

City of Palmer

Telephone System RFP

Submissions Due July 26, 2023

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6-26-2023

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General Information

The City of Palmer seeks a firm that can provide a cloud premise Voice over Internet Protocol (VoIP) telecommunications system. This system will replace the current, on-prem VoIP system and must be capable of meeting future needs. The project requires the design, implementation, and support of an on-prem VoIP telephone system. Preference will be afforded to Vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity requirements, and ongoing service and support. Each respondent should include in their proposal the benefits that their system will provide including, but not limited to, the increased efficiencies and potential cost savings the City will realize.

The system solution must include Unified Messaging and integrates with our existing network infrastructure. All existing phones should be replaced with current IP phones that provide the required features.

The winning bidder will be expected to work directly with the City's third-party Information Technology staff and the City's network providers to ensure compatibility, call quality and reliability.

The City of Palmer is interested in the installation of a limited "failover/backup system" that will provide services (especially public safety) in the event of a failure of the main system, to process calls as needed, either due to an emergency, power outage or capacity issues. This "failover/backup system" may reside onsite or at an offsite data center.

The successful respondent for this contract will be the sole authority and responsible party for this installation. The City of Palmer's goal is to establish a relationship with a single point of contact for all support necessary for the project.

If vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation, or support, the successful respondent will be the sole responsible party for all activities.

It is the intent of this Request for Proposal that the responder shall provide a complete solution for all aspects of the project. Vendor shall provide all design, planning, system architecture, installation, network analysis, training, and post-installation support for the project. City of Palmer staff and third-party IT will act in oversight and advisory positions only.

Vendor is also expected to provide a training plan for all employees. The training plan will consider the various levels of training needed for various employee groups. City of Palmer staff will work with Vendor to develop a training plan that achieves these objectives.

Vendor is expected to plan and conduct the installation of the project with minimal impact on daily operations and staff through close coordination with City of Palmer staff.

The intent of this RFP is to provide the potential vendor with sufficient information to enable them to prepare an acceptable response.

Introduction

The City of Palmer, Alaska, is a small municipality located 42 miles northeast of Anchorage in the Matanuska Susitna Valley. The City of Palmer operations consists of a City Hall, Community Development and Fire Training Center, Library, Police and Dispatch, Public Works, Municipal Golf Course, Municipal Airport, Wastewater Treatment Plant, Museum and Visitor Center.

The City of Palmer has the following locations:

City Hall

231 W. Evergreen Ave
Palmer, AK 99645

Airport

801 E Evergreen Ave / 901 E. Yukon St
Palmer, AK 99645

Community Development/Fire Dept

645 E. Cope Industrial Way
Palmer, AK 99645

Golf Course

1000 E. Lepak Ave
Palmer, AK 99645

Library

137 E Arctic Ave
Palmer, AK 99645

MTA Events Center

1317 S. Kerry Weiland Ct
Palmer, AK 99645

Police Department

423 S. Valley Way
Palmer, AL 99645

Public Works

1316A S. Bonanza St
Palmer, AK 99645

Wastewater Treatment Plant

1802 S. Brooks Road
Palmer, AK 99645

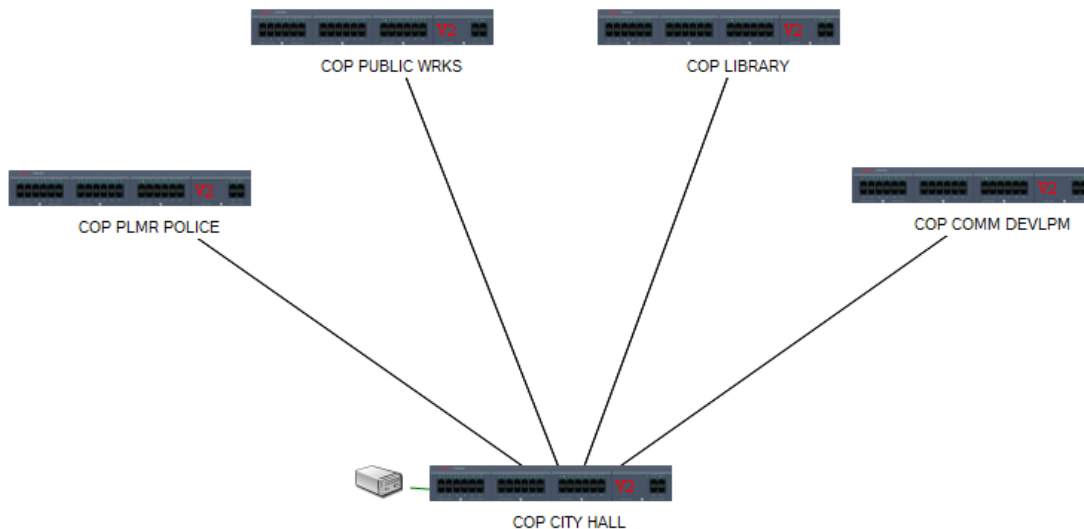
Current Telephone /Network System:

The City of Palmer's current phone system is an Avaya IPO System software R9.1. The system is both Analog and IP. The Avaya IPO IP500 V2 control units are installed at City Hall, Community Development, Library, Police Department and Public Works. The system uses the City's Metro Ethernet network. Our current IP office is running on a server located at City Hall.

Location	Avaya System	Control Units	Extensions	Phones
City Hall	IPO IP500 V2	6	48	16
Community Development/ Fire	IPO IP500 V2	4	16	10
Library	IPO IP500 V2	5	18	8
Police	IPO IP500 V2	7	58	25
Public Works	IPO IP500 V2	3	8	8

- Avaya IPO
- MTA telephone service provider
- MTA Internet provider
- 1 GB Internet Bandwidth

Network viewer:



Request for Proposal Instructions and Information

Vendor shall create one (1) digital PDF proposal, signed by the firm's authorized agent. The submission shall be emailed to:

Kristin Elieff

Administrative Assistant – City Manager's Office

kelieff@palmerak.org

The email subject line should read "VoIP Proposal" and all proposals should be received on or before 2:00 pm, July 19, 2023. Late proposals will not be considered.

City of Palmer reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarifications, to accept or negotiate any modifications to any proposal, following the deadline for receipt of all proposals, and to waive any irregularities if such would serve the best interest of the City.

RFP Timeline:

Event	Date
RFP advertised	July 2 and July 9, 2023
Period for Questions	July 3 through July 14, 2023
Proposals Due	July 26, 2023 2:00 PM
Evaluation and Selection	July 27 through August 8, 2023
City of Palmer Council Approval	August 22, 2023

Cost of Preparing Proposals

The City of Palmer is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP. City of Palmer shall not reimburse any vendor for the cost of responding to this RFP.

RFP Responses

All materials submitted by the vendor in response to this RFP become the sole property of the City of Palmer upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor. Any documentation that is to be considered confidential must clearly be identified as such, or it will become part of the project's records of the City of Palmer.

Withdrawal of Proposals

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

proposal at any time up to the proposal closing date and time.

No Obligation to Buy

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

False or Misleading Statements

Vendors must take great care to ensure that sufficient information has been provided to allow City of Palmer to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information technical documentation, references, and points of contact, corporate capabilities, etc. Vendor understands that if in the opinion of the City of Palmer, a proposal contains false or misleading information of any kind or does not contain sufficient detail to fully evaluate the technical solution or proposed price, City of Palmer reserves the right, in its sole discretion, to reject the proposal. Vendor also understands that if the information provided does not support a function, attribute, capability, or condition as proposed by Vendor, City of Palmer may reject the proposal.

Evaluation

- A. The proposals submitted will be evaluated by the proposal team made up of selected members of the City of Palmer leadership team. Each member of the proposal team will score each proposal by each of the criteria described below. The proposal team will then convene to review and discuss these evaluations and to combine the individual scores to arrive at a composite score for each firm.
- B. Evaluation Criteria
Proposals will be evaluated and scored based on the following criteria:
 - 1. Qualifications and Experience of the Company and Staff
 - 2. Past Performance
 - 3. Approach to the project/implementation plan
 - 4. Comprehensive support services
 - 5. Cost proposal

Acceptance of Proposal Content

Vendor understands that the City of Palmer reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms, and statements contained therein will be binding upon vendor. Upon acceptance of the proposal by City of Palmer, the successful proposal, including all terms, conditions, and pricing contained therein, will be incorporated into the awarded contract. Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to the City of Palmer.

Proposal Submission Requirements

General Requirements:

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that proposals be organized in the manner specified.

1. Title Page: The title page should include the subject of the proposal; the proposing company's name and postal address; the name, email address, and telephone number of a contact person; and the date of the proposal.
2. Table of Contents
3. Executive Summary: This summary should provide a high-level description of Vendor's ability to meet the requirements of the RFP and a statement describing why Vendor believes itself to be the best qualified to provide the specified services. The summary must also include:
 4. Names, titles, and background of the officers and operating personnel who would work on the project for the City.
 5. Location and current staff size of the servicing office.
 6. An approximate breakdown of the type of clients served by your firm over the past five years.
 7. A statement of whether your firm, in the event of the award, would be able to provide insurance meeting or exceeding the requirements.
 8. A valid state of Alaska business license.
9. Detailed Proposal: The detailed proposal should follow the order set forth in the Technical Proposal of this request for proposals.

Technical Proposal:

1. Project experience and three references the vendor has worked to provide similar telecommunication systems. Each reference should include:
 - a. Organization name
 - b. Postal address
 - c. Phone number
 - d. Contact person's email address
 - e. Number of employees
 - f. Contact person's name
 - g. Title and brief scope of the project.
2. Provide up to three examples of relevant project experience, in progress or completed by your proposed team members during the past five years. Vendor, including any subcontractor, shall have a proven record in telecommunication projects. Include:
 - a. size of project,
 - b. cost,
 - c. budget,
 - d. start and completion dates of design
 - e. start and completion dates of implementation

3. Identify similarities to this project and any unique lessons learned that would be applied.
4. Scope of services (Implementation Plan).
5. Identify the specific team members from your firm that will be assigned to this project and include a description of their roles and responsibilities on this project.
6. Identify any proposed subcontractors/consultants and their key staff members that will be involved with the project.
7. Describe your implementation plan and include a project timeline and sequential tasks chart.
8. Based on preliminary assessment of the project, please list any equipment, hardware, software, service, wiring/cabling, etc. vendor proposes to acquire, configure, and install as part of this on-prem VoIP project. List all equipment by make, model, and quantity.
9. Be sure to clearly outline manpower that would need to be allocated to work with vendor and at which stages of the project.
10. Describe how you will keep the project within budget and on schedule.
11. Include any unique capabilities or qualities of your firm that would make you approach stand out.
12. Recommended system requirements: Please indicate the minimum and recommended system requirements for all configured and installed technology.
13. Support services: Please indicate the level and nature of support you are prepared to provide in the following areas:
 - a. Installation
 - b. Testing
 - c. Documentation
 - d. Training
 - e. Ongoing technical support
 - f. Ongoing maintenance plans after warranty expiration (optional)
 - g. Other (specify)

Attachments:

1. Attachment A: Cost Proposal
2. Attachment B: Requirements and Warranties: Vendor shall include with the RFP response a detailed overview of all applicable warranties, including exclusions. Detail the responsibilities the City of Palmer will assume during the warrant contract period. Describe services provided during warranty period.

Feature Set and Technical Requirements

The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. City of Palmer expects the successful vendor will have had experience with corporations and other government entities the same size as the City and will be able to provide consulting advice, input, and insight into what other organizations are using and to provide suggestions that will enhance the useability and functionality of the system. Please identify which features are included, not included or available at an added cost.

Requirements

- Automatic call back
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer
- Call Recording
- Call Waiting
- Calling Line ID Name and Number
- Conference Calling
- Caller ID Name and Number
- Speaker Phone Capable
- Auto / Speed Dial (directory and user-entered)
- Programmable Buttons w/ paperless labels
- Extension Dialing between Locations
- Automatic Call Distribution (ACD)
- Workgroups (Groups)
- Custom Call Routing (CCR)
- Four-digit dialing to all sites on the network
- Conference calls (Include maximum number of participants)
- Integrated messaging with email (Outlook)
- Temporary call relocation to another extension
- Compatibility with Remote Handsets
- Built-in 1 GB switch to provide connectivity to the computer
- Flexible support for PoE or local power
- Shared Extension on Multiple Phones
- Bridged Call Appearances
- Support of American Disability Act (ADA) requirements
- Electronic Fax to Email
- Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability Off- Premises Extension (OPX)
- Ability to hand off calls to a mobile device

Voicemail

- Access to all voicemail features from multiple locations
- Voicemail options for users without an assigned phone
- Password/Pin required for login
- Voicemail message easily set by the user from any location
- Voicemail forward as an audio attachment to Email and Selection of Message Storage Location (on a handset, email only, or both)
- Voicemail Light Indicator
- Automated attendant features

Management

- Remote management through a web interface with the ability to make internal changes such as the renaming of extensions, voicemail configurations and changes to the auto attendant, reset password, etc.
- Allow various levels of calling privileges such as long-distance and international calling to be programmable by extension.
- Ability to reroute to an alternative phone backup system on the failure of the system.
- Multiple levels of administrators with each having different capabilities of system access and each with a unique password.
- Administrator activity logging.
- Ability to run detailed reports on system utilization by date, time, extensions, etc.

Security

The system should have security set features built-in that allows the administrator to remotely administer the security levels of users. It should fully integrate with City of Palmer's Active Directory and should allow the administrator to control class of service and class of restriction. The winning bidder will also supply all local system-level passwords to the City of Palmer.

Redundancy/Failover

It is the intent of this proposal to have an off-premises system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of a power failure or other incidents. Please provide your solution to ensure the off-premises system is operational 24/7.

Required Services

Unified Messaging

The City of Palmer envisions a VoIP system that provides four-digit dialing between locations, a centralized voicemail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.

The equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models will not be accepted. City of Palmer is interested in integration of the proposed system with Microsoft Office 365 Outlook email. Vendor shall propose any viable options to achieve this with full functionality and with minimal impact on services. Preferably, users could opt to have messages only in their email inbox and not on the phone handset. Vendor shall also provide any costs necessary for licensing that may be required to achieve this.

Maintenance and Support

Vendor shall provide City of Palmer with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

- An itemized list of services for each site
- Ongoing Maintenance cost
- Forecast any cost increases for the next (3) years for hardware, software maintenance, licensing needs
- Details of local support, hours, or limits of coverage for service and repairs
- Maintenance plan options with one hour or less response times
- Software upgrade plans inclusive in maintenance

System Administration

The City's selected staff and IT Contractor will administer the system. Installation of the new VoIP system will be accomplished through a web interface and include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent is to supply all additional equipment and software needed for system programming and operation.

Project Management

Vendor is expected to provide a project manager for this installation that will interface and become the main contact with Vendor for the duration of the project. This project manager will be assigned to the City of Palmer throughout the life of the project. City of Palmer reserves the right to request a change in project management based on performance. Vendor is required to present a proposed schedule that includes projected completion dates for various phases of the project. The implementation will be coordinated with the City of Palmer schedules to minimize any disruptions to the normal operations of the City.

Transition Plan

City of Palmer expects the installation of the new system to have little or no impact on ongoing operations. Vendor is expected to have experience in this area and to provide City of Palmer with a detailed plan to accomplish the transition from the old system to the new system with minimized disruption to staff.

All documentation, installation, reports, and materials must be provided to the City of Palmer prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC). Respondent will be expected to interface as needed with the City of Palmer's internet providers for any necessary changes during the transition.

Respondent will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches, and routers, as well as any other relevant equipment.

Damage Liability and Insurance

The vendor is liable and responsible for any damage to the premises and existing equipment (e.g., floor, walls, network devices, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

Vendor shall, at vendor's expense, procure and maintain satisfactory public liability and casualty insurance to protect vendor's personnel and City of Palmer against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by vendor or by vendor's subcontractor, or anyone directly or indirectly employed by vendor. The City of Palmer will require vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance, and workers' compensation insurance coverage as needed.

Such Coverage must be provided by an insurance company(ies) authorized to do business in the state of Alaska. Certificates must name the City of Palmer as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by the City and that the policy will not be canceled or materially changed without thirty (30) days prior notice in writing to the City of Palmer. The successful vendor must agree, if awarded a contract because of its proposal, to indemnify and hold harmless the City, its officers, agents, and employees from 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 the commencement of any work, these and other provisions will be established contractually.

Pricing Schedule

Provide a pricing matrix including information found below for all equipment, labor, licensing, and services. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. The respondent must list all charges, expenses, and/or costs to be incurred by the City of Palmer. Failure to enumerate such items specifically and thoroughly may be a cause for disqualification.

City of Palmer wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, and any other anticipated charges.

Equipment (Hardware & Software)

- Provide a detailed list of costs for all equipment that will be part of your proposed solution. Optional equipment should be clearly identified in the form.
- Item Description, Quantity, Unit Price, and Total (Include all charges)

Labor

- Provide the costs for all labor involved with your proposed implementation plan.
- Task Description, # of Hours, Hourly Rate, and Total (Include all charges)

Training

Present the training options that are available. Provide the costs for training, if available, and indicate any training that will be offered at no additional charge. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.

- Item Description, # of Sessions, Cost per Session Total (include all charges)
- Admin training
- Advanced training for Admin users
- End-User Training
- "Train the Trainer" sessions for end-users

Maintenance

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.

- Description Length of Term Total (Include all charges)
- Full maintenance: supporting hardware and software 8 am-5 pm Mon-Fri with Next Day Business NBD onsite response
- Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hour onsite response
- Emergency response in case of critical failure to include response times.
- Software Upgrade cost