



City of Bandon

Request for Proposals for VoIP Phone System

Release Date: **July 27, 2022**

SECTION 1: GENERAL INFORMATION

Introduction

The City of Bandon (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 telephone system. The City will consider both cloud hosted and on-premise VoIP Phone System solutions. The proposed solution must meet or exceed the City's security requirements and communication needs.

Background Information

Bandon is located on the southern coast of Oregon, approximately 24 miles southwest of Coos Bay, Oregon. A city of about 3,470 permanent residents, Bandon's robust regional economy provides many local amenities, including Old Town Bandon, Bandon Dunes Golf Resort, and the annual Cranberry Festival. The City is comprised of multiple departments, most of which are located in City Hall. (See Appendix A for details.)

Current Telecom Environment:

- Please see Appendix A
 - All numbers are approximate and there is no guarantee that they will not fluctuate.
-

Information Requirements and Format

Respondents should include responses to the section above and all sections below in their proposal submission. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFP that fail to address each of the sections, in adequate and complete details, will be deemed as nonresponsive and will not be considered for selection. Note that responses of “to be provided upon request” or “to be determined” or the like, or that do not otherwise provide the information requested (e.g., left blank) are not acceptable.

The City’s intent is to enter into an agreement with the successful Proposer for a term of five (5) years with the option to extend the agreement for an additional five (5) years for a maximum term of ten (10) years.

This Request for Proposal (RFP) is intended to provide interested Proposers with sufficient information to prepare and submit a proposal for consideration by the City.

Proposals

Proposals must be received by 1:00pm on Friday, August 19, 2022. Proposals received after CLOSING are considered LATE and will NOT be accepted for evaluation. Late submissions will not be considered. Proposals may be submitted electronically, by mail or delivered in person. Please include “Proposal for Phone System” in the subject line or on the envelope.

- E-mail: amcmahon@cityofbandon.org
- Mail: PO Box 67, Bandon, OR 97411 Attention: Andrea McMahon
- Delivered: 555 Highway 101, Bandon, OR 97411

Solicitation Schedule

The City anticipates the following general timeline for this RFP. The following dates are subject to change:

Issuance of RFP Documents	July 27, 2022
Questions and Clarification Requests*	August 5, 2022 @ 12:00pm
Deadline for Proposal Submission	August 19, 2022 @ 1:00pm
Proposer Interviews (if needed)	August 23, 2022
Notice of Intent to Award	August 31, 2022
Commencement of Contract	September 1, 2022

*Questions and clarification requests should be emailed to Andrea McMahon at amcmahon@cityofbandon.org . Responses will be posted on the City of Bandon RFP website by August 6th @ 5:00p.m.

The City will award the contract to the proposer who will best serve the City's interests, taking into account pricing and other considerations, including, without limitation, experience, expertise, and contract responsibility. The City reserves the right to accept or reject any and all proposals, and to waive minor informalities and errors in such proposals, each in accordance with Oregon law. The City may also request additional information it deems reasonably necessary to allow the City to evaluate and select the most qualified proposer to perform the services described in this RFP. Proposers responding to this solicitation do so at their own expense. The City is not responsible for any expenses associated with the preparation of proposals.

Project Completion Date

The anticipated start date is Thursday, September 1, 2022, and the completion date for the new VoIP Phone System to be fully deployed, operational, and tested complete is no later than Friday, October 21, 2022.

Terms of Service Agreement

The City's intent is to enter into a services agreement with the successful Proposer for a term of five (5) years with the option to extend the agreement for an additional five (5) years for a maximum term of ten (10) years.

Additional Terms

Notwithstanding anything contained in this RFP to the contrary if in City's best interest, City reserves the right to (a) amend and/or revise this RFP in whole or in part, (b) cancel this RFP, (c) extend the submittal deadline for responses to this RFP, (d) waive minor informalities and errors and omissions in such proposals, and/or (e) reject any or all proposals for any reason and/or without indicating reasons for rejection. Further, City reserves the right to seek clarification(s) from each Proposer and/or require supplemental information from any Proposer.

The City of Bandon may request an interview with any Proposer. If a proposal is unclear, or appears inadequate, the Proposer may be given an opportunity in the interview to explain how the proposal complies with the RFP.

The City of Bandon reserves the right to make such investigation it deems appropriate to determine whether a Proposer is qualified to provide the services. If a Proposer fails to cooperate with an investigation, or if a Proposer provides false, misleading, or incomplete information, the City of Bandon may refuse to consider the Proposer's proposal.

In cases of doubt or differences of opinion concerning the interpretation of this RFP, the City of Bandon reserves the exclusive right to determine the intent, purpose and meaning of any provision in the RFP. City reserves the right to hold the proposals for sixty (60) days before rendering a decision. This RFP does not obligate the City to award a contract and/or to procure

the Services (or any portion thereof). City reserves the right to enter into one or more contracts concerning the Services.

Proposers responding to this RFP do so at their own expense; City is not responsible for any costs and/or expenses associated with the preparation and/or submission of any Proposal.

Confidential Information

Any Proposal submitted may be subject to public information requests as permitted by Oregon Public Records Law. City will attempt to maintain the confidentiality of materials marked "Confidential" if and to the extent required under Oregon Public Records Law. If it is necessary to submit trade secrets and/or other confidential information to comply with the terms and conditions of the RFP, each Firm must label any information that it desires to protect from disclosure to third parties as a trade secret under ORS 192.345(2) and/or confidential under ORS 192.355(4) with the following: "This material constitutes a trade secret under ORS 192.345(2) [and/or confidential information under ORS 192.355(4)] and is not to be disclosed except as required by law." Each page containing the trade secret and/or other confidential information must be so marked.

City will take reasonable measures to hold in confidence all such labeled information; provided, however, City will not be liable for release of any information when required by law or court order to do so, whether pursuant to the Oregon Public Records Law or otherwise, and will also be immune from liability for disclosure or release of information as provided under ORS 646.473(3).

Submitting a proposal, each Proposer agrees that City may (a) reveal trade secret and/or other confidential materials and/or information contained in the proposal to City staff and to any City consultant, and (b) post the proposal on City's intranet or internal network for purposes related to its evaluation and ranking. By responding to this RFP, each Proposer agrees to defend, indemnify, and hold City and each City officer, employee, and representative harmless for, from, and against all costs, damages, and expenses incurred in connection with refusing to disclose any material that the proposer has designated as a trade secret and/or as confidential information. Any proposer that designates its entire proposal as a trade secret may be disqualified.

Scope of Work

The City of Bandon wishes to contract with a Firm that will serve under the direction of the Director of Finance for the City of Bandon to provide and install a VoIP telephone solution based on technical requirements contained within this document. The vendor will provide a service to the City of the purposes of voice and fax communications. 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 VoIP 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 for both end users of the systems and management staff to ensure system integrity, reliability, and a strong and reliable VoIP system.

Basic Project Deliverables:

- VoIP Phone System (manageable, secure, reliable, and scalable)
- IP Phones (basic, standard, conference, and headsets)
- Network Equipment (if specifically required by vendor)
- IP Phone Services (mandatory/desired functionality)
- Software (if any)
- Training (City's core project team)
- Resiliency Options (for critical communications, including continuity-of-governance, during local and/or regional emergency operations activation)

The following details the services to be provided to the City:

Required Features:

- Announcements On Hold
- IVR Auto Attendant
- Call History
- Call Park/Retrieve
- Visual Voicemail (Optional)
- Mobile App
- Administrator Web Portal
- User Web Portal
- Shared Call Appearance
- Call Forwarding
- Fax to Email – Email to Fax

Minimum Requirement for IP Phones and Headsets: The vendor will need to provide a range of phone types including basic, standard and conference phones that meet or exceed the minimum requirements. See Appendix B.

City's Security Requirements: All connections over public networks will be encrypted using **HTTPS** (Hyper Text Transfer Protocol Secure) and/or **VPN** (Virtual Private Network) tunnels where appropriate. Phones will automatically join our voice **VLAN** (Virtual Local Area Network) when connected to our network.

City’s Project Support Staff: The City will provide a core project team consisting of a project manager, network administrator and IT helpdesk staff as needed to support the vendor’s implementation team during the planning, deployment, and testing of the new system.

Vendor Training Plan: The vendor will provide and facilitate an onsite training plan for the City’s core project team. The knowledge transfer strategy should prepare the City’s core project team for each phase of the project from planning/implementation to administering/maintaining the system after the system is fully operational. The vendor will provide training materials, including detailed system user manuals, end-user training manuals, “Quick Reference” guides, access to online training videos, and any other available training options to assist the City’s core project team in administering the system and training end-users.

Resiliency Options: The vendor will need to provide surefire resiliency option(s) that can be built into the proposed system for critical communications, including continuity-of-governance, during local and/or regional emergency operations activation. The City anticipates that being at least one (1) outgoing phone line per location.

Fit/Gap Analysis: The vendor will review all business and technical requirements with the City’s core project team in one or more onsite meetings. The vendor will review and confirm all requirements and update the requirements list in writing with any necessary changes to ensure the vendor and the City core project team have a common understanding of all business and technical requirements prior to beginning the project.

Service Levels: The City expects the vendor to meet the following service levels for help desk ticket resolution:

Severity Level	Response Time Standard Hours 8:00a.m. to 5:00p.m.	Resolution Time
Critical (multiple systems/ staff affected; production halted)	One-hour, on-site response, if necessary	90% resolved in less than 4 hours
High (Single system/site affected; work stoppage at single site)	Two-hour, on-site response, if necessary	90% resolved in less than 8 hours
Normal (Single system affected; performance issue or other noncritical request)	Four-hour response	75% resolved in less than 16 business hours
Low (Minor performance affecting issue; limited scope or affect)	One business day response	75% resolved in less than 1 week

Transition/On-Boarding Service: To prevent disruption and ensure the continuity of City’s information technology operations when a Firm is selected, a transition period shall be allowed to orient the incoming Firm.

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

Basic Phone System Functionality Call, Redial, Mute, Hold, Transfer, Forwarding, Call History, Caller ID, Conference Calls, Programmable Keys
Remote Management Setup and management of an extension and phone functionality from a remote location.
Remote Survivability EMS line available to each location
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.
Call Volume Reporting and Statistics Management available reports for call volume per group line, number of calls answered per employee and time spent on calls. Be able to filter these reports by group line or department.
Voicemail Voicemail, Voice message forwarding, Remote Access to messages
3-4 Digit Extension Calling For internal City calls, we want the ability to use 3-4 digit extension numbers.
Call Forwarding Call forwarding for individual numbers and group lines. Configurable Day/Night and Holiday mode to forward to after-hours answering services.
Failover Forwarding Failover Forwarding will ring additional phones after a call is not answered for a specified time or number of rings.
Fax Support Existing fax numbers and lines are to be supported in the new system.

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

Spoofing Identification Ability to identify incoming annoyance calls not originating from the phone number displayed.
Reverse Number Dialing for Police Call back last phone call received.
Phone Call Recording Phone call recording for Police with options to export file for digital evidence.
Voice to Text Transcribe a voicemail or phone call and send it to a designated location as an email or text message.
Block and Unblock Phone Line Dial Number Police sometimes need to block their telephone number when making an outbound call. They would like to have the option to block or unblock their telephone number.
Remote Voicemail Management (Optional) Manage and listen to voicemail by dialing in or through a computer interface.

SECTION 2: Submission Requirements

Proposals must be submitted by 1:00 p.m. PST, Friday, August 19, 2022, to the CITY OF BANDON’S administrative offices at 555 Highway 101, Bandon, OR 97411, mailed to: PO Box 67, Bandon, OR 97411 or E-mailed to: amcmahon@cityofbandon.org with “**Proposal for Phone System**” in the subject line.

Fax submissions will not be accepted.

Envelopes containing the proposal should be clearly marked with “**Phone System RFP Response – August 19, 2022**”

Proposals Must Include:

- Please provide a proposed work plan for a migration to your Firm as a City of Bandon vendor. Specifically, provide the following information:
 - a. Key activities
 - b. Timing
 - c. Information/resource requirements from Family League
 - d. Deliverables
 - e. Key milestones, checkpoints, and other decision points

- If we elect to move forward with your Firm, what internal resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
- Please identify the team that will be assigned to the account and describe how your plan to interact with us and any third-party providers that may provide services.

Company Background

- Give a brief overview of your organization's involvement in providing VoIP services in the marketplace.
- How long has the Firm been in this business?
- In what cities does the Firm maintain offices?
- Indicate the number of employees in your Firm. You may also include additional details such as employees' areas of expertise, experience with virtualization, certifications.
- How many employees are dedicated to account management and/or technical support?
- How is the helpdesk operated? (i.e., contact method, staffing, etc.)
- How many employees are full-time vs. contractual?
- Who are your technology partners? Please describe your Firm's relationships and experience with manufacturers and major distribution partners in the technology marketplace.
- What differentiates your Firm from your competitors in the marketplace, and how will this be relevant to us?
- Will the Firm subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted Firm/individuals as well as a summary of past work that you have successfully completed together.
- Please provide details of current customer accounts that are similar in scope and requirements to those of the City of Bandon.

Rates

Explain your Firm's rate structure. Is it an hourly rate, monthly retainer, other structure? Elaborate on how the rates would be applied, for instance, different Support Proposal items might require a different rate application.

Support

- Describe fully your Firm's technical support options, including the assistance request process, escalation process, support hours, response times (for emergency and non-emergency support requests), staffing levels, staff expertise, and physical location of the help desk.
- Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.

- What options are available for user training and technical training that may be required by our staff?

Additional Information

The City of Bandon is not bound to accept the lowest bid. Other considerations will apply:

- a. Demonstrated ability to provide necessary service and support
- b. Technical certifications and experience
- c. Demonstrated expertise in virtualization
- d. Response time assurances
- e. References

The City of Bandon reserves the right to reject any or all proposals or any portion thereof.

The City of Bandon reserves the right to waive minor informalities or technicalities when it is in The City of Bandon's best interest.

The City of Bandon reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award.

The City of Bandon shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by The City of Bandon and the vendor incorporation the terms and conditions of the award.

SECTION 3: Award of Contract

Award of Contract

Award will be made to the most qualified Firm after evaluation of all responses, interviews, a thorough review of their qualifications, completion of negotiations, and acceptance of their fee.

The right is reserved to reject any and all responses received, and in all cases, the City will be the sole judge as to whether the response has, or has not, satisfactorily met the requirements of this RFP.

Award of contract is expected August 31, 2022.

Affirmative Action

The Firm shall take affirmative action in complying with all state and federal requirements concerning fair employment and the treatment of all employees without regard to, or discrimination by reason of marital status, age, race, religion, sex, sexual orientation, national origin, or the presence of a sensory or physical disability.

Insurance

The Firm shall, maintain, throughout the performance of its obligations, a policy of worker's compensation insurance with such limits as may be required by law. It shall also maintain a policy or policies of general liability insurance insuring against liability for injury and death of persons, damage, and destruction of property. Such general liability insurance shall have limits as required by city, county, state, and federal standards.

- a. Worker's Compensation and Employers Liability – statutory amounts
- b. Commercial General Liability - \$1,000,000/occurrence, \$2,000,000/aggregate
- c. Automobile Liability Insurance – Limits not less than \$500,000 per occurrence

Indemnification

The City, its directors, agents, and employees shall be held harmless from any claims, damages, and actions of any nature arising from the completion of the project, provided that such liability is not attributable to negligence on the part of the City.

SECTION 4: Scoring

Each Proposal that meets the minimum required qualifications will be evaluated on the criteria below. If interviews are conducted, an additional 100 points will be available.

1. Project Understanding and Approach Max Points: 200 Score: _____

Firm's understanding of the project and City's needs and schedule.

Evaluate the Firm's understanding and approach to accomplish the objectives and tasks set forth in the Scope of Work.

2. Project Team, Experience, and Quality of Service Max Points: 200 Score: _____

Firm's phone systems experience/expertise related to municipalities and requirements including references from similar engagements.

Evaluate the knowledge and experience of the Firm and individuals assigned to perform work under the proposed contract. Evaluate the qualifications, experience, skills, and commitment to perform the work. Consider the Firm's resources and the quality of the individuals' and Firm's completed projects and the quality of service the individuals and Firm provided on similar engagements. Consider the Firm's previous history working with, or in, City and past performance history with City.

3. Cost Max Points: 200 Score: _____

The proposal that accomplishes the stated objectives and services described at the lower cost will receive the highest points for this criterion.

4. References Max Points: 200 Score: _____

References provided by proposer to gauge Firm's experience, quality of services, timeliness, and reputation.

5. Interviews (If conducted) Max Points: 100 Score: _____

Following initial scoring of the written Proposals by the evaluation team, telephone and/or web interviews may be conducted with the top-scoring Firms. Initial scoring may be revised following interviews. If an interview is held, City will recalculate the entire proposal and add points for interview performance (100 points available, if held).

Total Score: _____

APPENDIX A: ENVIRONMENT

A. FINANCE DEPARTMENT

B. COUNCIL CHAMBER and OFFICE

C. CONFERENCE ROOM

D. PLANNING

E. PUBLIC WORKS

F. ELECTRIC

G. CITY MANAGER and ASSISTANT

- a. Location
 - i. 555 Highway 101, Bandon, OR 97411
- b. Current Technical Environment
 - i. Finance: 7 Phones
1 Fax (currently utilizing Redfax)
 - ii. Council Chamber and Office: 2 Phones
 - iii. Conference Room: 1 Phone
 - iv. Planning: 4 Phones
 - v. Public Works and Electric: 4 Phone
1 Fax
 - vi. City Manager and Assistant: 2 Phones

H. POLICE DEPARTMENT

- a. Location
 - i. 555 Highway 101, Bandon, OR 97411
- b. Current Technical Environment
 - i. 10 Phones
1 Fax
1 Analog

I. WATER TREATMENT PLANT

- a. Location
 - i. 55293 Fish Hatchery Rd, Bandon, OR 97411
- b. Current Technical Environment
 - i. 3 Phones
*Currently only 1 phone working in Lab. Hook-ups in Office & Chemical Building but installers could not get them to work so they quit trying. We would like all working.

J. WASTEWATER TREATMENT PLANT

- a. Location
 - i. 630 Caroline St, Bandon, OR 97411
- b. Current Technical Environment
 - i. 2 Phones
7 Analog for each lift station

APPENDIX A: ENVIRONMENT (Cont.)

K. PUBLIC WORKS & ELECTRIC SHOP

- a. Location
 - i. 455 13th Street SE, Bandon, OR 97411
- b. Current Technical Environment
 - i. 5 Phones currently
*Managers say they only need 3; 1 in Conference Room, 1 each in Public Works & Electric

L. BANDON COMMUNITY CENTER

- a. Location
 - i. 1200 11th Street SW, Bandon, OR 97411
- b. Current Technical Environment
 - i. 1 Phone

M. SPRAGUE THEATER

- a. Location
 - i. 1202 11th Street SW, Bandon, OR 97411
- b. Current Technical Environment
 - i. 4 Phones

N. BANDON PUBLIC LIBRARY

- a. Location
 - i. 1204 11th Street SW, Bandon, OR 97411
- b. Current Technical Environment
 - i. 5 Phones
1 Fax

FYI: All Alarms are through Gold Coast Security

APPENDIX B: Quantities of IP Phones

<u>CITY FACILITIES</u>	<u>ADDRESS</u>	<u>Alarm/Analog</u>	<u>Standard</u>	<u>Conference</u>	<u>FAX LINES</u>
City Hall	555 Highway 101		20	1	2
Water Treatment Plant	55293 Fish Hatchery		3		
Wastewater Treatment Plant	630 Caroline St	7	2		
Public Works & Electric Shop	455 13 th St SE		2	1	
Bandon Community Center	1200 11 th St SW		2		
Sprague Community Theater	1202 11 th St SW		1		
Bandon Public Library	1204 11 th St SW		4		
Police Department	555 Highway 101	1	10	1	1
Extra Stock			5		
TOTAL IP PHONES & FAX LINES		8	52	3	3