

Request for Proposal: VoIP Telephone System

The City of Union Gap
Union Gap, WA 98903
February 28, 2018

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Schedule of Events

RFP Released : February 28, 2018

First Publication: Sunday, March 4, 2018 - Yakima Herald Republic

Second Publication: Wednesday, March 7, 2018, Yakima Herald Republic

Proposal Due Date: March 16, 2018 at 5:00 p.m. PST

Tentative Date for Selection: March 21, 2018 or shortly thereafter.

Section I General Information

A. Project Goals and Objectives

The goal of this Request for Proposal (RFP) is to obtain a new Voice over IP (VoIP) telephone system for the City of Union Gap. The new VoIP telephone system will allow the city offices to be on one network allowing extension dialing throughout all city offices.

B. Issuing Office and Inquiries Relating to this RFP

This RFP is issued by the City of Union Gap. The point of contact is:

Arlene Fisher,
City Manager
City of Union Gap
107 West Ahtanum Road
PO. Box 3008
Union Gap, WA 98903
Arlene.Fisher@uniongapwa.gov

Questions and issues concerning this RFP may be relayed to Arlene Fisher by e-mail. Questions requiring a written response must be submitted in writing at least two (2) days prior to the due date deadline for proposal submission. No proposal conference will be held for this RFP.

C. Costs of Proposal Preparation and Presentation

The City of Union Gap is not liable for any costs incurred by vendors for the preparation and presentation of a quote in response to this RFP. All such costs, including travel and related expenses, shall be the sole responsibility of the vendor submitting a proposal.

D. Addenda to the Original RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all vendors who received the initial RFP.

E. Proposal Submission Deadline

To be considered, quotes must arrive at Union Gap City Hall on or before 5:00 p.m. Pacific Standard Time on March 16, 2018. Proposals received after the deadline will be rejected.

F. Proposal Format, Copies and Validity

To be considered, proposals must meet the following requirements:

1. Proposals must be prepared in accordance with the format described in Section III of this RFP. Failure to submit a proposal in the required format may be grounds for rejection of the proposal.
2. The vendor shall provide electronic copy of the proposal. The vendor may make no other distribution of proposals until City of Union Gap and the successful vendor have executed a contract.
3. Proposals must be signed by representatives of the company who have the authority to bind the company to its provisions. The proposal or a letter accompanying the proposal must state that the quote remains valid for a period of at least sixty (60) days.

G. Vendor Interviews

The City of Union Gap requires on-site interviews and demonstrations by any of the vendors who submit a quote. These provide an opportunity for representatives of the City of Union Gap to ask questions and for the vendor to clarify their quote. The City of Union Gap will schedule the time and place of such meetings.

H. Vendor Reference Checks and Other Evaluations

Prior to the award of a contract, the city administrator will contact the vendor's references to explore the overall experience with the vendor.

I. Contract Award

Contract negotiations will be undertaken with the vendor whose proposal and reference checks indicate the vendor to be the best qualified, most responsible, and most capable of delivering the scope defined by this RFP to City of Union Gap. After considering qualifications, experience, and other factors, a contract may be entered into which is most advantageous for the City of Union Gap. The City of Union Gap reserves the right to reject any or all quotes received as a result of this RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the City of Union Gap.

J. Acceptance of Proposal Content

The successful vendor's contract, as mutually modified, amended, or supplemented, shall become a contractual obligation if a contract ensues. Failure of the successful vendor to accept these obligations shall result in cancellation of the contract award.

K. Vendor Representative Responsibilities

The selected vendor will be required to assume responsibility for all materials and services offered in the quote, whether or not they possess the capacity for such services within their organization. Further, the City of Union Gap will consider the vendor representative(s) to be the sole point of contact with regard to all contractual matters, including performance of contracted duties, responsibilities and tasks, and payment of any and all charges resulting from the contract.

L. Disclosure of Proposal Contents

Quotes are subject to disclosure under Washington State RCW 42.17.251. After the contract award, a summary of each vendor's qualifications and total price information for all submissions will be furnished upon request.

M. Independent Price Determination

By submission of a proposal, the vendor or vendor's designated agent certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal:

1. The prices of the proposal have been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition, as to any matter related to such prices with any other offer or with any other competitor.
2. Unless otherwise required by law, the prices that have been quoted in the proposal have not been knowingly disclosed by the vendor and will not be knowingly disclosed by the vendor to any competitor.
3. No attempt has been made or will be made by the vendor to induce, for the purpose of restricting competition, any other person or vendor to either submit or not submit a proposal.

Section II

Instructions for Submitting Quotes

In responding to this RFP, the proposal must be from a vendor who is an authorized direct dealer or reseller of the VoIP telephone products being proposed. Respondent shall provide documentation from the VoIP telephone product company attesting that the vendor is an authorized agent/firm to resell all VoIP telephone products as a part of this RFP response. Quotes must be submitted in the format and sequence outlined below:

A. Business Organization and Personnel

1. State the full name, address, telephone and fax numbers, and email address of your firm, and, if applicable, the branch office or other subordinate elements that will perform or assist in performing the work specified in this RFP.
2. Indicate whether you operate as an individual, partnership, or corporation and, if as a corporation, partnership or other legal entity, include the state in which you are incorporated, formed or organized, and the date of the creation of your firm's legal entity.
3. Provide your firm's federal tax identification number.

B. References

Provide the name and contact information for three (3) customers that have purchased services from your organization. The customer contacts included must be similar in operational scope to the City of Union Gap, including local government organizations, libraries or educational institutions featuring multiple locations or campuses.

C. System Specifications

The vendor will provide documentation, schematics and a deployment schedule of the proposed VOIP telephone system detailing features, configuration, and installation and support options of the proposed product.

The City of Union Gap will not be replacing the phone systems at the Public Works and the Ahtanum Youth Park facilities. System design from responders will need to take into account that their design will need to incorporate network solutions that will interface network solutions that will interface with Mitel 5000.

D. Demonstration

The vendor will present a demonstration of the proposed VoIP telephone system high lighting features and functionality, using identical equipment to the proposed product.

E. Additional Information

The vendor may include any additional information that is believed to be pertinent and helpful but not specifically requested elsewhere in this RFP.

Section III Specifications

A. Project Overview

The City of Union Gap is seeking to update the current telephone system with the installation of a new VoIP telephone system. The primary goal of this Request for Proposal (RFP) is to obtain pricing quotes for a VoIP telephone system (hardware, software, configuration, staff training, and maintenance) needed for this update. Product descriptions and quantities are listed in this section.

The plan of the City is to migrate from the existing telephone to the selected VoIP telephone system. As such, the separate itemized per unit pricing list submitted in the quote will remain valid for a period of 6 months from date of award.

The initial installation and configuration of the proposed VoIP telephone system will be performed by the selected vendor. The vendor will provide training for general end-user operation of the proposed VoIP telephone system.

B. System Specifications

The proposed VoIP telephone system will be server managed, easily expanded to include additional handsets. The proposed VoIP telephone system will include standard features such as voicemail, call forwarding, transferring, hunt groups and call holding.

Additional features are welcome and should be included in the vendor demonstration.

The anticipated time for completion of this project is June 25, 2018. The vendor will provide a deployment schedule for the location with a timeline for project completion within the anticipated period.

C. Demonstration

The vendor will present a demonstration of the proposed VoIP telephone system highlighting the systems key features and functionality, using identical equipment to the proposed product.

The demonstration shall include common features for the proposed system including the following functions:

- PC Attendant Console
- Internal calling
- External calling
- Conference calling
- Call transfers
- Call holding

- Voicemail access
- Transfer to Voicemail
- Voice Mail to Email
- Hot Desking
- Dynamic Extension (Twinning)
- Record-a-call

The demonstration and system shall include the following administration and management features:

- Administrative interface (Web Portal)
- Voicemail management (Web Portal)
- Closed/Outgoing Message system and management
- Pickup and hunt group creation
- User contact list additions/searches
- Video conferencing (if available)
- Customization of soft keys (Web Portal)
- Moves/Additions/Changes (Web Portal)
- Wireless Phones (Wi-Fi or VoIP phone base station)
- Wireless Headset & Handset compatibility

In addition to a demonstration of physical equipment, the vendor will supply support documentation and protocols including troubleshooting common problems and contacting the vendor for technical support.

D. System Specifications

The vendor will provide documentation, schematics and a deployment schedule of the proposed VoIP telephone systems detailing features, configuration, installation and support options of the proposed product.

Section IV Background Information & Site Location

A. City of Union Gap Sites

1. The Civil Center will house City Administration office, Planning & Comm. Development and the Police Department these are NEW facilities:
Address: 102 West Ahtanum Road, Union Gap, WA 98902

Phones for City Hall

4-Receptionist Console phones (for transferring incoming calls)
3-Conference calling systems – double duplex (Polycam type)
22-Handsets

Phones for the Police Department

2-Receptionist Console phones (for transferring incoming calls)
1-Conference calling systems – double duplex (Polycam type)
21- Handsets

2. Public Works is currently operating with 7 handsets
These are located throughout to shop, offices, and well house.
***** These phones will remain.
Address: 4401 Main Street, Union Gap, WA 98903
3. Ahtanum Youth Activities Building is currently operating with 2 handsets
*****These phones will remain.
Address: 1000 Ahtanum Road, Union Gap, WA 98903
4. Ahtanum Red Barn Facility is currently operation with 1 handset
*****This phone will remain.
Address: 1000 Ahtanum Road, Union Gap, WA 98903