

REQUEST FOR PROPOSALS

For Hosted VoIP Services

For the City of Maplewood

PROPOSALS DUE NO LATER THAN 2:00 pm CST on November 2, 2021

The City of Maplewood, MO is requesting proposals for a VoIP Telephone/ Unified Communications System. The RFP contains specifications for proposals and requirements for submittal.

Interested vendors should submit two (2) hard copies of a completed proposal in a sealed envelope labeled "Phone System RFT." These may be hand-delivered or mailed. In addition, one (1) digital copy should be emailed to:

City of Maplewood
Attn: Anthony Traxler
7601 Manchester Road
Maplewood, MO 63143
314-645-3600
a-traxler@cityofmaplewood.com

Respondents are advised to allow adequate time for delivery. Any bid received after November 2, 2021 at 2:00 pm CST will not be opened. Late proposals will be rejected in their entirety.

Section 1 – RFP Overview

1.1 Proposal Detail

The City of Maplewood is a municipality in St. Louis County. The City has approximately 80 full-time employees. There are four facilities that the City utilizes for its operations as well as ancillary offices at outside locations.

- City Hall
- Police Department
- Fire Department
- Public Works Garage
- Parks Department, The Heights, Richmond Heights
- Municipal Court office, Richmond Heights

Background: The current phone system is running on-premises. The system was installed approximately 20 years ago. There are approximately 70 phone devices throughout four government buildings and two outside offices. We would need to maintain the current phone numbers and fax lines. Some employees have an assigned voicemail box, but not a physical phone (police officers). We would like to see an option for a mobile application in which they can access their voicemail from a mobile device. The server and call recording servers are housed in the City Hall building IT server room.

Information: It is the intent of this RFP that the successful Respondent (hereafter, Respondent) will provide a complete end-to-end solution. The respondent will provide all system architecture and design, planning, installation, network analysis, training and post installation support for the project. If the Respondent utilizes any subcontractors for any part of the system architecture, design, planning, installation, or support, it should be understood that the Respondent will be the sole responsible party for these activities. The City's goal is to establish a relationship with a single-point-of-contact for all support necessary for the successful implementation and on-going maintenance of the proposed solution.

The City, in requesting this type of system, desires to take advantage of the benefits that a VoIP phone system can provide. The new telephone, voicemail, and unified messaging system should provide a uniform communication system for all of the City's primary facilities and should be expandable at the convenience of the City. The new system must provide a single system in terms of dialing, feature access, and administration.

Vendors should note that the City will consider both on-premises and hosted solutions. On-premise that can be converted to a hosted system will also be considered.

Transition Plan

Current phone contracts expire on January 23, 2022. The City expects the installation of the new system to have little to no impact on existing operations. Respondent is expected to have experience in this area and to provide the City with a plan to accomplish this as follows:

- Provide for all hardware and software to be tested before go-live to eliminate at go-live and time used by out-of-box failures.
- Coordinate directly with the City regarding the physical connection of the telephone system to the City's network.
- Provide a representative(s) that is knowledgeable about the solution to be on-site at the time of cut-over, and the first day of use to address questions and help staff with adjusting to the new system.

1.2 General Conditions

This RFP is not an offer to contract. Acceptance of a proposal neither commits the City of Maplewood to award a contract to any supplier, even if all requirements stated in this RFP are met, nor limits our right to negotiate in our best interest. We reserve the right to contract with a supplier for reasons other than the lowest price. We will thoroughly examine each proposal for the best price, product quality, performance measures, flexibility, and customer support.

Proposals are to be made in good faith, without fraud, collusion, or connection of any kind with any other contractor for the same work. All bidders must complete in their interest and on their own behalf. If you are subcontracting any portion of this agreement, you must identify the subcontractor in your proposal and agree that all subcontractors are bound to all terms and conditions of this RFP.

Proposals must be received by November 2, 2021, at 2:00 pm local time. Submittals will be recorded. The supplier will absorb all costs incurred in the preparation and presentation of the proposal. All suppliers who submit proposals will be notified of the results of the selection process. The City of Maplewood reserves the right to reject any or all proposals, in whole or in part, with or without cause,

even if all the stated requirements are met. In addition, the City of Maplewood may enter into negotiations with one or more entities simultaneously and award a contract without notification. At the sole discretion of the City of Maplewood, bidder presentations may be requested before the award of the contract.

1.3 Proposal Effective Period

Suppliers should state in writing that all furnished information, including prices, will remain valid for 90 days from the date their proposal is received by the City of Maplewood

Section 2 - Supplier Instructions

2.1 RFP Schedule

This schedule outlines the major activities that will occur in this bid process and the due dates. Any changes in deadlines will be communicated to all suppliers in writing. We reserve the right to disqualify any supplier who does not comply with these deadlines.

<u>Activity</u>	<u>Date/Time</u>
RFP Released	October 15, 2021
Proposal Submission Deadline	November 2, 2021 at 2:00 pm
Proposal Review	November 2-3, 2021
Council Consideration of Approval of Contract	December 14, 2021
Notification of award	December 15, 2021
Implementation	December 20-January 22, 2022*

*Please indicate if you would be able to implement a new system in the time provided.

2.2 Proposal Format and Submission Requirements

Proposals should be organized in the following format:

- Section 1: Executive Summary. The executive summary is to briefly describe the Proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The reader should be able to determine the essence of the proposal by reading the executive summary.
- Section 2: Supplier Information. Proposers should provide in-line responses to all requirements outlined in RFP Section 3.3 - Supplier Information.
- Section 3: Response to RFP Requirements. Proposers should provide in-line responses to all requirements outlined in RFP Sections 3.4 - Technical Requirements, Section 3.5 - Implementation, and Section 3.6 - Support and Maintenance
- Section 4: Pricing. Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.
- Section 5: Additional Information. Proposers may include additional information regarding their products and services in this section.

Section 3 – Requirements

3.1 Background

3.2 Scope of Services / Project Goals

3.3 Supplier Information

3.3.1 Company Background Information

1. The legal name of the company
2. Number of years in business
3. Headquarters location address, phone number, website
4. Company type
5. Number of employees
6. Tax ID number
7. E-Verify ID number

3.3.2 Company Experience and References

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Please provide project details for at least three (3) projects of similar size and scope to that requested by the City of Maplewood. Project details should include:

- Deployment date and period of performance
- Number of handsets, including increases/decreases in project scope
- Number of supported locations, including increases/decreases in project scope
- Overview of project performance, including successes, challenges, etc.

Select one project as a contactable reference. Include contact information (name, title, phone, and email) for a customer reference who can speak to project performance throughout the life of the contract.

3.4 Technical Requirements

3.4.1 Platform

1. Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?
2. Where is the platform hosted? Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.
3. Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).
4. What business continuity/system survivability options are available?
5. What happens to service in the event of local power or WAN outages?
6. Please describe platform security measures. How is call data protected?
7. What brand of VoIP phones are supported?

3.4.2 Service

The City of Maplewood requires the following basic service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers		
4-digit extension dialing, regardless of geographic location		
Unlimited local dialing		
Unlimited domestic long distance		
International dialing (include current rates)		

*Please identify if your solution supports this requirement (Y/N) and state any quantity limits (e.g., 1 per user, etc.). If quantity is unlimited, please state "unlimited."

** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

3.4.3 Management

1. How is the system managed/administered? Please describe the customer Administrator interface.
2. Is self-service supported?
3. How are moves, additions, and changes performed?
4. How is service added, removed?
5. Please describe real-time reporting options.

3.4.4 Features / Functions

The City of Maplewood requires the following basic features/functions:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Voicemail		
Auto Attendant		
Unified Communications		
Virtual fax		

*Please identify if your solution supports this requirement (Y/N) and state any quantity limits (e.g., 1 per user, etc.). If quantity is unlimited, please state "unlimited".

** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

3.5 Implementation

3.5.1 Implementation Planning

1. What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

2. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.
3. What are the typical challenges in this type of implementation?
4. What is the typical timeline for implementation of this nature?

3.6 Support and Maintenance

3.6.1 Platform Maintenance

1. What are your strategies for upgrades and new releases?
2. Is the deployment of application changes seamless, non-disruptive, and remote? Explain the process.
3. Are new features automatically available to existing customers? Or is a service upgrade required?
4. Please describe remote diagnostics for both the platform and individual client sites.

3.6.2 Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?
2. Detail the issue resolution process.
3. What is your average time to solve a moderate to difficult issue?

Attachment 1 - Pricing Proposal Form

One-Time / Non-Recurring Charges

Description	Unit Price	QTY	TOTAL
Account setup			
Project Management			
Solution Sales Engineering			
Number Porting			
Solution Configuration / Customization			
Solution Testing / Verification			
Deployment support			
User Training (remote)			
User Training (onsite)			
Administrator Training (remote)			
Administrator Training (onsite)			
Deployment Engineering / Technical Support (remote)			
Deployment Engineering / Technical Support (onsite)			
Hardware			

Standard Handset - Make/Model: (Purchase option)			
Executive Handset - Make/Model: (Purchase option)			
ATA device (for traditional fax, analog interface) (Optional)			
Voice gateway (to support survivability options) (Optional)			

Monthly Service / Recurring Charges

Description	Unit Price	QTY	TOTAL
Standard business user			
Included features/quantities:			
Optional services/quantities:			
Maintenance, Service, and Support:			
Hardware			
Standard Handset - Make/Model: (Lease/Rental option)			
Executive Handset - Make/Model: (Lease/Rental option)			

Federal Work Authorization Program and Proof of Lawful Presence

- Bidders are informed that pursuant to Section 285.530, RSMo, as a condition of the award of any contract in excess of five thousand dollars (\$5,000.00), the successful bidder shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection to the contracted services.
- E-Verify is a qualified federal work authorization program. Additional information about E-Verify can be found at www.uscis.gov/everify.
- Bidders shall also sign and submit with the bid an affidavit (Exhibit C) affirming that it does not and will not knowingly employ any person who is an unauthorized alien in connection to the contracted services.

Bonds

Payment Bond: The successful bidder shall furnish to the City a payment bond with good and sufficient sureties to cover the cost for payment of the following:

- Any and all materials incorporated, consumed, or used in connection with the construction of the Work; and
- All insurance premiums, both for compensation, and for all other kinds of insurance, for the Work; and
- All labor performed in the Work, whether by subcontractor or otherwise.

Performance Bond: The successful bidder shall provide the City a performance bond guaranteeing that the contract for the Work will be completed according to its terms, including price and time, with good and sufficient sureties to cover 100% of the cost of the entire construction contract, including, if authorized, increases to cover change orders to such contract.

Maintenance Bond: The successful bidder shall provide the City a two (2) year maintenance bond guaranteeing that the work done by the contractor is high quality and will last for at least as long as the bond is in place.

Insurance

Commercial General Liability: A limit not less than the City's sovereign immunity limits for 2021, per RSMo 537.610, which are \$2,940,868 for all claims arising out of a single accident or occurrence, and \$411,130 for any one person in a single accident or occurrence. It shall have an endorsement that includes property damage coverage for property in the care, custody or control of the Contractor.

Commercial Automobile Liability: A minimum \$1,000,000 combined single limit for bodily injury and property damage, covering all owned, non-owned, or hired automobiles used in the course of the Contractor's business.

Workers' Compensation: Compliance with any and all statutes requiring such coverage in the State of Missouri.

Employer's Liability: A minimum amount of \$1,000,000 each accident, \$1,000,000 each employee,

\$1,000,000 policy aggregate.

Questions should be addressed to Anthony Traxler at 314-646-3635 or a-traxler@cityofmaplewood.com.

Sealed bids should be sent along with this signed bid sheet to the attention of Anthony Traxler and may be dropped off or mailed to the City of Maplewood, 7601 Manchester Rd., Maplewood, MO 63143, or emailed to @cityofmaplewood.com.

Bids submitted after the deadline will not be considered.

The City of Maplewood reserves the right to reject any bids or on each item separately or as a whole, to reject any or all bids, to waive informalities or irregularities, to negotiate contract terms and options with the successful low bidder, and to contract for the bid to other than the lowest bidder in the best interest of the City of Maplewood to the extent allowable by law.

The undersigned hereby offers to furnish the items as specified at the terms stated above.

Company: _____ Date: _____

Phone #: _____ Email: _____

By: _____

Authorized Representative

Printed Name