

RESOLUTION NO. R19-47

A RESOLUTION ACCEPTING THE PROPOSAL SUBMITTED BY HIGH POINT NETWORKS TO PROVIDE THE CITY'S VOICE OVER INTERNET PROTOCOL (VOIP) SERVICE AND SUPPORT SERVICES AND AUTHORIZING THE MAYOR TO EXECUTE A CONTRACT WITH HIGH POINT NETWORKS FOR SUCH SERVICES.

WHEREAS, the City of Laurel published a Request for Proposals ("RFP") seeking proposals from qualified companies to provide the City's Voice Over Internet Protocol (VOIP) Service and Support Services as published in the City's RFP; and

WHEREAS, the City publicly opened the responses to the RFP, and considered the proposals submitted by qualified companies and has determined that it is in the best interest of the City to select the successful company that appeared most qualified, available and the most affordable; and

WHEREAS, the City Staff is recommending the Council select High Point Networks as the company to provide the services sought by the City through the RFP process.

NOW, THEREFORE, BE IT RESOLVED by the City Council, of the City of Laurel, Montana, that the City Council hereby accepts the proposal submitted by High Point Networks; and

BE IT FURTHER RESOLVED, the City Council hereby authorizes the Mayor to execute a contract for the services and costs provided in the RFP on the City's behalf.

Introduced at a regular meeting of the City Council on August 20, 2019, by Council Member McGee.

PASSED and APPROVED by the City Council of the City of Laurel this 20th day of August 2019.

APPROVED by the Mayor this 20th day of August 2019.

CITY OF LAUREL



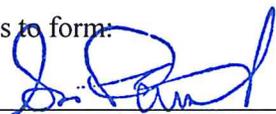
Thomas C. Nelson, Mayor

ATTEST:



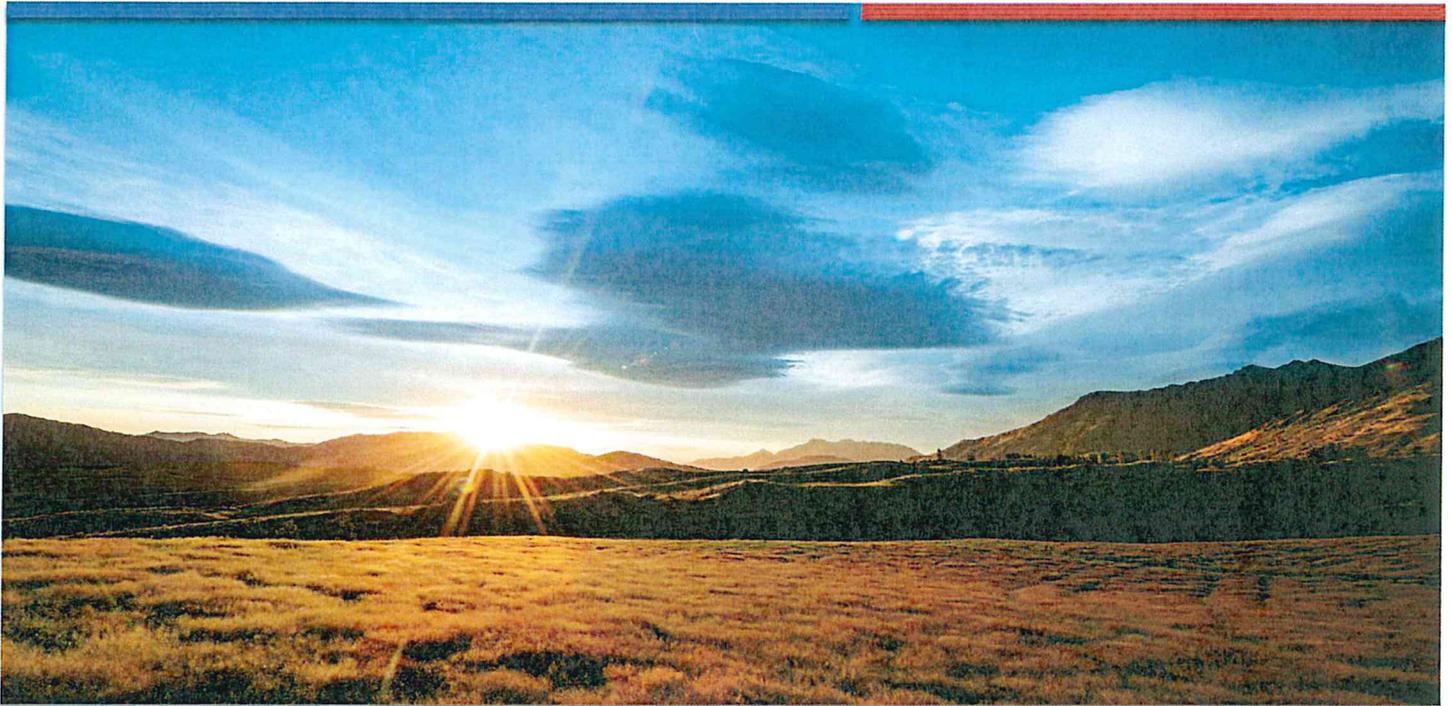
Bethany Langve, Clerk-Treasurer

Approved as to form:



Sam S. Painter, Civil City Attorney

PROPOSAL



PROPOSAL NAME: Mitel Phone System

PROPOSAL DATE: August 13, 2019



PREPARED FOR:

City of Laurel
Bethany Langve

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Laurel, MT 59044

cityclerk@laurel.mt.gov



PREPARED BY:

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Mitel Summary

NOTE - Pricing is based on NJPA / Sourcewell discounts

Completion Date: 2019 TBD

P.O.C(s): Matt Lurker

Site Address: 115 West First Street, Laurel, MT 59044

Project Brief: Phone System RFP to replace existing Voice Platform at multiple sites and install a Mitel Connect solution to link all sites together to communicate on a 4-digit dial plan.

System Configuration Summary:

Sites: 7, FAP, City Hall, Library, Shop, Water Wastewater, Pool. Shop and Pool do not have internet and will continue to use analog lines and existing phones.

IP Stations: 49 Total not including City Shop and Pool. 15 -FAP, 22-City Hall, 3-Library, 7-Water, 2-Wastewater.

Analog Stations: 6

T1-PRI/SIP Trunks: 1 PRI T1 located @ FAP

Standard Analog Trunks: 13

Fax Line: 6

Server: Physical server, with Virtual (VMWare 5.5 – 6.5)

Virtual Appliances: Virtual Spare, Virtual Service Appliance

Advance Applications: None

User Licenses

Connect Essentials: 42 – Includes Ext+Mbx, Connect desktop client with IM, collaboration, softphone and video. Also includes Web and App dialer

Connect Advanced: 3 – Includes Ext+Mbx, Connect desktop and mobility client with IM, collaboration, softphone and video. Also includes Web and App Dialer, Remote Phone, CRM client integration and Operator.

Connect Courtesy: 4 – Includes Ext Only with no Connect client capability

Methodology

Installation: 6 Phase Installation plan – Voice communication system analysis and ordering, Environmental and infrastructure analysis and upgrade, Resource scheduling and tracking, System load and configuration, Installation Readiness Review, Cutover

Admin/End User Training: Included in professional services estimate and will be scheduled during the Project Kick-off call.

End User Training

- a. 90 Min training classes will cover the VoIP Phone and PC Client.
- b. 15-20 end users per class max.

Mitel Phone System

Admin Training

- a. 4 Hour Administrator training will be provided following the system cutover.
- b. Admin Training will cover how to manage your system for every day to day maintenance and changes.

TRAINING:

- All end user training to be provided onsite by an HPN Mitel certified trainer.
- Operator/Reception training will be provided only to Operator/Reception staff, as well as IT members that will be supporting.
- Training classes will utilize 8-10 of the purchased IP Phones from this project to be setup in the assigned training room for hands on training.
- Overhead projector or a TV will be needed to aid in the PC Connect Client portion of the training.
- Our trainer will provide a POE switch to MiVoice Connect all the training phones for the duration of the training class.
- We Recommend a class schedule to be discussed and posted for employees to sign up for an available class that will fit their day-to-day work schedule.

Handouts will be provided to every user that attends the training session, and extras will be left to be used for future reference.

Scope of Work:

HPN Responsibilities:

- Project Management
- Discovery and Call Flow for System Configuration
- Configuration of L2/L3 Network Configuration
 - a. Voice VLAN Configuration
 - b. IP Address Configuration
 - c. DHCP scope Configuration
 - Configuration of Windows Server for the MiConnect Director server
 - a. VM 5.5/6.0/6.5
 - b. Windows 2012R2 Server
 - Remote – Configuration of MiConnect Switch(s) and any other Peripheral appliance(s)
 - Remote – Programming of MiConnect Director based on baseline configuration approved by customer
 - Onsite Installation
 - a. MiConnect Switches, Wall Racks, Termination Blocks, and prepping for Cutover
 - b. IP Phone placement and IP Phone Wall Mounts
 - c. Verify/Testsystem Trunk(s), Call Flow, Analog devices, paging and etc.

Onsite – Network assessment of Voice Network

- Assistance with MiConnect PC Client rollout via GPO/AD
- Onsite – Instructor Lead End User training
- Onsite – System Trunk cutover and Testing of System operation
- Onsite – First Day Support to verify System is operating as designed
- Remote – Administrator Training – 4hr
- 10 days Post Install Support of moves/adds/changes
- Project Documentation

Client Responsibilities:

- Provide Detailed User Information
- Provide Detailed Trunk Information
- Provide Building Layout Map for Phone Placement/Cabling requirements
- Power Source - Recommend Adequate dedicated or UPS power to ensure all racked equipment is on UPS power.
- Rack Space – MiConnect Switches are at 1U height and can combine two switches into a 1U Tray
- DHCP Server configuration to Connect Specification
- Music on hold source or files, or Standard MiConnect MOH can be used.

- Training sign-up sheets for end users to attend Training Class
- Training area

Exclusions:

- Any other work requested outside of this Scope of Work
- Cabling services are not included in this Scope, if Cabling is required an additional Quote will need to be approved, or Customer is to source Cabling contractor to complete prior to our Initial Onsite visit
- PC updates or patches for Connect Client, these will need to be done prior to our initial Onsite visit
- All IP Phones ship with a desktop bracket, wall brackets do NOT come standard, if additional brackets are needed they will be billed separately
- Paging bell/PA System
- Legacy System disposal
- Legacy system wiring disposal
- All IP phones include 7 foot patch cord, if longer patch cable required, additional patch cable will be invoiced
- Additional/All fees for dedicated fax lines and analog trunks from carrier

Change Control

In the event that it becomes necessary to alter the scope of work, High Point Networks will initiate contact with the company's point of contact to work out the details associated with impacts to schedules, deliverables and/or financial commitments. No changes to the scope of work will occur without prior authorization.

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Response for City of Laurel VOIP RFP. Actual phones, licenses, hardware, etc. will be verified when HPN is selected. Pricing will be revised to reflect actual numbers. Discount pricing is good for 30 days after completion of the project.

Hardware / Phones / Licenses

Qty	Item	Description	Price	Ext. Price
1	60186	Connect Small Business Edition 100 HW bundle, digital trunking without server. Includes ST100DA and rack-mount tray.	\$1,574.59	\$1,574.59
1	60196	Connect Small Business Edition 100 SW bundle, 50 users. Includes 50 Essentials, 1 Courtesy license bundles, 1 Operator license, 24 SIP Trunk licenses, 4 Additional Site license. The phone switch in this bundle will be placed at City Hall and phones at FAP will register to it.	\$3,018.29	\$3,018.29
3	10580	Voice Switch ST50A, Mitel phone switch for Water, Wastewater and Library	\$1,371.95	\$4,115.85
3	10223	Kit, rack mounting tray, for ShoreGear Switch 1U h.	\$75.00	\$225.00
1	60047	Analog Harmonica and Cable	\$75.00	\$75.00
3	10304	Shoretel VM Guide Manual Pack/25	\$10.00	\$30.00
3	10503	ShoreTel 480/480g IP Phone Quick Reference, Doc. Pack, Qty 25	\$10.00	\$30.00
42	10577	Mitel IP Phone IP480g - Requires ST 14 or later. Standard phone with grey scale screen and 8 programmable buttons. Includes 2 for spares	\$202.50	\$8,505.00
3	10384	Shoretel IP930D DECT Phone, includes base, handset and charger. Mobile handsets for use at Water and Wastewater	\$328.72	\$986.16
5	10389	ShoreTel Handset : IP930D DECT Phone (Add-on) - includes handset and charger - Requires ST 14 or later Additional handsets and chargers (no base) for Water and Wastewater.	\$109.21	\$546.05
3	10449	Radio Repeater : IP930D DECT Phone -Requires ST 14 or later Repeaters for Water and Wastewater for the portable handsets.	\$136.65	\$409.95
2	30044	Additional Site License.	\$271.65	\$543.30
3	30149	Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desktop and mobility client with IM, collaboration, softphone and video. Also includes Web and App Dialer, Remote Phone, CRM client integration and Operator.	\$273.84	\$821.52
3	30145	Connect ONSITE Courtesy license. Includes Extension Only with no Connect client capability	\$54.33	\$162.99
1	18008	ShoreWare Emergency Notification, 5 or fewer Notifies designated users (5 or less) if someone dials 911 within the City offices.	\$1,207.32	\$1,207.32
6	10553	IP Phone POE Power Adapter, 10/100/1000 Mbit Ethernet with IEC-C5 cord (North America) To power the phones at the Library and Wastewater.	\$35.00	\$210.00
2*	10580	Voice Switch ST50A,	\$1,371.95	\$2,743.90

Mitel Phone System

Quote Information:

Quote #: 079755
Version: 2
Delivery Date: 08/13/2019
Expiration Date: 08/31/2019

Hardware / Phones / Licenses

Qty	Item	Description	Price	Ext. Price
Additional switches for Pool and City Shop (optional)				
16	30043	SIP Trunk Software License	\$50.00	\$800.00

*Optional Amount: \$2,743.90

Subtotal: \$23,261.02

Misc. Equipment

Qty	Item	Description	Price	Ext. Price
1	Misc	MISC Termination Equipment and cables. Only invoiced if needed	\$300.00	\$300.00
2	WALLSHELF4U	Wall-Mount Server Rack with Built-in Shelf - Solid Steel - 4U - rack (wall mount) - 4U	\$125.00	\$250.00

Subtotal: \$550.00

Mitel Phone System

Network Switches

Qty	Item	Description	Price	Ext. Price
1	16535	Extreme Networks X440-G2 X440-G2-48p-10GE4 - Switch - managed - 48 x 10/100/1000 (PoE+) + 2 x 1 Gigabit / 10 Gigabit SFP+ + 4 x combo SFP - rack-mountable - PoE+	\$3,513.41	\$3,513.41
<p>PoE network switch at City Hall for City Hall and FAP</p> <p><u>Extreme Product Warranty / Support Summary of Entitlements for Extreme 440 G2 Series switches</u></p> <p>WARRANTY Limited Lifetime Warranty With Express Advanced Hardware Replacement</p> <p>DURATION OF WARRANTY PERIOD Product Lifetime</p> <p>ACCESS TO EXTREME GLOBAL TECHNICAL ASSISTANCE SUPPORT Product Lifetime (8 AM to 5 PM, Monday to Friday local End User's time)</p> <p><i>Customer is entitled as part of this warranty to utilize Extreme warranty support line via email, Web form or telephone available from 8 AM to 5 PM (Monday to Friday) local End User's time for basic hardware and operational software troubleshooting assistance in connection with warranty claims, including RMA's (excluding installation, configuration and general networking troubleshooting).</i></p> <p>E-SUPPORT Product Lifetime</p> <p>SOFTWARE/FIRMWARE SUPPORT Product Lifetime for Base Operational Software Updates and Upgrades (Base Operational Software — Embedded software that is required to operate an Extreme-branded network device and is offered for sale as an inclusive component of such hardware network device product as further described in Extreme's published price list applicable to such hardware product ("Covered Product"))</p> <p>HARDWARE REPLACEMENT Advanced exchange replacement hardware shipped next business day from RMA approval time</p>				
1	16533	Extreme Networks ExtremeSwitching X440-G2 X440-G2-24p-10GE4 - Switch - managed - 24 x 10/100/1000 (PoE+) + 4 x 1 Gigabit / 10 Gigabit SFP+ + 4 x combo SFP - rack-mountable - PoE+	\$2,221.95	\$2,221.95
<p>PoE Network switch for Water</p>				
2	10304	10 Gigabit Ethernet SFP Passive Cable Assembly 1m Length	\$95.00	\$190.00
<p>For connection between City Hall and FAP</p>				
2	10099	Power Cord, 13A, NEMA 5-15, IEC320-C15;	\$29.00	\$58.00
1	16531	Extreme Networks X440-G2-12p-10GE4	\$1,575.61	\$1,575.61
			Subtotal:	\$7,558.97

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Server

Qty	Item	Description	Price	Ext. Price
1	VS6-ESSL-KIT-C	VMware vSphere Essentials Kit (v. 6) - license - 3 hosts, maximum 2 processor/host	\$495.00	\$495.00
1	VS6-ESSL-SUB-C	VMware vSphere Essentials Kit - (v. 6) - subscription license (1 year)	\$65.00	\$65.00
1	210-AQUB	Dell Poweredge R340 Server PowerEdge R340 Server Trusted Platform Module 2.0 3.5" Chassis with up to 4 Hot Plug Hard Drives Intel® Xeon® E-2134 3.5GHz, 8M cache, 4C/8T, turbo (71W) 16GB 2666MT/s DDR4 ECC UDIMM C4, RAID 5 for 3 or more HDDs or SSDs (Matching Type/Speed/Capacity) PERC H730P RAID Controller, 2Gb NV Cache, Adapter (4) 1TB 7.2K RPM SATA 6Gbps 512n 3.5in Hot-plug Hard Drive On-Board Broadcom 5720 Dual Port 1Gb LOM iDRAC9,Enterprise 2x 32GB microSDHC/SDXC Card No Internal Optical Drive ReadyRails™ Static Rails for 2/4-post Racks No Bezel Performance BIOS Setting (2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord, North America Dual, Hot-plug, Redundant Power Supply, 350W No Systems Documentation, No OpenManage DVD Kit VMware ESXi 6.5 U2 Embedded Image on Flash Media UEFI BIOS Boot Mode with GPT Partition ISDM and Combo Card Reader PCIe Riser with Fan with up to 1 FH/HL, x8 PCIe + 1 LP, x4 PCIe Gen3 Slots 3 Years, Basic Hardware Warranty Repair: 5x10 HW-Only, 5x10 Next Business Day Onsite	\$3,829.27	\$3,829.27

Subtotal: \$4,389.27

3 year Gold Support

Qty	Item	Description	Price	Ext. Price
2770	91303-G	High Point Networks ShoreCare Partner Support Gold (3 Years paid annually, No Phones) This amount to be paid annually for 3 years.	\$1.05	\$2,908.50

Subtotal: \$2,908.50



Mitel Phone System

Quote Information:

Quote #: 079755

Version: 2

Delivery Date: 08/13/2019

Expiration Date: 08/31/2019

HPN Service Bundle

Qty	Item	Description	Price	Ext. Price
1	PROSERVE-PKG	High Point Networks Professional Services defined in the pdf online or above in this document	\$23,500.00	\$23,500.00
			Subtotal:	\$23,500.00

Mitel Phone System

Quote Information:

Quote #: 079755
 Version: 2
 Delivery Date: 08/13/2019
 Expiration Date: 08/31/2019

Prepared for:

City of Laurel
 Attn: Bethany Langve
 115 West First Street
 Laurel, MT 59044

Prepared by:

High Point Networks, LLC
 Mike Felten
 Direct: 406-281-7222
 mike.felten@highpointnetworks.com



Quote Summary

Description	Amount
Hardware / Phones / Licenses	\$23,261.02
Misc. Equipment	\$550.00
Network Switches	\$7,558.97
Server	\$4,389.27
3 year Gold Support	\$2,908.50
HPN Service Bundle	\$23,500.00
Total:	\$62,167.76

***Optional Items**

Description	Amount
Hardware / Phones / Licenses	\$2,743.90
Optional Subtotal:	\$2,743.90

For questions related to your quotation, please contact us using the information above. By signing below, the undersigned accepts High Point Networks Master Service Agreement and represents that he or she is authorized to execute the agreement on behalf of the customer. Acceptance of the quote online is considered acceptance of an offer and binding. All quotes are subject to shipping costs that may not be listed on the quote. Prices quoted are valid for 30 days from Quotation Date. Limitation of Liability for Consequential Damages. High Point Networks, LLC shall not be liable for any indirect, incidental, consequential, exemplary, or punitive damages of any kind or nature. All projects exceeding 10 hours of service will require a 50% down payment of the total project due upon acceptance of the quotation and the remainder due within 30 days of completion. Payment for all other orders are due in 30 days subject to credit approval. Credit card usage as a form of payment may be accepted on pre-approval basis and may be subject to a convenience fee. *Optional* items on the above quote are not included in the total pricing at the bottom of the quote. Note: Once product is ordered and shipped there is NO right of return and may be subject to a restocking fee. Product cannot be returned if ordered in error. Product cannot be returned if next generation product has been released.



 Signature



 Date