



ESTABLISHED  
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INCORPORATED  
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# Town of Christiansburg, Virginia 24073

100 East Main Street ~ Telephone 540-382-6128 ~ Fax 540-382-7338

## OFFICE OF: Aquatic Director

Date: August 25, 2009

The Town of Christiansburg will be accepting proposals for a telephone system to be installed in the new Aquatic Center currently under construction. Offeror must be able to provide initial telephone systems, as well as user-training, and service/maintenance for system.

### Options/features required for the system are as follows:

- \*Economically-feasible expandability of the system for growth if needed
- \*Capacity for 10-12 users initially, with voicemail available for each user
- \*Install of two "emergency only" phones, both on pool level
- \*Programming ability to differentiate calls by different ringing sounds
- \*Remote retrieval of voice mail with security features such as password protection
- \*Conference call abilities for 2-3 offices/meeting rooms
- \*PA system with music capabilities and paging
- \*Transfer of voicemail directly to email
- \*Ability for automated calls to citizens/residents with important pre-recorded announcements, option but not required
- \*Caller-id compatible
- \*Music on hold/marketing message capabilities
- \*Numerous headset options for selection, which are ergonomically suited for extended wear in the aquatic field
- \*One central answering system with various menu options (directions, fees, hours, staff directory)

### Proposals must include pricing for the system, and shall use the following format for ease of comparison:

**System:** Number of Ports required, Expandability options, and Cost

**System:** Warranty of components/equipment, and workmanship/installation

**System:** Telephone models available, which should include a cordless model, as well as traditional models, and cost. Offeror will provide sample models/display units for consideration by Town representatives during proposal review process.

**System:** Installation, and initial setup. Wire building for phone system and computer jacks

**Features which come standard (optional features to be itemized separately with cost included for comparison)**

Installation: Installation to begin between October 1, 2009 and December 31, 2009 (pending building construction phase completion). Schedule may change with building construction schedule.

Proposal: Should be clear, concise, and organized to meet the requirements listed.

References: Offeror shall be able to provide (3) references for which they have provided similar systems, along with the address and telephone number of the primary contact person for each. References should be organizations that have had the system in place for one year or longer.

Provider(s) which best meet the requirements of the Town (as outlined below) will be selected by Town Representatives for negotiations. Cost will be a consideration, but will not necessarily be the determining factor in selection. The Town of Christiansburg reserves the right to reject any or all proposals received. Contract term will be for an initial term of five (5) years, with one (1) optional five (5) year renewal.

**Proposals will be evaluated using the following criteria:**

- \*Equipment selection, installation, and training
- \*Warranty for equipment and workmanship
- \*Service/Maintenance plan for system
- \*Capability and economic feasibility of future system expansion
- \*Prices and fees

**Insurance coverage's and limits in the following amounts will be necessary to qualify as a vendor.**

**Worker's Compensation**

- 1) State: Statutory
- 2) Applicable Federal: Statutory
- 3) Employer's Liability: \$100,000.00

**Comprehensive General Liability**

- 1) Bodily Injury: \$1,000,000.00 per occurrence, \$1,500,000.00 aggregate
- 2) Property Damage: \$300,000.00 per occurrence, \$500,000.00 aggregate
- 3) Property Damage liability insurance will provide explosion, collapse, and underground coverage where applicable.
- 4) Pers. Injury w/employment exclusion deleted: \$1,000,000.00 aggregate, and Completed Operations: \$1,000,000.00

**Comprehensive Automobile Liability**

- 1) Bodily Injury: \$1,000,000.00 each person, \$1,000,000.00 each accident
- 2) Property Damage: \$300,000.00 each occurrence

**Contractual Liability**

- 1) Bodily Injury: \$300,000.00 each occurrence, \$500,000.00 aggregate

Sealed proposals must be received at the Christiansburg Town Offices located at 100 East Main Street, Christiansburg VA 24073 by **11:00 AM, September 15, 2009**, and will be labeled "**Sealed Proposal: Telephone Systems 2009**". For further information, contact Terry Caldwell, Director of Aquatics, at (540) 382-6128.

A handwritten signature in black ink, appearing to read "T. Caldwell". The signature is written in a cursive style with a long, sweeping underline that extends to the left.

Terry Caldwell, AFO  
*Director of Aquatics*