planned after-hours support or emergency support requests by reaching out to our emergency support line.**

## Paging

*The system must be able to integrate with existing paging systems and / or be able to add IP paging solutions at a later time.* **Paging integration can be done by adding a simple IP paging adaptor, or IP paging speakers.**

## Cordless Handset

*It is strongly preferred that some phones come with integrated cordless handsets.* **Cordless handsets are available.**

*Please specify the signal range, length of talk time, length of standby time, and battery recharge time, for cordless handsets.* **Signal range is 150' depending on environment, it can be up to 300'. Talk time is 8 hours, standby time is 48 hours, batter recharge time is 8 hours.**

## Analog Device Support

*The system needs to be able to provide analog phone lines and / or analog extensions.*  
**Analog devices can be added any time.**

## • Relevant industry experience and client references.

The founders of wave have been in the telecom / phone system world for 20 years each.

We have extremely high customer satisfaction based on a very hands on installation and training process. We have included links to our online google reviews. 5 stars for both CA and TX.

We also have included the overview of a few clients that match the size of your installation and scope of work.

Here is a link to our google reviews online:

[California Reviews](#)

[Texas Reviews](#)



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- **North Valley Service - 60 Phones - 9 Locations**

Installation - 1 year ago.

**Approved to be contacted directly.**

John Schwabaur

[john.schwabauer@northvalleyservices.org](mailto:john.schwabauer@northvalleyservices.org)

Office 530.527.0407 - EXT 109

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- **Coronado Vein - 30 Phones - 3 Locations Installation 1 year ago.**

**Approved to be contacted directly.**

Erin Coronado

[erin@nhvi.com](mailto:erin@nhvi.com)

Office 530.244.3278 - EXT 109

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- **Levi Rodgers Realstate - 30 Phones - Extremely High Phone Dependency**

Installation - Multiple Years Ago - Still very happy and great customer.

"Current Review from Levi Rodgers"

"The team at Wave has been by my company's side for many years. Eddie and his team have done a phenomenal job establishing and coordinating our complex phone system in addition to many other IT related tasks they have supported. Communication is solid and problems are solved in real time all the time. Thank you, Eddie and team, for being such an important part of our business success!"

**Levi, [Levi Rodgers Real Estate Group](#)**

**Approved to be contact directly**

Levi Rodgers - 210.331.7000

[LeviRodgers774@gmail.com](mailto:LeviRodgers774@gmail.com)