



REQUEST FOR PROPOSALS FOR
Hosted VoIP Phone System

August 21, 2019

Proposals due by September 4, 2019, 12:00 PM
PST
(POSTMARKS WILL NOT BE ACCEPTED)

**City of Goleta
Request for Proposal
Hosted VoIP Phone System**

INTRODUCTION

The City of Goleta is requesting proposals from qualified firms or individuals interested in providing a Voice-over Internet Protocol (VoIP) phone system which will provide for the communications needs of the City of Goleta. This project will replace our current problematic VoIP phone system with a new on-premise VoIP phone system.

BACKGROUND

The City of Goleta is located on the Central Coast of California just north of Santa Barbara. Incorporated in 2002, the City has the warmth and charm of a small town. Beaches and well-maintained parks and open spaces add to its attraction. Contributing to this young community's outstanding quality of life are the City's low crime rate, mild coastal climate, and desirable location.

The current population is just over 30,000. Residents enjoy several distinct neighborhoods, each with its own character. Goleta elementary and secondary schools have a reputation for high academic achievement and excellent instruction. The University of California at Santa Barbara, located to the south of the City, is a world class public university.

The City Council consists of five members elected at-large to four-year terms. The Mayor is elected directly for a two-year term, effective with the municipal election which was held in November 2018.

The City is comprised of the following departments: Finance, Public Works, Planning and Environmental Review, Neighborhood Services and Public Safety, Library, in addition to the offices of the City Clerk, City Attorney, and City Manager.

PURPOSE OF THE REQUEST

The purpose for this Request for Proposals (RFP) is to evaluate Voice-over Internet Protocol (VoIP) phone systems which provides for the communications needs of the City of Goleta. This project will replace our current problematic VoIP phone system with a new on-premise VoIP phone system.

SCOPE OF SERVICES

The City seeks a firm that can provide a Hosted Internet Protocol Telephony (VOIP) system that will include, but not be limited to, the following:

- This system will replace the current telecommunications system and must be capable of meeting anticipated growth.
- VOIP system will provide four-digit dialing between rooms and facilities.

- Call forwarding, both inside and outside of the system.
- Call routing system, Call Transfer and redial.
- Caller ID for both the caller and receiver, provided the receiver has this feature enabled on their phone.
- Enhanced 911 (E 911)
- Centralized voice mail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.
- Voice mail that is accessible from the inside and outside of the City.
- Phone instruments that are appropriate for office use.
- City desires to keep existing phone devices wherever possible. New devices/equipment, if required, shall be new models and in current production. Reconditioned, remanufactured, or demo models shall not be accepted.

Respondents should possess and use their extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the City of Goleta’s requirements. Preference will be afforded to the vendor that provides a comprehensive, cost effective solution for current specifications, future City of Goleta’s requirements, and ongoing service and support.

Due to the lack of a dedicated phone administrator, ease of management and support of the new phone/voice mail system will be a critical feature.

Location and Users

This section describes the City’s current phone system environment:

Site	Seats (incl. VM only)	Number of Handsets	Device Type – Quantity
City Hall 130 Cremona Dr. Suite B	88	83	Polycom Soundpoint IP 335 – 65 Polycom Soundpoint IP 450 – 3 Polycom VVX 301 – 15
City Corporation Yard 6735 Hollister Ave.	7	7	Polycom Soundpoint IP 335 – 6 Polycom Soundpoint IP 450 – 1
Goleta Valley Library 500 N. Fairview Ave.	10	7	Polycom VVX 301 – 7
Totals	105	97	

The City is connected via Cox Business Internet at 50Mbps/10Mbps. There are two 48-port Power Over Ethernet (POE) switches, one 8-port POE switch, and one 24-port POE switch that provide data to the City’s network equipment. There are no additional ports available on the switches. With the hosted VOIP system that the City is seeking, handsets must connect to the existing data jacks and provide a data port to user workstations, if applicable. CAT 5 cable is currently installed at both locations above.

DELIVERABLES

Executive Overview

Each proposal must provide an overview about the vendor and the system being proposed. The layout should be structured in a way that is clearly understood by anyone reviewing this section.

Proposed System

Each proposal must include a brief description of the proposed system. Include model names and numbers, relevant components and diagrams if desired.

System Requirements

The City is seeking the following required features:

Networking Required Features:

1. Hosted Interconnectivity between Hosted VOIP Central Office and City of Goleta's Point of Demarcation.
2. Ability to function as a part of a network with a centralized voice mail system, including the ability to light message waiting lights at each site.
3. Ability to utilize all voice mail features among all users independent of each user's location.
4. The appearance of one large system, rather than separate systems, to the internal and external callers.
5. Integration with productivity applications i.e. Microsoft Office 365.
6. Ability to administer all systems from one, or any, location.
7. The proposed solution must not have any negative impact on current data connectivity between the various locations.
8. Include pricing of any Wide Area Network connectivity requirements (circuits, router modules etc.)

Attendant Consoles Required Features:

1. The system shall provide an attendant console option for the servicing of incoming calls to the system.

Phones Required Features:

Vendors must indicate the type of phone that will be proposed. Include information on any additional phone sets that are supported by the proposed system. All phones must be made by the same manufacturer. The preferred phones would be SIP compliant. The following phone configurations would meet most of the City's needs:

1. 12 Executive-type phones

2. 63 Standard office-type phones suitable for desk/warehouse locations
3. Ability to support headsets.
4. Message wait indicator.
5. Ability to forward phone to another number inside or outside the network.
6. Ability to hot-transfer call from desktop phone to user cell phone
7. Intercom Calling.

System Maintenance

1. Vendors must describe the maintenance and administration of the hosted VOIP solution in their proposals.
2. Vendors must describe the required training for the system administrators at the City and the end user. Include the time and if applicable, any cost associated with this training.
3. Vendors must include information on fail-over and redundant connections in case of a failure or outage in their proposals.
4. Vendors must demonstrate if their proposed system can accommodate transferring extensions for users that have moved to another location.

Hardware Configuration

Vendors must specify the network requirement to support the vendor’s hosted VOIP solution in their proposal.

Voice Mail and Unified Messaging

1. Proposals must describe the voice mail system, how the administration is done, and whether the user has the ability to manage messages from a computer.
2. Proposals must specify if the following required features of voice mail are available:

Feature	Yes	No	Optional
Ability to support multiple system prompts to greet callers with a ring, no answer message or a busy message.			
Ability to record multiple greetings for internal and external callers, out-of-office greetings, etc.			
System must support a “zero out” to the attendant to another station.			
Users must be required to enter a password to access their voice mailbox.			
Ability to Stamp each new message with a time/date.			
Ability to access voice mail remotely.			
Ability to easily transfer a caller directly to an internal voicemail.			
Record messages; send and mark “urgent”, “private”, etc.			
Transfer messages to other users.			

Implementation

It is important for the selected vendor to provide support for an organized transition from the City's current system to the new system; ensuring internal and external communications are maintained and the ease of use through the transition is emphasized to staff and customers. The City requires a transition plan to be provided with any proposal from responsible suppliers that are not the current carrier. The plan is to include the resources to be dedicated to the transition, all costs associated with the transition, a timeline of actions with a completion target date for the supplier and for the City transition team. The transition plan is to outline the expectations the supplier team would have of the City and the information or task the City is to provide the supplier and the date any information or task would be required.

Required Features:

1. Vendor shall assign a Project Manager to this installation to work with an assigned City of Goleta Project Manager.
2. Bidder is required to supply a complete description of the key activities and responsibilities required for the installation of the proposed system.
3. Vendor may be required to work with the City's existing telecommunications provider to coordinate the ordering of all services related to this new installation.
4. Primary installation crew must be the same group of individuals for each site.

Training

User training will be needed for the proposed phone and voice mail system. The City would like the option to have the vendor conduct all of the training for the system administrators and a plan to "train the trainer" in regard to user training. It is not known at this time how many user "trainers" will need training. Please state the price of training per class.

Required Features:

1. Review proposed training with designated City project manager and other assigned personnel prior to first class to possibly fine tune the material to specifically meet the needs of the City.
2. Conduct end-user training on City premises prior to cutover.
3. For every product application proposed, provide a detailed description of the training the vendor will provide along with pricing.

Warranty and Support

A complete warranty and support agreement must be included as part of this proposal to support business hours 7am to 6pm Pacific Time, Monday through Friday (excluding holidays) and emergency service after hours and weekends.

Phone system equipment shall be warranted by the vendor to be free of defects for a period of at least one year beginning at the date of the cutover to the hosted VOIP

solution. During this warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the City of Goleta. Should the vendor agree to purchase additional equipment or devices at the direction of the City, the City shall reimburse the vendor.

The proposal must indicate whether the vendor has a technical support center that can be called if questions arise, and whether there is any charge for this service while the system is under warranty? If after warranty, vendors must provide any hourly rate.

FINANCIAL REQUIREMENTS

Vendor shall offer methods of payment to include purchase or rental options for necessary phone equipment.

TERMS AND CONDITIONS

Damage Liability - The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

Permits - The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to the City.

Insurance - The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and the City against damages for bodily injury, including death that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

Right to Reject Any and All Quotes – The City reserves the right to reject any or all quotation submittals and to waive any informalities or regularities. The Service Provider's quotation submission is recognition of this right.

In addition, the Applicant reserves the right to fund (proceed with project or purchase), or not to fund.

PROJECT SCHEDULE

This project is a priority for the City. Below is a desired schedule for initiating this project; however, dates may be subject to change and adjusted as necessary.

Proposals Submittal Deadline
City Staff Evaluation of Proposals
Interview Top Candidates

September 4, 2019, 12:00 PM PST
Week of September 9, 2019
October 1-3, 2019

SUBMISSIONS

Please submit your firm’s qualifications, identify key staff to be assigned to this project, provide resumes for each key staff member; provide at least three (3) professional references for work that was performed similar to that requested in this RFP, and provided a detailed description of your approach to the project, time schedule, and not to exceed total fee amount.

SELECTION CRITERIA

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

- Cost
- Functionality to meet needs
- System growth and expansion
- Ease of use
- Product quality, reliability, and warranty
- Call quality and performance
- Industry reputation
- Service and support resources
- Enhanced 911 location services features
- Proposal Content

Other criteria include:

- Completeness of response to the RFP
- Experience with similar projects and reference feedback
- Understanding of needs
- Oral communication skills
- Writing and formatting skills

REQUIREMENTS OF PROPOSAL

The following materials should be submitted with the proposal:

- Cover Letter

The cover letter should briefly state the consultant’s understanding of the work to be performed, the commitment to perform the work in the required timelines, and why the consultant believes it is best qualified to perform the duties and tasks outlined and described in scope of work contained in this request.

Qualifications

The proposal should include the following information and materials:

- *Qualifications and Related Experience of Personnel Who Will Perform Work.* Résumés of all personnel who are proposed to provide professional services to the City of Goleta within the Scope of Work outlined and described in this request should be included. Résumés should include all relevant experience, education, and other qualifications over the past 3 years.
- *Prior Relevant Experience.* A description of prior work experience and projects relevant to the Scope of Work outlined and described in this request should be included.
- *References of local government clients.* Please include a list of at least three (3) current and/or previous local government clients located in California for which the consultant has rendered professional services relevant to the scope of work outlined and described in this request.

Approach, Scope, and Timelines

Provide a proposed approach and projected timeline to conduct and complete the step in the Scope of Work.

Cost

- Cost Estimate with justification
- Justification of hours and costs may be required prior to final selection and will be required prior to execution of a contract.
- Proposal shall include hourly rates for all personnel on the project.
- Proposal should include options for reducing or adding services.

General Information

1. The City reserves the right to cancel or reissue the RFP or extend the timeline at any time.
2. The City reserves the right to reject any and all proposals. The City may accept any proposal if such action is determined to be in the best interest of the City in the sole and exclusive discretion of the City Council.
3. The City is not liable for any costs incurred by the proposer prior to issuance of a written notice to proceed to the successful consultant.
4. The project team is subject to the approval of the City of Goleta. The City will have the right to review and approve any changes in the project team.

Questions During Proposal Period

All questions should be directed in writing to Todd Mitchell, HR/Risk Manager, tmitchell@cityofgoleta.org

DEADLINE FOR PROPOSAL SUBMITTALS

Submittals are due by 12:00 PM PST on Wednesday, September 4, 2019.

One (1) original proposal with three (3) double-sided copies must be submitted along with an electronic copy on a CD or USB of the proposal in PDF format. Proposals shall be clearly marked "VoIP PHONE SYSTEM PROPOSAL" and enclosed in a sealed envelope. Proposals may be hand delivered or mailed to:

Deborah Lopez, City Clerk
Attn: VoIP Phone System Proposal
City of Goleta
130 Cremona Drive, Suite B
Goleta, CA 93117

Proposals not received by the due date and time requested in the Project Schedule herein may be rejected without consideration.

NOTE: FAXED, E-MAILED, LATE OR "BY-POSTMARK DATE" PROPOSALS WILL NOT BE ACCEPTED.