

**City of Black Diamond Request for Proposal
To Furnish and Install
A New Unified Phone System Replacement**

PROJECT TITLE – New City Unified Phone System Replacement

PROPOSAL DUE DATE – 4:00 p.m. on October 24, 2018

ELIGIBILITY: This Request for Proposal is open to those companies that satisfy the minimum qualifications stated herein.

RFP OBJECTIVE:

The objective of the RFP is:

1. To determine costs and the most qualified telecommunications firm to furnish and install an onsite replacement unified phone system for the City of Black Diamond across all of their sites.
2. Have the selected company provide and manage:
 - a. All required systems design and coordinate all installations.
 - b. All cutover activities and bring up the new system on a date negotiated with the City of Black Diamond.
 - c. The process of porting of all required existing phone numbers and circuits to new service providers, if required.

DESIRED QUALIFICATIONS

- Telecommunications contractor with the expertise, experience and trained staff to successfully plan, furnish and install a new highly reliable unified phone system.
- The ability to install components and test to current EIA/TIA standards, specifications and industry “best practices”.
- The ability to provide ongoing high quality service and support to the City of Black Diamond.

RFP COORDINATOR

The City of Black Diamond coordinator is the sole point of contact in the City for this project. All communication between a Proposer and the City shall be with the RFP Coordinator identified below. Any other communication will be considered unofficial and non-binding on the City. Proposers are to rely on written statements issued by the City through the RFP Coordinator.

Name: Rob Reed, IS Manager

Phone: 360-886-5700

Email: rreed@blackdiamondwa.gov

SUBMISSION OF PROPOSALS

The proposal, whether emailed, mailed or hand delivered, must arrive at the following address prior to 4:00 p.m. on October 26, 2018.

Physical Address:

City of Black Diamond

24301 Roberts Drive

Black Diamond, WA 98010

The exterior of the envelope/package must be clearly marked with the project name:

“Unified Phone System Replacement Documents”

Mailing Address:

City of Black Diamond

PO Box 599

Black Diamond, WA 98010

Email Address:

Rreed@blackdiamondwa.gov

All proposals must arrive no later than 4:00 p.m. on October 26, 2018. Proposers must allow normal mail delivery time to ensure timely receipt of their proposals by the RFP Coordinator. Proposers assume the risk for the method of delivery chosen. The City assumes no responsibility for delays caused by any delivery service method. **Proposals may not be transmitted by facsimile transmission.**

RCW COMPLIANCE

This Request for Proposal is being posted and advertised in compliance with Washington State RCW 39.04.270, Electronic Data Processing and Telecommunications Systems – Municipalities – Acquisition Method – Competitive Negotiation.

RESPONSIVENESS

1. All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP.
2. The City reserves the right, at its sole discretion, to waive minor administrative irregularities and to reject any or all proposals.
3. Upon the City’s discretion, proposals received after the due date and time may be considered.

MOST FAVORABLE TERMS

The City reserves the right to make a decision without further discussion of the proposal that is submitted. Therefore, the proposal should be submitted with the most favorable terms. The City may contact the proposer for clarification, but there may not be an opportunity for proposers to present “best and final” offers. Proposers must be prepared to enter into a contract based on their proposal and the terms and conditions in this RFP.

ALL NEW EQUIPMENT

All system components supplied to the City of Black Diamond shall be new. No used equipment, B-stock, manufactures near-end-of-life or manufacturer discontinued components will be accepted. All components shall come with full manufacturers support.

NOTIFICATION OF PROPOSERS

Proposers who have not been selected for further negotiation will be notified via email, whenever possible.

REJECTION OF PROPOSALS

The City reserves the right in its sole discretion to reject any and all proposals and not to issue a decision. This RFP does not obligate the City to a contract for the services specified herein.

GENERAL SCOPE OF WORK

1. Plan, furnish and install a reliable, expandable, fully operational and E911 compliant unified phone system. The system will include 45 phones including DIDs located within two separate locations, and will also include voicemail with email send ability.
2. Provide, program, setup and install any needed new software.
3. Include an extra 55 phone numbers in the same block as the 45 DIDs that will be active upon install.
4. Provide, program, setup and install voicemail, voicemail to email, and needed software.
5. Include any costs for reporting / logging or downloadable reports.
6. Provide the following licenses
 - a. One station license for each installed phone.
 - b. One voicemail license for each installed phone (if needed).
7. Order, coordinate, install, and program all new telephones.
8. Provide Technical Support. The City requires that proposers include technical and billing support, available by phone, to answer questions and resolve software, billing and support issues.

9. Repair, Maintenance Support and Response Time: The City requires bidders supply an escalation contact list and definitions of major and minor repairs with the appropriate telephone numbers and response times for each type of system failure. Also define the process for system software upgrades from the manufacturer.

BID SUBMITTAL INFORMATION

The City of Black Diamond wishes to fully replace their existing phone systems located in several separate locations to one unified system. The new system will include 45 phones with DIDs and also include voicemail.

1. Proposer to supply all necessary planning, materials, labor, software licenses, to provide a full unified phone and voicemail replacement system for the existing services at all existing sites.
2. The new unified phone and voicemail system must have the capacity to grow to a minimum of 55 stations, either in the original installed configuration, or by adding additional equipment.

PROPOSER SHALL PROVIDE PROPOSALS FOR A COMPLETE, FINISHED AND FULLY OPERATIONAL TELEPHONE SYSTEM INSTALLATION AS DESCRIBED IN THIS DOCUMENT.

Prior to submitting their proposals, all bidders will be given the opportunity to fully inspect and review all of the facilities and locations where the project work will take place prior and all system support documents and floor plans. Proposer shall provide all necessary project management, design review, coordination, tools, test equipment, shipping, labor and materials necessary for the installation and completion of fully operational systems as defined in this document.

BID RESPONSE DOCUMENTS

1. Provide bid documents in one electronic copy.
2. Provide specification sheets for the major products you propose to use.
3. Failure to provide the required information may be a basis for disqualifying the proposal and causing the proposal to be rejected without consideration.

PROPOSAL EVALUATION

1. Responsive proposals will be evaluated strictly in accordance with the requirements stated in this solicitation. The evaluation of proposals shall be accomplished by an

evaluation team, to be designated by the City which will determine the ranking of the proposals.

2. The City reserves the right to award the contract to the proposer whose proposal is deemed to be in the best interest of the City.

SELECTION CRITERIA

Proposals will be scored comparatively based on the City's scoring on the following weighting scale:

1. Bid Cost	25%
2. Perceived quality and value of the systems and services offered	25%
3. Range of services offered	20%
4. Prior Similar experience	20%
5. Quality of recommendations from references	10%
Total = 100%	

REQUIRED SYSTEM FEATURES

The City of Black Diamond is looking for a phone and voicemail that provide the following:

1. A full featured phone and voicemail system capable of handling a wide range of services.
2. Capable of expansion.
3. Reliable and easy to use, with easy to learn intuitive features.

STANDARD PHONE SYSTEM FEATURE CAPABILITIES

1. Online backup and restore capabilities for user and configuration data, without service interruption
2. The ability to pre-record, store, auto-attendant messages and quickly and simply switch between stored messages within an auto-attendant to provide information such as closures.
3. City-wide four-digit dialing.
4. E911 service for up to three locations.

DESIRE/OPTIONAL:

1. Distinctive ring to distinguish between outside and inside calls
2. Active directory integration
3. Hot desking features, to allow a user to log in to a shared phone, and the shared phone will take on the class of service, voice messaging and E911 location reporting for use.
4. Future ability to use soft phones and cell phone app soft phones.