

VoIP Telecommunications System and Carrier Services Implementation Project Management

January 31, 2022



Client Locations
Coast-to-Coast

Practice Locations
Illinois
California
North Carolina
Texas

800.806.3080
www.clientfirstcg.com

CLIENTFIRST
TECHNOLOGY CONSULTING

Optimal Technology Guidance

January 31, 2022

Mr. Dave Buwick
Chief Technology Officer
Village of Orland Park
14700 Ravinia Avenue
Orland Park, IL 60462

Re: Telecommunications System Implementation Project Management

Dear Mr. Buwick:

ClientFirst appreciates the opportunity to present our telecommunications consulting proposal to assist the Village of Orland Park. We have developed our proposal to address the Village's staffing needs to implement the new Cisco VoIP Telephone system.

This project includes the following major components:

- VoIP Telecommunications System Design, Implementation and Project Management
- Detailed Audit and Plan to address the existing Village POTS Telephone Lines
- Telephone Station Placement and Installation

ClientFirst Technology Consulting specializes in providing telecommunications system assessments, operational design, competitive system selection and implementation consulting services for governmental clients throughout the country.

Our consultants have decades of cumulative experience in providing telecommunications consulting services, which include telecommunications system selection, data network design, and cable infrastructure engineering.

Our clients in the area include, but are not limited to, the Village of Riverside, Village of Waukegan, CUSD 230 Orland Park, Village of Oak Park, Village of Palos Park, Village of Cary, City of Rockford, Winnebago County, DuPage County, and Northern Illinois University.

ClientFirst is a truly **independent** consulting firm. **We do NOT resell hardware or software and we do NOT represent vendors in any way.** Therefore, you can be assured that our recommendations will always have your best interests in mind.

If you have any questions, feel free to contact me at 847.910.7047 or via email at tweiman@clientfirstcg.com for additional information. We look forward to the opportunity of serving the Village of Orland Park as one of our many satisfied clients.

Sincerely,



Thomas Weiman
Practice Leader
Enterprise Communications Consulting



Accepted by

Village of Orland Park, IL



Signature

Date

Name and Title (print)

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Executive Summary

Highlights, Key Features, and Distinguishing Points

Our proposal for telecommunications consulting services is customized to address the operational and scope requirements we discussed. The telecommunications consulting project scope and approach described is a proven project methodology that we have performed hundreds of times for clients throughout the country.

The scope of our proposal is to assist the Village of Orland Park with the operational design, system implementation project management, E911 Planning, Trunking and Line assessment and coordination and placement of telephones.

Our services are focused on operational fit, quality equipment, vendor experience, service support, and highly competitive bids.

Our distinguishing points include the following:

- Focus on the Village's operational needs and business benefits
- Focus on technically sound options
- Focus on discovering and explaining the clear benefits and drawbacks of each alternative
- Focus on the Village's options and alternatives
- Focus on documentation development
- Focus on industry best practices
- Focus on cost reduction and ease of management

ClientFirst Contacts

The following is a list of the individuals assigned to the project along with their contact information.

Tom Weiman, Consulting Services Practice Leader – Project Manager

Office: 847.598.0345

Cell: 847.910.7047

Fax: 888.478.0495

Email: tweiman@clientfirstcg.com

Company Background

Why ClientFirst is the Best Choice

Experience with Villages, Cities, and Counties – Our team is experienced in working **with municipalities** across the country, which has provided our staff the subject matter expertise to quickly understand operation demands and opportunities and then equate them to beneficial IT recommendations and improvement.

Locally Based – Our **Illinois-based** operations can react quickly to on-site project demands without the need for travel from remote areas.

Independence – We do not resell any hardware or software and, therefore, always have our clients' best interests in mind. We recommend products that are cost-effective, easy to support, and in use every day across our client base. We recommend products that work.

Stable, Strong, and Growing – Our telecommunications practice began in the early 1980s. We continue growing in regard to both the addition of personnel, as well as the expansion of new office locations.

Quality of Experience of Our Consultants – Our management team for this project is made up of two consultants with a collective experience of over 100 years in IT consulting. The leaders and founders of our company come from IT consulting and management experience at a Top Five national accounting and consulting firm.

Use of Best Practices – ClientFirst utilizes PMI, ITIL, COBIT, and EAP concepts, along with our own experience and best practices, as building blocks for completing technology assessments, designs, and delivering services. Governance is an essential component to overseeing that IT strategies and recommendations align with business objectives on an ongoing, repeatable basis.

- PMI (Project Management Institute)
- ITIL (Information Technology Infrastructure Library)
- COBIT (Control Objectives for Information and Related Technology)
- EAP (Enterprise Architecture Planning)



Qualifications

Our consultants have been assisting local governments with innovative technology solutions with ClientFirst for 17 years, bringing with them many more years of experience in this field. Our risk-averse technology planning and the quality of service we provide our clients have resulted in numerous long-term business relationships. We are confident that no other consulting firm focusing on local governments offers the wide range of IT services that we do.

Government Technology



Focusing on local governments means that we understand the unique needs, processes, protocols, and political nuances involved in the industry. This **understanding and experience** ensures that our strategies and recommendations are practical in all respects. Our management team’s career experience includes over 3,000 projects for more than 500 local government agencies.

Local Presence and Practice Locations

We have a local presence with extensive experience in Illinois. ClientFirst is a national firm, with practices located in Illinois, North Carolina, Texas, and California.



Schaumburg, IL



Charlotte, NC



San Antonio, TX



Corona, CA

Business Management Approach

We understand that not all government executives are versed in the latest technology issues and opportunities. Therefore, our approach and deliverables provide a business-management perspective that **allows the layperson the ability to understand the technology issues, strategies, and potential solutions required to make more informed business decisions.**

Practical Recommendations

We believe in using technology as a tool to meet the agency’s business objectives; we do not apply technology just for technology’s sake. We are serious in our quest to provide clients with practical solutions that meet their individual requirements. Sometimes the proper solution includes cutting-edge technology. However, a cost-effective and practical solution using proven technology is often the most beneficial.

SAVE	INCREASE
 Time	 Expertise
 Money	 Service
 Resources	 Efficiency

True Independence

ClientFirst believes in practicing **true independence**. We do not resell products, nor maintain relationships that would result in any add-on profit margins or referral fees. Our interest is in **putting the client first** by finding optimum solutions (i.e., the greatest value at lowest competitive cost) to meet their needs.



National Recognition

Our consultants are recognized nationally for their work by many of the industry's leading vendors. They appreciate the fairness and objectivity we demonstrate when dealing with their organizations.

Industry Recognition

CIO Review

ClientFirst has been featured in *CIO Review* as one of the "20 Most Promising Government Technology Solution Providers".



National Speakers

ClientFirst personnel have conducted educational sessions at national and local conferences such as CSMFO, MISAC, and GFOA, among others.

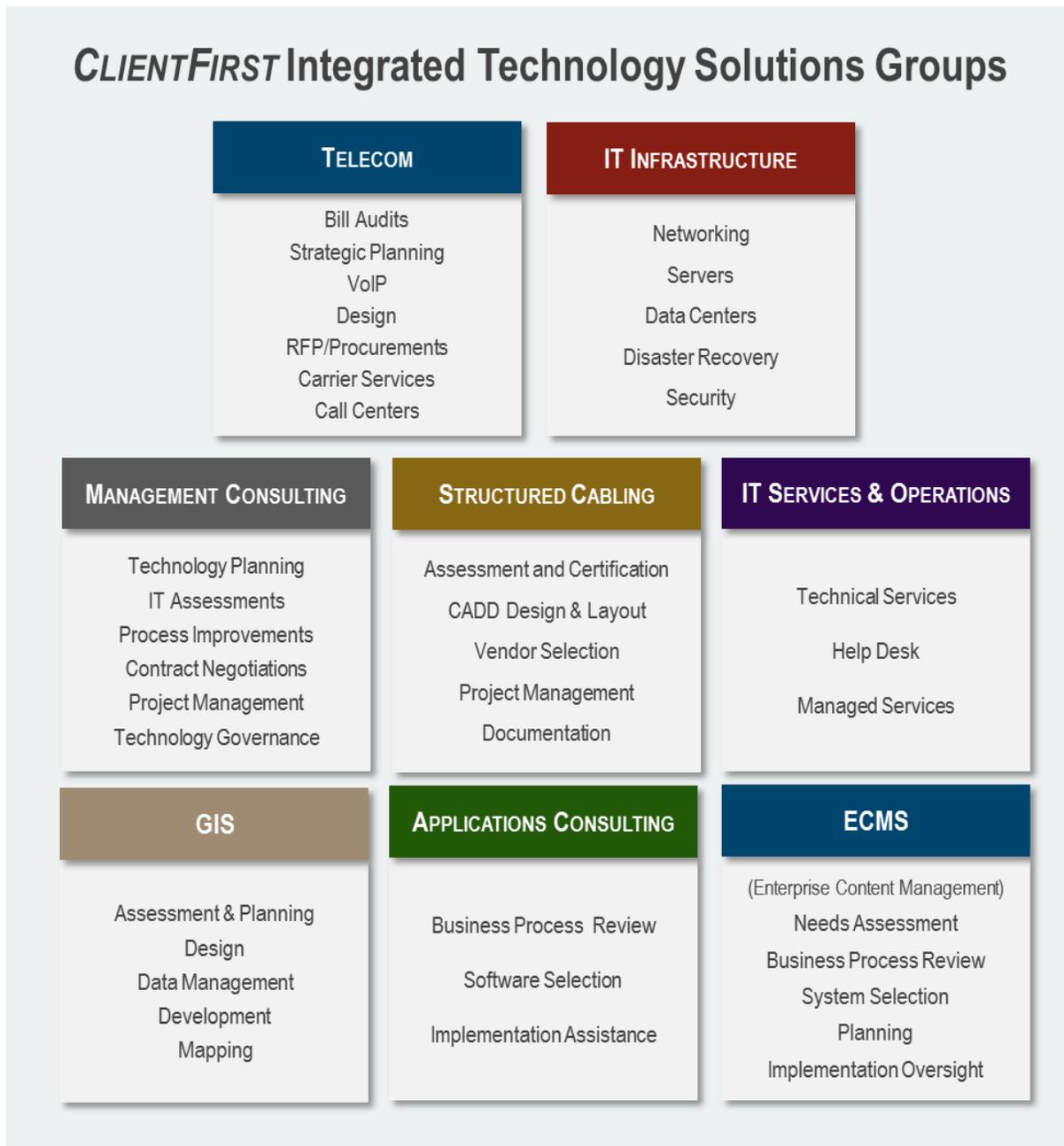


Diversified Experience

We have **extensive experience with a wide variety of organizations and technology and processing environments**. In addition, we have significant market knowledge regarding software and hardware providers and are well-informed with respect to vendor and industry developments.

Integrated Technology Solutions Groups

Whatever the agency’s technology needs are, we offer a unique combination of experts in their given disciplines who can guide technology decisions, planning, implementation, and management, chosen according to the specific needs of each project, working as an integrated team to **provide end-to-end consulting and support services**.



Integrated Technology Services

Telecommunications Consulting

- VoIP Readiness Review
- Systems Evaluation, Design, Specifications, and RFP Development
- Bill Audits (Cost Analysis and Negotiation)
- Telecom Expense Management (TEM)
- Credit / Refund Requests
- Strategic Planning
- Project Management
- Carrier Services Cost Analysis
- Operational and Workflow Reviews
- System Selection and Contract Negotiations

IT Services and Operations

IT Technical and Managed Services

- On-Site or Remote Support
- Inventory and Licensing Management
- Network, Server, Selection, Implementation, Configuration, and Management
- Security Systems Support
- Remote Systems Monitoring

IT Staffing/Augmentation

- IT Staffing Assessment and Operational Review
- Interim IT Management
- Virtual CIO Service
- Supplemental IT Management Staffing

ECMS

- Needs Assessment
- Business Process Review
- System Selection
- Planning
- Implementation Oversight

IT Infrastructure

Networking and Servers

- Assessment, Design, and Installation
- Replication and Redundancy Strategies
- Virtualization
- Cloud Computing
- Wireless
- Data Center Design

Disaster Recovery

- Risk Assessment and Business Impact Analysis
- Disaster Recovery Planning
- Hot-Site and Recovery Services Evaluation
- Storage Area Networking
- Backup Strategies and Design

Cybersecurity

- Internet and Firewall Security Reviews
- IT Security Reviews
- Security Policy and Controls Development
- Intrusion Testing

Management Consulting

- Technology Strategic/Master Planning
- IT Assessment
- IT Staffing Assessment
- Process Improvement
- Procurement Assistance
- Contract Negotiation
- Project Management
- IT Governance Seminars

Applications Consulting

Business Process Review

- Business Case Analysis
- Assessment and Recommendations
- Process Analysis and Improvement

Software Selection

- Feature / Function Requirements
- Implementation Risk Assessment
- Change Management
- RFP Development
- Vendor Analysis and Evaluation
- Demonstration Facilitation
- Contract Review and Negotiation
- Implementation Project Management
- Ad Hoc Report-Writing Assistance

GIS

- Assessment and Planning
- Design
- Data Management
- Development
- Mapping

Structured Cabling System Design

- Assessment and Certification
- CADD Design and Layout
- RFP / Vendor Selection
- Project Management
- Documentation
- Fiber-Optic Network Design

Consultants' Collective Experience

We understand that the experience of the individual consultants is a significant factor in hiring a firm to conduct the project on your behalf. Our consultants have extensive public-sector experience in their respective careers, including projects with the following agencies:

Illinois

City of Bloomington
 City of Champaign
 City of Countryside
 City of Crystal Lake
 City of Highland Park
 City of Joliet
 City of Lake Forest
 City of Moline
 City of Morton Grove
 City of Naperville
 City of Oakbrook Terrace
 City of Orland Park
 City of Prospect Heights
 City of Rockford
 City of Rock Island
 City of St. Charles
 City of Waukegan
 City of Wood Dale
 County of DuPage County
 County of Peoria County
 County of Sangamon County
 County of Winnebago County
 Village of Arlington Heights
 Village of Cary
 Village of Glencoe
 Village of Kenilworth
 Village of Lake Barrington
 Village of Libertyville
 Village of Lincolnwood
 Village of Matteson
 Village of Norridge
 Village of Northbrook
 Village of Northfield
 Village of Oak Brook
 Village of Oak Park
 Village of Oswego
 Village of Palos Park
 Village of River Forest
 Village of Riverside
 Village of Westmont
 Village of Wheeling
 DuPage County Health Dept.
 Batavia Public School District
 Central Community Unit
 School District 301
 Champaign County Forest
 Preserve District
 Civitas Schools
 Community High School
 District 99
 Community Unit High School
 District 205
 Community Unit School
 District 300
 Community Unit School
 District 308
 Consolidated High School
 District 230
 Consolidated School District
 Gower School District
 Hampton School District 29
 Harlem School District 122
 Harrison School District 36
 Harvard Community Unit
 School District
 Harvey School District 152
 Hinsdale Township High
 School District 86
 Indian Prairie Community Unit
 School District 204
 J. Sterling Morton High
 School District 201

Lake Zurich Community Unit
 School District 95
 Mount Prospect School
 District 57
 Naperville Community Unit
 School District 203
 Naperville Park District
 Norridge Park District
 Oswego School District 308
 Pace Suburban Bus Division
 Park Ridge Schools
 Port Byron Central School
 District
 Posen-Robbins SD 143.5
 Prospect Heights School
 District
 Riverside Public School
 District 96
 Rockford Public Library
 Rock River Water
 Reclamation District
 Sherrard Community Schools
 St. Charles School District
 Sunset Ridge School District
 Township High School District
 214
 Wheaton-Warrenville School
 District 200
 Winnetka Public Schools
 District 36
 Lake Forest College
 Lincolnwood Public Library
 Oak Park Library
 Oswego Library District
 Park District of Highland Park

Alabama

City of Pelham
 County of Maricopa

Arizona

City of Albany
 City of Azusa
 City of Big Bear Lake
 City of Brentwood
 City of Brisbane
 City of Burbank
 City of Calabasas
 City of Camarillo
 City of Carlsbad
 City of Chico
 City of Chino
 City of Clovis
 City of Colton
 City of Corona
 City of Coronado
 City of Downey
 City of Dublin
 City of Escondido
 City of Foster City
 City of Glendora
 City of Healdsburg
 City of Hemet
 City of La Habra
 City of La Puente
 City of Laguna Niguel
 City of Larkspur
 City of Lathrop
 City of Lomita
 City of Menlo Park
 City of Mission Viejo
 City of Montclair
 City of Murrieta
 City of Pacifica
 City of Pacific Grove

California

City of Albany
 City of Azusa
 City of Big Bear Lake
 City of Brentwood
 City of Brisbane
 City of Burbank
 City of Calabasas
 City of Camarillo
 City of Carlsbad
 City of Chico
 City of Chino
 City of Clovis
 City of Colton
 City of Corona
 City of Coronado
 City of Downey
 City of Dublin
 City of Escondido
 City of Foster City
 City of Glendora
 City of Healdsburg
 City of Hemet
 City of La Habra
 City of La Puente
 City of Laguna Niguel
 City of Larkspur
 City of Lathrop
 City of Lomita
 City of Menlo Park
 City of Mission Viejo
 City of Montclair
 City of Murrieta
 City of Pacifica
 City of Pacific Grove

City of Palm Desert
 City of Palmdale
 City of Piedmont
 City of Pismo Beach
 City of Port Hueneme
 City of Rancho Cucamonga
 City of Rancho Mirage
 City of Redlands
 City of Rialto
 City of Rohnert Park
 City of Rosemead
 City of Sacramento
 City of San Clemente
 City of San Jacinto
 City of San Pablo
 City of San Rafael
 City of Seal Beach
 City of Sierra Madre
 City of Simi Valley
 City of South Gate
 City of South Pasadena
 City of South San Francisco
 City of Tustin
 City of Upland
 City of Vacaville
 City of West Covina
 County of Butte
 County of Mariposa
 County of Mendocino
 County of Riverside
 County of San Bernardino
 County of Tuolumne
 County of Yolo
 Town of Danville
 Town of Hillsborough
 Town of Truckee
 Town of Yucca Valley
 CA-NV American Water
 Works Association
 Castaic Lake Water Agency
 Castro Valley Sanitary District
 Cucamonga Valley Water
 District
 Glendale Water and Power
 Hayward Area Recreation
 and Park District
 Irvine Unified School District
 Jurupa Community Services
 District
 Livermore Area Recreation
 and Park District
 Midpeninsula Regional Open
 Space District
 Newhall County Water District
 Piedmont Police and Fire
 Ramona Municipal Water
 District
 Rincon del Diablo Municipal
 Water District
 Rosamond Community
 Services District
 San Bernardino Municipal
 Water
 San Mateo Fire District
 San Marino Unified School
 District
 Southern California Coastal
 Water Research
 Sweetwater Authority
 Walnut Valley Water District
 West County Waste Water
 District

Western Municipal Water
 District
 Colton Joint Unified School
 District
 Irvine Unified School District
 Lake Elsinore Unified School
 District
 Menifee Unified School
 District
 Mesa Water District
 Mountain View School District
 Romoland School District
 West Covina Unified School
 District
 Ohlone Community College
 San Jose Community College
 University of California
 Berkeley
 University of California San
 Francisco
 UCSF Medical Center
 Stanislaus Council of
 Governments
 Mechoopda Indian Tribe
Connecticut
 City of Bristol
 City of New Haven
 Groton Police and
 Communications Dispatch
 Town of Groton
Florida
 City of Cape Coral
 City of Deerfield Beach
 City of Dunedin
 City of Fort Lauderdale
 City of Pompano Beach
 City of Port St. Lucie
 City of Riviera Beach
Idaho
 City of Sandpoint
Indiana
 The University of Notre Dame
 Indianapolis Public Library
 Indianapolis Public Schools
Iowa
 City of Ankeny
 City of Bettendorf
 City of Burlington
 City of Cedar Rapids
 City of New Hampton
 City of West Des Moines
 County of Johnson
 County of Linn
 State of Iowa
 Burlington Community School
 District
 Cedar Rapids Community
 School District
 Davenport School District
 Diocese of Davenport
 Catholic Schools
 Dubuque Community School
 District
 Knoxville Community School
 District
 Mason City School District
 North Scott School District
 Des Moines Area Community
 College
 Cedar Falls Utilities
Kansas
 City of Shawnee

Michigan

University of Michigan
 Lake Superior State
 University

Minnesota

County of Anoka

Nevada

County of Nye
 Town of Pahrump

New York

City of Batavia
 Village of Ossining

North Carolina

City of Burlington
 City of Gastonia
 City of High Point
 City of Kinston
 City of Mount Airy
 City of Salisbury
 Arc of Stanley County
 County of Buncombe
 County of Cabarrus
 County of Davie
 County of Orange
 St. Augustine College
 Wake Forest University
 Eastern Band of Cherokee
 Indians
 Salisbury Rowan Utilities

Ohio

County of Cuyahoga
 County of Montgomery

South Dakota

Rapid City Area Schools

Texas

City of Dallas
 City of Pflugerville
 City of University Park
 County of Collier
 County of Denton
 Corpus Christi Fire
 Highland Park Police and Fire
 International Bank of
 Commerce
 River Oaks Country Club
 State Bank of Texas
 University of
 Texas Health Science
 Center
 Westwood Country Club

Utah

Washington County School
 District

Virginia

Commonwealth of Virginia
 City of Manassas Park

Wisconsin

City of Appleton
 City of Brookfield
 City of Eau Claire
 City of Wauwatosa
 City of West Allis
 County of Brown
 County of Kenosha
 County of Milwaukee
 County of Waukesha
 HIDTA Milwaukee
 Diocese of Madison Catholic
 Schools
 Madison School District
 Shorewood School District
 Whitnall School District
 West Allis School District

Technical Certifications

ClientFirst consultants collectively possess an extensive portfolio of certifications, revealing their commitment to ongoing professional training and ensuring that our clients have access to the latest information in the field.



Scope of Services

Our Understanding of the Village's Needs

In late 2019 and early 2020 to develop detailed specifications for cable infrastructure, network equipment and telecommunications system. The Village used that information, developed RFP documents, obtained vendor proposals, and selected Mindsight to provide a Cisco data network and telephone system.

To date, the Village has coordinated the installation of the data network equipment and the placement of the base-core Cisco telephone system servers and routers. While the base-core Cisco VoIP telephone system equipment is installed, the detailed software operational design, telecom services plan, telephone number port planning, departmental design meetings, etc., is not completed.

The City is in need of trained experienced assistance to conduct a structured detailed implementation of the selected Cisco telephone system and software. To that end, we have developed the following work plans and descriptions, reviewed the specific scope with Village IT and customized the scope to meet the Village's needs.

Project Approach and Scope of Work

Telecommunications System Implementation Project Management

Step	Telecom Implementation Project Management - TIPS	Total Hours	Weiman - Project Manager	Struwing - Sr Telecom Consultant	Ayala - Sr. Systems Eng	Project Note Description
1	Project Management and Planning Meetings					Assumes a 12 Week Implementation. This may change depending on the Carrier and the Village approval of the call flow designs and other system design decisions.
	Project Management Meetings/Calls (We have found that conducting a weekly internal Village call on Monday and then a call with the selected vendor and the Village provides the Team with the best approach and coordination.)	72	24	24	24	Assumes Selected Vendor provides a project manager for implementation and coordination of their staff and installation/programming/Training.
2	Project Definition and Schedule Creation					
	Contract Negotiation					Assume this has been completed
	Work with team to establish milestone schedule	4	2	2		Work with the Village to determine the schedule and milestones for the system implementation. This step is often needed for payment or project course corrections
	Work with team to establish detailed phone implementation schedule	3	1	1	1	Work with Village and Vendor to develop an implementation schedule
3	Finalize Data Network Design					
	Review of subnet and IP addressing					Assume this has been completed and Network is ready for deployment
	Review Routing and QoS					Assume this has been completed and Network is ready for deployment
	Review Physical install and inventory process documentation					Assume this has been completed and Network is ready for deployment
	Review and finalize test plan					Assume this has been completed and Network is ready for deployment
4	Monitor/Coordinate Telecom Services Carriers Implementation					
	Confirm and Document DID Assigned to Village Hall SIP Circuit and DID's assigned to Police SIP Circuit.	8		8		Review Telecom Billing and Department Telephone numbers to determine DID Ranges to be Ported.

Step	Telecom Implementation Project Management - TIPS	Total Hours	Weiman - Project Manager	Struwing - Sr Telecom Consultant	Ayala - Sr. Systems Eng	Project Note Description
	Dial Plan development, Coordinate the implementation of the new SIP/internet Trunking services with DID Number Port Planning and Coordination	16	2	14		Assumes placing orders, schedule of Ports and coordination of movement of existing DID numbers to the Village selected carrier/provider.
	Provide On-Site same day support for each of 3 Ports.	24		24		Ports are typically done first thing in the AM when possible. If additional or Fewer DID/POTS number ports are needed, the needed hours will be adjusted. We should discuss the timing needed for Porting with AT&T and other carriers.
5	Detailed Station Review, Automated Attendant, Call Flow Process and Design and Documentation					
	Assist with planning schedule	2	1	1		
	Determine Main Village Automated Attendant Design	2		2		
	Determine Departmental Automated Attendant Designs					Included in Station Review Process
	Contact Center Design for Departments, develop call flow/work flow diagram specifically for Contact Center operation for each department	10		10		Meeting with each department who will be using the Contact Center-ACD Software and services. Document design of contact center operation and provide to vendor.
	Answer MindSight Questions regarding operational design and call flow.	10	2	8		Vendors often have questions regarding changes and updates. We will work with Mindsight to answer their questions.
	Village Changes to Call Flow documentation prior to implementation of the system	8		8		TBD. Estimated time at 8 hours. Departments sometimes change call flow or staff leave the Village and new names need to be added to the
	Village Departmental User List and User Data Base development. Confirm accuracy with Village.	22	2	20		Assumes that the Village will be providing 3 or 4 documents in excel that need to be included in the user data base. Compile information and provide it to Mindsight.
	Conduct detailed station review process for each department. Develop Visio Call Flow Documentation for each department, provide documentation to departments for approval, provide documentation to selected vendor for system programming. This process also includes the inclusion of connectivity for fax machines, paging systems, door closures, gates, etc.	60	2	58		Assumes CF development of Visio call flow diagrams for each Village department to be used to verify and validate the operation, serve as documentation to be provided to the selected vendor and as records and documentation of the telecom operation for the Village.

Step	Telecom Implementation Project Management - TIPS	Total Hours	Weiman - Project Manager	Struwing - Sr Telecom Consultant	Ayala - Sr. Systems Eng	Project Note Description
	Assist and support vendor implementation of Informacast from Singlewire.	4		4		Assumes Informacast would be used for basic paging through the phones and E911 internal notification.
6	Participation in E911 Design					
	Conduct Discussion/Planning Meeting with Village staff to determine the best solution to address E911 operation for the Village.	4	2	2		In many cases, decisions regarding the operation of E911 for the Village are determined by the capabilities of the installed system, operational capabilities of the staffing and a review of the safety requirements of the Village. This may require participation by additional levels of the Village. (e.g. City Manager, City Attorney, etc.)
	Develop List of DID numbers to be used for E911 notification services through the Cisco Emergency Responder and documentation for carrier and telecom system provider.	6		6		Coordinate installation or Port of existing DID numbers to new SIP services
	E911 location information	5	1	4		CF to work with Village to provide details and operational requirements for 911 operations. Selected vendor to coordinate and handle 911 operational requirements. CF to provide review and input regarding operation.
7	Monitor and Audit Staff and Administrative Training					
	Participate in the review and design of Staff Training Materials	9	1	8		Mindsight to prepare Training materials for their training classes of all Village staff. CF to review documentation and provide input .
	Participate in the development of the Staff Training Schedule	2		2		
	Audit Vendor Training of Staff for quality	4		4		Sit in on Mindsight training classes.
8	Cutover and Operational Testing					
	On-Site Support and test audit of the telecom system operation as well as the carrier services.	8		8		Mindsight responsible for testing all aspects of the installed system. CF to perform testing of Automated attendant and review Contact Center operations. CF to perform random audit testing of telephones and Carrier services
	Testing Plan Review	1	0	1		CF to review Mindsight's test plan
	Monitor vendor testing	1		1		CF to monitor Mindsight testing results.

Step	Telecom Implementation Project Management - TIPS	Total Hours	Weiman - Project Manager	Struwing - Sr Telecom Consultant	Ayala - Sr. Systems Eng	Project Note Description
9	Reconcile the Final Billing from Vendors (Equipment and Carriers)					CF to review vendor bill and change orders and reconcile.
	Obtain and review final billing.	12	4	8		CF to review vendor bill and change orders and reconcile.
10	Conduct 30-Day Operational Review for Acceptance					
	Conduct a 30-day operational review for acceptance of installed system	2	1	1		CF to conduct review and assess any unresolved operational issues related to acceptance of installed system.
	Hours	299	45	229	25	

Telecommunications POTS Lines Inventory/Audit/Planning

Step	Analog POTS Telecom Services - TIPS	Total Hours	Weiman - Project Manager	Struwing - Sr Telecom Consultant	Project Note Description
1	Carrier / Village Inventory Documentation				
	Obtain, review and document customer service and billing records	4		4	
	Review the specific application for each line using available documentation from the Village	3		3	Our focus is on fax, elevator, alarms, environmental, streets, etc.
	Complete inbound testing	3		3	
	Investigate outbound usage over last 6 months if possible	2		2	We will gather information if billing records show usage
	Review Carrier alternatives	4	1	3	Peerless-Call One - other carriers
2	Transition / Decommissioning of POTS Lines				
	Review alternatives and recommendations (remotely) with City IT	2	1	1	
	Issue orders for replacement services	4		4	
	Issue disconnect orders	2		2	
	Review billing over next two billing cycles	6		6	Work with Village and Vendor to confirm disconnects and billing adjustments
	Hours	30	2	28	

Step	Analog POTS Telecom Services - TIPS	Total Hours	Weiman - Project Manager	Struwing - Sr Telecom Consultant	Project Note Description
3	Onsite Physical Audit and Documentation				
	Physical inventory at demarcation point to verify dial tone and line assignment	24	12	12	We will be using telecommunications test equipment and visiting each City site to physically inventory the services installed. Assumes escort from City Staff with access to all buildings and IT closets.
	Site by site documentation of inventory	4		4	Develop document application - elevator, alarm, etc. as discovered during physical inventory
	Compare vendor and billing inventory to site inventory results	3		3	Determine-discover billing errors
	Hours	31	12	19	

Telecommunications System Implementation – Handset Deployment

Step	Telecom Implementation Project Management Phone Deployment - TIPS	Total Hours	Weiman - Project Manager	Struwing - Sr Telecom Consultant	Project Note Description
1	Telephone Handset Deployment Activities				
	Obtain floor plan of each Village building to be used to locate handset type for each user.	9	1	8	Assumes the availability of floor plans with drop locations shown.
	Assign Handset Devices to Specific Employees. Include on list of users documentation already prepared by the Village.	8		8	CF will use the Village's User Data Base document to add specific device information. If we perform the station review process, we will be able to more easily assign phones to users.
	Unbox and Prepare Handsets for Deployment to Village Departments	40	20	20	Unboxing telephones can require a great deal of room to allow for the staging of the telephones. Village to provide reserved space for telephone staging.
	Assist Village Staff in the Deployment of Handsets to Departments	18	2	16	Village to Transport specific telephones to each location for placement. CF to assist with phone placement in the departments.
	Assist the Village Staff in the installation of the telephones, confirm the phone connection to the Cisco system and operation. Mindsight is responsible for trouble-shooting and repairing any telephones that do not immediately connect to the network and Cisco VoIP system.	70	35	35	This involves plugging in the telephones, initializing them, noting whether they work and communication with Mindsight regarding any operational issues. Mindsight is responsible for troubleshooting and repairing any operational issues with the phones.
	Test Telephone Hand Sets.	0			CF will work with the City's staff to conduct basic testing of the telephones.
	Hours	145	58	87	

Fee Summary

Telecom Implementation Project Management	Total Hours	Weiman - Project Manager	Struwing - Sr Telecom Consultant	Ayala - Sr. Systems Eng
<i>Telecoms Implementation Project Management - TIPS</i>				
Hours	299	45	229	25
Rates		\$ 213.75	\$ 185.25	\$ 194.75
Total Fees	\$ 48,949	\$ 9,619	\$ 42,422	\$ 4,869
Expenses	TBD			
Total Expenditure	\$ 48,949			
<i>Analog POTS Telecom Services – TIPS</i>				
<i>Steps 1 & 2</i>				
Hours	30	2	28	
Rates		\$ 195	\$ 140	
Step 1 & 2 Fees	\$ 4,310	\$ 390	\$ 3,920	
<i>Step 3</i>				
Hours	31	12	19	
Rates		\$213.75	\$185.25	
Step 3 Fees	\$ 6,085	\$ 2,565	\$ 3,520	
Expenses	TBD			
<i>Telecom Implementation Project Management Phone Deployment - TIPS</i>				
Hours	145	58	87	
Rates		\$ 213.75	\$ 185.25	
Total Fees	\$ 28,514	\$ 12,398	\$ 16,117	
Expenses	TBD			
Total Expenditure	\$ 28,514			
Total Project Hours				
	505			
Total Project Expenditure				
	\$ 87,858			

Project Timing

We can begin the activities related to this project within 14 days of finalizing an agreement for accepting this proposal. We have estimated that the project will require 12 weeks from the start of the engagement. Many factors beyond our control can impact the timing of the project, we will work with the Village related to the schedule as the project proceeds.

Scope Changes and Management

Alternative scope changes and fee adjustments are possible and are dependent on specific project needs and staff resources and capabilities. Minor changes to the scope and methodology stated above will not result in a change in our fees.

If the nature or scope of our work should change significantly during the project, we will discuss such matters and their effect on our fees and obtain written approval before proceeding.

Payment Terms

We invoice monthly as work proceeds. ClientFirst will provide detailed accounting of all consulting time and expenses on the invoice. Payments are due within 30 days of receipt, via check or ACH.

Additional Services/Purchases by Other Seeking Public Agencies

ClientFirst acknowledges that other public agencies may seek to “piggyback” under the same terms and conditions of a resulting similar services contract and/or purchases being offered in this contract or proposal. ClientFirst has the option to agree or disagree to allow contract piggybacks on a case-by-case basis. ClientFirst agrees to extend the same pricing, terms, and conditions as stated in this contract or proposal to each and every political entity, special district, and related non-profit. It is understood that other entities shall make purchases in their own name, make payment, and be liable directly to ClientFirst. The agency shall in no way be involved or responsible to ClientFirst for other entities’ purchases.

Purchasing Cooperative Vendor Information

Our TIPS Assignment Vendor contract number is **200601 – Consulting and Other Related Services (expires 08/31/23)**.

Project Team

The personnel selected for this engagement are experts in their given disciplines, chosen according to the specific needs of this project, working as an integrated team to provide end-to-end consulting and support services. Detailed profiles for each Project Team member are found in this section.

Tom Weiman

Practice Leader, Enterprise Communications Consulting

Tom Weiman has been providing IT and telecommunications consulting for more than 25 years. He has experience providing consulting in telecommunications, data networks (LAN/WAN), and cable infrastructure.

Tom's unique combination of voice, data, and infrastructure experience provides our clients with years of design, selection, and implementation experience with all facets of IT and telecommunications. Tom has direct experience in the detailed design of contact centers, IVR operations, and the integration of voice and data services for multi-location clients.

Highlights

- Lead Project Manager, State of Wisconsin, saving the state over \$90 million in telecommunications service costs
- Former Partner and National Telecom Consulting Project Leader for RSM McGladrey, the nation's fifth-largest CPA and consulting firm
- Call Center Campus Instructor at Purdue University, Center for Customer-Driven Quality
- Provided telecommunications consulting services to nearly 300 public agencies throughout the United States, including government agencies, non-profit organizations, healthcare and financial institutions, and educational institutions at the K-12 and higher education levels

Agency Experience

City of Bettendorf
City of Bloomington
City of Brentwood
City of Burbank
City of Calabasas
City of Camarillo
City of Cape Coral
City of Chino
City of Corona
City of Countryside
City of Deerfield Beach
City of Downey
City of Dunedin
City of Eau Claire
City of Escondido
City of Fort Lauderdale
City of Foster City
City of Kinston
City of La Habra
City of La Puente
City of Laguna Niguel
City of Lake Forest
City of Mason City
City of Matteson
City of Miami Springs
City of Moline
City of Mount Airy
City of Mount Dora
City of Murrieta
City of Naperville
City of New Hampton
City of New Haven
City of Oakbrook Terrace
City of Orland Park
City of Palm Desert
City of Palmdale
City of Piedmont
City of Pompano Beach
City of Port St. Lucie
City of Prospect Heights
City of Rancho Cucamonga
City of Rancho Mirage
City of Redlands
City of Rock Island
City of Rockford
City of Sacramento
City of Salisbury
City of San Clemente
City of San Gabriel
City of San Rafael
City of Sierra Madre

City of Sioux Falls
City of South Pasadena
City of South San Francisco
City of St. Charles
City of Upland
City of Waukegan
City of Wauwatosa
City of West Allis
City of West Covina
City of West Des Moines
City of West St. Paul
County of Buncombe
County of Cabarrus
County of DuPage
County of Milwaukee
County of Montgomery
County of Orange
County of Peoria
County of San Bernardino
County of Sangamon
County of Tazewell
County of Tuolumne
County of Will
County of Winnebago
County of Yolo
Town of Danville
Town of Truckee
Village of Arlington Heights
Village of Cary
Village of Lincolnwood
Village of Northfield
Village of Oak Brook
Village of Oak Park
Village of Palos Park
Village of River Forest
Village of Riverside
Civitas Schools
Consolidated SD 158
Algonquin CUSD 300
Arlington Heights Township
HSD 214
Assumption Catholic High School, Davenport
Batavia SD 101
Burlington Central CUSD 301
Castaic Lake Water Agency
Cedar Rapids Community School District
Davenport Community Schools
Davenport School District
DeKalb CUSD 428

Diocese of Davenport Catholic Schools
Diocese of Madison Catholic Schools
Dubuque Community School District
Eastern IL University
Elgin School District
Forest Preserve District of Will County
Geneva Community Unit SD 304
Glenview Schools
Gower School District 62
Hampton SD 29
Harlem SD 122
Harrison SD 36
Harvard CUSD 50
IL Action for Children
Illinois State University
Indian Prairie CUSD 204
Irvine School District
Knoxville Community School District
Livermore Area RFD
Madison School District
Mason City School District
Mount Prospect SD 57
Naperville CUSD 203
Newhall County Water District
Norridge Park District
North Scott School District
Oak Park Public Library
Ohlone Community College
Omaha Public Power District (OPPD)
Orland Park CHSD 230
Oswego CUSD 308
Oswego Public Library District
PACE Suburban Bus Division RTA
Park District of Highland Park
Park Ridge-Niles CCSD 64
Port Byron Central School Districts
Rapid City Area Schools

Riverdale CUSD 100
Riverside SD 96
Rockford Public Library
Salisbury-Rowan Utilities (SRU)
San Bernardino Municipal Water Department
San Jose/Evergreen Community College
Schaumburg Township District Library
Sherrard Community Schools
Shorewood School District
South Florida Water Management
St. Ambrose University
St. Charles CUSD 303
Sunset Ridge SD 29
University of Chicago
University of Michigan
University of Notre Dame
Wahlert Catholic High School
Washington County School District
West Allis School District
West Aurora SD 129
Wheaton-Warrenville SD 200
Whitnall School District
Cedar Falls Utilities
Central Illinois Power
Church of Our Savior



CREDENTIALS, DEGREES, AND AFFILIATIONS

- Bachelor of Arts in Communications from St. Ambrose University
- Ongoing training from Avaya/Cisco/ShoreTel/Nortel/Mitel/NEC, and others
- Past President and current member of the Iowa Telecommunications Users Group (ITUG)
- Member, All Major Vendor Consultant Programs
- Member, Association of Communications Technology Professionals in Higher Education (ACUTA)
- Member, Building Industry Consulting Services, International (BICSI)
- Member, Healthcare Information and Management Systems Society (HIMSS)
- Member, Society of Telecommunications Consultants (STC)
- Member, Institute of Electrical and Electronics Engineers (IEEE)

SPECIALTIES

- Billing Audits and Cost Reviews
- Carrier Services Cost Analysis
- Competitive Hardware and Services RFP Development and Evaluations
- Implementation Project Management
- Operational Assessment and Workflow
- Strategic Telecommunications Planning
- VoIP Readiness Assessments and Review



I would like to thank both of you, especially Tom, for all the hard work you did for us. We could not have done this RFP process successfully without your help.

—IS Manager
CA Municipality

Marcia Struwing

Senior Telecommunications Consultant

Marcia Struwing specializes in bill auditing, inventory, call center operations and design, voice and data communications systems, operational needs assessments, and project management. Marcia has provided these services for hundreds of clients throughout the United States in both the public and private sectors. Her direct experience includes work for government agencies, not-for-profit organizations, healthcare, and educational institutions (at the K-12 and higher education levels).

Highlights

- System Implementation Project Leader for a large K-12 school district – provided coordination and planning for the implementation of a 1,500 station Cisco VoIP telecommunications system in a multi-location environment
- Call Center Implementation and Call Center Management Services – assisted with the design and implementation of a large multi-location telecommunications system and call center that included multiple sites and 100+ active agents
- Contact Center Operational Assessment for a Large University Medical Group – performed an operational review and assessment of the methods used to make appointments, disseminate medical information, enable physician referrals, communicate the status of appointments, and confirm appointments.

Agency Experience

City of Chino	Consolidated SD 158 Algonquin
City of Foster City	DeKalb CUSD 428
City of La Habra	DuPage County Health Department
City of Laguna Niguel	Durand CUSD 322
City of Lake Forest	East Aurora SD 131
City of Murrieta	Eastern Illinois University
City of Piedmont	Elgin SD U-46
City of Rancho Cucamonga	Geneva CUSD 304
City of Redlands	Harlem SD 122
City of Rockford	Harrison SD 36
City of San Clemente	Harvard CUSD 50
City of San Rafael	Harvey SD 152
City of South San Francisco	Hononegah SD 207
City of St. Charles	Indian Prairie CUSD 204
City of West Covina	Lake Elsinore Unified SD
Village of Arlington Heights	Livermore Area Recreation Park District
Village of Cary	Marmion Academy
Village of Libertyville	Milwaukee Transport Services
Village of Lincolnwood	Mount Prospect SD 57
Village of Northfield	Naperville CUSD 203
Village of Riverside	Nippersink (Richmond-Burton) RB 2
West Aurora SD 129	Northern Illinois University
County of DuPage	Oswego Public Library District
County of Milwaukee	Park Ridge-Niles SD 64
County of Tuolumne	Posen-Robbins SD 143.5
County of Winnebago	Prospect Heights SD 23
County of Yolo	Rockford Public Library
Batavia Public SD 101	Salt Creek SD 48
Butler SD 53	San Bernardino Municipal Water
Calumet City SD 155	St. Charles CUSD 303
Carpentersville School District	Sunset Ridge SD 29
Central Burlington CUSD 301	Township High SD 214
Community Unit SD 300	Wheaton-Warrenville SD 200
Consolidated HSD 230	Winfield SD

CREDENTIALS, DEGREES, AND AFFILIATIONS

- Bachelor's Degree from the University of Illinois
- Member of consultant liaison programs for Alcatel, Cisco, Avaya, Nortel, Siemens, ShoreTel, Mitel, i3, and others

I appreciate your efforts and the great work done by ClientFirst to date in all areas.

—CFO
 IL Library

Aaron Ayala

Senior Systems Engineer

Aaron Ayala has over 20 years in Information Technology and more than five years working solely on high-level, local-government projects. Mr. Ayala is an expert in providing IT support, project management, and vendor relations. He is accustomed to high-value, fast-paced, high-pressure roles, with the ability to prioritize multiple tasks, meet deadlines, while providing a superior level of customer service.

Highlights

- Infrastructure Project Manager and Network Design Engineer
- Manages large- and small-scale implementation teams. Examples include:
 - ◆ \$4.5MM deployment of Cisco and ShoreTel structured cabling, voice and data infrastructure for a municipality with 35 locations
 - ◆ \$2.5MM deployment of HPE and Mitel voice and data infrastructure for a county with 33 locations
 - ◆ IT Implementation project management for Mother Lode Regional Juvenile Detention Center, Tuolumne County, California
 - ◆ Data Center Relocation for a mid-sized California city
 - ◆ Contract administration for structured cabling system, door access control and data center-related vendor implementations
- Design and procurement of Cisco, HPE, Palo Alto and other major network solutions
- Wireless systems, Networks, Network security, Backup systems, Infrastructure
- Design and procurement of door access control, structured cabling, and video surveillance systems
- Implementation of network management tools, including network monitoring, Active Directory security, and others

Agency Experience

City of Azusa	Durand CUSD 322
City of Corona	East Aurora SD 131
City of La Puente	Elgin SD U-46
City of Laguna Niguel	Geneva Community SD 304
City of Murrieta	Harlem SD 122
City of Pacific Grove	Hononegah SD 207
City of Palm Desert	Huntley SD 158
City of Rancho Cucamonga	Indian Prairie CUSD 204
City of Rancho Mirage	Livermore Area RPD
City of Rialto	Naperville CUSD 203
City of San Clemente	Orland Park D230
City of South Gate	Posen-Robbins SD 143.5
City of West Covina	Rockford Public Library
City of Yucca Valley	St. Charles CUSD
County of Mendocino	West Aurora SD 129
County of Tuolumne Butler SD 53	Wheaton-Warrenville SD 200
Castaic Lake Water Agency	Winfield SD 34
Castro Valley Sanitary ACHDS	
San Bernardino Municipal Water	
DeKalb CUSD 428	



CREDENTIALS, DEGREES, AND AFFILIATIONS

- Bachelor of Science in Information Systems, University of Phoenix

SPECIALTIES

- Infrastructure Project Management
- Staff Management
- Vendor Relationships
- Systems Administration
- IT Operations
- IT SOX Compliance

I appreciate your efforts and the great work done by ClientFirst to date in all areas.

—Chief Financial Officer
 IL Library

Client References

We believe our clients are our best salespeople. The references listed here are examples of clients with similar needs. Each of these clients has retained our services many times. We pride ourselves on client satisfaction and strive to maintain long-term relationships with our clients as partners.



City of Azusa, CA

213 E. Foothill Blvd., Azusa, CA 91702

Ann Graf, Director of Information Technology

626.812.5292

agraf@ci.azusa.ca.us

- Telecommunications System Assessment
- VoIP Readiness Review
- Telecom System Specifications Development
- Cable Infrastructure Design, RFP Specifications and Vendor Selection
- Cable Infrastructure Construction Project Management PM
- Data Network Assessment, Design, specifications and competitive selection
- Data Network Implementation Project Management
- Development of formal Telecom System Request for Proposal (RFP)
- Vendor Demonstration Management
- Contract Negotiations
- Carrier Services Design and Change Management
- System Implementation Project Management



City of Rockford

425 E. State St., 4th Floor, Rockford, IL 61104

Todd Hughes, Information Technology Director

815.987.5700

todd.hughes@rockfordil.gov

- VoIP Readiness Review
- Telecommunications Consulting for Communications System Update/Replacement
- Comparison of existing Centrex telecom services vs. the use of PRI and SIP Trunking
- Telecommunications Operational Needs Assessment
- RFP Development and Vendor Proposal Process
- Telecommunications Alternative System Review and Cost Comparison
- Cable Infrastructure Design and Contractor Selection
- Billing Audit and Telecommunications Services Design
- Local and Wide Area Network Design
- Performed project management and implementation services for the implementation of the telecom system, data network, and SIP services.



Consolidated High School District 230

15100 South 94th Avenue, Orland Park, IL 60462

John Connolly, Chief Technology Officer

708.745.5253

jconnolly@d230.org

- Telecommunications System Assessment
- VoIP Readiness Review
- Telecom System Specifications Development
- Development of formal Request for Proposal (RFP)
- Vendor Demonstration Management
- Contract Negotiations



Naperville Community Unit School District 203

203 West Hillside Road, Naperville, IL 60540

Chris Kunzer, Telecommunications and Special Systems Manager

630.420.6473

ckunzer@naperville203.org

- Consortium VoIP Selection
- VoIP Implementation Project Management
- IT Capital Planning and Budgeting
- Storage Area Network Selection
- Metropolitan Area Network Implementation Project Management
- Wide Area Network Design
- E-Rate Funding
- Telecommunications Billing Analysis and Cost Savings
- Disaster Recovery Planning
- Storage Area Network RFP and Selection
- Network Access Control RFP and Selection
- Data Center Design and Project Management
- Telecommunications System Design and Selection
- Telecommunications System Installation Project Management Oversight
- Fiber-optic Network Design
- Telecommunications Services and Cost Review



Tuolumne County

2 South Green Street, Sonora, CA 95370

Roger Root, IT Director

209.536.2370

rroot@co.tuolumne.ca.us

- VoIP Telecommunications System
 - ◆ VoIP Readiness Review
 - ◆ Telecommunications Consulting for Communications System Update/Replacement
 - ◆ Comparison of Existing Telecom Services vs. the Use of SIP Trunking
 - ◆ Telecommunications Operational Assessment
 - ◆ Data Network Design (LAN and WAN)
 - ◆ RFP Development and Vendor Proposal Process
 - ◆ Telecommunications Alternative System Review and Cost Comparison
 - ◆ Telecom and Network Implementation Project Management