



REQUEST FOR PROPOSALS

Table 1 - Solicitation Schedule

Event	Date
RFP Issued	October 14 nd , 2022
Deadline for Questions	October 27 th , 2022 no later than 5:00 PM
Proposals Due to the City	October 28 th , 2022 no later than 4:00 PM
Announcement of Successful Proposer(s)*	October 31 st , 2022
Anticipated Contract Agreement*	November 2 nd , 2022

***Estimated dates**

The City reserves the right to modify this schedule at the City's discretion. Notification of changes in the response due date would be posted on the City website or as otherwise stated herein. All times and dates are Pacific Time.

I. GENERAL SPECIFICATIONS

A. PURPOSE & INTRODUCTION

The City of East Wenatchee (City) is seeking proposals for a comprehensive city-wide VoIP phone system that delivers a manageable, secure, reliable, and scalable system to replace the City's existing PBX telephone system. The City will consider both cloud hosted and on-premise VoIP phone system solutions. The term VoIP phone system used in this document shall refer to either a cloud hosted system or an on-premises solution.

The purpose of this Request for Proposal (RFP) is to select a Proposer to provide all equipment, materials, training and supervision, and to analyze, scope, design, install, program, calibrate, adjust, document, and test the total system.

This subsection contains, in general terms, the overall objectives of the City and is issued with the intent of obtaining the services and for a VoIP phone system.

The Proposer, with its own forces, or through City approved joint ventures, shall perform all the work described in the Scope of Work, enabling the City to achieve the objectives described in this document. The Proposer shall acknowledge that a strict compliance schedule exists, and that time is of the essence for this project.

Each proposer providing a proposal for consideration by the City is responsible for obtaining information on the conditions and restrictions involved with meeting the obligations and providing the services as set forth in this RFP. The failure or omission of a proposer to obtain adequate information will in no way relieve the proposer of any obligation with respect to this RFP or to an associated contract.



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B. NEW AND UNUSED

All equipment, parts and material shall be new, unused, manufacturer's latest model and in current production. All materials shall have written specifications to withstand the intended service.

C. PROJECT COMPLETION DATE

The required completion date to have the phone system fully operational is December 15th, 2022.

D. TERMS OF SERVICE AGREEMENT

The City's intent is to enter into a services agreement with the successful Proposer for a term of three years.

E. BEST MODERN PRACTICES

All work, including design, shall be performed and completed in accordance with the best modern practices, further, no detail necessary for safe and regular operation shall be omitted.

F. PUBLIC RECORDS ACT

Washington State Law (reference RCW Chapter 42.56, the Public Records Act) declares that all materials received or created by the City of East Wenatchee are considered public records. These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other bid material.

The State of Washington's Public Records Act requires that the City promptly disclose public records upon request unless that RCW or another Washington State statute specifically exempts records from disclosure. Exemptions are narrow and explicit and are listed in Washington State Law (Reference RCW 42.56 and RCW 19.108).

Bidders/proposers must be familiar with the Washington State Public Records Act and the limits of record disclosure exemptions. For more information, visit the Washington State Legislature's website at <http://www1.leg.wa.gov/LawsAndAgencyRules>.

G. MINIMUM QUALIFICATIONS

The following are minimum qualifications and licensing requirements that the Proposer must meet in order for their proposal submittal to be eligible for evaluation. The City requests a one-page or appropriate-length document as part of your proposal response, to clearly show compliance with these minimum qualifications. The RFP Coordinator may choose to determine satisfaction of minimum qualifications by reading that single document alone, so the submittal should be sufficiently detailed to clearly show how your firm meets the minimum qualifications without looking at any other material. Proposals that are not clearly responsive to these minimum qualifications may be rejected by the City without further consideration:



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1. One or more years of related experience as an individual firm. If proposing as a joint venture, the combined total related experience of partner firms must be one or more years.
2. Experience designing and implementing phone system that are being proposed.
3. Authorized Partner (or Factory Authorized Reseller) for hardware, software, and cloud services. The Proposer, if other than the manufacturer, upon request shall submit with its proposal a current, dated, and signed authorization from the manufacturer that the Proposer is an authorized partner, distributor, dealer or service representative and is authorized to sell the manufacturer's products. Failure to comply with this requirement may result in proposal rejection. This includes the certification to license the product and offer in-house service, maintenance, technical training assistance, and warranty services, including availability of spare parts and replacement units if applicable.

II. PROPOSALS

A. SUBMITTALS

All submissions become property of the City and will not be returned. All conditions contained in this RFP are considered accepted by the vendor in any proposal submitted. The accepted proposal will become part of the formal contract and will be included as an attachment to the contract.

The proposal pricing must remain in effect for at least sixty (60) days after the date of submission.

Proposals having any erasures or corrections thereon may be rejected unless explained or noted over the signature of the proposer.

Vendors shall submit proposals on company letterhead and be signed with an authorized signature. By signing this proposal, the undersigned hereby acknowledges that they are authorized and duly bound to execute this document on behalf of the company and that his/her signature is binding on the company.

Proposals shall include the following sections:

1. Proposers experience and qualifications: Provide an evaluation based upon the proposer's previous successful implementation of similar integrated systems. Reference and contact information must be included. References may be checked.
2. Proposers partner relationships with the products that they are quoting.
3. Installation, testing, training, activation, service, and maintenance:
 - a. Provide a written, detailed implementation plan describing how and when the hardware and software will be installed and fully ready for City operation.
4. Cost: Proposal shall include the full price for the system, including detailed pricing of labor; all software listed out; all hardware listed out; cost of services, etc. Prices



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shall include delivery, installation, integration, and acceptance testing. The Proposal shall include an allocation for the appropriate sales and use tax.

Proposals should include the following information:

1. Pricing Information: Include the pricing for each application included in your proposal and the applicable basis for pricing (per seat, installation etc.).
 - a. Software.
 - b. Hardware
 - c. Maintenance software.
 - d. Other required software.
2. Software Installation:
 - a. Describe any software installation support that is included at no additional cost to the City.
 - b. Describe additional software installation support that can be purchased for additional cost.
 - c. Explain how software updates are distributed.
 - d. If proposal includes Software as a Service/cloud-based implementation, describe the pricing structure.
3. Maintenance:
 - a. Describe maintenance support that is included in the software pricing at no additional cost to the City.
 - b. Describe the cost of optional maintenance contracts that would be available for purchase.
 - c. Describe the cost of any annual renewals and what they cover.
4. Hardware Installation:
 - a. Describe any hardware requirements not included in this quote
 - b. Describe the space, power, & network requirements needed for the proposed hardware.
5. Documentation:
 - a. Describe the documentation provided by the vendor at no additional charge under the terms of this proposal.
 - b. Describe the costs for any additional documentation which may be required by the City.
6. Implementation:
 - a. Describe in detail the level of support and expiration date of support to be provided by vendor at no costs to the City through system implementation.
 - b. Detail an installation schedule based on your experience. Include all major tasks.
7. Training:
 - a. Describe any training that is included at no additional cost to the City.
 - b. Describe any training services available for additional cost.



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8. Other: describe any other costs not discussed above.

B. DEADLINE FOR DELIVERY OF PROPOSALS

All proposals shall be sent via mail in electronic format or sent via electronic mail for arrival at the City of East Wenatchee no later than 4:00pm Pacific Standard Time on October 27th, 2022 per the instructions in the Request for Proposal.

All mailed proposals shall contain the full name of the person, agency or company submitting the proposal, and shall be signed by an official authorized to execute a contract. Mailed proposal envelopes shall be clearly marked as follows:

**City of East Wenatchee
Attn: RFP – Phone System
271 9th St. NE
City Clerk's Desk
East Wenatchee, WA 98802**

Proposals received after the above deadline will not be eligible for consideration. The deadline will be strictly adhered to. Late proposals will not be considered. Proposals which do not include all requested information and required documentation may be considered nonresponsive.

The City will not be liable for any costs incurred by the Proposer in preparation of a proposal submitted in response to this RFP, in the conduct of a presentation, in facilitating site visits or any other activities related to responding to this RFP.

C. QUESTIONS

Questions regarding this project may be directed to the IS Department – itcontracts@eastwenatcheewa.gov. To maintain the integrity of this process, elected officials shall not be contacted regarding this RFP by any proponent until after the selection of the preferred proponent.

D. SUPPLEMENTAL INFORMATION

If it becomes necessary to provide supplemental information regarding this RFP, this will be provided electronically via email. If you wish to receive any supplemental information, please make a request via email to the IS Department – itcontracts@eastwenatcheewa.gov.

E. REJECTION OF PROPOSALS

The City of East Wenatchee reserves the right to reject any and all proposals, and to waive any irregularities of information in the evaluation process.

F. NOTIFICATION TO UNSUCCESSFUL VENDORS

Proposers, whose proposals have not been selected, will be so notified by mail, fax or electronic mail.



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G. MORE OR LESS

Quantities are estimated only and shall be priced on a MORE OR LESS basis. For the purpose of comparison, prices shall be made on the various components in the quantities listed in the proposal. Listed quantities shall not be considered firm estimates of requirements for the year, nor shall the City be bound or limited to quantities listed.

H. DELIVERY

Each proposer is required to list on the proposal the number of calendar days he/she expects delivery to be made at the destination, in terms of time interval, following placement of order. Time of delivery is important and will be considered in the evaluation of the proposals. Failure to include a specific number of calendar days may be sufficient grounds for rejection of Proposal. Upon delivery, the equipment shall be thoroughly tested in operation by an authorized representative of the City to check on the performance of the equipment and operation of the unit as a whole.

I. PROPRIETARY INFORMATION

Any proprietary information revealed in the proposal should, therefore, be clearly identified as such.

J. TAXES & LICENSES

All lump sum prices shall include sales tax in the proposal price unless otherwise noted. The successful vendor is expected to obtain and pay for all required Federal, State, and local licenses and permits required for purchase and installation.

K. RESPONSIBILITIES

Proposer will provide the hardware, support, implementation, and other services as required by the City in the final contract. These products, support and services shall be accompanied by the software documentation and include program specifications that describe the program setup, operation, and maintenance.

III. EVALUATION OF PROPOSALS AND AWARD

A. PROPOSAL EVALUATION

The City will use the following factors to evaluate the proposals:

1. System capabilities of meeting the requirements as set forth in the Technical Requirements.
2. Installation, integration, testing, training, and service: Evaluation based on the implementation plan, timeline, user training plans, and required maintenance.
3. Respondent experience and qualifications related to maintaining the telephone system in a like environment.
4. Respondent references for comparable services.
5. Total cost for services.
6. RFP response document completeness.

Following receipt and review of the proposals by the City of East Wenatchee, selected firm(s) may be invited to an interview with the City of East Wenatchee. The decision to interview the



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respondents will be at the City's sole discretion based on evaluation of each respondent's proposal.

Although the City of East Wenatchee may conduct interviews to select final candidates for award of this work, it is not the City's intent to seek extensive clarification of the proposals received. Therefore, it is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work in the proposal.

B. CONTRACT DEVELOPMENT

The City intends to enter into a contractual agreement with the apparent successful Proposer for providing the needed services. Contract negotiations will proceed following selection of the apparent successful proposal. The content of the Request for Proposals and the successful Vendor proposal will become integral parts of the contract but may be modified by the provision of the contract. If a contract, for any reason, cannot be negotiated, another Vendor may be selected based on the next best proposer.

C. AWARD

The City reserves the right to be the sole judge of the acceptability of a response. This is a competitive negotiation process. The City will evaluate the proposals in accordance with RCW 39.04.270 in order to determine the most advantageous proposal.

There is no commitment on the part of the City to accept the lowest cost proposal or the conditions imposed by the Proposer as a requirement of acceptance. Although these are significant evaluation factors, the City reserves its unqualified right, without limitation, to consider any and all other factors that may significantly impact the proposal. The City of East Wenatchee is an equal opportunity employer and encourages all qualified small and disadvantaged owned consulting firms to respond.

The final decision is the sole decision of the City of East Wenatchee, and the respondents to the RFP have no appeal rights or procedures guaranteed to them

D. NEGOTIATION

The City reserves the right to negotiate any and all elements of this Proposal.

IV. SCOPE OF WORK

The City of East Wenatchee wishes to contract with a Firm to provide, install, and maintain a phone system based on the technical requirements contained in this document. The vendor will provide a service to the City for the purposes of voice and fax communication. The vendor will provide a service that permits the staff and tenants to make emergency voice calls, and personnel voice calls as related to their work within the City. The vendor will provide a phone system and service to the City, performing routine maintenance and updates to the system, deployment of equipment and software, as well as provide a resource of both end users of the systems and management staff to ensure system integrity, reliability, and a strong and reliable VoIP system.



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The proposed system needs to have the ability to port the City's existing phone numbers, and the Proposer must support the City in the porting of the numbers.

The Proposer must provide the first line of support including on-site support.

Submit manufacturer's product data and specifications for each material and equipment, including other data as may be required to show compliance with these specifications.

A. EXISTING ENVIRONMENT

The existing phone system is an NEC PBX that provides traditional phone service to the City Hall campus via a PRI. The City currently has 80 DID telephone numbers. At the time of the installation the police department will be at a new physical location that will be network connect to the City by an Internet VPN.

B. LOCATIONS

1. **City Hall:** 279 9th Street, East Wenatchee, WA
2. **Police Department:** 50 Simon Street, East Wenatchee, WA

C. TECHNICAL REQUIREMENTS

Mandatory Functionality: The proposed system must meet or exceed the following mandatory functional requirements.

1. **Basic Phone System Functionality:** Call, Redial, Mute, Hold, Transfer, Forwarding, Call History, Caller ID, Conference Calls, Programmable Keys
2. **Auto Attendant:** Programmable phone tree for automatic call routing
3. **Remote Management:** Setup and management of extension and phone functionality from a remote location.
4. **Programmable Call Flow:** Management of phones included in ring groups. Calls in ring groups will need to be routed to simultaneous and or sequential ringing queues.
5. **Voicemail:** Voicemail, Voice message forwarding, Remote access to messages.
6. **Voice to Text:** Transcription of voicemails to a designated location such as an email.
7. **Interoffice Extension Calling:** The ability to dial by extension numbers for internal City calls.
8. **Emergency Door Phone:** The ability to connect an emergency door phone to dial directly to a programmed phone number.
9. **Call Forwarding:** Call forwarding for individual numbers and group lines. Configurable Day/Night and Holiday mode to forward to after-hours answering services.
10. **Failover Forwarding:** Call forwarding will ring additional phones after a call is not answered for a specified time or number of rings.

Desired Functionality: The desired functionality will enhance communications and increase productivity.

1. **Spoofing Identification:** Ability to identify incoming annoyance calls not originating from the phone number displayed.



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2. **Block und Unblock Phone Line Dial Number:** Police sometimes need to block their telephone number when making an outbound call. They would like to have to option to block or unblock their telephone number.
3. **Remote Voicemail Management:** Manage and listen to voicemail by dialing in or through a computer interface.
4. **Mobile Application:** A mobile application that can be installed on iPhone and Android to receive and make calls.

Additional Functionality: List any additional features that the proposed system includes such as instant messaging or file sharing and the ability to enable or disable those features.

D. PHONE HARDWARE/LICENSES REQUIREMENTS

City Facilities	Desk Phone	Conference Phone	Door Phone Connection	Internal Door Phone Hardware	Fax Line	Voicemail Only Users
City Hall	27	1*	0	0	2	1
Police	20	2	2	1	1	10
Total	47	3*	2	1	3	11

*The City has a Polycom SoundStation IP 7000. If compatible with proposed phone system, then only the 2 conference phones for the Police are needed.

**The Police station has an External Viking E-1600-03-IP phone. If not compatible with the proposed phone system, then a compatible exterior emergency phone will need to be added to the proposal.

E. IMPLEMENTATION PLAN

The Proposer will develop and include in the RFP a detailed implementation plan document. The implementation plan will be used to monitor and assess the progress and provide system documentation. The implementation plan document will at a minimum include:

1. Hardware installation and configuration.
2. Software installation.
3. Testing.
4. Validation.
5. Client deployment.
6. User training and documentation.

F. DEFECTS CORRECTIONS

Throughout implementation and during the terms of all support and maintenance agreements, including all renewal periods, Vendor will correct all defects to the extent those defects originate from the acts or omissions of Vendor's products or personnel.

G. TRAINING

The Vendor must list training options, time requirements, and “Best Practices” recommendations in the cost proposal. Training options should include but not be limited to:

- a. System Installation
- b. System Administration



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Vendor must list in the cost proposal whether the training is provided offsite or onsite, training duration, and the training level. The Vendor will work with Information Systems staff to determine exact training requirement prior to installation.