



Second Request for Proposal
For
Office VoIP Telephone/Unified Communication System

Issue Date: Saturday July 23, 2016

Due Date and Time: Monday August 1, 2016,
1:00 PM Mountain Time

Receipt Location:

City of Cottonwood Heights
City Recorder's Office
1265 E Fort Union Blvd Ste 250
Cottonwood Heights, Utah 84047

Project Description: Cottonwood Heights (the "City") is constructing a new Municipal Center at 2277 East Bengal Boulevard, Cottonwood Heights, UT 84121 and will assume occupancy of the building on September 12, 2016. The City is seeking proposals for a **VoIP Office Telephone/Unified Communication System**.

Note: This process is being repeated from an earlier RFP process in May-June 2016 due to the lack of “hosted” options and quality of the handsets being proposed.

The City currently employs approximately 85 full time employees and provides municipal services to approximately 34,500 citizens. The new facility will house administrative and police staff. Interoffice outside communication are essential functions of the City and we are looking for solutions that will maximize our ability to fulfill that responsibility with innovation and reliability.

This RFP is intended to elicit the information necessary to assess leading vendor alternatives in order to determine whether the City will proceed with this initiative. The City will not be obligated to move forward with any vendor and will not provide reimbursement for any expenses incurred in providing a response.

Desired Capabilities of the System:

- Provide call recording capability from any system phone with a delayed start feature.
- Provide the ability to export the storage of Phone Calls, Voicemail, Faxes and IM to one of our existing storage devices.
- Audio Conference Bridge with scheduling and Outlook (current system) calendar integration.
- Automated Call Distribution that distributes incoming calls to a specific group of phones that operators use.
- Automated Attendant with integrated Voice Mail
- Dial by Name Directory
- Do Not Disturb
- Message-only information "mailboxes" for common questions.
- Monitoring software to provide data on incoming call volume, response times, un-listened-to voicemail, and more.
- Flexible main greetings for holiday, inclement weather announcements, and emergency situations.
- Check voicemail from an outside line and forward messages to other phones inside and outside the system.
- Change voicemail settings from an outside line.
- Call-forwarding to external and internal destinations (including mobile devices).
- Caller ID
- Voicemail integration with email system, and mobile devices.
- Ability to add satellite locations to the system.
- Any other service not identified that you feel will be beneficial.

Site Specifications:

City Hall - Primary System Location

<u>Qty</u>	<u>Model Type</u>
1	System with capacity of 200 users
30	Simultaneous call path capacity
100	Initially deployed full independent extensions/users
1	Unified Messaging Platform to integrate with Microsoft Exchange Version 2013 or above; for Dialing contact and <u>dual message store</u> of voicemail <u>for all users</u> .
1	Fax Server with capacity of 10 fax boxes
80	Standard Phones

- 10 Executive Phones
- 100 Mobile Applications for mobile devices
- 6 Conference Phones with 20' radius and expansion capacity for additional microphones, speakers and video, etc.
- 1 Hardware and Software to connect the system to a commercial telephone or data line at the point of entrance to the building.

Satellite Location (Public Works Offices)

<u>Qty</u>	<u>Model Type</u>
4	Standard Phones
1	Large Conference phone with 20' Radius

For the evaluation process, please provide responses to the following (15 pages maximum):

Section 1: Introduction

Section 2: Organization and Team Experience, Past Performance and List of References (five minimum references with preference given to vendors that have worked with govt. organizations).

Section 3: System Architecture

The City would like to have a manufactures solution that provides investment protection long term. No Open Source products as we require reliability and manufacturer support. We prefer industry standards based solutions and we will lean away from proprietary solutions that require proprietary endpoints and hardware, but leave it up to each vendor to design the solution that they believe will best meet the needs of the City.

Section 4: Proposed Solution(s)

Describe how your system meets the expectations defined in “Desired Capabilities” and “Specifications” sections above, performs Unified Communications for voice, fax, and email integration, integrates with office software (currently using Microsoft system), and other features related to this subject.

Section 5: Implementation Process

Explain how the system will be designed, delivered, installed and made operational by Thursday, **September 1, 2016** with a phone number/connection changeover from the existing building on or Monday, **September 12, 2016**. This includes coordinating the telephone switchover from the current offices to the new offices and all training for the end users prior to **September 12, 2016**.

Section 6: Training

Describe how you will handle training for administrators and end-users, whether training videos are available for the phones and client software, if “cheat sheets” or “quick start” guides are provide, and any cost for additional user and admin training.

Section 7: Hardware and Software Warranty:

Describe the warranty for system hardware, servers, switches and related components, software including all updates, upgrades and future releases for all software, and phone/handset systems.

Section 8: Labor Support

Describe the response times for repair in the event of a system failure, annual maintenance fees or hourly repair rates, component replacement availability, if off-site (remote) service is available, and availability of support 24x7x365.

Section 9: Cost

Provide an itemized price quote for the system including all licenses, equipment, labor, etc.

Submission Details:

Sealed proposals will be received by the Cottonwood Heights, City Recorder's Office, 1265 E Fort Union Blvd Ste 250 Cottonwood Heights, UT 84047 until Monday, August 1, 2016, at 1:00 P.M.

Proposals, modifications, or corrections will not be accepted if they are not timely received by the City Clerk/Recorder's Office, regardless of the cause, whether or not by action or inaction of the City, including but not limited to delayed, lost, undelivered or misdirected mail. Facsimile transmitted proposals will not be accepted.

CONTACTS

Any administrative questions regarding bidding procedures should be directed to:
Paula Melgar, City Recorder.

LAST DAY FOR QUESTIONS

The last day to submit questions is Wednesday, July 27, 2016 @ 3:00 pm (MST). This will allow time for any addenda to be issued by the City to all bidders. All questions must be submitted in writing via email to Paula Melgar, City Recorder at pmelgar@ch.utah.gov.

RFP Documents

RFP documents may be obtained on the city website:

http://cottonwoodheights.utah.gov/your_government/public_records/requests_for_proposals/ beginning Saturday, July 23, 2016, or from Paula Melgar, City Recorder, pmelgar@ch.utah.gov. When requesting RFP documents please include your full name, company name, address, phone and email address and which RFP you are referring to.

SELECTION PROCESS

A review committee will evaluate all responses to the RFP that meet the submittal requirements and deadline. Submittals that do not meet the requirement or deadline will not be considered. The review committee will rank the proposals and may arrange interviews with the finalist prior to selection.

The review committee will consider the following criteria equally when evaluating the proposals: quality and thoroughness of the proposal; references (including at least 2 municipalities); and cost proposal.

SPECIAL INSTRUCTIONS TO BIDDERS

I. Submission Requirements and Instructions (All bidder requirements in this section are **mandatory**).

- The City reserves the right to waive any non-material variation, or technicality in any statement received, if the City believes it would serve the best interest of the City. The City may reject any and all Request for Proposals.
- Request for Proposal must be in a sealed package and submitted via mail or hand-deliver, to the City Recorder’s office. Each submission must be marked on the outside with the Company’s name and the description of the proposal; “Request for Proposal for Telephone System.”
- Proposers shall submit five (5) hard copies of the Proposal to the City at the address identified above.
- Any RFP received after the schedule closing time for receipt of RFPs will **NOT** be opened and **NOT** returned to sender.
- Proposals and required attachments shall be submitted as specified. All costs incurred in the preparation of a proposal will be the responsibility of the bidder and will not be reimbursed by the City.
- Successful vendor shall possess and make proof available of General Liability Insurance Coverage for \$2,000,000 or higher, Workers Compensation Coverage (State limits), and indemnification of liability for the City of Cottonwood Heights and its agents.

Requests for Supplemental Information

The City reserves the right to require the submittal of additional information that supplements or explains proposal materials.

Evaluation Criteria

The evaluation criteria in the following table are intended to be the basis by which each proposal will be evaluated, measured, and ranked. The City hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to the stated criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria.

Criteria	Description	Maximum Score
Business & Team	This criterion considers both the qualifications of the business and personnel proposed to provide the services solicited by this RFP.	20
Approach	This criterion considers the proposer’s understanding of the scope of work and the quality and clarity of the proposer’s written methodology, description of the proposed approach to accomplish the work, and ability to have the system installed, operational, and staff trained on or before the go-live date.	20
System Capabilities	This criterion considers the products functionality that are proposed to be used in performing the services solicited by this RFP. In evaluating the proposer’s products, the City will consider the business benefits and the business process improvements as a result of implementing the proposer’s products.	30

Criteria	Description	Maximum Score
Cost	This criterion considers the price of the services solicited by this RFP. Proposers will be evaluated on their pricing scheme as well as on their price in comparison to the other proposers.	30

AWARD OF CONTRACT

The City reserves the right to reject any and all proposals, to contract work with whomever and in whatever manner the City decides, to abandon the work entirely and to waive any informality or non-substantive irregularity as the interest of the City may require and to be the sole judge of selection process. The City also reserves the right to negotiate separately in any manner to serve the best interest of the City. The City retains the right at its sole discretion to select a successful vendor(s).