

REQUEST FOR PROPOSAL

VOIP and Messaging Services

Aptos/La Selva Fire Protection District



And

Central Fire Protection District of Santa Cruz County



Proposal Due: Monday, August 19, 2019, 1:00 P.M. (PST)

Submit Proposals To: Central Fire Protection District of Santa Cruz County
930 17th Avenue
Santa Cruz, CA 95062

Direct Inquiries: Nancy Dannhauser
Finance Director
(831) 479-6842
nancyd@centralfpd.com

Form of Submittal: ORIGINAL HARD COPY
NO faxes or emails will be accepted
All bid proposals shall be sealed and marked on the outside as:
"RFP VOICE NETWORK SERVICES"

**REQUEST FOR PROPOSAL FOR
APTOS LA/SELVA FIRE PROTECTION DISTRICT &
CENTRAL FIRE PROTECTION DISTRICT OF SANTA CRUZ COUNTY**

VOIP and Messaging Services

SECTION 1- INTRODUCTION

Background Information

Aptos/La Selva Fire Protection District (herein referred to as A/LSFPD) and Central Fire Protection District of Santa Cruz County (herein referred to as CFPD) are independent autonomous fire districts, formed under the “Fire Protection District Law of 1987”, Government Code and Health and Safety Code, State of California. Both Districts are located in the County of Santa Cruz.

A/LSFPD serves 27 square miles and encompasses the communities of Aptos, Rio Del Mar, and La Selva Beach. The resident population is in excess of 25,000, with a seasonal influx during the summer. A/LSFPD operates three fire stations and an Administrative Office. More information about the District can be found on the website, www.aptosfire.com.

CFPD serves 28 square miles and encompasses the communities of Live Oak, Soquel, and Capitola. The resident population is in excess of 55,000, with a seasonal influx during the summer. CFPD operates four fire stations, an Administrative Office, and Fleet Services Facility. More information about the District can be found on the website, www.centralfpd.com.

RFP Purpose

Both Districts are requesting proposals from qualified vendors to provide a Voice over Internet Protocol (VoIP) Telephone, Voicemail, and Unified Messaging System. These systems will be a new installation as all existing network connections and phone systems will be replaced with the proposed technology.

Currently both Districts are under a shared services agreement for Administrative and Management functions. There is an anticipated consolidation or formation of a Joint Powers Agreement merging the two Districts into a single fire agency. For the purpose of this RFP, the scope will be to provide connectivity as one single fire agency, however with the capability to restructure services into two agencies if the need were required.

All existing telephones should be replaced with equivalent IP phones that support basic telephony features. The Districts require that any system have the capability to service remote locations with the same features and functionality as the main administrative site should the need arise. Each location should be able to access all the features and functionality available at the main site even in the event of a service interruption. An employee should be able to log in anywhere on or off the network (home phone, cell phone or computer) and automatically receive calls without administrative intervention.

The Districts also require the ability to install a “failover/backup system” that will work in tandem with the main system to process calls as needed, either due to emergency, power outage or capacity issues.

In addition, the Districts require the respondent to provide a proposal based on either a hosted or on premise phone system option whichever they believe will be the most advantageous to both agencies, providing the reason why the option was selected.

SECTION 2 – SCOPE AND SPECIFICATIONS

Summary of Requirements

The new hosted Voice over Internet Protocol (VOIP) Telephone, Voicemail, and Unified Messaging system design should provide a uniform communication system for all facilities. The new system must provide a single system in terms of dialing, feature access, and administration. The system will be administered locally by staff. Voice services desired include, but are not limited to, the following;

- Phone and Voicemail services (Approximately 100 Employees / approximately 90 phones)
- Local site survivability
- E-911 location services
- 911 call routing to the local Netcom with internal notifications
- Integration with existing hardware and software solutions used for paging

The estimated total number of handsets, endpoints and ports needed for each location can be found on page 5, under “Telephone and Location List”.

Network Assessment

Vendor will conduct a full network assessment to determine the viability of integrating and installing the new voice system onto the existing data network. The Districts desire the Vendor to perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new Converged Data/Voice system. Respondent will provide all results of the assessment including necessary network maps, specification thresholds, specific problem areas and the recommended solution and cost for each. Also include the anticipated bandwidth usage of the entire system. Respondents can ask questions to Districts’ IT support staff as needed during site visit.

Cable

The network assessment should include the cost to test existing network cabling. Vendor will provide cable from the wall to the phone. As the installation is expected to be “in-line” with the handset/endpoint existing between the wall jack and the computer, any additional cabling will be provided by the vendor. The respondent will be responsible for wiring connections from the VoIP system to any communications equipment utilizing the VoIP system. Respondent is responsible for re-termination of services from existing system to the new VoIP system. Any additional cabling/wiring needed by the Respondent to complete the installation should be included as part of the RFP response.

Required Services

- Telephone, Voicemail, Unified Messaging – The Districts envision a VoIP system that provides four-digit dialing between locations, a centralized voicemail 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. The vendor shall propose any possible options to achieve this with full functionality and minimal impact on services. Preferably, users could opt to have messages only

in their email inbox and not on the phone handset. The vendor shall also provide any costs necessary for licensing that may be required to achieve this.

- Automated Attendant – Phone trees (easy to configure and manage), Interactive dialog will be based upon DTMF, with errors (incorrect entries) being sent to an informational message and returned to the earlier point in the menu; ability to record and change messages remotely.
- Feature Set and Technical Requirements - Below is a **partial list** of features that have been identified. It is provided as a baseline and as a starting point for the expected operations of the system. The Districts expect the successful vendor will have had experience with corporations and other local government agencies of similar size and will be able to provide consulting advice, input, and insight into what other organizations are using and will be able to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are included, not included, or available at an added cost.

- Automatic callback
- Call Forward Busy / No Answer / All Calls
- Call Redirect / Call Waiting
- Call Hold / Release
- Call Park / Pickup
- Call Transfer (calls transferred to any location on or outside the network)
- Call Recording
- Simultaneous Ring a cell phone
- Inbound Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Outbound Caller ID Name and Number (Ability to block Caller ID)
- Prime line select
- Speaker Phone Capable
- Auto / Speed Dial (directory and user entered)
- Programmable Buttons with paperless labels
- Intercom/Paging and Group Paging
- Workgroups (Groups)
- Conference Calls (Include maximum number of participants)
- Integrated messaging with email (Office365)
- Temporary call relocation to another extension
- Built in switch on phone sets to provide connectivity to the computer
- Custom call routing
- Shared Extension on Multiple Phones
- Wall-Mount Option
- Bridged Call Appearances
- Support of American Disability Act (ADA) requirements, including amplified handsets and support of TTY devices for those with a hearing disability
- FAX support (features like Fax/eFax Management/Fax to email/Fax Server may be presented as an option for consideration)
- Staff to be provided with online browser based administration of above phone features
- Access to all voicemail features from multiple locations (i.e., Ability to allow remote change of greetings and passwords)
- Call forwarding to external numbers
- Remote handsets
- Music on hold

- Phone Handsets - The vendor will conduct a site review of each location and finalize exact phone counts by location. The site review phone quantities will be used as a basis for the final bill of material and equipment order. The equipment shall be new models and in current production.

Reconditioned, remanufactured, or demo models will not be accepted. Proposal with also include conference room phones.

- Paging – Please propose an analog paging system connection at each location.
- Call Accounting – A basic Call Accounting System (CAS) is required and must be part of the base proposal. The system should include the ability to track inbound, outbound, and internal calls as well as usage reports.
- 911 Services - Emergency 911 Services are mandated for this system. The vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system. Additional capabilities expected from the emergency call procedure include the ability to initiate an emergency call to be automatically routed to other desks, and to have an email be sent to a designated contact (email or cell number) when a 911 call is placed.

Redundancy/Failover

It is the intent of this proposal to have a system that has failover capabilities in case of system failure and an acceptable level of redundancy in case of power failure or other incidents. The proposed solution needs to meet the requirement that the system is operational 24/7.

System Administration

Chosen system, whether on premise or hosted, will be administered by the Districts' staff. Installation of the new VOIP system will include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent is to supply all additional equipment and software needed for the system programming and operation.

Security

The system should have set security features built in that allow the administrator to remotely administer security levels of users. It should fully integrate with an Active Directory and should allow the administrator to control class of service and class of restriction. It should allow import of existing user info from Active Directory. The system will meet all the requirements in order to be SIP compliant. The winning bidder will also supply ALL local system level passwords.

Training

For every product application proposed, provide a detailed description of the training, both on-site and web-based, the vendor will provide to the VoIP system administrators and users in a Train-the-Trainer concept for phone handset functionality.

System Documentation Requirements

Respondent will provide documentation showing call handling and device addressing schemes, and an initial inventory of equipment for each completed location, including model. The vendor must provide a complete system design showing the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality throughout the system.

Maintenance and Support

Vendor shall provide a complete listing of available service and support plans. These shall include the range of offered services with all levels of support, plus the escalation plan, as follows:

- An itemized list of services for each site.
- Ongoing Maintenance cost.
- Forecast any increase for 2-3 years for hardware, software maintenance, licensing needs
- Respondent to provide detail of local support, hours or limits of coverage for service and repairs.
- Respondent to provide their maintenance plan options with one hour or less response times.
- Provide software upgrade plans inclusive in Maintenance.

Transition Plan

The Districts expect the installation of the new system to have little or no impact to on- going operations. Vendor is expected to have experience in this area and to provide agencies with a plan to accomplish this as follows:

- Respondent to create a design to move the units off the old system to the new system with minimized disruption to staff and to create a preplanned schedule for notification purposes.
- Respondent to provide how (and validate procedure) the parallel process will migrate old to new.
- All documentation, installation, reports and materials must be provided to agencies prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC).
- Respondent will be expected to interface as needed with each agency telecommunication and internet providers for any necessary changes during the transition.

Telephone Locations and Count

<u>A/LSFPD Locations</u>	<u>Estimated # of Devices</u>	<u>CFPD Locations</u>	<u>Estimated # of Devices</u>
Administration Office & Station 1 - Aptos 6934 Soquel Drive Aptos, CA 95003	16	Administration Office & Station 1 – Live Oak 930 17th Avenue, Santa Cruz, CA 95062	24
Station 2 – Rio Del Mar 300 Bonita Drive Aptos, CA 95003	7	Station 2 – Santa Cruz 3445 Thurber Lane Santa Cruz, CA 95065	8
Station 3 – La Selva 300 Estrella Avenue La Selva Beach, CA 95076	9	Station 3 – Soquel 4747 Soquel Drive Soquel, CA 95073	8
		Station 4 – Capitola 405 Capitola Avenue Capitola, CA 95010	8
		Fleet Services 410 Kennedy Drive Capitola, CA 95010	8

SECTION 3 – RFP INSTRUCTIONS AND INFORMATION

Submission of Proposals

A copy of the proposal must be submitted no later than deadline of August 16, 2019 before 1PM PST. Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to the RFP. Proposals shall be sealed and submitted as follows:

***Nancy Dannhauser – RFP VOIP and Messaging Services
Central Fire Protection District
930 17th Avenue
Santa Cruz, CA 95062***

Proposal Format

Respondent shall submit one (1) original and five (5) printed copies. Proposals shall include the following sections, at a minimum:

- Understanding of Project Objectives and Scope of Services
- Response to Voice Network Specifications
- Disclosures and Contractual Requirements
- Pricing schedule and cost itemized by location
- Implementation and transition plan
- Firms qualifications and experience performing similar projects; include a list from at least three governmental agencies for whom similar services have been provided.

RFP Timeline: (all dates are tentative)

Date	Description
July 18, 2019	RFP Release
July 22, 2019	Begin scheduling Onsite Visit and Network Assessment (contact Logistics Chief)
August 2, 2019 by 5pm	Deadline for Questions regarding RFP
August 12, 2019	Response to Questions
August 19, 2019 by 1pm	RFP Proposals Due
August 20 th – 30 th	Evaluation of Proposals (Top Vendors to provide 30 minute presentation)
End of Aug / Beg of Oct	Vendor Award
End of Oct / Beg of Nov	Estimated Project Completion (60 days from award date)

Onsite Visit

Onsite visits can be scheduled after July 22nd with our Logistics Chief in two or three selected blocks of dates/times. For inquiries please contact below:

Todd Skrabak
Division Chief Logistics / Fleet Services
Phone: (831) 212 – 5922
Email: todds@aptosfire.com

RFP Questions

Questions regarding the RFP should be discussed during the Onsite Assessment with additional written questions due by date specified in the timeline. The following questions should be resolved before the RFP is submitted:

- Do you have any questions about the existing telephone / voicemail systems which are pertinent to your response?
- Do you have any questions about the summary of requirements which are pertinent to your response?

Questions with regard to this RFP should be submitted by email to Nancy Dannhauser at nancyd@centralcpd.com by 5:00 pm PST on August 2nd. All firms sending questions will receive response to all questions and any other addenda to be released via email on August 9th 2019.

Evaluation of Proposals

Proposals submitted which conform to the requirements of this Request for Proposals will be evaluated based upon the following criteria:

- The firm's past experience and performance working with public agencies providing similar services.
- The quality of the firm's professional personnel to be assigned to this project.
- Completeness of response in accordance with RFP instructions.
- Reasonableness of Cost and Price.

It is anticipated that a contract for service will be offered to the firm deemed most highly qualified by both Districts as a result of this process.

Acceptance of Proposal Content

The respondent understands the Districts reserve the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon Vendor. Upon acceptance of the Proposal, the successful Proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted Proposal. Respondents must take great care to respond to all requirements of this RFP to the maximum extent possible. Respondents must clearly identify limitations and/or exceptions to the requirements inherent in the proposed system. Respondent further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefit to the Districts.

Withdrawal of Proposals

Respondents may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Right to Reject

This RFP does not commit the Districts to award an agreement or to contract for services. The District reserves the right to reject any and all proposals, to waive minor irregularities in any proposal, to negotiate with qualified sources, or cancel this request in total or in part. The Districts shall not be responsible for any proposer's costs incurred in preparation and submittal of their proposals nor in the selection process.

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. On any work that requires an inspection certificate issued by local authorities, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. 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 before work is performed.

Insurance

The vendor shall, at vendor expense, must procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and Districts 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. The Districts will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance and workers' compensation insurance coverage as needed. Such Coverage must be provided by an insurance company (ies) authorized to do business in the State of California. Certificates must name the agencies A/LSFPD and CFPD as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by the agencies and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless the Districts, its officers, agents and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established contractually.

Vendor Responsibility

Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

Prevailing Wage Requirement

Per the Department of Industrial Relations “DIR”, the District may only award Public Works projects to contractors/subcontractors that are in compliance with the Public Works Contractor Registration Law (SB 854). Public Works are defined as projects involving any work done under contract and paid for in whole or in part out of public funds.

Effective June 27, 2017, SB 96 requires reporting by the District to projects that exceed \$15,000 for maintenance work and \$25,000 for new construction, alterations, remodel, demolition, or repair work.

Contractors/subcontractors doing Public Works projects must register with the DIR and meet requirements using the online application before bidding on Public Works contracts in California. The DIR application also provides agencies that administer Public Works programs with a searchable database of qualified contractors/subcontractors.