



MIDVALE CITY, UTAH

**Request for Proposal:
To Provide
UCaaS (Unified Communications as a Service)
Telephone System**

Issue Date: Tuesday, September 22, 2020

Submission Deadline: October 16, 2020, 4:00PM (Mountain Daylight Time)

RFP Coordinator: Jake Shepherd

(801) 567-7279; jshepherd@midvale.com

I. Introduction, Background, and Purpose

Midvale City is soliciting proposals to replace the City's current on-premise VoIP telephone system to a cloud based UCaaS telephone system. The City is seeking bids from qualified vendors for the supply, installation, configuration, and training of a high quality, integrated UCaaS which serves the needs of the City.

The system should:

- Offer reliable mainstream products with strong manufacturer commitment and vendor support.
- Be easy to use and maintain.
- Meet industry standards.
- Be cost effective.

II. Requirements for Proposal Submission

Proposals must be submitted in the format of one electronic copy. Proposals must be received by the City no later than 4:00PM MDT, October 16, 2020. Submission of proposals and related questions should be addressed to the following contact:

Midvale City
ATTN: Jake Shepherd, Network Administrator
7505 S Holden St
Midvale, UT 84047-7180
E-Mail: jshepherd@midvale.com

The fee schedule for the proposal must be submitted in a separate file than the rest of the proposal.

RFP Modification and Cancellation

The City reserves the right to modify the RFP in any way the City sees fit. Modification of the RFP, if any, will be posted as amendments with the original RFP on SciQuest. The City also reserves the right to cancel the RFP for any reason. The City is not liable for any time, resources, and materials that a Contractor expends in responding to this RFP. Each Proposer does so at its own risk.

Timeline

An estimated timeline is listed below. The City reserves the right to make changes to the schedule at any time.

Release of RFP	September 22, 2020
RFP Responses Due	October 16, 2020; 4:00PM MDT
Contract Awarded	October 23, 2020
Implementation Begins	November 2, 2020
Phone System Operation Begins	No later than December 17, 2020

Due to the receipt of grant funds, the project must be fully completed (including final payment) by December 30, 2020.

Acceptance of Proposal Terms

A proposal submitted in response to this RFP constitutes a binding offer. Proposer’s authorized representative may withdraw proposals only by written request received before the proposal due date.

Proposer Validity Period

Each proposal must be valid for a period of 90 days from the proposal due date.

Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer will become property of the City and are subject to the Government Records Access and Management Act (Utah Code Ann. §§ 63G-2-101 et seq.). If a Proposer believes any information should be held confidential for business reasons, the Proposer must submit a written claim of business confidentiality for that particular information and include a specific statement of the reasons supporting the claim pursuant to Utah Code Ann. §63G2309(1). Proposers recognize that the City, as a government entity subject to the Government Records Access and Management Act, cannot guarantee the confidentiality of any submitted information.

Selection Criteria

Proposals will be evaluated based on the following criteria:

Quality of required features.	25Points
Quality of preferred solution features.	15 Points
Reliability of the service, based on performance metrics 5-9s	25 Points
Three-year total cost.	20 Points
Relevant industry experience and client references.	15 Points

Award of Contract

The City will accept the highest scoring proposal that meets the requirements and specifications of this RFP. The City reserves the right to make a partial award and to reject any or all submitted proposals at its sole discretion.

Federal, State, and Local Laws and Regulations

A selected Proposer will be required to comply with all applicable laws, regulations, codes, standards, and ordinances during term of the awarded contract.

III. Requirements for Proposal Content and Format

To provide a degree of consistency in review of the written proposals, Proposers are required to prepare their proposals in the following format described below:

Proposal Response Form

An individual having full authority to execute the proposal and to execute any resulting contract for services (“authorized representative”) must complete and submit the attached Proposal Response Form (**Attachment A**).

Summary of the Product Recommended

Describe the product recommended, including hardware, software, major features, and services available regarding the phone system and phones. Please provide selected product brochures, picture of the phones, quick reference and user guides, *etc.*

System Design and Implementation

Describe your system design and implementation process in detail.

Experience, Expertise, and Capabilities of the Manufacturer and Host (Vendor)

Give a background of the manufacturer's and vendor's experience and qualifications. This should include a brief history, the date founded, ownership, and subsidiary relationships. Also list the types of services the vendor is qualified to perform.

User of Subcontractors

Clearly describe the role of subcontractors, if any, in the proposal. The City may factor this information into the evaluation of the service approach of the Proposer. The selected Proposer will be solely responsible for providing all services required by the RFP. The use of a subcontractor will not relieve a selected Proposer of liability under the contract. Subcontractors, if any, will be responsibility of the Proposer.

Service Scope and Approach

Submit a clear and detailed proposal that accomplishes the Scope of Services that reflects your understanding of the City's requirements described in this RFP.

Cost/Changes

Provide a fee schedule that includes, but is not limited to, line items for equipment, licenses, hosting, warranties, installation, and training. All costs associated with the proposal must be included in the fee schedule. By submitting a proposal, the Proposer warrants that the submitted cost is the total cost to complete the Scope of Services and that there are no hidden costs or charges that will be incurred by the City. The Proposer accepts responsibility for any additional costs to complete the Scope of Work above the submitted cost.

The proposal also must include a quote on five-year total cost, with the charges for the 1st, 2nd, 3rd, 4th, and 5th years listed separately. Based on the information provided, the City should be able to calculate the total cost at any year increment within the five-year period.

No additional fee will be paid for a reasonable number of changes or minor additions to the scope of work during the implementation process.

No payment will be made for any other services unless written authorization is received from the City prior to commencement of such work.

Warranty, Service, and Support

Submit information about the warranties available for any equipment and services provided by the manufacturer and the vendor. List terms for hardware replacement and software upgrades. Clearly enumerate any charges associated with any service that will be billed to the City.

References

Submit information regarding a minimum of three comparable projects that the vendor has completed as the prime contractor within the last three years. The projects shall indicate the start and completion dates, services and equipment provided, project costs, contract terms, and warranty. Please provide contact information for each reference.

Incomplete Proposals

Failure to meet the Scope of Services, submit required documents, or follow any of the listed conditions in this RFP may result in the proposal being disqualified. Such disqualification is at the sole discretion of the selection committee, consistent with the Purchasing Policy and the best interests of the City.

IV. Scope of Services

Midvale is seeking a UCaaS a hosted voice solution allowing for scalability and remote workers. The key feature for the system is a Contact Center with agent queues.

i. The City's Infrastructure and Phone Needs

External Connection

The City is equipped with a fiber Internet connection offering sufficient bandwidth (250 Mbps) for a UCaaS solution. Please specify if the vendor requires the City to be compliant with a certain network requirement. Please include a cost estimate, if possible.

With the increased need for remote workers, Midvale City prefers a system that will allow workers to be mobile, with the ability to port equipment, such as desk phones, to home locations. Proposers should specify in their proposals the ability to port equipment. It is possible, at times, that the City's entire workforce may be working remotely.

Internal Connection

There are existing RJ11 connections which may require a S-ATA device to convert it to a SIP-based device (such as faxes). The City is currently using some Grandstream S-ATAs for fax machines. RJ11 connections may still be required for some emergency services. Proposer should include in their bid any recommendations for these services.

Phone System Needs

The City currently has as on-premise solutions with phone switches and routers providing current phone system functionality and looks to replace with a UCaaS solution.

Phone Needs

Standard UC user – Quantity 66
Contact Center Agents – Quantity 12
Conference Room Phones – Quantity 4

Phone needs are current quantities. Needs may change during the implementation process, but no major changes are anticipated.

ii. Required Phone System and Phone Features

The solution must keep the City's existing phone numbers as specified below:

- The City currently uses the following DID ranges: 801-567-7200 to 801-567-7299 and 801-256-2500 to 801-567-2699. Quantity: 300 DIDs.
- The City currently uses a block of phone numbers that must be ported for all existing users and would need to keep a contiguous block of the 801-567-#### numbers along with approximately 50 of the 801-256-#### number block for future scalability.

Call Routing

The solution must be capable of routing inbound, outbound, and internal calls. Currently, a call rings at a phone. After 4-6 rings, an unanswered call forwards to the corresponding voice mailbox. Additional functionality of routing to a shared voice mailbox is preferred.

Capacity of Simultaneous Phone Conversations

The solution should allow a minimum of six simultaneous phone conversations. The solution must have a conference bridge feature to allow users to call into a conference number and join a meeting. The conference bridge must be able to hold a larger number of participants. Proposers should specify in their proposal the maximum number of participants in a conference bridge.

Voice Quality

The solution must provide high quality voice with minimal latency.

Voice Menu

The solution must allow City staff to design a simple and easy-to-use voice menu.

Automated Attendant

The solution must provide for an automated attendant that include the following functionalities:

- During business hours, calls to the main phone number will be answered by an automated attendant. The automated attendant must allow a caller to press "0" for the operator. Calls to the remaining phone numbers will be answered by City staff. When a call is not answered, the caller will be given the option to leave a voicemail if applicable.
- After hours, calls to all listed phone numbers will be answered by an automated attendant. A caller will be given the option to leave a voice message, if applicable.
- If the caller is experiencing an emergency, they will be given an option signifying this and subsequent menus to call Police, Fire, or an option to be sent to a call reporting service for Public Works emergencies. Police and Fire are serviced by independent agencies.
- The automated attendant must provide callers with a directory by various City functions and by staff members' names.
- The automated attendant must allow City staff to pre-record multiple messages for

different calendar dates, days of the week, and time of day announcements to support the City’s business and holiday schedule – with no requirement to “record over” standard greetings. The system must allow City staff to remotely change and/or re-record these business and holiday greetings/messages.

Call Pickup

The solution must allow a user to pick up an external call, internal call, or a call on-hold. The solution must allow a user to pick up a call on-hold from any internal extension.

Group Pickup

The solution must allow phones to be grouped together. When the main City number (801-567-7200) is called, City staff can pick up the call from any other extension at the City Hall location.

Call Transfer

The solution must allow a call to be transferred to another internal extension or external phone number.

Call Forward

The solution must allow a call to be auto-routed to another internal extension. The solution must allow a call to be auto-routed to an external number, such as a cellphone.

Call On Hold

The solution must allow a call to be put on hold, and then be answered from the same or different internal extension.

Capability of Handling Two Lines or More on Any Individual Phone

The solution must be able to have a configurable call stack option that allows for 2 lines or more.

Phone Display

The phone included in the solution must display date, time, extension name, and extension number in idle state. The phones must provide visual display of most incoming call numbers/extensions and activated features such as DND (Do Not Disturb) and Call Forward.

Standard Phone Buttons

Transfer/Conference, Hold, Speaker, and Redial functions need to have their own designated buttons on all phones included in the solution.

Programmable Phone Buttons, General Phone Specifications

Yealink phones symbolize the quality and features expected for desk phones. The City prefers phones with specifications that, at a minimum, meet or exceed the following standards:

- Standard UC User: Yealink T42S
- Contact Center Agent: Yealink T46S
- Conference Room: Yealink CP920

Distinctive Ringtone

The solution must allow City staff to distinguish calls with different ringtones when more than one phone is located in the same area.

Volume Control

The solution must allow City staff to adjust the volume level on individual phones.

Speakerphone

The solution must provide a speakerphone feature on all phones.

Voicemail

The voicemail system included in the solution must allow unified messaging and integrate with Office Outlook 365. The service should be able to automate open and closed greetings, as well as holiday and other business greetings.

The proposer should list voicemail recording times allowed for each occurrence in their proposal.

Proposer should also list the total number of message minutes that can be stored in a user's voice mailbox in their proposal.

The solution must have a light indicator on the phone to notify a user of a new message in the user's voice mailbox. Each individual voice mailbox must be password-protected. The solution must also allow an end user to remotely check his voice mailbox via access code.

Voicemails must have the ability to be forwarded to another internal voice mailbox, allowing the sender to record additional comments if needed.

DID (Direct Inward Dialing)

The solution must allow external callers to dial directly to individual phone numbers without intervention by a live operator or automated attendant.

DND (Do Not Disturb)

The solution must allow City staff to turn on/off the DND feature for any individual phone as needed.

Internal Dialing

The solution must allow City staff to dial a four-digit extension on an internal phone to reach another internal line.

Caller ID

The solution must allow users to view the phone number and its associated staff name for all internal calls. The solution should also allow users to view the phone number of the caller regarding most inbound calls.

911 and E911 Compliance

The solution must support placing calls to 911 from any phone within the City building. The service must be E911 compliant. Dialing 911 from any City phone should allow a 911 dispatcher to identify the location (floor/room/area) where the call originated. The service should notify

designated City staff (via email and/or phone) of the phone extension and location from which the 911 call originated. Both Police and Fire service are provided by independent agencies with an independent dispatch call center.

Paging

The solution must allow paging announcements to be broadcast simultaneously via the phone's existing speaker.

Unified Messaging

The solution must allow voicemail messages to be automatically converted into an audio file or text file and sent to a user's email account. If the solution converts the voicemail to an audio file, the Proposer should specify in their proposal the format of the audio file (e.g., wav.).

Conference Call

The solution should allow a phone user to establish a telephone conference among three or more parties, with the original phone user included.

Music On-Hold

The solution is required to offer or support Music On-Hold. Professionally recorded messages must be able to be played over music to market the City's services to patrons while they are on hold.

Web-based Administration and Programming Capability

The solution must allow multiple, designated City staff members to use a web interface for phone programming, management of account creation, deletion, and changes in settings. The solution must also allow multiple, designated City staff members to record and manage the voice menu, business, and holiday greetings. The solution must provide manuals and documentation for training purposes.

Statistics Reporting

The solution must allow multiple, designated City staff to view basic historic call reporting for phone extensions, hunt groups, mailboxes, *etc.* The solution must have detailed and functional reports for agent queues in contact center areas allowing supervisors to view call handling.

Implementation

The solution is required to implement the system in such a manner as to provide no downtime during the transition. Proposers are required to provide a summary of their implementation plan, with a timeline included from equipment ordering to system design/configuration and final cutover. The plan must detail whether the Proposer will need to conduct any of its work on-site. Regardless of scenario, the project must be completed (including final payment) by December 30, 2020, to comply with federal grant regulations.

City's Operating Hours

The City's regular hours are:

City Hall/Justice Court: Monday-Friday: 8:00AM-6:00PM

Public Works: Monday-Thursday 6:30AM-5:00PM

Saturday & Sunday: While the City's offices are closed, work may be performed anytime, and the

phone system may be needed.

During the COVID-19 pandemic, the City's operating hours have changed:

City Hall: Monday-Thursday 8:00AM-6:00PM

Justice Court: Monday-Friday 8:00AM-6:00PM (Court staff are working remotely on Fridays)

Public Works: Monday-Thursday 6:30AM-5:00PM

Governmental Compliance

Proposer must list capabilities of other governmental compliance requirements. The City, at a minimum, requires solution to be compliant with Freedom of Information Act, Payment Card Industry Data Security Standard (PCI DSS), Criminal Justice Information Service (CJIS FBI Standard), Utah Bureau of Criminal Identification (Utah BCI), and Health Information Portability and Accountability Act (HIPAA). They must pertain to all features such as Barge-In, messaging, faxes, voicemails, and call detail reporting. Any features that are not compliant must be listed.

Maintenance Services and Technical Support

Proposer must offer maintenance services and technical support for a minimum of three years. Vendors are required to provide remote and on-site assistance when needed. During an emergency, remote and on-site assistance need to be available from vendors after regular business hours. Please list response times for technical support.

Hosting Uptime

The hosting company used by the Proposer must have an uptime of 99+%.

Analog Device Support

The proposed system may need to provide service to elevators, fire alarms, and security alarm and other systems that still require POTS lines for emergency services.

iii. Preferred Phone and Phone/Voicemail System Features

Bi-directional Synchronization of Unified Messaging

It is preferred that the solution provides bi-directional synchronization of deletion and read/heard messages. An end user only needs to listen/read/delete messages once, either from a phone or from an email account, when unified messaging is turned on.

Highly Available Telephone System for Minimal Downtime

It is preferred that the solution be designed as a highly available telephone system from the product vendor.

Mobile Application

The City prefers to have a mobile application to allow seamless call dialing, voicemail checking, and call transfer from assigned desk phones and applications.

Softphone Capable

It is preferred for the solution to have softphone capabilities, whether web-based or via an installable application, to dial phones, review voicemails, manage agent queues, manage

personal phone settings (such as speed dial or ringtones), and manage call routing for the user's individual DID or extension base based on availability and rules set.

Remote Phone Capability

The City prefers a system allowing desk phones to be used away from the main campus in individual homes of remote workers.

Text Messaging Capable

It is preferred for the solution to allow text to individual phone extensions or use of a Unified Messaging System to accomplish this feature. This feature will allow workers in the field to communicate with others inside a building or are remotely working.

Electronic Faxing Capable

The City prefers a system which allows remote users to receive electronic faxes directly to their DID, which will allow them to be more portable in their job duties.

V. Terms and Conditions

Contract

The selected Proposer will be required to enter into the attached written contract with the City (Attachment B). Proposers are expected to review the contract and warrant to the City that they are willing to execute the contract if selected by the City. Any proposed changes to the contract should be submitted prior to the deadline for questions. The City reserves the right to modify the contract at any time prior to the contract's execution. The City does not anticipate making any substantive changes. It anticipates that if any changes are made, they will be made to facilitate an efficient implementation of the selected proposal.

Discrimination

Proposer may not discriminate against any individual because of race, color, sex, age, religion, national origin, disability, pregnancy, familial status, veteran status, genetic information, sexual orientation, or gender identity, and that these are not factors in consideration for employment, selection of training, promotion, transfer, recruitment, rates of pay, or other forms of compensation, demotion, or separation.

Conflict of Interest- Employment

By submitting a proposal, Proposer represents and warrants that none of its officers, employees, or immediate family members of its officers or employees is or has been an elected official, employee, board member, commission member, or agent of the City or its affiliates who influences the City's procurement process. This includes, but is not limited to, anyone involved in the City's drafting of procurement and project documents or the City's selection of a proposal.

Conflict of Interest- Compensation

By submitting a proposal, Proposer represents and warrants that is has not provided any compensation or gift in any form, whether directly or indirectly, to an elected official, employee, board member, commission member, or agent of the City or its affiliates who influences the City's procurement process. This includes, but is not limited to, anyone involved

in the City's drafting of procurement and project documents or the City's selection of a proposal.

Status Verification System

Under the Utah Immigration Accountability and Enforcement Act, Utah Code Ann. §§ 63G-12-101 et seq., any entity contracting with a public employer is required to participate in Utah's Status Verification System. The selected Proposer will be required to certify that it participates in the Status Verification System and complies with the Act.

Attachment A Proposal Response Form

Date: _____

Proposal of: _____, a Corporation/Partnership
doing business as

_____.

To: Midvale City

I, an authorized representative of the above Proposer, in compliance with your Request for Proposals for the UCaaS Telephone System, represent that the Proposer has examined the RFP and is familiar with all the conditions surrounding the work. The Proposer agrees to perform the work in the attached Proposal and at the cost provided in the attached fee schedule. The fee schedule covers all expenses incurred in performing the work required by the RFP. The Proposer represents that the Proposal provides UCaaS and all of the required services described in the RFP Scope of Services.

Submitted by an authorized representative:

Signature

Firm

Address

City, State, ZIP

Attachment B

UCaaS Telephone System Contract

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