



Request for Proposals

Hosted Voice over Internet (VoIP) Telephone Services and Equipment

City of Northglenn

**11701 Community Center Dr.
Northglenn, CO 80233**

Telephone: 303-450-8711

August 8, 2019

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PROPOSAL NO _____

ISSUE DATE _____

**REQUEST FOR PROPOSAL (RFP)
COVER SHEET**

PROPOSAL TITLE: _____

SUBMISSION DEADLINE: _____ on _____

SUBMIT PROPOSAL TO: City Clerk's Office
11701 Community Center Dr
Northglenn CO 80233
or
rfp@northglenn.org
or
www.govbids.com

CONTACT: _____

EMAIL: _____

PHONE: _____

Bidding instructions and drawings are available at the Rocky Mountain E-Purchasing website at: <http://govbids.com/scripts/co1/public/home1.asp>.

**MANDATORY
PREBID CONFERENCE:** _____

DATE & TIME: _____ at _____

LOCATION: _____

The undersigned hereby affirms that (1) he/she is a duly authorized agent of the vendor, (2) he/she has read all terms and conditions, requirements, and instructions of this bid as stated or implied, (3) the vendor warrants that he/she is familiar with all provisions of the contract documents and technical specifications which were made available in conjunction with this solicitation and fully understands and accepts them unless specific variations have been expressly listed in his/her offer, (4) that the offer is being submitted on behalf of the vendor in accordance with any terms and conditions set forth in this document, and (5) that the vendor listed on the bid submission must match all contract and insurance documents submitted upon award.

PRINT OR TYPE YOUR INFORMATION

Company _____ Fax Number _____

Address _____ City, State Zip _____

Contact Person _____ Title _____

Email _____ Phone _____

Signature _____

Print name _____

INSTRUCTIONS TO BIDDERS

1. **PROPOSAL NO:** _____

2. **PROPOSAL TITLE:** _____

3. **PURPOSE OF SOLICITATION:**

4. **SCHEDULE OF ACTIVITIES:** The following schedule of activities delineates the timing of the solicitation and the estimated project schedule. These dates may be subject to change at the City's discretion.

5. **INTERPRETATION OF DOCUMENTS AND SPECIFICATIONS:** Wherever the word "contract" appears, it shall be held to include all the documents as listed. No less than all of the parts of the contract documents shall constitute the formal contract. If any person contemplating submitting a proposal for the proposed contract is in doubt as to the true meaning of any part of specifications, schedules, or information sheets or the proposed contract documents, he may submit to the project manager a written request for an interpretation thereof. The person submitting the request will be responsible for its prompt and actual delivery. Any interpretation of such documents will be made only by an addendum duly issued, and a copy of such addendum will be mailed or delivered to each person receiving a set of such documents. The City will not be responsible for any explanation or interpretation of such documents which anyone presumes to make on behalf of the City.

6. **TERMS AND CONDITIONS:** As set forth in the contract agreements and any supplemental, the following terms and conditions will apply to this Request for Proposal, each vendor's proposal and to the negotiations, if any, of any said contract. Submission of a proposal in response to this RFP indicates the vendor's acceptance of the terms and conditions contained in this document and the contract.

7. **BIDDER EXPENSES:** The City of Northglenn will not be responsible for any expenses incurred by any vendor in preparing and submitting an offer.

8. **WITHDRAWAL:** A vendor may withdraw his proposal at any time prior to the expiration of the final date and

time set for receipt of bids. Withdrawal notification must be in written form, and must be received in the Offices of the City Clerk prior to the closing date and time.

9. IRREVOCABILITY: Following the time of closing, all bids will become irrevocable offers to the City and will remain as such until 90 days from date of submission. By submission of a bid, the vendor agrees to enter into a contract. In addition all quoted prices will be firm and valid up to 90 days from date of submission. The City may, in its sole discretion, release any proposal and return any bonds if applicable prior to the 90 days.

10. LATE PROPOSALS: Any proposal received after the Final date and time for receipt of proposal will not be accepted and will be unopened and discarded without being considered.

11. SIGNATURES OF VENDORS: Each vendor shall sign his proposal, using his legal signature and giving his full business address. The person signing the proposal must be an officer of the company or partnership. Bids by partnerships shall be signed with the partnership name by one of the members of the partnership or by an authorized representative, followed by the signature and designation of the President, Secretary, or other persons authorized to bind it in the matter. The names of all persons signing should also be printed below the signature. A proposal by a person who affixes to his signature the word, "President", "Secretary", "Agent" or other designation without disclosing his principal, may be held to be a proposal of the individual signing. When requested by the City, satisfactory evidence of the authority of the officer signing in behalf of the corporation shall be furnished. Bids submitted electronically are to be typed in lieu of written signature (see the cover letter).

12. OPEN RECORDS ACT: Notwithstanding any language contained in a proposal to the contrary, all proposals submitted to the City become the property of the City. Any information considered proprietary should be marked by the vendor and as such and will be kept confidential to the extent provided by law.

13. SALES TAX: Vendors shall not include federal, state, or local excise, sales or use taxes in prices offered, as the City is exempt from payment of such taxes.

14. MISTAKES IN BIDDING INSTRUCTIONS: If the City makes a mistake in drafting the bidding instructions or any other contract documents, the City reserves the right to reject any or all bids, or to require that vendors submit an alternate proposal with adjustments made to correct the error(s). Such errors will be set forth in an addendum. If the vendor has already been selected and has started performing work under the contract, and the City then discovers a mistake in the contract documents for which the City is responsible, the City may opt to reform the contract. If the mistake causes the vendor to receive compensation for materials not used in the work or for labor that would not be required for the work, the contract price shall be decreased proportionally. If the mistake causes the vendor to fail to bid on work which must be performed in order to properly complete the contract, the City may increase the contract price to equal the proportionate increase in the cost of required materials and labor caused to the vendor. In the alternative, the City may solicit bids for such additional work, or the City may reassign such additional work to another vendor, as the City deems appropriate. Nothing in this provision shall apply to mistakes made by the vendor in completing the proposal form or in performing the contract.

15. ACCEPTANCE OF PROPOSAL: It is expressly understood and agreed that the City reserves the right to reject any or all bids, to waive formalities, and accept the proposal which appears to be in the City's best interest.

16. APPEAL OF AWARD: Solicitations will be awarded based on multiple criteria, price being just one of the conditions. Vendors can review the solicitation's special terms and conditions for information on evaluation criteria. Vendors may appeal the award decision by submitting, in writing, to the City of Northglenn, a request for reconsideration within 7 calendar days after the posting of the Notice of Intent to Award, provided that the appeal is sought by the vendor prior to the City finalizing a contract with the selected vendor. Vendors who were deemed non-responsive are ineligible to participate in the appeal process.

- 17. DEFENSE OF SUITS:** In case any action at law or suit in equity is brought against the City, any officer, employee, or agent thereof, for or on account of the failure, omission, or neglect of the vendor to do and perform any of the covenants, acts, matters, or things by this contract undertaken to be done or performed, or for the injury or damage caused by the negligence of the vendor or his subcontractors or his or their agents, or in connection with any claim or claims based on the lawful demands of subcontractors, workmen, material, men or suppliers or machinery and parts thereof, equipment, power tools and supplies incurred in the fulfillment of the contract, the vendor shall indemnify and save harmless the City, officers, employees, and agents of the City, of and from all losses, damages, costs (including attorney's fees), expenses, judgments, or decrees whatever arising out of such action of suit that may be brought as aforesaid.
- 18. CONTRACT NEGOTIATIONS:** If the City decides to proceed and to negotiate a contract, the City intends to provide written notification to the vendor whose proposal is deemed by the City to be in the best interests of the City and the City will attempt to negotiate a contract with the selected vendor(s) on terms and conditions stated in this RFP or in the successful vendor's bid, but shall also include terms and conditions later negotiated. If the City and the successful vendor are unable to execute a contract and the vendor has been notified that it is the successful vendor then the City may cease all discussions with the (first) successful vendor without any further obligation to that vendor and select another (second) vendor as the successful vendor. If the (second) vendor is rejected, as per the terms above, then the City, without any further obligation to that vendor, may select another (third) vendor as the successful vendor and so on, or the City reserves the right to reject all proposals and re-bid.
- 19. OPENING OF PROPOSALS:** The City reserves the right to open Proposals received in response to this RFP, privately and unannounced, after the closing date and time.
- 20. EXTENSION OF TIME:** No time extensions are being considered at this time; however, should the City extend this proposal, all vendors will be given the same considerations.

PROPOSAL FORM

City of Northglenn
11701 Community Center Drive
Northglenn, Colorado 80233-8061

PROPOSAL: Pursuant to the "advertisement for proposal" for the above named project, and being familiar with all contractual requirements therefore, the undersigned bidder hereby proposes to furnish all labor, materials, tools, supplies, equipment, transportation, services and all other things necessary for the completion of the contractual work, and perform the work in accordance with the requirements and intent of the contract documents, within the time of completion set forth herein, for, and in consideration of the following prices.

Proposal of _____ (hereinafter called **BIDDER**) organized and existing under the laws of the State of _____ doing business as _____*.
To the **CITY OF NORTHGLENN** (hereinafter called **CITY**). In compliance with your advertisement for bids, **BIDDER** hereby proposes to perform WORK on

in strict conformance with the **CONTRACT DOCUMENTS**, within the time set forth therein, and at the prices stated below.

By submission of this **BID**, each **BIDDER** certifies, and in case of a joint bidder each party thereto certifies as to his own organization that this **BID** has been arrived at independently, without consultation, communication, or agreement as to any matter relating to this **BID** with any other **BIDDER** or with any competitor.

BIDDER hereby agrees to commence **WORK** under this contract on or before a date to be specified in the

NOTICE TO PROCEED and to fully complete the **PROJECT** as indicated in the General Conditions.

BIDDER acknowledges receipt of the following **ADDENDUM:**

*Insert "a corporation", "a partnership", or "an individual" as applicable.

Sub-contractors (if any): Work they will perform:

1. _____ Email: _____

2. _____ Email: _____

3. _____ Email: _____

Please provide a complete and accurate list of at least three references and contact phone numbers:

1. _____ Phone: _____

Email: _____

2. _____ Phone: _____

Email: _____

3. _____ Phone: _____

Email: _____

Respectfully
submitted,

(Seal, if Proposal is by a
Corporation)

Signature

Address

Title

Date

License Number
(If Applicable Signature)

Phone Number

Attest

EXHIBIT A

OVERVIEW, SCOPE OF SERVICES AND PROPOSAL REQUIREMENTS

SECTION 1 – OVERVIEW

1.1 Introduction

The City of Northglenn is seeking proposals for Hosted Voice over Internet Protocol Services and leased Telephone Equipment. The city is currently using a Hosted VoIP solution and leases Polycom telephone equipment for six facilities and approximately 200 employees.

The city's objective is to update the existing equipment and services to current technology. A comprehensive solution with a single vendor that can provide all of the required services and leased equipment is preferred. The city wishes to maintain all of the existing features and functionality of the current hosted VoIP system.

The city is interested in proposals for 3 and 5-year terms, with the option to renew for up to two additional terms.

1.2 Evaluation Process

All proposals will be evaluated using the following criteria:

1. The proposal complies with RFP requirements (5%)
2. Overall system design and features (25%)
3. Warranty, maintenance and SLA (15%)
4. Installation, training and after-sales support (10%)
5. References demonstrating adequate experience (15%)
6. Pricing (30%)

Vendor finalists will be asked to provide a demo of the proposed hardware and software platform.

An award will be made to the vendor whose proposal is most responsive to the needs of the city as determined solely by the city. The evaluation criteria reflect the totality of considerations represented in the requested proposal response. While cost is important, other factors are also significant and the city may not select the lowest cost proposal. The objective is to choose the proposal that offers the highest quality services and will achieve the city's goals and objectives for a fair and reasonable cost.

1.3 Current System

The city is currently using Hosted VoIP services and Polycom telephones at six facilities. The Hosted VoIP system runs on the city's internal network utilizing a combination of managed and unmanaged 100Mbps switches and a shared 50Mbps Internet connection.

Connectivity between facilities includes fiber, leased Ethernet Virtual Private Lines, and one Point to Point Microwave to a small facility with three phones. All telephones are connected to the network via Power over Ethernet with the exception of approximately 10 telephones that would need external power.

The city holds approximately 600 DID numbers that will require porting. The vendor shall act as the city's agent in the provisioning and porting of phone numbers with the current local and/or long distance carriers on the city's behalf.

The city has six facilities located in Northglenn, CO:

1. City Hall, 11701 Community Center Drive
2. Justice Center, 50 West Community Center Drive
3. Recreation Center, 11801 Community Center Drive
4. Maintenance and Operations, 12301 Claude Court
5. Water Treatment Facility, 2350 W. 112th Avenue
6. Wastewater Treatment Plant, 5445 Weld County Road 2

The following table identifies the city's current number of phones, active lines and add-on features. Quantities are estimates and subject to change.

DESCRIPTION	QUANTITY
HARDWARE	
BASIC DESK PHONE - POLYCOM SOUNDPOINT 335 OR POLYCOM VVX300/301	185
MID-RANGE DESK PHONE - POLYCOM SOUNDPOINT 450 or POLYCOM VVX401	10
PROFESSIONAL DESK PHONE - POLYCOM SOUNDPOINT 650	9
CONFERENCE PHONE - SOUNDPOINT 5000	7
LINE CONFIGURATIONS	
DID BASIC SEAT WITH VOICEMAIL	145
DID PREMIUM SEAT WITH VOICEMAIL	11
DID BASIC SEAT - NO VOICEMAIL	42
DID NUMBER - VOICEMAIL ONLY	19
DID NUMBER - CALL FORWARD ALWAYS	2
CUSTOM INTERNAL 4-DIGIT EXTENSION - VOICEMAIL ONLY	40
FEATURES	
SHARED CALL APPEARANCE	9
AUTO ATTENDANT	7
CALL CENTER	2
CALL CENTER AGENT	10
CALL DETAIL REPORTING	n/a
FAX - EMAIL SERVICE	12
HUNT GROUP	11
MANAGED ANALOG LINE	2
MARKET EXPANSION NUMBER	4
OVERHEAD PAGING	1 Building
PAGING SERVER	5
VOICEMAIL TO EMAIL DELIVERY	n/a

SECTION 2 – VENDOR INFORMATION

2.1 Company Information

Proposals must include the following:

1. Length of time vendor has provided Hosted VoIP services
2. Number of employees
3. Office locations
4. Location(s) of support personnel
5. References from at least 3 customers (preferably government or educational agencies) who are using vendor's services for 100 or more users. References should include customer name, address, contact name, email and phone number, system size and length of service.
6. Sample copy of all agreements required for service, leased equipment, maintenance, etc.
7. Third-party lease financing company information if applicable.

2.2 System Hardware and Software

Proposals must include the following:

1. Hardware brands/models used for desk phones, switches, routers, etc.
2. Features and functionality of the phones.
3. Software platform used. Explain whether the software platform is developed and maintained in-house or resold from another vendor.
4. Features and functionality of the software.

SECTION 3 – REQUIREMENTS

Proposals should acknowledge whether each of the items below can be provided. Indicate whether item is included in service or an add-on. Include supplemental details where appropriate. Proposals must include all costs, one-time and recurring, for service and features.

3.1 System Requirements

1. Dial tone, local and long-distance services
2. E-911 Registration and 911 Location Identification
3. Four (4) Digit Extension Dialing to all phones on system
4. Four (4) Digit Virtual Extensions (Custom internal extensions)
5. Paging
 - a. The proposed system should provide the ability for users to perform paging through the speakers on the telephones. The system shall include the feature and ability for a user to dial a code and page through all phone speakers or a zoned subset of phones.
 - b. Overhead Paging – The proposed system must interface with the existing analog paging system and include the capability to expand for any future overhead paging requirements. The existing paging equipment is a Valcom 2006A paging unit and a Valcom V-9970 digital adapter. The speakers use standard CAT 3,5,5E twisted pair, 22 or 24 AWG.
6. Online administrative portal for MAC (Moves, Adds, Changes), and an end-user portal for approved changes.
7. Call Detail Reporting (Ability to support groups and provide call detail by individual users)

8. Voice Mail with Message Waiting Indicator
9. Voice Mail to Email Functionality
10. Inbound Caller ID displayed on handsets
11. Outbound Caller ID (Ability to customize outbound CID on a global or per-phone basis)
12. Fax-email (inbound and outbound)
13. Managed Analog Lines
14. Holiday and other custom scheduling
15. Directory Assistance
16. Directory Listings (Explain the process and location of directory listings)

3.2 Required Features

- | | |
|--|----------------------------|
| 1. Automated Attendant with sub-menus | 8. Directed Call Pickup |
| 2. Busy Lamp Field | 9. Do Not Disturb |
| 3. Call Center | 10. Hunt Groups |
| 4. Call Forwarding Always /Call Forward Busy | 11. Music On-Hold |
| 5. Call Transfer | 12. Shared Line Appearance |
| 6. Call Waiting | 13. Simultaneous Ring |
| 7. Call Pickup Groups | 14. Three-Way Conference |

3.3 Optional Features

1. Conference Calling for 4+ participants
2. Video Conferencing
3. Call Recording
4. Softphone solutions

3.4 Equipment Requirements

Proposals must include all delivery, one-time and recurring equipment costs.

1. Proposed phones must be compatible with Plantronics CS500 series wireless headsets and APP-51 electronic hook switches.
2. Proposed phones should be equivalent or better in functionality to existing Polycom SoundPoint IP 335, 450 and 650 models, or Polycom VVX 300, 301 or 401.
3. Proposed conference phones should be equivalent or better in functionality to existing Polycom SoundPoint 5000 models.
4. POE switches will be provided and managed by the city. Any specific VLAN and/or QOS requirements from the city must be included in the proposal.

SECTION 4 – INSTALLATION AND TRAINING

4.1 Installation

Proposals must include all programming and installation costs.

1. Telephones must be configured according to city specs prior to installation.
2. Onsite installation and setup must be provided.
3. Proposals must include a high-level migration/transition plan and an estimated project timeline.

4.2 Training/Resources

Proposals must include all training and material costs.

1. Onsite training for city staff conducted over multiple days at least one time at each location must be included.
2. Online reference materials or videos should be made available.
3. Quick-start cards or other similar user documentation should be provided with each phone.

SECTION 5 – MAINTENANCE/SUPPORT AND SECURITY

5.1 Maintenance

Proposals must include all maintenance costs, one-time and recurring.

1. Provide an SLA (Service Level Agreement) to include response times for support and guaranteed uptime. The city requires 24/7/365 live support.
2. Include QOS solutions for the city's network architecture.
3. Explain business continuity/system survivability options.
4. Explain procedures during a local power or network outage.
5. Explain how platform upgrades and new releases are managed.

5.2 Security

Proposals must address all aspects of security for the proposed system.

1. Explain how security is maintained through redundancies, firewalls, application patches, etc. to protect the network from threats.
2. Explain vendor compliance with regulations, security protocols and breach notification.

SECTION 6 - PROPOSAL REQUIREMENTS

Proposals must address each of the items in Sections 2-5. Additional information or supporting material may be included separately or within the appropriate section.

Responses should be formatted as follows:

1. **Vendor Information** – Provide information about the company, references, sample agreements, hardware and software information
2. **Requirements** – Indicate whether each required and optional feature and system functionality can be provided, along with supplemental details where appropriate.
3. **Installation/Training** – Provide installation and training information, and a high-level migration plan with timeline.
4. **Maintenance/Security** – Provide details regarding maintenance, support and security measures.
5. **Cost Breakdown** – Include the per ‘seat’ costs, add-on feature costs, telephone equipment costs, annual maintenance/support costs, installation and training costs, and any other costs for additional services not addressed.

PROPOSAL INQUIRIES AND SUBMITTAL

It is the responsibility of the proposer to inquire about any part of the RFP that is not fully understood or may be subject to more than one interpretation. Written inquiries are required. Oral communication will not be accepted except to confirm delivery of proposal or written correspondence.

All inquiries must be submitted via email, to Kelli Ryan at kryan@northglenn.org. Please place “Hosted VoIP - RFP Inquiry” in the subject line. All inquiries must be submitted by August 16, 2019. Inquiries after this date will not be answered.

Inquiries will be addressed in aggregate and a single response will be provided in an addendum no later than August 23, 2019. The addendum will be posted on www.govbids.com and on the city website https://northglenn.org/government/bids_with_the_city.php

A response to this RFP does not constitute a formal bid, therefore, the city retains the right to contact any/all proposing firms after submittal in order to obtain supplemental information and/or clarification.

The deadline to submit proposals is August 30, 2019, 10:00 a.m. Proposals must be submitted to rfp@northglenn.org or www.govbids.com with the subject line “City of Northglenn Hosted VoIP and Telephone Equipment.”