



## CITY OF COOS BAY

### Request for Proposals to Provide Phone System

#### NOTICE

The City of Coos Bay is accepting Proposals for an integrated phone system with a phased implementation for the new Fire Station, new Tourist Information Center, and City Hall and related off site divisions. The selected contractor will provide all materials, labor, and equipment. Phase 1 implementation will be the new Fire Station with a completion date of May 3, 2010, Phase 2 implementation will be the new Tourist Information Center with a completion date of June 30, 2010, and Phase 3 implementation, if awarded, will be City Hall and related off site divisions with a completion date of August 31, 2010. The City invites qualified contractors to submit Proposals based upon the scope of the work contained in the Request for Proposal (RFP).

#### SUBMISSION OF PROPOSAL

To receive consideration, proposals must be submitted in accordance with the following instructions:

1. All proposals shall be sealed and delivered to the  
  
City of Coos Bay  
Attn: Finance Department  
500 Central Avenue  
Coos Bay, OR 97420
2. Submit five (5) copies of the proposal by 3:00 p.m. March 10, 2010.
3. The envelope must be clearly marked "PROPOSAL FOR PHONE SYSTEM".
4. If you have any questions, please contact Susanne Baker at (541) 269-8915.
5. The City of Coos Bay reserves the right to reject any and all proposals, and has the right, at its sole discretion, to accept the proposal it considers most favorable to the City's interest and the right to waive minor irregularities in procedures.

**DATE:** February 16, 2010

## CITY OF COOS BAY PHONE SYSTEM INSTRUCTIONS TO BIDDERS

### GENERAL INSTRUCTIONS

The City of Coos Bay invites qualified contractors to submit proposals for a phone system as described in the specifications set forth in this RFP. All bids are subject to the provisions and requirements of the City of Coos Bay Rules of Local Contract Review and the Oregon Revised Statutes, the Attorney General's Model Public Contract Rules.

### PROPOSAL REQUIREMENTS

Your proposal should include the following:

1. **Cover Letter.** All proposals must include a cover letter signed by a person legally authorized to bind the applicant to its Proposal. The cover letter must include the firm name, the names of local partners/principals and the number of local personnel, address, and telephone and FAX numbers of the contractor and email address of the person(s) who are authorized to represent the proposer.
2. **Personnel.**
  - a. Provide references indicating experience in providing similar installations and equipment.
  - b. Describe how you will coordinate with city personnel and the City's phone service provider.
3. **Level of Service.**
  - a. Indicate how your firm will quickly respond to service calls to provide professional maintenance services to the City relating to additions, moves, and changes.
  - b. Indicate whether your firm can provide the resources necessary to diligently prosecute the services requested in a timely manner by the dates indicated in this RFP.
4. **References.** Provide a list of references and projects with similar installations and where your firm is currently providing similar service.
5. **Fees.** Provide a description of services and expenses that would be delivered by your firm for each phase; what expenses are covered under the schedule for each phase; and identify any fees and expenses that would not be covered under this schedule but may be required in order for successful implementation for:

Option 1. Flat Fee for Phase 1, AND

Option 2. Flat Fee for Phase 2, AND

Option 3. Flat Fee for Phase 3, AND

Option 4. Monthly Maintenance Service Fee for Phase 1 AND

Option 5. Monthly Maintenance Service Fee for Phase 2 AND

Option 6. Monthly Maintenance Service Fee for Phase 3

## **QUALIFICATION EVALUATION CRITERIA**

General: Evaluations will be performed to determine the contractor's understanding of the work to be performed, overall approach to the project, cost proposal, and ability to explain details to staff. Consideration will be given as to the contractor's ability to respond in an expeditious manner to service calls. Award will be made to that reasonable contractor, whose offer, conforming to this RFP is considered most advantageous to the City, considering the Evaluation Criteria in this Section.

Personnel Qualifications, Project Organization, Experience, and Commitment Criteria: Submittals will be evaluated considering the contractor's technical, managerial experience, and qualifications to work on the project.

Relevant Past and Present Performance Criteria: Assessment of the contractor's past and present performance will be evaluated relative to the capability to meet the performance requirements. Additionally, quality of service, customer satisfaction, cost control and timeliness of past and present projects will be evaluated.

Cost Proposal: Cost component of each submittal will be evaluated with respect to the probable cost to the City of doing business with each submitter; cost proposals will be evaluated for realism and reasonableness of the overall cost and individual cost element estimates. The evaluation will determine if the contractor provided adequate evidence to support the various estimates of cost. Evaluation will consider evidence that the contractor can successfully perform the work as proposed in this RFP at the proposed cost. If unique or innovative approaches are the basis for abnormally low proposed cost, the nature of these approaches and their impact on cost must be explained. A cost risk assessment will be made based upon uncertainties in the contractor's proposed cost.

## **BACKGROUND AND SCOPE OF WORK**

### **General Statement of Duties**

Provide all materials, labor, installation, warranty, and maintenance services in a phased implementation for an integrated and expandable phone for the City according to No. 5, Fees. Successful proposer will coordinate with the City's Information Technology Representative and city staff for approval on all major activities.

Minimum Qualifications: Proposers must meet the following minimum requirements:

1. Demonstrate experience with similar phone system installations.
2. Demonstrate capability to provide services maintenance services in an expeditious manner.

### **Scope of Work**

This list is typical examples of work to be assigned. The services to be provided will be selective and as determined by the City.

### **Phase 1 – New Fire Station No. 1**

- Pure VoIP internally
- 1 expansion BLF Module
- 22 Phones for Station 1
- 6 Phones for Station 2 no PBX at station 2
- Conference Bridge capable of handling all internal extensions and external lines
- Full Programmability, hunt groups, customizable buttons, call trees/auto attendant/IVR, speaker phone, conferencing on phone, caller ID, call forwarding, call park, online directory, multi-line capability, voice mail, music while on hold, Power over Ethernet Phones, Daisy Chain to PC's from phones
- Paging and intercom
- Fax solution capable of using the fax for emailing
- 2 Push to talk talk-a-phones for doors
- 2 FXO ports or equivalent
- SIP Trunk Compatible
- Fax and Voicemail to Email capability
- Hot Desk capability
- Monthly Maintenance service to cover additions/moves/changes for the first year
- System to be expandable to accommodate all Phase 2 – Tourist Information Center and City Hall and Off-Site Divisions features and capabilities into one integrated system
- Coordinate with City's current phone service provider as required, all with owner's approval

### **Phase 2 – Tourist Information Center**

- 1 expansion BLF Module
- No PBX at the TIC, just phones
- Fax solution capable of fax to email
- 7 phones for TIC
- All features and capabilities provided in Phase 1 and Phase 2 are included in this phase for one integrable system
- Coordinate with City's current phone service provider as required, all with owner's approval

### **Phase 3 – City Hall and Off-Site Divisions**

- No PBX at Parks Office or Maintenance Shop, just phones
- Fax solution capable of using the fax for emailing
- Phones:
  - 55 for City Hall
  - 1 for Parks Office
  - 4 for Maintenance Shop
- 2 PRI ports
- Additional PBX at City Hall with 6 FXO ports or equivalent able to fully integrate with PBX at Fire Station with separate systems transparent to users
- 9 ATA's or equivalent or FXS ports or equivalent for connection with 911 phone system
- 6 City expansion BLF locations capable of handling all City (fire stations, shops, parks) extensions
- All features and capabilities provided in Phase 1 and Phase 2 are included in this phase for one integral system
- Coordinate with City's current phone service provider as required, all with owner's approval

## Resources to Be Provided

The successful proposer shall be responsible for:

- All resources necessary to deliver services in the Scope of Work
- Documentation – User Guide for system comparisons
- Able to provide, upon request, demonstration of proposed system
- Equipment and labor warranty for one year after phone system acceptance, per phase
- Install Phase 1 with a completion date of May 3, 2010
- Install Phase 2 with a completion date of June 30, 2010
- Install Phase 2 with a completion date of August 31, 2010
- Maintain current system in operation during transition
- Provide 8 hours of training for staff in Phase 1, with sessions as determined by owner
- Provide 8 hours of training for staff in Phase 2, with sessions as determined by owner
- Provide 16 hours of training for staff in Phase 3, with sessions as determined by owner
- Training assistance for 30 days after initial training, per phase, is completed

## GENERAL INFORMATION

**Interviews:** Proposers may be invited to an interview with the City's Selection Committee. Selected agencies will be contacted regarding time and location of an interview.

**Compliance with Rules:** Proposers responding to this RFP must follow its procedures and requirements. Except as otherwise provided in the RFP, applicable provisions of Oregon Administrative Rules Chapter 137, Division 47 shall apply to all personal service contracts of the City. Failure to comply with or complete any part of this RFP may result in rejection of your Proposal.

### Schedule of Request for Proposal Events

RFP Advertised	February 16, 2010
Proposal Due	March 10, 2010, 3 p.m.
Council Consideration of Contract	April 7, 2010
Commencement of Services	April 17, 2010

**Proposal Withdrawal:** Any Proposal may be withdrawn at any time before the "Proposal Due" date and time by providing a written request for the withdrawal to the issuing office. A duly authorized representative of the agency shall make the request. Withdrawal of a Proposal will not preclude the proposer from filing a new Proposal.

**Appeals:** Bidders who wish to appeal a disqualification of proposal or the award of contract may submit the appeal in writing to the City Manager's Office within five (5) working days of the postmarked Notice of Award or disqualification. Disagreement with the process, e.g., scoring by evaluators, is not subject to appeal.

Address: City of Coos Bay  
City Manager's Office  
500 Central Avenue  
Coos Bay OR 97420

**Ownership of Documents:** Any material submitted by a proposer shall become the property of the City. Materials submitted after a contract is signed will be subject to the ownership provision of the executed contract.

**Confidentiality of Information:** All information and data furnished to the proposer by the City and all other documents to which the proposer's employees have access during the preparation and submittal of the Proposal shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

**Public Record:** All Proposals and information submitted by proposers are not open for public inspection until after the notice of intent to award a contract is issued. Except for exempt materials, all Proposals and information submitted by proposers will be available for viewing after the evaluation process is complete and the notice of intent to award is sent to all participating parties.

**Indemnity:** The Contractor shall hold harmless, indemnify, and save the City, its officers, employees, and agents, from any and all liability claims, losses, or damages arising or alleged to arise during the performance of the work described herein by reason of any act or omission of the Contractor or any of its agents, employees or representatives. The indemnity applies to both active and passive acts or other conduct.

**Employment Status:** Contractor shall perform the work required by this contract as an independent contractor. Although the Owners reserves the right to determine and modify the delivery schedule for the work to be performed and to evaluate the quality of the completed performance, the Owners cannot and will not control the means or manner of the Contractor's performance. The Contractor is responsible for determining the appropriate means and manner of performing the work.

Contractor represents and warrants that the Contractor is not an employee of the City of Coos Bay or Coos Bay and meets the specific independent contractor standards of ORS 670.600. Contractor is not an officer, employee, or agent of the Owners as those terms are used in ORS 30.265.

Contractor shall be responsible for any federal or state taxes applicable to any compensation or payments paid to Contractor under this contract and, the Owners will not withhold from such compensation or payments any amounts to cover Contractor's federal or state tax obligations.

Contractor is not eligible for any Social Security, unemployment insurance, or Workers Compensation, from compensation paid to Contractor under this contract except as a self-employed individual.

**Insurance:** The Contractor shall maintain during the life of this contract and warranty period the following minimum public liability and property damage insurance which shall protect the Owners and Contractor from claims for injuries including accidental death, as well as from claims for property damages which may arise from the performance of work under this contract, and the limit of liability for such insurance shall be as follows:

- A. Commercial general liability insurance including personal injury liability, blanket contractual liability and broad form property damage liability. The coverage shall be on an occurrence form with limits not less than \$1,000,000 each occurrence, \$2,000,000 policy aggregate. Coverage shall be primary and noncontributory with any insurance carried by the City and shall include a waiver of subrogation endorsement in favor of the City.

- B. Liability as a result of death or bodily injury to any persons, or destruction of or damage to any property arising out of the ownership, maintenance or use of any motor vehicle with limits of not less than \$1 million per occurrence.
- C. Statutory workers compensation and employers liability insurance for the State of Oregon. Coverage shall include a waiver of subrogation endorsement in favor of the City.
- D. Installation floater coverage, for damage to the equipment while installing, testing or while in the contractors care, custody, and control. The limit of the installation floater will be the value of the equipment. The contractor will be responsible for any applicable deductibles.
- E. Contractor shall maintain an excess/umbrella liability policy of not less than \$1 million each occurrence and aggregate that will provide excess limits of liability over the commercial general liability, automobile liability, and employer's liability.

Coverage provided by the contractor must be underwritten by an insurance company deemed acceptable by the City. The City reserves the right to reject all or any insurance carrier(s) with an unacceptable financial rating.

The Contractor shall provide certificates of coverage, including applicable endorsements, for such policies within ten days of execution of Contract. The Owners shall be named as an additional insured on the policy; provided, however, that each party shall be liable for injuries or claims arising solely out of that party's acts or omissions and no claim as an "additional insured" shall be made against the other party's carrier for injuries or claims resulting solely from or arising out of that party's acts or omissions. There shall be no cancellation, material change, reduction of limits, or intent not to renew the insurance coverage without 30 days written notice from the Contractor's insurers to the Owners.