



Request for Proposals  
for  
Telephone Equipment and Services

June 12, 2020

## Purpose

The purpose for this Request for Proposals (RFP) is to provide phone service, handsets, initial training, and as-needed maintenance to meet the communications needs of the City of San Joaquin. This project will replace our current dysfunctional phone system.

## Background

The City of San Joaquin (City) requests proposals to replace its current phone system, needing approximately 20 handsets and at least as many extensions. These handsets will be located in various parts of the City, with interconnectivity of the system being the most desirable feature.

RFP Timeline:

**June 12, 2020**

RFP's available to vendors, posted on City website.

**June 26, 2020, 5:00pm**

Deadline for RFP submission

**Selection will be made and notification will be provided by June 25, 2020**

## General Bidding Instructions and Conditions

1. Bidders must include all products and services to be purchased in the proposal, including model numbers when appropriate.
2. In order to provide the City with options, Bidders may propose more than one system that will fulfill the requirements of this project.
3. Bidders must be prepared to provide a demonstration of the system they are proposing.
4. Bidders are solely responsible for all costs incurred in the preparation of responses to this RFP.
5. To be considered for this project, vendors must submit proposals electronically to [matthewf@cityofsanjoaquin.org](mailto:matthewf@cityofsanjoaquin.org) prior to 5:00pm on June 26, 2020. The City may reject any proposals received after the deadline.
6. Certification of Non-Collusion: The bidder, by offering their signature to this proposal, agrees to the following: "Bidder certifies that this bid is made without any previous understanding, agreement, or connection with any person or firm, or corporation making a

proposal for the same items, and is in all respects fair without outside control, collusion, fraud or otherwise illegal action.”

7. Reservation for Rejection and Awards: The City reserves the right to accept or reject any or all bids or parts of bids, to waive irregularities and technicalities, and to request re-bids on the requested materials. The City also reserves the right to award the contract on such material the City deems will best serve its interests. It further reserves the right to award the contract on a split order basis, lump sum, or individual item basis, or such combination as shall best serve the interests of the City unless otherwise stated. The City also reserves the right to waive minor variations to specifications.

8. All bidders must furnish unit prices with extended totals and total sum of the proposal. In the event of conflict between unit price and total, the lower of the two prices will be used to determine the successful bidder.

9. Payment: All invoices shall be submitted to the City of San Joaquin PO Box 758, San Joaquin, CA 93660.

10. Failure to comply in any manner with applicable statutes, ordinances, or codes shall result in said contractor replacing the goods, services and/or work performed in order to effect compliance or in liquidated damages in the amount required to effect compliance with said statutes, ordinances and codes together with any costs associated with collection of said damages. If any building permits are needed, they must be acquired by the rewarded company.

11. If any bidder is in doubt as to the meaning of any part of the information provided in this Request for Proposals, they may submit a written request for interpretation to Matt Flood, Assistant City Manager via email: [matthewf@cityofsanjoaquin.org](mailto:matthewf@cityofsanjoaquin.org).

## Evaluation Criteria

If an award is made as a result of this RFP, it will be based on the proposal that best meets the communication needs of the City of San Joaquin. Responses to this RFP will be evaluated based on, but not limited to, the following factors:

- Cost
- Functionality to meet needs
- Call quality and performance
- Product quality, reliability, and warranty
- Ease of use
- Service and support resources

## Proposal Content

Proposals should include the following items:

- Vendor Overview
- Vendor Qualifications
- Vendor Experience implementing systems within small companies or organizations
- Vendor References
- Proposed Solution (include model numbers of all parts and services to be provided)
- Responses to Required Questions

## Products and Services to be Provided

Representative components of this project are listed below. However, respondents can submit a plan based on what they feel would work for the City of San Joaquin. In any case, vendors will need to include any features, products, and services necessary to complete this project which may have not been listed below.

The proposed system could:

1. Utilize a modern, appropriate and standardized protocol.
2. Support a minimum of 20 phone extensions.
3. Utilize the City's existing data network. Current phone system is Avaya.
4. Be able to support up to 20 external calls simultaneously.
5. Support Direct Inward Dialing in which external numbers assigned to the protocol trunk may be routed to hunt groups or to individual extensions.
6. Support setting the outgoing caller ID based on the extension from which the site call originates.
7. Correctly provide Enhanced 911 information to the 911 operator, including which address and extension originated the call.
8. Provide auto-attendant features to each hunt group which will answer calls during times of heavy call volume and will answer calls automatically after office hours.
9. Support "hunt groups" where multiple phones will ring at once or in round-robin). The DID numbers must be able to be directed to these hunt groups.
10. Support phone menus and basic phone trees.

11. Allow the City to utilize a 3-digit extension numbering scheme, including dialing "9" for an outside line.
12. Include voicemail for all users, including delivery of voice messages to email.
13. VoIP to analog adapters for analog devices (fax, conference phones, cordless phones, etc.) should be optionally available.
14. Include handsets which include an integrated ethernet 2-port switch and voice mail indicator.
15. Additionally, phones should have, at a minimum, the following features:
  - a. Support minimum two "types" of handsets. Optional cordless handset is desirable but not required.
  - b. Redial, conference, transfer, hold, park, transfer to voicemail, and do not disturb features.
  - c. Support connection of a wired or Bluetooth headset.
16. Include reporting functionality for call detail records for both incoming and outgoing calls, including the extension(s) participating in the call.
17. Include technical initial setup and support for any ongoing support needs of the system. Configuration of the system may require cooperation with other City staff or contractors.
18. Include a three-year or better warranty on all components.
19. Include all licensing and support agreement costs necessary to support the system. Any recurring or annual fees must be clearly stated. Please include pricing options for multi-year subscriptions, if available. Pricing for 1 year, 3 year and 5 year contracts are suggested.

# Vendor Questions

Vendors are required to respond to the following prompts regarding the system they are proposing:

1. Please describe the basic features and functionality of the system.
2. Please describe what previous clients have liked and disliked about said system.
3. Please describe any training included or available.
4. Please describe any installation, consulting, or configuration services provided or available, including removal of existing phone system.
5. Explain why your proposed solution is the best fit for the City.
6. Describe proposed system's ability to expand to accommodate future growth in handset and extensions.
7. Describe options to make system resilient to system and power outages. (example - hot spare, failover routing, redundant power supplies, UPS for PBX system etc).
8. Describe what services are included in the contract. (example, DID, local calling, and long distance).
9. Provide three references of customers with operations similar to ours that use the equipment being proposed.
10. In your proposal, please provide unit pricing for additional handsets that may be needed after the initial purchase.