

FINANCE COMMITTEE – SERVICES, UTILITIES AND EQUIPMENT COMMITTEE  
JOINT MEETING  
held June 30, 2016  
6:30 p.m. Conference Room

Present: Councilman Dwight Clark, Chair, Finance Committee  
Councilman Tom Henderson  
Councilman Dave Tadych

Councilman Dave Tadych, Chair, Services, Utilities  
and Equipment Committee  
Councilman Marty Mace  
Councilwoman Karen Lieske – Excused for vacation

Finance Director Mahoney

Also Present: Finance Director Renee Mahoney, Assistant Finance Director Ruth  
Popovich, Jeff Hartman, Consultant, Kris Oswald, Bailey  
Communications

Audience: Lydia DeGeorge

The meeting was called to order at 6:30 p.m. on Thursday, June 30, 2016.

**Network Update**

Kris Oswald, representing Bailey Communications, the City of Bay Village Information Technology support, addressed the committee members present. Mr. Oswald stated that the current state of the network is that it has all non-Power over Ethernet (POE) switches, with the exception of one at City Hall. The POE switches provides power to the phone system through the internet connections. The switches at city hall need to be replaced with POE switches so that the phone system can be powered off the network. The other side of that is that the existing network that the City has now is coming to the end of its support. It has been in place now for nine to ten years. The existing equipment would be switched out to replace it with POE switches so that the phones can be powered and also to help the back-ups and support the voice network. Instead of one gig uplink between City Hall and the Fire Department, and going to the Police Department, which is where all the servers are, it is going to increase that by ten times to ten gig, allowing back-ups to run quicker, faster communication on the network between servers and clients. Mr. Oswald put together two different solutions. The first is a Cisco solution, and the other is a Hewlett Packard (HP) solution, the two most prevalent technologies. (Exhibit A attached). Mr. Oswald recommends the Cisco solution, noting that although it is more expensive, the system has more features than the HP solution that are valuable in troubleshooting network problems, either on-site or remote. The other advantage to having Cisco is that the Bailey Communications, Inc. office keeps an inventory of spare Cisco equipment. Mr. Oswald

explained that the old telephone system is basically a mechanical device, and the new system is a computerized system. Estimated life of the new technology is ten years.

Mr. Oswald noted that in addition to the network system supporting the telephones, it will allow for the installation and support of security cameras throughout various buildings in the City. Mr. Jeff Hartman, of Hartman and Associates, who has been contracted by Finance Director Mahoney on behalf of the City as a consultant for purchase of a new phone system, advised that the new system will also support door alarms, and anything that would ever be put into the building with the POE technology.

Ms. Popovich stated that both Cisco and HP are state purchasing contractors through Bailey Communications, who is a state purchasing vendor. Life-time warranties accompany the equipment. As soon as the equipment reaches end of life, a date which is determined by Cisco, it will no longer be supported. Mr. Oswald reiterated that spare equipment is kept in the Bailey Communications office to keep things going until replacement equipment is received.

Mr. Tadych questioned the number of ports included in the system. There are 48 ports located in six buildings: City Hall, Police, Fire, Service Garage, Dwyer Memorial Center and the Family Aquatic Center. The Community House can be easily added later.

Mr. Mace asked what the weak link in the system is with the upgrade in the network. Mr. Oswald stated that the weak link would be either of the three: City Hall, Police Department, or Fire Department. The internet comes in at City Hall but the fire wall is located at the Police Department. The fiber path goes from City Hall to the Fire Station, to the Police Station. Mr. Mace asked if the system went down would it be detrimental to anything that would happen to the phone system. Mr. Oswald stated that it would depend on the phone system. Some have a survivor capability that can process calls locally without the server in a low functionality state. Mr. Hartman added that using the internal fiber they can make the phone system survivable at any point wanted; it is just a matter of dollars. He would recommend a dual node system so that if a link happens to be dropped, that phone authenticates to another server automatically and instantly without the call ever being dropped and without anybody ever knowing because they are running the same information at the same time.

Mr. Tadych stated that he has been told that during a rain storm the Service Department loses their phone service and they have to reboot their routers. Will that be corrected with this new system? Mr. Hartman stated that it will go away. The only reason a network would go down is if there is no generator at the location. Mr. Oswald stated that if the Service Department wants 100% reliable power at the Service Garage, they will need a generator.

### **New Telephone System**

Mr. Jeff Hartman advised the committees of his background and qualifications. He stated that he does business management consulting and project management consulting in the technology arena. His goal is 100% focused to obtain the best possible, and most cost effective solution for the City of Bay Village. He is managing this project from the standpoint of first finding out what the City of Bay Village currently has, and what they need. Needs assessments were done with

the employees to find out what they like about the current state of affairs, what they don't like and what can be done better. Mr. Hartman then wrote an RFP to put out to public bid to obtain that system. The RFP was written generically because Mr. Hartman did not want to specify any proprietary names. Responses to the RFP's are then received, and the process moves to engineering discussions to review the proposals.

Mr. Hartman stated that there are many things that need to be overcome from the standpoint of the old phone system. The major driving force is that the existing phone system is approaching the time limit when it no longer will be serviceable or repairable. Warwick Communications is the company that maintains the system and they have an obligation to maintain it on a certain level, but the point is being approached where Warwick will no longer maintain the phone system due to its age. The system was purchased in 2002 at a cost of \$147,000. Mr. Hartman stated that the phone system purchased in 2002 was already operating on 15 to 20 year old architecture. New phone systems are about 30% of the cost of old phone systems, due to the streamlining of technology and the process employed by Mr. Hartman to insure that the City won't buy anything they don't need.

Mrs. Mahoney stated that the vendors responded to the advertising for RFP's. Mr. Hartman invited ten to twelve people that he knows will do a professional job on this type and size of project. It was also put out to public bid and in addition to the ten to twelve there were two or three legitimate responses from the public portion of the bid. Mr. Hartman noted that he is 100% independent and has no affiliation with any vendor.

Mr. Clark asked if the responses should be whittled down, based on cost, and those vendors be brought in to speak to the committee. From that information, a weighted matrix will be populated by the committee to determine the best bid. There are three components to the proposals. The first is the base purchase price of the system, the second is the hardware maintenance components, and the third is the software maintenance component. The maintenance components for both the hardware and software are five years.

Mr. Hartman noted that the phone system the City has now could be modified and upgraded to do some levels of IP based phone processing. It would cost equally, if not more money to upgrade the phone system because the software maintenance has not been maintained on the system.

Mr. Henderson stated that he wants to make sure there is an understanding of savings expected to be realized from this project, the upfront costs, and the ongoing costs.

Mr. Hartman stated that the upfront cost is the acquisition cost of the system itself. The hardware and software maintenance costs can be handled in a multitude of ways. They can be purchased upfront, at the time the system is purchased, with further discounts secured by Mr. Hartman or they can be purchased annually, quarterly, or monthly. Mr. Hartman will negotiate that for the City. The report prepared by Mr. Hartman indicates the maintenance costs for a period of five years.

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Mr. Hartman noted that the bids for the product will go down somewhat due to his doing an exhaustive engineering review when the vendor brings the system out for demonstration. In addition, he will ask the vendors for their best and final price as the number of proposals are reduced.

Mr. Tadych asked Mr. Hartman if he has gone to every department and spoken to the personnel for a full understanding of what is needed. Mrs. Mahoney and Mr. Hartman stated that they had two or three meetings with department heads. Examples of features that the department heads found interesting were explained to the committee members.

Mr. Clark noted that conference call capability is important to the City. Mr. Hartman stated that all the systems will come with the ability to have four to six to eight people on a conference call simultaneously. Through the interface of the system, the conference call can be managed for adding additional callers, muting, or disconnecting callers. Additional conference calling can be done through the internet, enabling the parties to share documents while on the call. Software packages can be purchased for individual users to meet their unique needs, saving costs by not having to buy the software for the entire system.

Mr. Hartman stated that the three highest price systems on the bid proposal report are all hosted or managed systems. The brains of the system and the actual controllers would not reside in the City of Bay Village. They would be at the proposing company's Network Operating Center (NOC) and they would communicate with the telephones on the individuals' desks by a direct high-speed internet connection. Because they operate that way, the phone lines coming into the building will no longer be needed because all the phone service is coming into their NOC. The price not only includes the acquisition of the system, but it includes the phone line costs. This will allow a reduction in the operating cost for phone lines by \$1,000 per month. Factoring that in over 60 months, is \$60,000 and if you took that out of those proposals they are still high. That is because it is a managed system sitting in their building. They are very seldom competitive, but some places can do it because they do not have the facility to house their own in-house phone system, or they have no one like Bailey Communications to help with anything.

Mr. Clark clarified that when talking about the entirety of the cost, we would take the total cost as it stands now, with the potential to go down slightly depending on final bids, plus the cost of the network switches that Mr. Oswald has proposed earlier, then giving the total out-of-pocket cost for the entire system.

Mr. Tadych asked approximately how much the proposals might go down. Mr. Hartman stated that it will be between three and five percent.

Mr. Hartman stated that his project team is Ruth Popovich, Renee Mahoney and Jim Sears. They have strategized and collaborated and will continue to do so. Mr. Hartman will look at the two most competitive Mitel 3300 bids and intentionally force them to provide an itemized cost in order to compare products and possibly reduce prices.

Mr. Clark asked the timeline from today until the system is up and running. Mr. Hartman stated that if this project is approved now, product demonstrations will begin, and engineering reviews

will be done by Mr. Hartman. After that meeting he will go back with more specific details and ask for a new price representing any modifications. The project team and Mr. Hartman will then go through the sample weighted matrix and eliminate vendors. When the elimination process leaves only three vendors, Mr. Hartman will ask for their best price. That process, until an actual purchase order is issued, could be three to four weeks from now. When the purchase order is issued the terms and conditions under which they are allowed to bid will be stipulated. Upon award of contract the vendor will be paid 25% of the cost. An additional 50% will be paid upon delivery. The final 25% is held until the contract is satisfied completely. From the time the system is ordered, it will take three to four weeks to build the system. The installers will then be on site for a week or two weeks. A test cut-over from the old system will be done in the middle of the night to eliminate glitches, with a final cut-over done two to three days later. The RFP dictates that Mr. Hartman and the vendor will do the training in two sessions, customizing the training per department, and addressing specific needs. Training is done in the two to three day period prior to the final cut-over. From start to finish, the period of the timeline is approximately ten weeks.

Mr. Tadych asked how many stations will be distributed throughout the City. How does the pricing effect the hardware on desks? Mr. Hartman stated that this will be dictated by the needs of the City. It is stipulated in the RFP that there will be five low-level phones, ninety-four mid-level phones, five high-level phones and two conference room phones.

Mr. Hartman displayed the weighted matrix that will be used to make the final decision. The left column includes a number of categories of features and functions that will be important in this project. Those features and functions will be given a weight. Every vendor will be populated with the weights. The project team will then go through and score for every vendor on how the particular vendor did on individual features and functions. The spreadsheet will automatically tabulate the total. The price of each vendor is divided by the score with the rating indicated. The lower the rating, the better. The project team of Ruth Popovich and Renee Mahoney will provide the input to the weighted matrix. Demonstrations of systems will be opened to police, fire, and receptionists.

Lydia DeGeorge stated that in the software maintenance column some of the vendors do not indicate a cost. Mr. Hartman stated that some of the vendors combine software and hardware maintenance.

Mr. Clark asked the useful life of the system. Mr. Hartman stated that they honestly do not know because it is completely a software product. It could be twenty years, but it is at least ten years.

Vendors will offer both a lease price and a purchase price. For leasing, you can buy the product with a lease priced based on a fair market buy-out and a certain number of years. Or, a \$1.00 buy-out can be done at the end of a certain number of years. Mr. Hartman recommend the \$1.00 buy-out.

Mrs. Mahoney advised that she has asked a bank for an estimate on lease-financing. A three-year lease for \$85,000 is 3.65% and a five year term, which is maximum, would be 3.79%.

Mrs. Mahoney stated that the bids received on May 24, 2016 are good for sixty days. Mr. Hartman stated that pushing this too much further puts it into the holiday time frame. He noted that the phone system is not the reason that the network needs to be upgraded. However, the network needs to be upgraded and anything going forward will require a POE network.

Mr. Hartman was thanked for his presentation. Mr. Clark stated that an additional joint committee meeting will be held in the near future, looking at installation by September to be appropriate.

Mr. Mace stated that there had been discussion at an earlier point in time about a dial-up system at the pump stations. Mrs. Mahoney stated that digital security is included in the cost analysis. It is beyond the scope of Mr. Hartman to get rid of that cost, but it is a cost that Mrs. Mahoney would like to look into once the new phone system is up and running, with the possibility of routing that to the dispatch center with their monitoring of the alarms. This would eliminate paying the third party monitoring system \$450 per month.

Mrs. Mahoney reviewed a cost analysis she prepared with the committee. The City's current phone system (AT&T) will be eliminated with an annual savings of \$36,000. There will still be a need for telephone service at certain locations, such as the Rose Hill Museum and pump stations, where there is no internet connection. An upgrading of the internet service will be required with an increase from \$330 per month to \$400 per month. First Communications will probably be the phone service provider. AT&T currently provides the current PBX system. A phone provider is needed where the calls will actually go out through their service lines. There is anticipated a net monthly savings of \$3,000 per month. Mr. Henderson noted that it is important to buy something that works well in consideration of the important services the City provides to the community.

Mr. Clark suggested looking at the true cost savings six months after the system is installed. Mr. Henderson stated that it would be nice to standardize across over five years what we would have spent with the old system to help for an understanding of how much less we will be spending over the next five years. Mr. Tadych stated that it would be interesting to know what could be done to reduce some of the old telephone lines. There are approximately ten of those lines at \$45.00 per month. Mr. Tadych noted that although there was no review of cell phones assigned to City personnel in this discussion, it may be possible to reduce costs by using that venue in the Service Garage and other areas instead of fixed stations.

Mr. Clark stated that a few years ago the schools investigated the use of their lines, resulting in an overall savings. Mrs. Mahoney stated that she is confident that the lines the City has are currently being used.

#### New Finance Department Computer System

Mrs. Mahoney stated that the minimum cost of a new Finance Department computer system would be approximately \$100,000, which is thought to be incredibly inexpensive by Mrs. Mahoney's colleagues. The advantage is efficiency with an example given by Mrs. Mahoney of the purchase order process that is currently used, compared to a new system with an electronic workflow.

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Although the new system will probably not save the City money, it will increase efficiency freeing up time for employees to do other work. Ms. Mahoney stated that the current system is based on the individuals in the Finance Department who have access to the system. For each person a license is paid. The newer system could either be web based or the Finance Department would have their own server. The new system would allow the departments to have access to information, including their own budgets. Ms. Popovich stated that there is customization available based on the needs and desires of the City.

Mr. Clark summarized that there is a time and labor dividend, potential for a payroll dividend and a financial statement efficiency equation.

Mr. Tadych asked if this will allow a savings in personnel. Mrs. Mahoney stated that she generally would say no; mainly it would allow personnel to do other things such as research and auditing.

Mr. Henderson asked if a new system would have the functionality of allowing residents to pay their sewer bills on line with credit cards. Mrs. Mahoney stated that it could offer that but Mrs. Mahoney does not feel that this function is not used a lot. Mrs. Mahoney feels that most people pay online through their bank service for online payment.

Mr. Clark summarized that for this discussion there is an individual issue as to whether the initiative warrants going on its own merit. The larger issue is how it would fit with the capital needs of the City. Mr. Clark suggested Mrs. Mahoney provide a deeper dive on the analysis for benchmarking and talking through the initiative with City Council further. Mr. Tadych noted that there was work done at one point in time to contract with ADP for payroll services. Mrs. Mahoney stated that her preference when hired was not to contract with ADP.

Mrs. Mahoney noted that if she were to request proposals in August for a Finance Department Computer System she would probably have the answers in the fall. If authorized to proceed, the system could go live on January 1, 2018. A third party consultant would not be needed. A motion from Council to request proposals would be required.

There being no further business to discuss, the meeting adjourned at 8:45 p.m.

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Dwight Clark, Chairman  
Finance Committee

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David L. Tadych, Chairman  
Services, Utilities and Equipment Committee

Exhibit A - 6/30/16

# Bailey Communications Inc.

The Network Is Us

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**Prepared For**

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**Prepared By**

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Product		Price	Qty	Extended
J9574A	<p>HP E3800-48G-PoE+-4SFP+ Layer 3 Switch - 48 Ports - Manageable - Stack Port - 5 x Expansion Slots - 10/100/1000Base-T - 48 x Network, 4 x Expansion Slot - Gigabit Ethernet, Fast Ethernet - 4 x SFP+ Slots - 4 Layer Supported - 1U High - Desktop, Rack-mount</p> <p>The HP E3800 Switch Series is a family of fully-managed Gigabit Ethernet switches. There are a total of 9 switch models - 24 port, 48 port, 24 port PoE+, 48 port PoE+ with either SFP+ or 10GBase-T uplinks and a 24 port SFP with 2 SFP+ uplinks. HP E3800 Series Switches utilizes the latest HP ProVision ASIC technology and combines the latest advances in hardware engineering to deliver one of the most resilient and power efficient switches in the industry. The E3800 implements the HP FlexChassis Mesh technology to deliver chassis-like resiliency in a flexible stackable form-factor.</p>	\$5,514.25	2	\$11,028.50
J9577A	HP Stacking Module - 4 x Stack	\$632.50	2	\$1,265.00
J9665A	HP 3800 1-m Stacking Cable - for Network Device, Switch - Stacking Cable - 3.28 ft - Gray	\$189.75	2	\$379.50
J9580A	HP X312 1000W 100-240VAC to 54VDC Power Supply - 110 V AC, 220 V AC Input Voltage - Internal - 1 kW	\$575.00	2	\$1,150.00
J9727A	<p>HP 2920-24G-POE+ Switch - 24 Ports - Manageable - 7 x Expansion Slots - 10/100/1000Base-T - Modular - 24 x Network, 4 x Expansion Slot, 3 x Expansion Slot - Twisted Pair - Gigabit Ethernet - 4 x SFP+ Slots - 3 Layer Supported - 1U High - Rack-mountable</p> <p>The HP 2920 Switch Series consists of five switches: the HP 2920-24G and 2920-24G-PoE+ Switches with 24 10/100/1000 ports, and the HP 2920-48G and 2920-48G-PoE+ and 2920-48G 740W PoE+ Switches with 48 10/100/1000 ports. Each switch has four dual-personality ports for 10/100/1000 or SFP connectivity.</p> <p>In addition, the 2920 switch series supports up to four optional 10 Gigabit Ethernet (SFP+ and/or 10GBASE-T) ports, as well as a two-port stacking module. These options provide you with flexible and easy-to-deploy uplinks and stacking.</p>	\$1,610.00	4	\$6,440.00

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The Network is UP!

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Product		Price	Qty	Extended
J9729A	<p>HP 2920-48G-POE+ Switch - 48 Ports - Manageable - 7 x Expansion Slots - 10/100/1000Base-T - 48 x Network, 3 x Expansion Slot, 4 x Expansion Slot - Twisted Pair - Gigabit Ethernet - Shared SFP Slot - 4 x SFP Slots - 4 Layer Supported - 1U High - Rack-mount</p> <p>Product overview                      The HP 2920 Switch Series consists of four switches: the HP 2920-24G and 2920-24G-PoE+ Switches with 24 10/100/1000 ports, and the HP 2920-48G and 2920-48G-PoE+ Switches with 48 10/100/1000 ports. Each switch has four dual-personality ports for 10/100/1000 or SFP connectivity.                      In addition, the 2920 switch series supports up to four optional 10 Gigabit Ethernet (SFP+ and/or 10GBASE-T) ports, as well as a two-port stacking module. These options provide you with flexible and easy-to-deploy uplinks and stacking.                      Together with static and RIP routing, robust security and management, enterprise-class features, free lifetime warranty, and free software updates, the 2920 switch series is a cost-effective, scalable solution for customers who are building high-performance networks. These switches can be deployed at the enterprise edge, in remote branch offices, and in converged networks.</p>	\$2,127.50	2	\$4,255.00
J9731A	HP Expansion Module - 2 x SFP+ 2 x Expansion Slots	\$396.75	4	\$1,587.00
J9151A	<p>HP ProCurve Gigabit Ethernet SFP+ Transceiver - 1 x 10GBase-LR</p> <p>ProCurve Gigabit Ethernet Transceiver is a 10-Gigabit transceiver in SFP+ form-factor that supports the 10-Gigabit LR standard, providing 10-Gigabit connectivity up to 10 km on single-mode fiber</p>	\$718.75	4	\$2,875.00
J4858C	<p>HP Mini-GBIC Transceiver Module - 1 x 1000Base-SX</p> <p>This product is Guaranteed 100% Compatible with the Manufacturer Original. Compatible ProCurve Gigabit-SX-LC Mini-GBIC is a small form factor pluggable (SFP) gigabit SX transceiver that provides a full-duplex gigabit solution up to 550 meters on multimode fiber.</p>	\$143.75	6	\$862.50
J4859C	<p>HP Mini-GBIC Transceiver Module - 1 x 1000Base-LX</p> <p>This product is Guaranteed 100% Compatible with the Manufacturer Original. Compatible ProCurve Gigabit-LX-LC Mini-GBIC is a small form factor pluggable (SFP) gigabit LX transceiver that provides a full-duplex gigabit solution up to 10 km (singlemode) or 550 m (multimode).</p>	\$224.25	2	\$448.50
Product Subtotal				\$30,291.00

Service		Price	Qty	Extended
SVC-CONFIG	Network Configuration Services	\$120.00	35	\$4,200.00
Service Subtotal				\$4,200.00

Recap		Amount
Product		\$30,291.00
Service		\$4,200.00
Total		\$34,491.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

City of Bay Village  
Phone System Project Cost Analysis

Current Costs Associated with Phones

Vendor	Description	Monthly Cost	Notes
Digital Security	Alarm Monitoring	445.00	Look at using fiber network to route calls to Dispatch at PD instead of monitoring co.
AT&T	Phone Service	2,900.00	Most costs should go away with new system
Time Warner	Internet Service	334.00	Internet Service - old Coax cable service - in future would need to upgrade to fiber service for increased speed
First Communications	Phone Service	1,800.00	Should be able to reduce some of this with new system - POTS lines are exception
<b>Total Monthly Costs-Current</b>		<b>5,479.00</b>	

Projected Costs With New System

Digital Security	Alarm Monitoring	445.00	Possibly could eliminate this in connection to new system/or using fiber
AT&T	Phone Service	0.00	Most costs should go away with new system
Time Warner	Internet Service	400.00	
First Communications	Phone Service	1,100.00	Should be able to reduce some of this with new system - POTS lines are exception
		500.00	POTS lines costs that will need to continue

**Total Monthly Costs-Projected** 2,445.00

**Net estimated monthly savings** 3,034.00

Project Costs

Hartman Consulting Services	24,000.00	
Phone System Estimate	60,000.00	Estimate based on RFPs received - 5 year cost estimate includes maintenance
Network Switches	47,000.00	Initial estimate provided by Bailey on replacing switches

Would be required even without new phones in the next year or two based on age (8 years old)

**Total** 131,000.00

**Funds already appropriated** 45,000.00

**Additional Needed** 86,000.00

VENDOR	RCVD	WILL COMPLY	PRICE CONFIRMED	DATES		CONTACT	PRODUCT	SYSTEM	COST		TOTAL COST	NOTES
				RCVD	DEMO				HW MAINT	SW MAINT		
Netcom	X					Jim Auer	Mitel 3300		\$8,022.00	\$4,384.00	\$58,581.02	Accepted
Meditech	X					Ken Hildebrand	Toshiba	\$48,254.10	\$1,659.44	\$12,528.28	\$62,438.82	Accepted
Pro On Call	X					Ryan Usem	ShoreTel	\$54,141.57	\$11,254.00	\$0.00	\$65,405.57	Accepted
TTX	X					Russ Goetner	Avaya IP 500	\$53,082.96	\$19,209.80	\$0.00	\$72,292.56	Accepted
Lakeside	X					Jeff Bir	Mitel 3300	\$38,855.00	\$13,884.54	\$18,090.00	\$70,829.54	Accepted
DVS	X					Kenneth Debnay	NEC	\$74,210.00			\$74,210.00	Can't follow instruction, submitted four times!
Netcom	X					Jerry Black	Mitel 3300	\$48,278.18	\$21,204.00	\$5,301.43	\$75,778.61	Accepted temporarily, requested modifications
Netcom	X					John Gillespie	ShoreTel	\$95,483.50	\$24,841.46	\$0.00	\$90,324.96	Accepted
Pro On Call	X					Jeff Lytle	Mitel 3300	\$84,471.40	\$17,784.00	\$0.00	\$102,255.40	Accepted temporarily, requested modifications
ECS	X					Adam Tama	Polcom	\$182,080.05			\$182,080.05	Accepted, requested modifications
Interactive Connect	X					Steve Thibodeaux	Cloud	\$168,787.80		\$25,000.00	\$194,787.80	Accepted temporarily, requested modifications
WOW	X					Leah Raab	Polcom				\$305,245.20	Accepted temporarily, requested modifications, requested a second round of modifications

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Product		Price	Qty	Extended
WS-C3850-48P-S	<p>Cisco Catalyst Ethernet Switch - 48 Ports - Manageable - 10/100/1000Base-T - Twisted Pair - Gigabit Ethernet - 2 Layer Supported - 1U High - Rack-mountable - 90 Day</p> <p>The Cisco® Catalyst® 3850 Series is the next generation of enterprise-class stackable access-layer switches that provide full convergence between wired and wireless on a single platform. Cisco's new Unified Access Data Plane (UADP) application-specific integrated circuit (ASIC) powers the switch and enables uniform wired-wireless policy enforcement, application visibility, flexibility and application optimization. This convergence is built on the resilience of the new and improved Cisco StackWise-480. The Cisco Catalyst 3850 Series Switches support full IEEE 802.3at Power over Ethernet Plus (PoE+), modular and field-replaceable network modules, redundant fans and power supplies.</p>	\$7,150.00	2	\$14,300.00
C3850-NM-2-10G	<p>Cisco Network Module - 2 x SFP (mini-GBIC) , 2 x SFP (mini-GBIC)/SFP+ 4 x Expansion Slots</p> <p>This module has four slots that support the following combinations:</p> <ul style="list-style-type: none"> <li>•Two slots (left side) support only 1-Gigabit SFP modules and two slots (right side) support either 1-Gigabit SFP or 10-Gigabit SFP modules.</li> <li>•Three slots (left side) support 1-Gigabit SFP modules and one slot (right side) supports 10-Gigabit Ethernet SFP+.</li> </ul> <p>Supported combinations of SFP and SFP+ modules:</p> <ul style="list-style-type: none"> <li>•Slots 1, 2, 3, and 4 populated with 1-Gigabit SFP modules.</li> <li>•Slots 1 and 2 populated with 1-Gigabit SFP modules, and Slot 4 populated with one 10-Gigabit SFP+ module.</li> <li>•Slot 3 and Slot 4 each populated with 10-Gigabit SFP+ modules.</li> </ul>	\$1,375.00	2	\$2,750.00
PWR-C1-715WAC/2	Cisco Proprietary Power Supply - 715 W	\$550.00	2	\$1,100.00
STACK-T1-1M	Cisco Stackwise-480 1 m Stacking Cable Spare - for Network Device - 3.28 ft	\$110.00	2	\$220.00
WS-C2960X-48LPD-L	<p>Cisco Catalyst 2960X-48LPD-L Ethernet Switch - 48 Ports - Manageable - 2 x Expansion Slots - 10/100/1000Base-T - 48 x Network, 2 x Expansion Slot - Twisted Pair - Gigabit Ethernet, 10 Gigabit Ethernet - 2 x SFP+ Slots - 3 Layer Supported - Rack-mountable</p> <p>Catalyst 2960-X series Software Features                      All Catalyst 2960-X Series Switches use a single Universal Cisco IOS Software Image for all SKUs. Depending on the switch model, the Cisco IOS image automatically configures either the LAN Lite, LAN Base, or IP Lite feature set. LAN Lite models have reduced functionality and scalability for small deployments with basic requirements. Cisco Catalyst 2960-X Family of Switches are available with the LAN Base and LAN Lite feature sets and Catalyst 2960-XR Family of switches are available IP Lite feature sets.                      Note that each switch model is tied to a specific feature level; LAN Lite cannot be upgraded to LAN Base and LAN Base cannot be upgraded to IP Lite.</p>	\$3,847.25	2	\$7,694.50

# Bailey Communications Inc.

The Network Is Us!

Main: 1.877.807.0300  
 Fax: 440.327.1853  
 Email: kris@baileynetworks.com  
 Web: www.baileynetworks.com

Product		Price	Qty	Extended
WS-C2960X-24PD-L	<p>Cisco Catalyst 2960X-24PD-L Ethernet Switch - 24 Ports - Manageable - 2 x Expansion Slots - 10/100/1000Base-T - 24 x Network, 2 x Expansion Slot - Twisted Pair - Gigabit Ethernet, 10 Gigabit Ethernet - 2 x SFP+ Slots - 2 Layer Supported - 1U High - Rack-m</p> <p>Catalyst 2960-X series Software Features                      All Catalyst 2960-X Series Switches use a single Universal Cisco IOS Software Image for all SKUs. Depending on the switch model, the Cisco IOS image automatically configures either the LAN Lite, LAN Base, or IP Lite feature set. LAN Lite models have reduced functionality and scalability for small deployments with basic requirements. Cisco Catalyst 2960-X Family of Switches are available with the LAN Base and LAN Lite feature sets and Catalyst 2960-XR Family of switches are available IP Lite feature sets.                      Note that each switch model is tied to a specific feature level; LAN Lite cannot be upgraded to LAN Base and LAN Base cannot be upgraded to IP Lite.</p>	\$2,435.35	2	\$4,870.70
WS-C2960CX-8PC-L	<p>Cisco 2960CX-8PC-L Layer 3 Switch - 10 Ports - Manageable - 2 x Expansion Slots - 10/100/1000Base-T, 1000Base-X - Uplink Port - 2 x SFP Slots - 3 Layer Supported - Desktop, Rack-mountable, Rail-mountable Lifetime Limited Warranty</p> <p>The Cisco Catalyst 3560-CX and 2960-CX Series Compact Switches help optimize network deployments. These Gigabit Ethernet (GbE) managed switches are ideal for high-speed data connectivity, Wi-Fi backhaul, and Power over Ethernet (PoE) connectivity in places where space is at a premium. With a single copper or fiber cable from the wiring closet, Catalyst compact switches enable IP connectivity for devices such as IP phones, wireless access points, surveillance cameras, PCs, and video endpoints.</p>	\$739.00	1	\$739.00
C2960X-STACK	Cisco FlexStack-Plus Hot-Swappable Stacking Module - For Stacking	\$633.35	2	\$1,266.70
SFP-10G-LR	Cisco 10GBase-LR SFP+ Transceiver - For Data Networking, Optical Network - 1 x 10GBase-LR10	\$2,117.35	4	\$8,469.40
GLC-SX-MMD	Cisco SFP (mini-GBIC) Module - 1 x 1000Base-SX	\$265.00	6	\$1,590.00
GLC-LH-SMD	<p>Cisco SFP (mini-GBIC) Module - 1 x 1000Base-LX/LH1</p> <p>This product is Guaranteed 100% Compatible with the Manufacturer Original. Compatible ProCurve Gigabit-LX-LC Mini-GBIC is a small form factor pluggable (SFP) gigabit LX transceiver that provides a full-duplex gigabit solution up to 10 km (singlemode) or 550 m (multimode).</p>	\$527.35	2	\$1,054.70
Product Subtotal				\$44,055.00

Service		Price	Qty	Extended
SVC-CONFIG	Network Configuration Services	\$120.00	35	\$4,200.00
Service Subtotal				\$4,200.00

Quote #6002 - Network Upgrade is valid for 30 days  
 \*\* All non-reoccurring services are 50% due upon signing of contract, 40% due upon delivery of equipment, balance due upon install. \*\*

Recap		Amount
Product		\$44,055.00
Service		\$4,200.00
Total		\$48,255.00

**Bailey Communications Inc.**  
*The Network Is Us*

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axes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.



**HARTMAN & ASSOCIATES  
ENTERPRISE NETWORK CONSULTING SERVICES  
CONTRACT FOR SERVICE  
February 19, 2016**

consulting, project management, and strategic planning services provided by Hartman & Associates, to the City of Bay Village as described below.

**EXECUTIVE OVERVIEW:**

The City of Bay Village has an aging telephone system and is interested in mitigating the risk associated with this system. Additionally, the city is able to reduce monthly operating costs by implementing more cost effective services from the various telco carriers; the implementation of these cost effective services is not possible with the existing phone system.

The city has engaged Hartman & Associates in a two-phased approach in which the first phase was to perform a Telephony Environment Assessment to identify the cost effectiveness of the most likely, industry standard, solutions to this risk mitigation. As a result of the Telephony Environment Assessment the city will now proceed to the Procurement and Implementation Management in which Hartman & Associates will create a RFP (Request For Proposal) detailing all aspects of the requirements of The City of Bay Village, manage the procurement of a system/vendor, and manage the implementation of the chosen system/vendor.

**GOAL:**

Simply stated, the goal of Hartman & Associates will be to use the recently completed Telephony Environment Assessment, as well as information gathered during a detailed needs assessment, to create an RFP (Request For Proposal), manage the vendor negotiation and selection process, and manage the implementation performed by the chosen solution.

**OBJECTIVE:**

The objective of Hartman & Associates is to act solely in the interest of The City of Bay Village to obtain the most cost effective solution while managing all aspects of the project. Hartman & Associates will, at all times during the performance of this contract, operate under the guidance and input of The City of Bay Village.

## **DELIVERABLES/SCOPE OF WORK:**

The purpose of a documented list of deliverables is to demonstrate the expectations of this project and provide a guideline for periodic verification of progress.

1. **ESTABLISH A PROJECT TEAM**....This will be the team of The City of Bay Village staff who will work closely with Hartman & Associates in all aspects of the project.
2. **FACILITIES STUDY**.....Hartman & Associates will conduct a thorough study of the facilities to be effected by this project including cable plant, environmental conditioning, physical location of related systems, and inter-building connectivity, in order to properly define the procurement and implementation processes.
3. **NEEDS ASSESSMENT**..... Hartman & Associates will conduct individual and departmental meetings as needed to familiarize The City of Bay Village employees with the capabilities of IP based and hosted solutions and guide them toward the identification and quantification of how these capabilities can best be used by The City of Bay Village.
4. **CARRIER REVIEW**..... All current carrier services will be evaluated against competitive scenarios and the chosen solution will be incorporated into the RFP process. The recently completed Telephony Environment Assessment indicated the need for SIZABLE change to the carrier services to be used by The City of Bay Village into the future.
5. **CREATION AND PUBLICATION OF A RFP**.....All documentation published or presented to potential bidders will be done in accordance with The City of Bay Village governance and purchasing department requirements. This document will describe in extreme detail the needs of The City of Bay Village and all expectations of the bidders who may ultimately be chosen to provide solutions. Included in the RFP will be background discussion, technical description of the required functionality, legal terms and conditions, timeframe information, project sign-off criteria, possible penalties for failure to perform, and payment schedules. The RFP will be submitted to all required hardware and service providers. Prior to this document being presented, it will be reviewed for accuracy by the project team.
  - a. Hartman & Associates uses a proprietary methodology specifically designed to maintain control of the entire procurement and implementation process with The City of Bay Village.
    - i. **TECHNICAL INFORMATION**.... Hartman & Associates provides certain technical information which allows potential bidders to submit a bid but prohibits bidders from using a canned "auto-quote" system which thereby forces them to fully understand The City of Bay Village's process.
    - ii. **LEGAL TERMS AND CONDITIONS**....The RFP dictates legal terms and conditions, favorable to The City of Bay Village, which will be incorporated into all future legal documents.
    - iii. **PERFORMANCE CRITERIA**....The RFP can, at the discretion of The City of Bay Village, dictate penalties for failure to meet specific criteria throughout the performance of the implementation.
    - iv. **PAYMENT SCHEDULE**.... Hartman & Associates will be responsible to notify The City of Bay Village when each milestone is reached which will require a payment to the chosen vendor. The typical schedule is as follows:
      1. 25% due upon contract signing with the chosen vendor
      2. 50% due upon arrival of the equipment on The City of Bay Village property.
      3. 25% due upon project sign off which is when The City of Bay Village considers the project successfully completed.
6. **PROPOSAL REVIEW**.....All proposals will be reviewed for compliance and only the providers viewed, by the project team, to be most capable will be invited to join us for open discussion and subsequent detailed technical engineering discussions. All bidders deemed to be non-compliant or incapable will be notified and dismissed by Hartman & Associates.

7. **ENGINEERING REVIEW.....**Hartman & Associates will conduct exhaustive engineering reviews with the engineering staff of all bidders who are invited to present to the project team; these engineering reviews will present the opportunity to verify the most cost effective configuration.
8. **NEGOTIATION.....** Hartman & Associates will negotiate all aspects of bidder's proposals and, with frequent communication with the project team to discuss strategy, will target the best 2-3 solutions available.
9. **FINAL NEGOTIATION....** Hartman & Associates has a proven methodology which ensures The City of Bay Village of receiving the best possible solution at the best possible price. This is done by respectfully reviewing all aspects of the potential chosen vendor's offering and making certain it is 100% matched to needs of The City of Bay Village.
10. **LEGAL PAPERWORK REVIEW.....** Hartman & Associates will review, and modify as needed, all legal paperwork to be signed for each potential bidder and work with the bidder's legal department to ensure a fair and equitable contract.
11. **RECOMMENDATION REVIEW.....**Hartman & Associates uses a highly proprietary weighted matrix to help The City of Bay Village identify and score all key aspects of the project. This is done for two distinct reasons.
  - a. After seeing and hearing numerous presentations, the technically detailed information can become confusing, this matrix creates a mathematical equation which clarifies the important details.
  - b. This matrix demonstrates the independence of Hartman & Associates by allowing The City of Bay Village to create and score the aspects of the project they feel are most important. The City of Bay Village will provide the weights and scores inserted into this weighted matrix thereby demonstrating that the final decision was made by The City of Bay Village and NOT by Hartman & Associates.
12. **BOARD REVIEW PREPARATION.....**Hartman & Associates will prepare documentation to be submitted to the board for approval (if needed). Hartman & Associates is experienced at, and is happy to, present all documentation and recommendations to the board.
13. **VENDOR SELECTION.....**Upon selection of the various vendors, Hartman & Associates will notify the selected vendors and the dismissed vendors and schedule immediate meetings with the selected vendors to fine tune timeframe, tasks, and next steps.
14. **IMPLEMENTATION TIMELINE....**Upon selection of a vendor, Hartman & Associates will develop a timeline showing expected dates for progress and completion of the implementation.
15. **IMPLEMENTATION PREPARATION.....**During the 4-6 week period in which the selected vendor will build and test the chosen system, Hartman & Associates will prepare The City of Bay Village for the upcoming implementation.
  - a. **FACILITIES PREP ...**Based on the needs of the chosen system, Hartman & Associates will verify all environmental and physical space requirements.
  - b. **TRAINING...** Hartman & Associates will create a training schedule based on the needs of The City of Bay Village.
  - c. **AUTO ATTENDANT DESIGN.....**Hartman & Associates will guide The City of Bay Village through the development of the auto attendant menu tree and corresponding language. This script will then be given to the selected vendor to record and program all required greetings.
16. **CARRIER SERVICES.....**Hartman & Associates will guide The City of Bay Village through the selection and contractual implementation of new carrier services as identified in the Telephony Environment Assessment.
17. **CARRIER AND HARDWARE COORDINATION.....** All aspects of the chosen carrier solutions and the chosen hardware vendor will be coordinated and all providers will be required to work as a team to ensure project success.



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- 18. **IMPLEMENTATION MANAGEMENT**.... Hartman & Associates will manage the complete implementation process and the various timeline milestones to ensure on time, and on budget installation.
- 19. **PROJECT SIGN-OFF**...During the creation of the RFP there will be specific sign-off criteria established which will specify the formal acceptance of the major aspects of implementation. It is strongly recommended that final payment to each vendor be withheld until The City of Bay Village has signed off on these criteria.
- 20. **PROJECT WRAP-UP**....Once the project is complete and all products and services are working satisfactorily, Hartman & Associates will conduct a project wrap-up to ensure that all details have been addressed and The City of Bay Village is happy with the results.

**TIMEFRAME**

This phase is expected to last 5-6 months depending on the availability of information from The City of Bay Village.

**COSTS**

The fixed cost for this project, including normal travel to and from The City of Bay Village, is \$24,090; the due dates and amounts are as follows.

- 1. \$12,090 will be due at the time this contract is signed
- 2. \$6,000 will be due at the beginning of the proposal reviews (Item 7 above)
- 3. \$6,000 will be due at the time the implementation is complete and The City of Bay Village executes final acceptance as described in the RFP.

  
 \_\_\_\_\_  
 Jeff Hartman  
 Hartman & Associates

Date

  
 \_\_\_\_\_  
 Renee Mahoney  
 City of Bay Village

Date

# PROPRIETARY TO HARTMAN & ASSOCIATES

## WEIGHTED MATRIX SUMMARY

Manufacturer	Vendor A		Vendor B		Vendor C		Vendor D		Vendor E		Vendor F		Vendor G	
	WGT	TTL												
<b>ORGANIZATIONAL</b>														
Future of the proposed platform	10	100	10	90	10	90	10	100	10	100	10	100	10	90
Future of the proposing organization	8	10	8	72	8	72	8	7	8	10	8	8	8	72
Strength of the proposing organization	9	10	9	81	9	81	9	7	9	10	9	8	9	81
Ease of dealing with service organization	10	7	10	90	10	90	10	7	10	90	10	9	10	90
Strength of service capabilities	8	7	8	64	8	64	8	56	8	9	8	72	8	64
Pre-Installation coordination	10	9	10	90	10	90	10	3	10	90	10	9	10	90
Strength of installing organization	10	9	10	90	10	90	10	3	10	90	10	9	10	90
Installation problem resolution	10	8	10	80	10	80	10	3	10	90	10	9	10	80
Service response time	9	7	9	63	9	63	9	7	9	81	9	9	9	72
On-Staff technical support (does vendor employ own techs)	8	9	8	72	8	72	8	7	8	9	8	9	8	72
Project team availability (current and future)	6	8	6	48	6	48	6	6	6	54	6	6	6	54
Total maintenance coverage	6	7	6	42	6	42	6	7	6	54	6	7	6	42
Ease of troubleshooting	6	8	6	48	6	48	6	8	6	54	6	8	6	48
Acceptance of "Payment terms"	9	9	9	81	9	81	9	9	9	81	9	9	9	81
Acceptance of "Acceptance criteria"	9	9	9	81	9	81	9	9	9	81	9	9	9	81
		1091		1117		1143		842		1179		1097		1117
<b>GENERAL SYSTEM FUNCTIONALITY</b>														
Future scalability	6	9	6	54	6	48	6	9	6	54	6	9	6	48
Ease of use at user level	9	10	9	90	9	72	9	9	9	81	9	9	9	81
Ease of administration	9	10	9	90	9	81	9	6	9	10	9	9	9	81
Condition monitoring	9	9	9	81	9	81	9	9	9	81	9	9	9	81
Error reporting	9	9	9	81	9	81	9	9	9	81	9	9	9	81
Ease of move, add & change work	5	9	5	45	5	45	5	3	5	10	5	5	5	45
Implementation procedure	8	9	8	72	8	72	8	6	8	10	8	8	8	72
Ease of warranty execution	8	9	8	72	8	72	8	6	8	10	8	8	8	72
Flexibility of System Design	5	10	5	50	5	40	5	9	5	45	5	9	5	50
Quality/features of IP handsets proposed	9	9	9	81	9	81	9	9	9	81	9	9	9	81
System Redundancy	9	9	9	81	9	81	9	9	9	81	9	9	9	81
Live Component Swap out	10	9	10	90	10	90	10	9	10	90	10	9	10	90
Separate Emergency Line to Security Desk	8	10	8	80	8	64	8	9	8	72	8	9	8	72
User self maintenance		1057		992		1006		864		1076		1026		1025
<b>RFP ISSUES</b>														
General RFP compliance	9	10	9	90	9	81	9	8	9	10	9	2	9	10
Correspondence compliance	9	10	9	90	9	72	9	8	9	81	9	8	9	90
Auto Attendant	8	9	8	72	8	72	8	9	8	72	8	9	8	72
Voice Mail methodology	8	8	8	64	8	64	8	9	8	72	8	9	8	72
Conference calling (ad-hoc)	8	9	8	72	8	72	8	9	8	80	8	9	8	72
Conference/web bridging (Scheduled)	8	9	8	72	8	64	8	9	8	10	8	9	8	72
Wireless headsets	4	9	4	36	4	36	4	9	4	9	4	9	4	36
Call center recording	4	9	4	36	4	10	4	9	4	10	4	9	4	40
On demand recording (threatening phone calls)	8	9	8	72	8	72	8	8	8	9	8	9	8	72
Call reporting	8	9	8	72	8	72	8	6	8	72	8	9	8	72
Training procedure	8	9	8	72	8	72	8	9	8	72	8	9	8	72
Call forward/busy routing	9	10	9	90	9	72	9	8	9	10	9	8	9	90
Unified messaging (Enhanced level)	9	10	9	90	9	72	9	9	9	90	9	8	9	90
Softphone application	10	9	10	90	10	90	10	9	10	90	10	9	10	90
E-911 Management/Notification	8	9	8	72	8	72	8	9	8	72	8	9	8	72
Customized pre-recorded "hotline" messages	10	9	10	90	10	60	10	6	10	60	10	6	10	90
Proprietary interface requirements	4	9	4	36	4	36	4	9	4	36	4	9	4	36
Transfer of existing voice mails		1276		1243		1217		1170		1295		1086		1266

