

City of Whitewater's Request for Proposal for VoIP Telephony Solution

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PROJECT TITLE: Telephony Solution

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RETURN PROPOSAL NO LATER THAN: Date – April 30, 2025 at 12:00pm

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Purpose and Background

1.1. Purpose

The City's primary objective in this Request for Proposal is to gather proposals from experienced providers and to provide an agreement for an on-premise/Hybrid or Private Cloud telephony/Unified Communications solution for our City's different locations. Based on the responses, selected suppliers will be evaluated in depth. Participating suppliers can respond to any part of this RFP as long as it is in the format described in Section 3.2. Should a supplier choose to provide additional services, this information must be provided for and priced separately from the rest of the proposal. The successful bidder is required to provide product functionality and services described in the RFP and RFP Attachments.

The City of Whitewater desires a fully integrated communications system, which will deliver improved functionality, efficiencies, and enhanced management capabilities through the layering of voice traffic onto the existing data network. It is the City's desire that the selected vendor will install a communications system that seamlessly blends unified communications technologies and features into a reliable and manageable system that grows with user needs. All proposed equipment should be able to replace or integrate with the existing network infrastructures to form a complete telecommunication and contact center system that accommodates current and emerging requirements. The City is interested in receiving proposals from qualified information technology firms. Ideally, the City prefers firms with some familiarity with a municipal environment; however, the City will entertain a company or companies that can supply specific needs in the requested IT areas. Such providers should be able to provide responsive, high-quality services that are specific to the criteria listed or have the ability to show strengths in all criteria.

One key item is this solution **MUST** integrate successfully with the City's 911 call center. Due to the sensitive nature of public safety operations, the details of our call center will not be shared in the document, and Vendor must meet with a City representative for more details on this. If the 911 call center is not accounted for in the submitted RFP, the Proposal will not be considered.

The City of Whitewater is interested in an on-premise solution or any hybrid/Private Cloud combination; however, the preference is for an on-premise solution.

The vendors proposed unified communications solution should address the following high-level business needs and objectives:

- Allow for ease of growth in remote and home workers.
- Allow for ease of transition of users from City Hall to other City buildings and/or home offices.
- Reduce administration and maintenance complexity that exists today in the present office worker and contact center configuration.
- Reduce or eliminate telecommunications staff time requirements for system administration, moves, adds, changes, and ongoing PBX system support.
- Simplify system upgrades.
- Enhance system performance.
- Enhanced reliability, disaster recovery capability, survivability and reliability via ability for the voice system to co-exist in multiple locations via hot-standby geo-redundancy to easily accommodate expansion to new locations and eventually deploy out to the field for remote workers.
- Easily accommodate expansion to any potential new City locations.

- Easily accommodate growth, new applications, and improved user productivity through features, new applications, and mobility.

1.2 Vendor Qualifications and Information

Provide a description of your Company; experience, and underlying philosophy in providing the services as described and requested herein. Description should include details such as: abilities, capacity, skill, strengths, number of years, etc. Include office location that will be responsible for this project as on-site presence may be required, as needed.

- Provide: company name, address, contact name, email address, and phone number.
- Provide a brief background of your company.
- Describe the Vendor's expertise and experience in a managed cloud-based Omni-channel Contact Center environment.
- Present any documentation that will allow the City to assess the financial viability of your company (e.g., annual revenue, profit, years in business, revenue by Segment (Software, Services, etc.), revenue by geography, number of customers, number of completed implementations, etc.).
- Describe key success factors in a successful software implementation. Specifically address your ability to ensure adoption of your technology by the City.
- Please describe specific customer success stories of field adoption.

Schedule

2.1. Schedule

RFP Schedule	
RFP Release Date	4/1/2025
Vendor Questions Due	4/30/2025
Proposals Due	4/30/2025
Award Announcement	NLT 6/30/2025
Anticipated Contract Start Date	8/1/2025

Communications Regarding RFP

3.1. Proposal Response Checklist and Delivery Instructions

Submission Checklist	
Cover Letter	
Executive Summary	
Responses to Questions (Section 6)	
Pricing	

3.2. Submission Guidelines

All proposals must be in Microsoft Word and Microsoft Excel format, contain a table of contents delineating responses to each section. Proposals must be organized and indexed in table format as depicted in each of the attachments. Any answers not contained in the attached tables should have a clearly stated reference to documents that contain the information requested. Each section must include all items in the sequence identified. An authorized official must sign proposals. The proposal must also provide the names, titles, phone numbers, and e-mail addresses of those individuals with authority to negotiate and contractually bind the company. The City may use this information to obtain clarification of information provided. Please note the following instructions:

1. Notify buyer via e-mail immediately if during distribution of the RFP the contents arrive incomplete.
2. All responses to this RFP must correspond with the numbering sequence used in the tables. Any proposals received in any other format will be subject to disqualification.
3. An electronic e-mail copy of the response must be submitted to Tim Neubeck via tneubeck@whitewater-wi.gov. or City Clerk Heather Boehm at hboehm@whitewater-wi.gov. If for any reason your e-mail is rejected, or you are having problems with transmission, call Tim Neubeck at 262-473-1391 immediately to ensure that he has received a copy via e-mail of your response. (Please do not include your company logos or letterhead in the electronic versions as they take up unnecessary file space).
4. A copy of any presentation material (ex: PowerPoint).
5. Any relevant marketing information, white papers, or brochures.
6. You may submit additional information in a separate document, however, it is understood that such information is not a replacement for any component of this RFP.
7. Faxed responses will **not** be accepted.
8. No advance notification of award will be given.

Cost of products and/or services: bidders will be evaluated on the cost of the solution(s) based on the work to be performed in accordance with the scope of this project	30
Implementation Cost: proposed solution(s) will be evaluated on any additional cost to the City to implement the proposed solution(s)	20
Design and technical bid submission: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner	15
Organizational Experience: bidders will be evaluated on their experience as it pertains to the scope of this project	10
Previous Work: Bidders will be evaluated on examples of their work pertaining to the scope of this project and any previous experience, if any, with the City	5
Technical Expertise and Experience: bidders must provide descriptions and documentation of staff technical expertise and experience	10
Financial Stability: bidders will be evaluated on the financial stability of the organization	10

The City of Whitewater reserves the right to the following:

- Accept the proposal that is, in its sole judgment, the best and most favorable to the interests of the City.
- To reject the low-price proposal.

- To accept any item of any proposal.
- To reject any and all proposals.
- To waive irregularities and informalities in any proposal submitted.

Should the bidder take exception to any terms, conditions, or specifications stated herein, such exception must be so stated in writing on company letterhead and submitted prior to the RFP opening. Written exceptions may or may not be honored by the City. By quoting on this proposal, the vendor agrees to all contents of this RFP. Failure to deliver as guaranteed, or any other material breach or default by the awarded vendor, may result in the disqualification of the vendor from future RFP's. In the case of default by the awarded vendor, the City will procure from the second ranked vendor, and hold the first vendor responsible for any excess cost associated therein. Bidders will utilize the contact indicated in the RFP as the sole representative for ALL information regarding this RFP. Bidders who contact any other City employee or representative without the approval of the contact indicated in the RFP are subject to disqualification from this RFP.

General RFP Terms and Conditions

4.1. Confidentiality

This RFP is confidential and for the sole use of supplier's preparation of a proposal. By acceptance supplier agrees:

- To return any City of Whitewater confidential or proprietary materials upon the City's request.
- Not to use any information in this RFP or any other materials related to the business affairs or procedures of the City and of its affiliates for supplier's advantage, other than in performance of this RFP.
- Suppliers who intend to use subcontractors will be required to have such subcontractors execute non-disclosure agreements prior to the awarding of the contract to the bidder.
- Suppliers who seek to negotiate possible sub-contract arrangements with the City's existing subcontractors will be held accountable for any breach of the non-disclosure agreements that they have signed with the City.
- Any existing non-disclosure agreement on file with the City that is binding will remain in effect until termination of this agreement.

4.2. Disclaimer

This RFP is not an offer to enter into a contract but is merely a request for the supplier to submit information. Expenses incurred in responding to this request are the responsibility of the supplier. All materials submitted become the property of the City of Whitewater. The City reserves the right to modify, reject, or use without limitation any or all of the ideas from submitted information. The City reserves the right to discontinue the RFP process at any time for any reason whatsoever. The finalist's response to this RFP will become part of the final contract. Wherever there is a conflict between Supplier's response to this RFP and the terms and conditions contained in any contract subsequently entered into by the parties, the terms and conditions of the contract shall prevail. The City of Whitewater has no obligation to disclose the results

of the RFP process or to disclose why a particular supplier(s) was selected to participate in the contract negotiations process.

All expenses incurred by vendors related to the proposal or the selection process will be bore by the vendor. No claim for reimbursement of time, material, or travel expenses; shall be made by the vendor against the City regardless of the results of the selection process.

The City will require all bidders to agree that any pricing and discount offered in the initial RFP design be held, for a period of 12 months from RFP response date, on all purchases. Bidders will need to affirmatively state their compliance to this request in their RFP response as it will be an important decision criterion to the City.

Scope of Services

5.1. Current System Specification

The City is currently using an on-premise ShoreTel system on version 14.2. All City buildings are directly connected on either a dark fiber network or wireless point-to-point.

In the City's system directory, there are 247 extensions.

- 147 user extensions
- 22 route points
- 7 paging groups
- 17 menus
- 23 hunt groups
- 14 work groups
- 2 voicemail extensions
- 15 miscellaneous lines including auto-attendants and distribution lists

Other information

- 113 DIDs
- 125 Phones currently in production – all IP
 - 4 IP230
 - 115 IP480g
 - 1 IP485g
 - 5 IP655
- 0 current soft phone users
- 0 wireless phones

Voice Functional Requirements

6.1. Requirements

1. Provide a brief corporate overview of the solution manufacturer. **Please see cover letter**
2. The proposed solution must embrace next-generation technologies as is, without the need for replacement. What is the manufacturer's approach to future technologies? In your response, demonstrate how investing in and partnering with the manufacturer will strengthen the City over the long term.
3. Does this solution provide uniformity in the user experience? Workers moving from site to site or working remote should be able to have the same experience. **We comply.**
4. Provide enhanced technologies and feature/functionality to end users (i.e. presence, enhanced communications via convergence of voice, text, email, etc.) that will help improve our overall
5. Does this solution offer an on-premise, hybrid and/or cloud solution? **We can offer all three but in this case, we are quoting the on-premises system.**
6. Your contact center solution should be capable of allowing incoming contacts to overflow from one Hunt Group to another if all Agents in the first group are busy/not available. **We comply by utilizing the built-in call routing capabilities built into FortiVoice,**
7. If a contact has overflowed from one Hunt Group to another and all Agents in the overflow group are also busy/not available, the application shall be capable of queuing the contact against Agents with the same skill sets in both groups so that the contact can be answered as soon as possible. **With our optional call center package we can offer these features.**
8. Does your solution provide a reporting tool to provide access to historical reports on the performance and utilization of the messaging facility? **Yes**
9. Does your solution provide recording for the agents and evaluations? **yes**
10. Do you manufacture and support your own phone end points (EP)? **Yes**
11. If you are proposing a Cloud solution, do you support Survivable gateways?
12. If you are proposing a Cloud solution, how will you support analog stations and trunk ports?
13. The proposed solution must support analog station **We comply.**
14. The proposed solution must support analog trunks and SIP trunks. **We comply.**
15. Busy indicator of other phones showing if they are on the phone **We comply.**
16. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, departments may decide to send out their own main list number, while the Fire Department office users may choose to send out their own DID number on outgoing calls. **We comply.**
17. Incoming Caller ID – Assuming that the carrier will support name and number for inbound caller ID, the system shall provide this information on user displays. **We comply.**

18. Inbound Caller ID should follow the call and be displayed on transferred-to telephones even if the call is transferred multiple times. **We comply.**
19. Call Routing – Ability to route calls differently depending on Time of Day, Day of Week, Holiday, or other schedules **We comply.**
20. Can routing to voicemail greetings be different for internal and external calls? **We comply**
21. Standard Conferencing should be available to all users to add or drop participants. **We comply.**
22. User Directory – Ability to access and dial from a city-wide name/extension database from IP station sets **We comply.**
23. Call History – ability for users to view on telephone or soft client display. **We comply.**
24. Music on Hold – Ability to apply Music-on-hold or message on hold message to callers on hold. **We comply. We comply.**
25. Variable Ringtones on Telephone Sets **We comply.**
26. Paging Groups-Page all phones in a building and throughout all buildings. **We comply.**
27. Voice Announce Intercom – Ability to dial an extension number and automatically connect to another phone in a hands-free mode. **We comply.**
28. Hands Free Answer Back – Optional Feature – Ability for a called party to respond to the page or intercom call by just talking back to the phone, without lifting the receiver or pushing a button on the phone. **We comply.**
29. Variable Call Recording – the ability to record calls to a station “On Demand” with easy access to retrieving these recordings. **We comply.**
30. Persistent Call Recording – The city currently records 4 non-emergency telephone lines. **We comply.**
31. Softphone clients support compatible with Microsoft, Android and iPhone devices. **We comply.**
32. This client will allow outbound caller to display their DID number when the call is placed from the mobile device using the mobile app. **We comply.**
33. Call control and transfer capabilities should be similar to a softphone user. **We comply.**
34. Station Mobility – Allow system users to log in and log out of an alternate IP telephone on the system to temporarily configure that phone as their own user device with a predefined username and PIN. **We comply.**
35. Twinning / Single Number Reach– The ability to simultaneously ring a user’s cell phone and desk phone. **We comply.**
36. Does the system allow users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone? **We comply.**
37. Will the inbound caller ID information be passed to the cell phone? **We comply.**
38. 4 analog Trunks must be supported for 911 center. **We comply.**

39. 6 Analog station ports required for 911 center support **We comply.**

6.1.1. Platform

1. Is your telephony solution entirely cloud-based, or does it offer a hybrid deployment option? **We are proposing a on-premise solution in ha but can do a Hybrid or cloud solution as well using the same hardware and software.**
2. How does your solution handle scalability? Can it seamlessly expand to accommodate? **Scales to 50000 end points**
3. What are the primary advantages of your cloud-based telephony solution compared to on-premise systems? **Fortivoice has the advantage because the exact same product can be deployed on-premises or in the cloud or in hybrid mode.**
4. What kind of redundancy and failover mechanisms does your solution provide? **In HA mode which we are proposing if the main unit fails all call routing and call processing fails over to the backup unit.**
5. What level of control do customers have over the configuration and management of the telephony system? **100% control**

6.1.2 Network

1. Does the vendor use redundant IP network solutions at the hosting facility? **We do not need to we can also share a network with the data network.**
2. The proposed solution must include support and maintenance. Please describe your support and maintenance operations. **We have included Fortinet support contacts. You can call Fortinet support for troubles or have us do it for an hourly fee. We can also offer a managed services plan.**
3. How do IP communication devices learn about their voice VLAN, including IP addresses, default gateways, call controller, TFTP server, QoS settings, VLANs and other parameters. Does the proposed system solution employ proprietary protocols for IP communications devices to learn their voice VLAN or is it an industry standard such as Dynamic Host Control Protocol (DHCP) used? **Standard DHCP option 66**
4. Do you load balance your circuits? In the event of a single circuit failure, can the entire load be supported on the backup circuit? **yes**

6.1.3. Scalability and Capacity

1. Describe the Vendor's system scalability in detail. **See FortiVoice Enterprise PDF for capacities.**

6.1.4. Collaboration Integrations

1. How does your solution integrate with Microsoft Teams, Outlook, Zoom or WebEx? **We do integrate with MS Teams**
2. What APIs or SDKs does your solution use to interact with Microsoft Teams, Zoom or Cisco WebEx? **All of the applications are proprietary and there is no integration except Teams.**
3. What kind of authentication mechanisms does your solution support for Microsoft Teams integration? **SSO**
4. How does your solution handle notifications or alerts in Microsoft Teams? **N/A**

5. What security measures are in place to protect data shared between Microsoft Teams and your solution? **Encrypton**
6. How does your solution handle user permissions and access controls within Microsoft Teams? **That is controlled by Teams**
7. What mechanisms are in place for logging and auditing user activity within your solution? **Built in audit trail by user**
8. What support options are available if issues arise with the integration? **FortiNet support team**
9. How does your solution handle updates or changes to Microsoft Teams' platform? **That is done by your Mircssoft support team**
10. Can you confirm it will integrate with the City's Solacom 911 system? **Yes**

6.1.5. Disaster Recovery and Redundancy and Security

1. Provide detail on your approach to redundant architecture, including the network and server. **For FortiVoice in HA mode one unit fails the backup automatically takes over. We did not address network redundancy in our bid**
2. Do you perform regular security audits and assessments for your telephony solution? **The system does that for us**
3. What is the failover procedure for your infrastructure components? **Not part of our proposal.**
4. What is your approach to patch management and vulnerability assessment for your solution? **We patch or upgrade as directed by Fortinet support.**
5. What does your solution provide as support for home workers? **Desktop or mobile client**
6. What security measures are in place to protect data from unauthorized access? **See cover letter**
7. What SLAs (Service Level Agreements) do you offer for uptime and availability of redundant systems? **If they are truly redundant, we should not need an SLA. Our solution is in HA mode and we have tested it in the field. It fails over seamlessly.**

6.1.6. General Requirements

The City of Whitewater will be seeking an on-premise, hybrid or private cloud solution with initial deployment at our location(s). The solution must have the ability to configure systems to the appropriate levels of resiliency. The City intends to complete the implementation of the proposed solution at all its locations and remote workers by the end of 2025.

1. The proposed management system should provide support for open protocols, such as LDAP and SNMP. The proposed management system should use open encoding schemes such as XML and HTML. **We Comply.**
2. Can your solution automatically change the presence status and indication of an authorized presence user when that user is on a call? **yes**
3. Can your solution provide music or Ads on hold functionality? **yes**
4. Can the proposed solution be administered via a web browser interface and does it integrate with Active Directory? **yes**
5. Do you support WebRTC voice? **Yes**
6. Is your system compliant with Kari's Law & Ray Baum's Act, and will you assist the City in achieving compliance? **yes**

6.1.7. Mobility Solutions

1. State whether your solution provides mobility as an offering. **It does.**
2. Does your solution offer a mobile app for iOS and Android? **yes**
3. Does your mobile app support seamless handoff between mobile and desktop environments? **yes**
4. What security measures are in place for mobile communications, including encryption and authentication? **Yes**

6.1.8. Soft Phone

1. Does your solution have an integrated SIP-compliant softphone? **yes**
2. What core features does your softphone offer? **The same features as a desktop phone with better presence visibility.**
3. Is the softphone application available for both Windows and macOS? **Yes**
4. Can the softphone be customized to match corporate branding, including logos and colors? **Yes**

6.1.9. Telephones

1. Type 2 - Basic Telephone Set - A minimum 6-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities and a speakerphone.
2. Type 3 – Management Telephone Set - A minimum 10-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities, Bluetooth capable for headset and a speakerphone.
3. Type 4 – Receptionist phone with 48 button side car.
4. Type – 5 Conference Room Phone – IP Based conference room telephone set.

6.1.10. Wireless Phones

1. Do you off a wireless phone? **Yes**

Describe the features and functionality of the wireless phone The FON-W80B is a portable WiFi phone, designed for business on the move. With enterprise-grade audio and built-in Bluetooth headset support you can always be ready to take those important calls. 7 dedicated feature keys 2 inch color display screen Built-in 2.4 GHz and 5 GHz WiFi

Up to 7 hours of talk time and 150 hours standby

6.1.11. DECT Phones

1. Does your telephony solution support DECT (Digital Enhanced Cordless Telecommunications) phone technology? **Fortinet has discontinued the DECT phones once they had wireless phones available.**
2. What DECT standards does your solution comply with (e.g., DECT 6.0, DECT 8.0)?
3. Can your DECT phones seamlessly integrate with the existing telephony infrastructure, such as VoIP systems or traditional PBX setups?
4. What range can be expected from your DECT phones in a typical office environment?
5. How many simultaneous DECT connections or handsets can your system support?

6. How is the voice quality and clarity ensured with your DECT phones?
7. Are there any specific security measures implemented for DECT phone communications to prevent eavesdropping or unauthorized access?
8. What are the power requirements for DECT phones in your solution, and how are they typically powered (battery, AC adapter, etc.)?
9. Can your DECT phones operate in environments with potential interference, such as from Wi-Fi networks or other electronic devices?

6.1.12. Performance Management Dashboards

1. Describe your performance management dashboard solution. The Dashboard System Information widget displays the serial number and basic system statuses such as the firmware version, system time, and up time.
2. Does your solution support “hard” wallboards that can be configured to display performance information? Yes
3. Does your solution support “soft” (PC Based) wallboards that can be configured to display performance information? Yes

6.2. Implementation, Support and Training

6.2.1. System Implementation

1. Describe your standard process and timeline for any new product implementation. We follow our installation work break down schedule and utilize a project manager to manage the install.
2. Explain your UAT (User Acceptance Testing) and project acceptance process. We test inbound and outbound calling all Auto attendants and call flows as well as make test 911 calls.

6.2.2. Training

1. Please provide a summary of the training/documentation/user manuals you will provide for your solution.
2. Do you provide online training? If so, explain. We can do train the trainer or offer training to end users onsite.
3. Do you provide training documentation? Yes
4. Do you provide agent and supervisor training? Yes

6.2.3. Support and Managed Services

1. Do you provide 24x7 support for this solution? Yes
2. Describe your problem resolution process. Call or email our support help desk to open a ticket. Tickets are prioritized by severity of the outage or issue. On a system down you will get a call back within 20 minutes during 8 to 5 Monday through Friday window. We have a after hours 800 number for issues after 5 PM.
3. Is your solution monitored by live personnel and/or a monitoring tool 24x7x365? Monitoring tool

Pricing

1. Describe the costing model structure for your solution. Is your pricing structure transaction based, licensed by the agent, or some other format? By size of device a 500 unit supports 500 users, and 2000 unit supports 2000 users etc. etc.
2. If other departments or areas of the business choose to be implemented into the UCaaS/CCaaS solution, what costs are associated with their integration? The system as designed and quoted will support up to 200 users without any other licenses needed. We can always add additional appliances for more capacity. We are meeting the existing need of 144 phones leaving us the ability to add 56 more without any additional licensing.
3. As volumes increase it is expected that the costing model will decrease in price (i.e. by transaction or per seat price). Describe how your costing model accommodates this need.
4. Describe all Telco usage charges. This is dependent on the carrier you are using
5. Describe the 'base' system that is included in the costing model as well as pricing for additional functionality that is not included in the 'base' system. See above answer on line question 2
6. Identify how supervisor and manager positions are built into the costing model. this only applies to contact center and is licensed by agent whether agent or supervisor same license