



City of Sedro-Woolley

Request for Proposal

Telephone

and

Voice Mail System

December 2007

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1. Introduction

City of Sedro-Woolley, Washington is seeking your response to the Request for Proposal for new telephone and voice mail systems. Please refer to the RFP Specifications and Requirements for a complete list of the requirements and specifications needed to fill the needs of the City.

The City is constructing a new City Hall that will be attached to the existing Police and Fire Stations. We anticipate taking occupancy of the building in February 2008 and the phone system must be installed prior to staff moving into the new facility.

1.1. System configuration

The City requires a state of the art, and also industry proven technology telephone and voice mail system. The telephone sets, including consoles, are to be VoIP based. The system must also support faxes and analog lines as prescribed in the pricing matrix.

The telephone system provider will also be responsible to provide mid span PoE equipment to support IP based telephone sets. The PoE equipment will be located in the Telecom Rooms and will be supported by the existing UPS systems owned by the City. Currently the City has two HP Procurve 2848 switches which will provide data networking to the new facility. The data switches do provide QoS however they do not provide PoE. The solution proposed must include the appropriate equipment to power telephone sets from the Telecom Rooms that house the Procurve switches.

The voice mail system will have the capability to backup system configuration and information as well as recorded data on a routine basis. The equipment and media to perform this function is to be included as part of the pricing for the voice mail system.

The new system must also be scaleable to serve the other city facilities that are remote from the new facility. Support of the remote facilities is a future requirement but the base system must have sufficient capability to provide this function.

1.2. Service Delivery Location

The new facility is located at:

220 Munro Street/325 Metcalf Street
Sedro Woolley WA 98284

1.3. Questions

Please direct all questions pertaining to this Request for Proposal via e-mail to:

Cliff Roper
cliffroper@nispdx.com

Questions will only be accepted via e-mail to the above address. Responses to all questions will be summarized and provided via e-mail to all prospective service providers. Questions must be received by 10:00 A.M. December 14, 2007

1.4. RFP Schedule

City of Sedro-Woolley reserves the right to modify these dates as they see fit.

Release of RFP	– December 4, 2007
Question Deadline 10:00 A.M.	– December 14, 2007
Answers to Questions 5:00 P.M.	– December 17, 2007
Responses Due by 4:00 P.M.	– January 10, 2008
Recommendation to City Council	– January 23, 2008
Purchase Order to Supplier	– January 28, 2008
System Implementation	– February 28, 2008 (approximate date)

1.5. RFP delivery

Deliver one signed original, two additional hard copies and one soft copy in MS-Word Rich Text Format and Excel spreadsheet on a CD-ROM to:

Cliff Roper
Northwest Information Services
10300 S.W Greenburg Rd., Suite 280
Portland, Oregon 97223

The proposal forms and pricing spreadsheets are designed to be turn-around documents, which will ensure consistency in the format of the responses. Proposers are to insert their company name, contact information and pricing in the appropriate columns on the spreadsheets. Modifications to the spreadsheets other than to insert the required contact and pricing elements may disqualify the proposal.

1.6. Warranty

The system pricing and all components is to include a full one year warranty for all parts and labor. The one year time frame will commence on the date that the City accepts the system, as functional.

1.7. Pricing/Price Stability

The system pricing must be provided on the attached pricing spreadsheets. Any modification to the spreadsheet other than insertion of the price may disqualify the proposal from further consideration by the City.

Please note that the City is requesting maintenance and support pricing for a five year system life however based on the responses the City may or may not subscribe to extended maintenance plans.

1.8. Implementation

The City expects the successful proposer to provide end to end turn key installation and complete functionality testing of the new system. Installation will include all hardware and software configuration, hardware and software installation (including setup and install of all telephone sets and all voice mail boxes), and complete testing and coordination of the system with the PSTN and PSAP.

1.9. Training

The successful proposer will provide training to all City employees who will reside in the new facility. Training classes are to be set up with "hands on" capability and in addition the proposer

will provide electronic training material that the City can use to train employees after the initial system implementation.

Additionally the training prices are to include technical training for two system administrators. This training is to be made available at the discretion of the City at either initial or post implementation time.

1.10. Acceptance and Payment Terms

Payment terms must be according to the administrative rules of the State of Washington and of the City.

The successful Proposer must include an acceptance test plan in their implementation project and obtain mutual agreement from **City of Sedro-Woolley** on the acceptance criteria.

2. Proposer Response Requirements

2.1. *Executive Summary*

Proposer shall provide an executive summary of its proposal to explain why Proposer's solution best serves the business requirements of **City of Sedro-Woolley**. Limit of one page please.

2.2. *Local Account Service Team*

Please describe your implementation, support and service teams. Please include their technical certifications. Describe your organization; including the number of technical support personnel, and escalation procedures your customers use in case of service outages. Also provide detailed information about the technical staff in the area surrounding Sedro Woolley including North Seattle.

2.3. *Proposal Response*

Proposers shall include responses to all requested information in their RFP response in sufficient detail for **City of Sedro-Woolley** to determine that all RFP requirements have been met. Failure to provide all information may result in Proposal rejection. Proposers should not include a copy the RFP as part of their response; the proposal response forms are designed to provide the required response information.

2.4. *Authorized Signature*

In the case of a corporation, the corporate name shall be subscribed to be the President or other managing officer, and there shall be set forth, under the signatures of such officer, the name of the office he/she holds or the capacity in which he/she acts for such corporation.

2.5. *Proposal Envelope*

Proposal envelope must have the proposal title "City of Sedro-Woolley – Telephone and Voice Mail System" conspicuously printed on the outside.

2.6. *Signed and Dated*

Proposers shall provide a signed and dated Proposal Acknowledgement and Authorization.

2.7. *Implementation*

The existing system will be left in place until **City of Sedro-Woolley** has fully accepted the new system. The proposers shall supply a detailed implementation plan. The implementation plan will cover cutover and acceptance criteria and describe exactly how the new system will be implemented without disconnecting or negatively impacting the existing service.

Proposers shall include a complete statement of work and responsibility list with the implementation plan. This information must clearly call out where implementation support from **City of Sedro-Woolley** is required.

2.8. *References*

Proposers shall provide a minimum of two (2) local references currently receiving services comparable to those required by **City of Sedro-Woolley** that can verify the Proposer's ability to deliver the proposed services. Include contact name, telephone number, approximate date of installation, and a brief description of the services provided.

2.9. *Evaluation*

Proposals will be evaluated according to the criteria in Appendix 1.

3. PF 1 - Proposal Acknowledgement and Authorization

Note to proposers: all proposal forms, PF1 through PF6, must be completed and returned as part of the RFP response. Failure to do so may eliminate the proposal from further consideration.

Submitted By (Company): _____
Address _____

City, State, Zip _____
Contact Name: _____
Contact Phone Number: _____
Contact Fax Number _____
Contact E-mail Address _____
WEB Page if applicable _____

Proposer's legal entity status (Indicate an "x" in each applicable space):

A corporation organized and existing under the laws of the State of Washington; _____

A LLC organized and existing under the laws of the State of Washington; _____

A corporation organized and existing under the laws of the State of Washington; _____

A partnership consisting of, (#) _____, partners; _____

A sole proprietor _____

Is licensed to do business in the State of Washington as a foreign corporation; _____

Is not licensed to do business in the State of Washington as a foreign corporation; _____

The undersigned acknowledges that he/she has received and familiarized himself/herself with the **City of Sedro-Woolley** Request for Proposal –Telephone and Voice Mail System.

The undersigned acknowledges that he/she has provided the required information specified in Sections of this RFP.

This price proposal is valid for _____ days from this date.

Signed _____

Title _____

4. PF 2 - References and Qualifications

Submitted By: _____

Provide two references of similar scope. Include reference name, initial service date, address, telephone number, and contact name. These are to be references of the Proposer, not an agent or reseller. In the event sub-Proposers are named in this project, like references are required for each sub-Proposer.

Basic guidelines:

References must be for customers with at least 2 locations receiving services similar to the scope and nature of the services called for in this RFP.

Reference 1

Name: _____

Address _____

City, State, Zip _____

Contact Name: _____

Contact Phone Number: _____

Initial Service Date _____

Description of the systems provided to referenced client:

Reference 2

Name: _____

Address _____

City, State, Zip _____

Contact Name: _____

Contact Phone Number: _____

Initial Service Date _____

Description of the systems provided to referenced client:

Authorized Signature

Printed Name

Date _____

5. Proposer Response to Requirements and Specifications

5.1. PF 3 Executive Summary

Submitted By: _____

(Proposer's explanation of its solution best serves the objectives of *City of Sedro-Woolley*.)

5.2. PF 4 Checklist of Compliance

Submitted By: _____

Proposer shall complete the attached Telephone and voice mail feature checklist of compliance entitled "Understanding and Compliance.xls". If compliance is complete indicate yes, no or partial. All "**No**" or "**Partial**" answers require a full explanation, in MS word format, and shall be included as a separate attachment with the response. For purposes of evaluation, an answer with "**Partial**" will be considered a "**No**".

City of Sedro-Woolley anticipates that the Proposer will implement telephone and voice mail systems that are consistent with the answers in this compliance checklist. Final acceptance of the system will rely on the answers to this matrix.

6. PF 6 PROPOSAL PRICING

All proposal pricing must be in compliance with statutes of Washington State and shall be submitted on the attached pricing spreadsheets. Any modifications to the spreadsheets other than insertion of contact information and service prices may disqualify the proposal from further consideration.

APPENDIX

APPENDIX 1 – Proposal Evaluation

Go/No-Go Categories	
Supplier meets qualifications defined in RFP	
Proposal met delivery time and date	
Proposal meets required format	
Customer references included	
Implementation plan included	
Local Account Service Plan	

Evaluation Categories		Weighting Percentage
Pricing of System		35%
Customer References		10%
Technical requirements		20%
Implementation Plan		15%
Local Account Service Plan		20%
TOTAL SCORE		100%