

REQUEST FOR PROPOSALS

VoIP PHONE SYSTEM

City of Perry

REQUEST FOR PROPOSALS

RFP 2016-02

THIS IS NOT AN ORDER

PROPOSALS ACCEPTED NO LATER THAN:

JUNE 30, 2016 AT 5:00 pm

City of Perry is accepting proposals from qualified telecommunication firms to submit a written proposal to provide the city with a new phone system.

please see attached information/requirements

Please direct all questions to:

Brenda L. King
478-988-2712
brenda.king@perry-ga.gov

Please submit one original and six copies of your proposal, two CDS or DVDS containing soft copies of the entire proposal, including pdf's of the signed cover letter, etc.

Sealed proposals should be mailed or hand delivered to: City of Perry, 1211 Washington Street, PO Box 2030, Perry GA 31069, and should be clearly marked "SEALED PROPOSAL – PHONE SYSTEM SOLUTION." Please reference RFP 2016-02. **PROPOSALS ARE DUE ON JUNE 30, 2016 AT CLOSE OF BUSINESS (5:00 PM).**

**NO PROPOSALS OVER THE PHONE WILL BE ACCEPTED.
NO LATE PROPOSALS WILL BE ACCEPTED.**

City of Perry reserves the right to reject any or all proposals.

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INTRODUCTION

City of Perry (hereinafter referred to as “City”) is soliciting proposals from qualified telecommunication companies to recommend a replacement for the current phone system provided to the city. The recommended solution should be a Voice over Internet Protocol (VoIP) system that is cost effective with a clear implementation plan and road map.

BACKGROUND

In an effort to achieve a solid communications backbone, the City has determined that a new platform is needed which is more user-friendly, allows for improved interaction among users within the company and also provides state of the art telecom technology along with versatility.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various telecom companies, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction the City wishes to adopt.

OBJECTIVE AND SCOPE

City of Perry is looking to update its current phone systems. The City is seeking comprehensive proposals from qualified telecommunication companies who have the capability and capacity to satisfy the City’s complex requirements and who have serious interest in providing services.

The new phone system should be able to communicate effectively with the target audiences, including current and prospective businesses, residents, developers, visitors and our own employees.

The new phone system design should allow people to contact the City or any of its departments easily without hassle. The design should allow the City to communicate internally as if all sites were at the same location.

The new design should enable our employees to communicate with the community through desk phones, softphones, mobile phone apps, or mobile phone devices, yet always appearing as if they are in the office. The objective is to replace the current phone systems with a new Hosted VoIP system. The new phone system should provide online functions that will reduce the amount of time City staff spend on mundane tasks such as move, add, or change work, making phone calls, transcribing information, processing forms, updating the system, call center functionality, etc.

PBX Administration and Requirements

PBX management software for the new phone system should be user-friendly and enable different levels of administrative user rights and privileges. End-users on the system will have access to management portals enabling them to configure the features for their respective phones on a day-to-day basis. Respondent is asked to explain in more detail how these functions will be provided. The City seeks independence from the phone system provider to initiate move, add or change work.

Please explain the process by which move, add or change requests are to be made. The new phone system and architecture should be compatible with the City's existing HigherGround public safety recording system or provide and justify alternate recording solution with equal or superior features.

Failover Redundancy

The phone system must be hosted or provide hosted PBX redundancy to the phone system in case of emergency, power outage or capacity issues involving network, hardware, software or other down-times of unknown origin. Failover needs to happen automatically and services should start working on the main system as soon as the outage issue is resolved without human interaction. Automatic failover redundancy is expected and mandatory, with no intervention in the event of a failure of any primary system component. The failover system may reside in the City of Perry or any other location as previously approved by the City of Perry. If particular network services are required to provide this type of failover/redundancy, please include in the quote.

Vendor Responsibility

The selected vendor will be responsible for the design, installation, support and maintenance of the new phone system, with the City of Perry providing oversight and acting in an advisory capacity. The vendor will be held accountable for its work and any work performed by sub-contractors relating to the design, installation, support and maintenance of the new phone system. The City of Perry intends to use the vendor as a single point of contact regarding the new phone system, as necessary and up to its end of use.

Training Program

The vendor will develop a training plan for the City of Perry to ensure maximum understanding and use of the new phone system. The training plan will include a series of layered training sessions for all City of Perry employees based on their respective roles and intended use of the new phone system and its various features and functions. The City of Perry will work with the selected vendor to ensure the training plan is viable and meets expected objectives.

Vendor Response.

Vendor response should address the following general topics:

- IP-based Voice Capabilities and Intelligent Network Infrastructure
- Reliability
- Voice Quality
- Experience and References
- Voice Messaging
- System Administration
- Support/Service Capabilities
- Scalability
- System Longevity
- Simplicity of Installation
- Training and Usage

- Failover/Emergency Backup Options
- Performance Expectations
- Product Lifespan
- Product Warranty
- Maintenance Contracts and Anticipated Costs During Product Lifespan
- Remote and On-Site Service Plan(s)
- Detailed Cost and Pricing Schedule
- Timeline

QUESTIONS CONCERNING PROPOSAL REQUIREMENTS

All questions and issues related to proposal requirements or information expected from each proposal package should be made in writing to the attention of:

Brenda L. King
City of Perry
PO Box 2030
Perry GA 31069
brenda.king@perry-ga.gov

478-988-2712

Every effort will be made to contact proposers of all changes and addenda to this RFP.

RFP TIMELINE

| Date | Description |
|--------------------|--|
| June 1, 2016 | RFP available to vendors |
| June 9, 2016 | Opportunity for onsite network assessment |
| June 15, 2016 | Written questions from vendors due |
| June 22, 2016 | Written answers from City of Perry due |
| June 30, 2016 | RFP submissions due to City of Perry by 5:00 p.m. |
| July 1-8, 2016 | Evaluation of proposals. Vendors may be asked to provide presentation. |
| July 19, 2016 | Recommendation made to City Council. |
| August 19, 2016 | Notification to proceed, subject to signed documents and insurance requirements. |

SUBMISSION OF PROPOSALS

Format

The proposal shall be in written format. Proposer shall submit one original and six complete printed copies of its Proposal and two CDS or DVDs containing soft copies of the entire proposal (including PDF's of the signed cover letters). Originals should be clearly marked "Original". Once submitted, the proposal cannot be altered without prior written consent of City.

Evaluation of Proposals

Proposals shall be evaluated based upon: Quality of product and services offered as evidenced by recent major products.

A point system will be utilized to evaluate proposals based on the following criteria:

- Scope and solution, including whether the vendor accepts the scope of services presented in this RFP, meets the solution requirements and constraints, proposes an appropriate development plan, mitigates risks, and delivers value added components. (40 points)
- Cost (30 points)
- Demonstrated experience in phone systems, qualifications and references of the firm. (25 points)
- Timeliness in completing project (5 points)

This creates a total of 100 points.

False or Misleading Statements

Vendors must take great care to ensure that sufficient information has been provided to allow the City to evaluate the technical solution being offered, any options proposed, pricing of all offerings, all supporting information, technical documentation, references, points of contact, corporate capabilities, etc.

Vendor understands that the City reserves the right, in its sole discretion, to reject any proposal, if, in the opinion of the City, such proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price. Vendors also understand that if the information provided does not support a function, attribute, capability, or condition as proposed by the vendor, the City may reject the proposal and any work conducted to the point wherein the vendor assumes the sole responsibility of said work and/or related expense.

Addenda and Supplements to this Request for Proposal

If it becomes necessary to revise any part of this request for proposal, an addendum will be provided to all who requested or received copies of this request. The City will not be responsible for any oral or other unofficial interpretation of any element of this RFP or its related documentation.

No Obligation to Buy

The City reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel the City to purchase any products or services.

Withdrawal of Proposals

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To withdraw a proposal, a written request signed by an authorized representative of the vendor must be submitted to the RFP contact. Upon withdrawal of a proposal, the vendor may submit another proposal at any time up to the proposal closing date and time.

Cost of Preparing Proposals.

The City is not liable for any costs incurred by vendors in the preparation and presentation of proposals submitted in response to this RFP.

Damage Liability

The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, ceiling, etc.) caused by vendor personnel or equipment during installation, and is responsible for the removal of all project-related debris. The vendor shall be responsible to the City or related third party for any property damage or bodily injury caused by it, any of its sub-contractors, employees, or agents in the performance of, or as a result of, the work performed. Vendor will furnish copies of, and maintain in full force and effect, certificates of insurance, demonstrating general liability insurance, and naming the City as payee in the amount of not less than \$1,000,000. Vendor shall defend, indemnify, and hold harmless the City from and against claims arising directly or indirectly from the contract and associated work performed. Vendor shall be solely responsible for all local taxes or contributions imposed or required under the Social Security, Workers' Compensation, and income tax laws.

Permits

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances, and regulations bearing on the conduct of the work, as specified herein. For any work that requires an inspection certificate issued by local authorities or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or completion issued by state, municipal, or other authorities, and must deliver these to the City.

Insurance

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and the City against damages for bodily

injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

The City will require the vendor with which a contract is established to provide evidence of appropriate professional liability insurance, errors and omission insurance, and workers' compensation insurance coverage prior to commencement of work.

Such coverage must be provided by an insurance company or companies authorized to do business in the State of Georgia. Certificates must name the City as an Additional Insured, shall provide that contractor's policy is primary over any insurance carried by the City, and shall provide that the policy will not be cancelled or materially changed without 30 days prior notice in writing to the City. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless the City, its officers, agents, and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established contractually.

Vendor Responsibility

Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too large for existing facilities shall be hoisted and otherwise handled with apparatus as required.

Rejection of Proposal

The City reserves the right to reject any or all proposals, to waive any informality in such proposals, to request new proposals, to revise the RFP prior to the time for final submission of written proposals, to proceed to do the work otherwise, to withdraw this RFP, to not award the contract, to not award a portion or portions of the contract, and/or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of the City. The City may not award a contract based solely on this request for proposals and will not pay for the information obtained and solicited. The information obtained will be used in determining the proposal that best meets the City's needs. Unauthorized conditions, limitations or provisions attached to a Proposal may render it as not complying with the City's original request and may be subsequently rejected. No oral proposal or modifications to submitted proposals will be accepted.

Submittal Ownership and Disclosure

All material submitted in response to this proposal becomes the property of City of Perry, is subject to the provisions and limitations of the Georgia Open Records Law regarding retention, release, and disclosure, and will not be returned unless the Proposer requests a withdrawal in accordance with *Withdrawal of Proposals* section above. Submitted proposals may be reviewed and evaluated by any person at the discretion of the City.

Acceptance of Proposal

Submission of a proposal constitutes an agreement by the Proposers to each and all of the terms and conditions as set forth in this request. The contents of the proposal of the successful firm shall become contractual obligations upon entering into a written contract with City of Perry. Failure of the successful firm to accept these obligations may result in cancellation of the award.

ONSITE NETWORK ASSESSMENT

The City understands and expects that the respondent will need to conduct a full network assessment to determine the viability of integrating and installing the new voice system onto the existing data network. Although the City believes that the network is voice ready, we want to provide vendors with the opportunity to perform a full network assessment to determine what, if any, network updates or quality mitigation processes must be achieved in order to support the proposed new VoIP system. Vendors will be given the opportunity to conduct an onsite network assessment on June 9, 2016. In order to conduct an onsite network assessment, vendors must schedule an appointment with Brenda King.

QUESTIONS AND ANSWERS

The City will provide vendors with an opportunity to submit questions, in writing, to Brenda King (brenda.king@perry-ga.gov), by June 15. The City will respond in writing to all properly submitted questions by June 22.

PROPOSAL OUTLINE AND CONTENT

Proposers responding to this RFP must submit the following information, in the order below:

- A. Title page and table of contents
- B. Cover letter stating:
 - The proposer's understanding of the work to be done.
 - The name(s) of the person(s) who will be authorized to make representations for the proposer, their titles, addresses, and telephone and fax numbers.
 - A general description of the firm, including form of ownership, organizational structure, types of consulting services rendered, types of clients, number of professional employees, areas of specialization, and location of office(s) which will perform the work.
 - The cover letter shall be signed by an authorized representative of the Proposer's company.
- C. Executive Summary

The executive summary shall provide an overview of the Proposer's solution, with a focus on any new technologies, innovations, processes, and transformation that Proposer will bring to help the City meet its objectives. Summary should include any key differentiators that make Proposer uniquely positioned to provide the phone system services to the City.

- D. A description of the relevant consulting assignments similar to the type requested herein completed by the firm within the last three years. The description should include:
- Name of client
 - Nature of the services rendered
 - Professionals assigned to the engagement who are also proposed to serve
 - on this engagement
 - Client references including contact person, title and telephone number
- E. Furnish resumes or details on any subcontracting firms which your firm plans to utilize in this assignment.
- F. Provide a full test plan.
- G. Summarize the approach that your firm will take in understanding and completing this assignment.
- H. Identify the tools and technology Proposer proposes to deploy for the City's phone system, describe how the tools will benefit the City, and explain how such components would be expected to interoperate and integrate with the City's technological environment.
- I. Identify the tools and technology that will be used to provide for the confidentiality, integrity and availability of the City's phone system.
- J. Identify any license fees, implementation fees, or other charges Proposer would propose to pass-through to the City for tools and technology, or any other fees for which the City might be responsible related to technology.
- K. Outline a proposed timetable for each part of the work involved in this project, as well as an overall completion date.
- L. Provide a detailed breakdown of costs and fees, as well as a **maximum not to exceed** quotation of all costs.
- M. Provide a complete listing of available maintenance and technical support plans.
- N. Provide a full plan for transitioning the City to the new VoIP system.
- O. Cost Proposal Form
- P. Certificate of Non-Collusion

EVALUATION AND SELECTION PROCESS

All proposals that adequately contain the information requested in this RFP will be evaluated on the basis of the criteria explained in Paragraph B of the Submission of Proposals section of this document.

The City reserves the right to judge, evaluate, and reject any or all proposals. The City reserves the right to select any number of Proposers to be invited to give an oral presentation to an interview

panel. The Proposers to be interviewed, if any, will be notified in writing prior to the scheduled interviews. A limited number of Proposers may be subsequently re-interviewed for final evaluation.

Proposals, including any supplemental information requested by City, will be evaluated for their overall responsiveness to the requirements and evaluation criteria of this RFP, including the quality of the written proposal submitted.

The final details, terms, and conditions of purchase agreement will be determined during contract negotiations following the initial selection process. If an agreement with a selected company cannot be reached during the time specified for negotiations, another qualified company may be asked to enter into negotiations. After contract negotiations, the company selected will be required to enter into a contract with City for purchase of City's assets as described in RFP. Any selected company will be required to honor the terms and conditions contained in the contract upon execution of the contract document.

PROJECT MANAGEMENT

The vendor is expected to designate a project manager for this installation that will act as the single point of contact with the vendor for the duration of this project.

INDEMNIFICATION

The Proposer must undertake and agree to defend, indemnify and hold harmless the City, its departments, boards, officers, agents, employees, assigns and successors in interest from and against all suits and causes of actions, claims, losses, demand and expenses, including, but not limited to, attorney's fees and cost of litigation, damage or liability of any nature whatsoever, for death or injury to any person, including Proposer's employees and agents, or damage of or destruction to any property of either party hereto or of third persons, in any manner arising by reasons of or incident to the performance of the contract on the part of Proposer, its officers, directors, agents, servants, employees, contractors, whether or not contributed to by any act or omission of City or any of the City's boards, officers, agents, or employees.

ATTORNEY FEES

If City shall be made a party to any litigation commenced by or against Proposer arising out of Proposer's operations and as a result of which Proposer is held liable, in whole or in part, by settlement, adjudication, or otherwise, then Proposer shall pay all costs and reasonable attorney fees incurred by or imposed upon City in connection with such litigation. Each party shall give prompt notice to the other of any claim or suit instituted against it that may affect the other party.

ADDENDUM

Section A: Required End User Features

| Feature | Priority* | Provided (Y/N) | Included or additional cost |
|---|------------------|-----------------------|------------------------------------|
| Mobile App for iPhone or Android | 1 | | |
| Desktop soft phone | 1 | | |
| Instant Messaging & Presence | 1 | | |
| Desktop Sharing | 1 | | |
| Inbound fax to email | 3 | | |
| Alternate Numbers w/ Distinctive Ring | 3 | | |
| Analog Hotline for door phones | 1 | | |
| Anonymous Call Rejection | 2 | | |
| Barge-In Exempt | 2 | | |
| Push and Pull calls between devices | 1 | | |
| Busy Lamp Monitoring | 1 | | |
| Call Center (Inbound) | | | |
| Unlimited Call Queues | 1 | | |
| Call Queue Prioritization | 1 | | |
| Customize Greetings (entry, hold, comfort, exit) | 1 | | |
| Conditional Routing | 1 | | |
| Agents can login/log out from phone | 1 | | |
| Agents can login/log out from a web portal | 1 | | |
| Agents can escalate calls to a supervisor or chat with a supervisor | 1 | | |
| Supervisors can see agent's status | 1 | | |
| Supervisors can update an agent's status | 1 | | |
| Set queue thresholds | 1 | | |
| Reporting | 1 | | |
| Call Forwarding Always | 1 | | |
| Call Forwarding Busy | 1 | | |
| Call Forwarding No Answer | 1 | | |
| Call Forwarding Not Reachable | 1 | | |
| Call Forwarding Selective | 1 | | |
| Call Forward Not Reachable | 1 | | |
| Call History | 1 | | |
| Call Hold & Resume | 1 | | |
| Call Logs w/ Click to Dial | 1 | | |
| Call Redial | 1 | | |
| Call Management using outlook integration | 2 | | |
| Call Return | 1 | | |
| Call Transfer (Attended & Blind) | 1 | | |

| | | | |
|---|---|--|--|
| Call Waiting for up to 4 Calls | 1 | | |
| Call Waiting ID | 1 | | |
| Calling Line ID Delivery Blocking | 1 | | |
| Conferencing (3-Way Calling) | 1 | | |
| Conference bridge Stand Alone with pass codes | 1 | | |
| Directed Call Pickup | 1 | | |
| Directed Call Pickup with Barge In | 1 | | |
| Do Not Disturb | 1 | | |
| Extension Dialing, Variable Length | 1 | | |
| Hoteling or Hot Desking | 1 | | |
| Inbound Caller ID (Name & Number) | 1 | | |
| Main Number Outbound Caller ID | 1 | | |
| Outbound Caller ID Blocking | 1 | | |
| Priority Alert | 1 | | |
| Privacy | 1 | | |
| Selective Call Acceptance | 1 | | |
| Selective Call Rejection | 1 | | |
| Shared Call Appearance (35) | 1 | | |
| Simultaneous Ring | 1 | | |
| Speed Dial | 1 | | |
| Unified Messaging | 1 | | |
| User Web Portal | 1 | | |
| Voicemail to email | 1 | | |
| Voice Mail Traditional | 1 | | |
| Account / Site Admin Web Portal | 1 | | |
| Authentication | 1 | | |
| Auto Attendant | 1 | | |
| Call Park / Retrieve | 1 | | |
| Enhanced Outgoing Calling Plan Management | 1 | | |
| External Calling Line ID Delivery | 1 | | |
| Group Call Park / Pickup | 1 | | |
| Hunt Group | 1 | | |
| Internal Calling Line ID Delivery | 1 | | |
| Music on Hold | 1 | | |

| |
|---------------------------|
| *Priority rankings |
| 1-Required |
| 2-Preferred |
| 3-Optional |

Section B: Site specific requirements

City of Perry Georgia

| Number | Department | User | Notes |
|---|---|---|----------------|
| City Hall - 1211 Washington Street | | | |
| 988-2700 | L1 - Main City Number | Main Number | |
| 988-2701 | Available Administration Operator | | |
| 988-2702 | Portable | Operator | |
| 988-2703 | Administration | Lee Gilmour, City Manager | |
| 988-2704 | Community Development | Joe Brown - Code Enforcement | |
| 988-2705 | Administration | FAX | |
| 988-2706 | Administration | Cyndi Houser | |
| 988-2707 | Administration | James Faircloth, Mayor | |
| 988-2708 | Administration | City Council Room | |
| 988-2709 | Finance | Lea Spell, Accountant | |
| 988-2710 | Finance | Sheryl Secrist, Accounts Receivable | |
| 988-2711 | Finance | Joni Ary, Accounts Payable | |
| 988-2712 | Finance | Brenda King, Director of Administration | |
| 988-2713 | Personnel | Karen Bycenski, Personnel Analyst | |
| 988-2714 | Community Development | Mike Beecham, Director of Community Development | |
| 988-2715 | Available | | |
| 988-2716 | Finance | FAX | |
| 988-2717 | Available | | |
| 988-2718 | 2nd Floor | Conference Room & Council Chambers | |
| 988-2719 | Community Development | Steve Howard, Building Official | |
| 988-2720 | Community Development | Main Number | |
| 988-2721 | Community Development | Christine Sewell, Administrative Secretary | |
| 988-2722 | Information Technology | Information Technology forward to 700 | |
| 988-2723 | Available | | |
| 988-2724 | Community Development | Dan Bass, Building Inspector | |
| 988-2725 | Community Development | FAX | |
| 988-2726 | Available | | |
| 988-2727 | Available | | |
| 988-2728 | Computer Services | Server Room | |
| 988-2729 | Public Works | John Schell | |
| 988-2730 | Available | | |
| 988-2731 | Public Works | Decius Aaron, Public Works Director | |
| 988-2732 | Public Works | Sarah Nottingham, Administrative Secretary | |
| 988-2733 | Engineering | Chad McMurrian, Asst. City Engineer | |
| 988-2734 | Available | | |
| 988-2735 | Available | | |
| 988-2736 | L1 - Administration | Annie Warren, Executive Secretary | |
| 988-2737 | Available | | |
| 988-2738 | Available | | |
| 988-2739 | Public Works | Main Number | |
| 988-2740 | Tax & Licenses | Anna Nelson, Customer Svc Asst. | Call Recording |
| 988-2741 | Customer Service | Charlene Boyer, Customer Svc Asst. | Call Recording |
| 988-2742 | Available | | |

| | | | |
|-----------------|----------------------|--------------------------------------|----------------|
| 988-2743 | Customer Service | Vickie Graham, Customer Svc Asst. | Call Recording |
| 988-2744 | Customer Service | Dante Butts, Customer Svc Asst. | Call Recording |
| 988-2745 | Customer Service | Susan Miles, Customer Svc Supervisor | Call Recording |
| 988-2746 | Available | | |
| 988-2747 | Available | | |
| 988-2748 | Customer Service | FAX | |
| 988-2749 | Purchasing | Main Number | |
| 988-2750 | Available | | |
| 988-2751 | Available | | |
| 988-2752 | Available | | |
| 988-2753 | Available | | |
| 988-2754 | Customer Service | Back Desk @ Meter Reader PC | |
| 988-2755 | Mail Room | Postage Meter Modem | |
| 988-2756 | Mail Room | Mail room Phone | |
| 988-2757 | Economic Development | Robert Smith | |
| 988-2758 | Economic Development | Catherine Edgemon | |
| 988-2759 | Fire Marshall | David Stanton | |
| 988-2760 | Available | | |
| 988-2761 | Available | | |
| 988-2762 | Available | | |
| 988-2763 | Available | | |
| 988-2764 | Available | | |
| 988-2765 | Available | | |
| 988-2766 | Available | | |
| 988-2767 | Available | | |
| 988-2768 | Available | | |
| 988-2769 | Available | | |
| 988-2770 | Available | | |
| 988-2771 | Available | | |
| 988-2772 | Available | | |
| 988-2773 | Available | | |
| 988-2774 | Available | | |
| 988-2775 | City Hall Paging | City Hall Paging | |
| 988-2776 | Available | | |

ESG - Frank Satterfield

| | | |
|-----------------|------------------|---------------------|
| 988-2777 | ESG | Main Number |
| 988-2778 | ESG | FAX |
| 988-2779 | ESG | Iris Armstrong |
| 988-2780 | ESG | Jessica Pennington |
| 988-2781 | ESG | Sharon Kelly |
| 988-2782 | ESG | Ryan Bode |
| 988-2783 | ESG | Billy Crowe |
| 988-2784 | ESG | Michael Robinson |
| 988-2785 | ESG | Travis Falcione |
| 988-2786 | ESG | ESG Personnel |
| 988-2787 | ESG | Gas Supervisor |
| 988-2788 | ESG | ESG Conference Room |
| 988-2789 | Available | |
| 988-2790 | Available | |
| 988-2791 | Available | |
| 988-2792 | Available | |
| 988-2793 | Available | |
| 988-2794 | Available | |

988-2795 Available
988-2796 Available
988-2797 Available
988-2798 Available
 988-2799 Public Works FAX

Perry Public Safety - 1207 Washington Street

| 988-2800 | L1 - Dispatch/Jail | Main Number | |
|-----------------|-----------------------------------|----------------------------------|----------------|
| 988-2801 | Available | | |
| 988-2802 | Police | Mike Hamsley | Call Recording |
| 988-2803 | Police Chief | Steve Lynn | Call Recording |
| 988-2804 | Executive Secretary | Janet Duffin | Call Recording |
| 988-2805 | Police Admin Fax | Admin Fax | |
| 988-2806 | Private Line Chief Lynn | Steve Lynn | Call Recording |
| 988-2807 | Police | Red Phone - Direct 911 (Outside) | |
| 988-2808 | Court Fax | Court Fax | |
| 988-2809 | Available | | |
| 988-2810 | Fire Department | Number for Captains | |
| 988-2811 | Police | Squad Room 1 | Call Recording |
| 988-2812 | Police | Bill Phelps | Call Recording |
| 988-2813 | Police | Squad Room 2 | Call Recording |
| 988-2814 | Court | Main Number | |
| 988-2815 | Court Clerk PT | Cindy Mizer | Call Recording |
| 988-2816 | Police Warrant Desk | Warrant Desk | Call Recording |
| 988-2817 | Court Clerk | Mirian Arrington | Call Recording |
| 988-2818 | Police | BTV Surveillance Camera Callout | |
| 988-2820 | Police Jail Fax | Jail Fax | |
| 988-2821 | Police Detective Division | Main Number | |
| 988-2822 | Police Captain Detective Division | Heath Dykes | Call Recording |
| 988-2823 | Police Investigations Fax | Investigations FAX | |
| 988-2824 | Police Investigations | Main Number | |
| 988-2825 | Police Investigations Secretary | Gail Price | Call Recording |
| 988-2826 | Police Detective | Ken Ezell | Call Recording |
| 988-2827 | Police Detective | Spare Desk | Call Recording |
| 988-2828 | Police Evidence Clerk | Cindy Jackson | Call Recording |
| 988-2829 | Police Server Room | Server Room | Call Recording |
| 988-2830 | Police Certification | Craig Fowler | Call Recording |
| 988-2831 | Police Community Services | James Buck | Call Recording |
| 988-2832 | Public Safety | Paging | |
| 988-2833 | Police Detective | Jason Jones | Call Recording |
| 988-2834 | Police Gang Investigator | Que Gilliam | Call Recording |
| 988-2835 | Police K-9 Office | K9 Office | Call Recording |
| 218-8043 | Fire Department 2 | Main Number | |
| 988-2836 | Fire Department 2 Radio Room | Radio Room 2 | |
| 988-2837 | Fire Department 2 Day Room | Day Room 2 | |
| 988-2838 | Fire Department 2 Bunk Area | Bunk Room 2 | |
| 988-2839 | Fire Department 2 Engine Bay | Engine Bay 2 | |
| 988-2840 | Fire Department | Ephreim Wheeler | |
| 988-2841 | Fire Department | Robby Rowell | |
| 988-2842 | Fire Department | Kirk Crumpton | |
| 988-2843 | Fire Department 2 911 phone | Fire Department 2 911 Phone | |

| | | | |
|-----------------|----------------------------|-------------------------|----------------|
| 988-2844 | Fire Department Day Room | Day Room | |
| 988-2845 | Police | Mike Hamsley | Call Recording |
| 988-2846 | Available | | |
| | Police Community Services | | |
| 988-2847 | Fax | Community Service Fax | |
| 988-2848 | Police Detective | Thomas Daily | Call Recording |
| 988-2849 | Police Detective | Drew Dodson | Call Recording |
| | Fire Department Radio Room | | |
| 988-2850 | Capt. | Radio Room Capt. | |
| | Fire Department Radio Room | | |
| 988-2851 | Lt | Radio Room Lt | |
| 988-2852 | Fire Department | Main Number | |
| 988-2853 | Fire Fax | FAX | |
| 988-2854 | Fire Chief | Joel Gray, Fire Chief | |
| 988-2855 | Fire Secretary | Trisha McMillan | |
| | Fire Department Engine Bay | | |
| 988-2856 | 1 | Engine Bay 1 | |
| 988-2857 | Available | | |
| | Fire Department Captain | | |
| 988-2858 | Living Q. | Captain Living Quarters | |
| | Fire Department Crew Bunk | | |
| 988-2859 | Room | Bunk Room | |

Leisure Services - 1060 Keith Drive - Rozar Park

| | | | |
|-----------------|------------------------------|--|--|
| 988-2860 | Recreation Department | Main Number | |
| 988-2861 | Recreation | Wallace Brown | |
| 988-2862 | Recreation | Alton Ellis, Athletic Director | |
| 988-2863 | Recreation | Kevin Dye, Leisure Director | |
| 988-2864 | Recreation | James Wheeler, Asst. Athletic Director | |
| 988-2865 | Recreation | Nancy Graham, Recreation Secretary | |
| 988-2866 | Available | | |
| 988-2867 | Available | | |
| 988-2868 | Recreation | FAX | |

Creekwood Park - 107 Ida Lasseter Circle

| | | | |
|-----------------|-----------------------------|-----------------------|--|
| | Recreation Creekwood Park | | |
| 988-2869 | Pool | Creekwood Park | |
| 988-2870 | Available | | |
| 988-2871 | Available | | |
| 988-2872 | Recreation Dept. Conf. Room | Rozar Conference Room | |

New Water Plant - 100 Woodlawn Drive

| | | | |
|----------|------------------------|-------------------|--|
| 988-2873 | Water Treatment | Computer Alarm | |
| 988-2874 | Water Plant 1 FAX | Water Plant 1 Fax | |
| 988-2875 | Water Plant 1 Operator | Water Plant 1 | |

Old Water Plant - 700 Main Street

| | | | |
|----------|-----------------------|---------------|--|
| 988-2876 | Old Water Treatment 2 | Water Plant 2 | |
|----------|-----------------------|---------------|--|

Wastewater Treatment Plant - 100 Frank Satterfield Road

| | | | |
|----------|----------------|----------------|--|
| 988-2877 | Wastewater LAB | Wastewater Lab | |
|----------|----------------|----------------|--|

988-2878 Wastewater FAX Wastewater FAX

New & Old City Barns - 1000 Tucker Road

988-2879 Maintenance - New Barn Portable Phone for shop
Public Works Office - Old
988-2880 Barn FAX
988-2881 ESG - Gas Main Number
988-2882 Maintenance - New Barn Bob Taylor
988-2883 Available

Public Safety Training Center - 261 Toomer Road

988-2884 Public Safety Training Office
988-2885 Available
988-2886 Available
988-2887 Available

Perry Animal Shelter - 1000 Tucker Road - Behind City Barns

988-2888 Police Animal Shelter Animal Shelter

Other Locations As Indicated

988-2889 Available
988-2890 Traffic Light Modem Perry Parkway
988-2891 Traffic Light Modem Perry Parkway
988-2892 Direct to 911 City Hall Elevator - 1211 Washington Street
988-2893 Available
988-2894 Available
988-2895 Available
988-2896 Available
988-2897 Traffic Light Modem Sam Nunn Boulevard & Hampton Court
988-2898 Available
988-2899 Communications Line Pump Station - 111 Westbourne Way (Notting Hill)
987-4713 Traffic Light Modem Perry Parkway & Houston Lake Road
218-0196 Traffic Light Modem Washington & Commerce Streets
664-515-6529 Hwy 41 Pump Station Hwy 41 Pump Station
664-515-6183 Valley Drive Pump Station Valley Drive Pump Station