



**REQUEST FOR PROPOSALS**

**FOR**

**TELEPHONE SYSTEM**

**CITY OF BELLE MEADE**

**NASHVILLE, TENNESSEE**

**AUGUST 2018**

**INVITATION TO BID  
CITY OF BELLE MEADE  
TELEPHONE SYSTEM**

The City of Belle Meade will accept sealed bids for a Telephone System. Bids can be delivered to Belle Meade City Hall, 4705 Harding Road, Nashville, TN 37205 or submitted electronically until 10:00 AM, CST, on Thursday , September 6, 2018.

Specifications may be obtained beginning Friday, August 10, 2018 at Belle Meade City Hall or on the City's website by registering at the following link:  
<https://www.citybellemeade.org/finance>. For questions on online bid access and submittal or bid specifications, please contact the Asst. City Manager/Finance Director at 615-297-6041 or [acollins@citybellemeade.org](mailto:acollins@citybellemeade.org).

The City reserves the right to waive informalities and to reject any and all bids.

City of Belle Meade  
Beth Reardon  
City Manager



## REQUEST FOR PROPOSALS TELEPHONE SYSTEM

### INTRODUCTION

The City of Belle Meade hereby requests proposals for a Telephone System. The purpose of this project is to replace the current telephone system at City Hall/Public Works buildings with the best solution that provides a reliable and secure system and allows for future expansion. There are no remote locations. The City also requires a “failover/backup system” that operates in tandem with the main system to process calls as needed, either due to emergency, power outage or capacity issues.

Written proposals shall be returned on or before *10:00 a.m. CST, Thursday, September 6, 2018 at Belle Meade City Hall, 4705 Harding Road, Nashville, Tennessee 37205*, or submitted electronically via the City’s Vendor Registry website.

### GENERAL INFORMATION

The City of Belle Meade is a satellite city within Metro Nashville/Davidson County, Tennessee with a population of almost 3,000. The City’s current telephone equipment was purchased in 2006. There are 22 phone stations/handsets and 2 analog fax lines. Current high-speed internet service is provided by Comcast rated for 50 Mbps. See **Exhibit C** for additional information.

The City expects that the respondent(s) will conduct a full assessment of the current telephone system/network. Contact Aspen Collins at [acollins@citybellemeade.org](mailto:acollins@citybellemeade.org) or 615-297-6041 to set up an appointment for the assessment. By submitting the proposal, the Vendor certifies that he has assessed the current telephone system/network conditions of the Project, fully satisfied himself of the conditions, and based his proposal accordingly. The failure or omission of any Vendor to do any of the foregoing shall in no way relieve any Vendor from any obligation in respect to his proposal.

### SCOPE OF SERVICES

The successful vendor will be responsible for a complete, turnkey solution for the telephone system. The vendor shall provide any necessary design, planning, installation, network analysis, training and post-installation support for the project. The vendor will also be responsible for cable connections if current cabling cannot be utilized.

Required features shall include, at minimum, the following:

- ◆ New equipment models in current production (no reconditions, remanufactured or demo models)
- ◆ Integration with email (Outlook 365)

- ◆ Ability to have a live person answer the main line to city hall and dispatch, but the ability to have an automatic call distributor
- ◆ Ability to automatically forward phone calls from the main city hall line to the dispatch line at a designated time each day
- ◆ 911 services (if a person dials 911 from within the system, it is expected to dial emergency services)
- ◆ Handsets
  - ◆ Automatic call back
  - ◆ Call Forward Busy/No Answer/ All Calls
  - ◆ Call Redirect
  - ◆ Call Hold/Release
  - ◆ Call Park/Pickup
  - ◆ Call Transfer
  - ◆ Call Recording (optional on demand, not continuous)
  - ◆ Call Line ID Name and Number
  - ◆ Multiple Calls per Line Appearance
  - ◆ Caller ID Name and Number
  - ◆ Speaker Phone
  - ◆ Auto/Speed Dial (directory and user entered)
  - ◆ Programmable Buttons
  - ◆ Intercom/Paging & Group Paging
  - ◆ Conference Calls
  - ◆ Temporary call relocation to another extension
  - ◆ Music On Hold
  - ◆ Compatibility with Remote Headsets
- ◆ Voicemail
  - ◆ Access to voicemail from multiple locations
  - ◆ Voicemail options for users without an assigned phone
  - ◆ Password required login
  - ◆ Voicemail message easily set by user from any location
  - ◆ Voicemail forward as an audio attachment to Email
  - ◆ Voicemail light indicator
- ◆ Management
  - ◆ Remote management through a web interface with the ability to make internal changes such as renaming of extensions, voice mail configurations and reset of passwords
  - ◆ Ability to reroute to alternative phone backup system on failure of system

Optional features may include the following:

- ◆ Fax/eFax Management to email/Fax server (presented as an optional cost)
- ◆ Presentation of any other options that may be advantageous to the city.

The successful vendor for this contract will be the sole authority and responsible party for the entire project, The City wishes to establish a single point of contact for all phases. If the vendor utilizes subcontractors for any part of the system design, planning, installation, or support, it should be understood that the successful vendor will be the sole responsible party for all activities.

### **DETAILED PROPOSAL**

The detailed proposal must address the items in the scope of services and the evaluation plan.

### **TIMELINE AND SCHEDULE OF EVENTS**

Publication of RFP	8/10/18
Deadline for Submission of Questions	9/04/18
Proposal Submission Deadline	9/06/18 by 10AM CST

### **EVALUATION CRITERIA**

Proposals will be evaluated based on the following:

- **Experience** – Identify the specific team members from your firm that will be assigned to this project. Include resumes for those team members and include a description of their roles and responsibilities on this project.
- **Proposed Solution** – Describe the proposed solution based on the preliminary assessment of the project including equipment, hardware, software, service, wiring/cabling, etc. Brochures and other similar material may be attached.
- **Timeline/Capacity**- Please include an estimated timeline outlining milestones and tasks assigned to the City. Provide evidence that your firm can complete the proposed solution within the outlined timeline.
- **Price**- Costs must be broken down into design and implementation, equipment (itemized), labor and installation, training, and annual maintenance costs (if any). Prices of optional features should be itemized separately. Also, if proposing a price for leasing the system, please provide the pricing separately.
- **Quality of references** – Provide evidence of businesses or organizations in which the proposed solution has been implemented and is still in use. Provide a name, telephone number, and email address for at least three (3) references to be contacted as to your performance on similar projects.
- **Required forms**-Include all required completed forms and certifications.

Each evaluation criterion carries a relative weight. The weight of each evaluation criterion listed above is defined in the Evaluation Plan attached. Best and final offers may be requested from the respondents who are rated in the competitive range. Negotiations may be conducted with respondents who submit responsive and responsible proposals.

**EVALUATION PLAN**

The following points will be assigned to each evaluation criterion set forth in the Request for Proposals. Each proposal received shall be rated per the evaluation criteria and point system listed below:

<b>SCORING EVALUATION PLAN WEBSITE DESIGN AND MAINTENANCE</b>		
<b>EVALUATION CRITERIA</b>	<b>ASSIGNED POINTS</b>	<b>SCORE</b>
<b>EXPERIENCE</b>	<b>20 Points</b>	
<b>PROPOSED SOLUTION</b>	<b>30 Points</b>	
<b>TIMELINE AND CAPACITY</b>	<b>20 Points</b>	
<b>PRICE</b>	<b>15 Points</b>	
<b>QUALITY OF REFERENCES</b>	<b>15 Points</b>	
<b>TOTAL POINTS</b>	<b>100 Points</b>	

**REQUIRED FORMS**

Proposals must include all required completed forms and certifications.

- ◆ Contractor Certification (**Exhibit A**)
- ◆ Contractor Certification Iran Divestment Act (**Exhibit B**)

**PROPOSAL SUBMISSION**

One (1) written proposal and one (1) digital copy of the proposal (including required documents and forms), in PDF format, shall be returned no later than **10:00 AM CST on September 6, 2018** to the attention of Aspen Collins, Asst. City Manager/Finance Director, at the address listed below:

City of Belle Meade  
Attn: Aspen Collins  
4705 Harding Road  
Nashville, TN 37205

All proposals must be marked “**RFP Telephone System**”, with the name of the business, street address, e-mail address, and phone number on the outside of the envelope. Any offer that is not marked accordingly, or that does not contain both a written and digital copy, may be rejected.

Each proposal should include the following content:

- **Introduction to the firm** – Provide a brief introduction, qualifications, and background of your firm.
- **Experience** – Identify the specific team members from your firm that will be assigned to this project. Include resumes for those team members and include a description of their roles and responsibilities on this project.
- **Proposed Solution** – Describe the proposed solution based on the preliminary assessment of the project including equipment, hardware, software, service, wiring/cabling, etc. Brochures and other similar material may be attached.
- **Timeline/Capacity**- Please include an estimated timeline outlining milestones and tasks assigned to the City. Provide evidence that your firm can complete the proposed solution within the outlined timeline.
- **Price**- Costs must be broken down into design and implementation, equipment (itemized), labor and installation, training, and annual maintenance costs (if any). Prices of optional features should be itemized separately. Also, if proposing a price for leasing the system, please provide the pricing separately.
- **Quality of references** – Provide evidence of businesses or organizations in which the proposed solution has been implemented and is still in use. Provide a name, telephone number, and email address for at least three (3) references to be contacted as to your performance on similar projects.
- **Forms** – from the “REQUIRED FORMS” section. Forms must be signed by an authorized agent of the company and notarized as required.

Proposals submitted by fax or e-mail will not be accepted. There will be no public opening of proposals. Any proposal received prior to the due date and time will be securely kept, unopened. Late proposals will be returned to the respondent unopened unless the respondent can document that a guaranteed delivery method was utilized (i.e. Federal Express) and the proposal was late due solely to the delivery company. The city reserves the right to reject all proposals and to waive any informality whenever such rejection or waiver is deemed to be in the best interest of the city.

#### **AMENDMENTS TO OR INTERPRETATIONS OF THE RFP**

Amendments to the RFP or the Scope of Services will be issued to all firms requesting an RFP if amended. All respondents shall acknowledge the receipt of any amendment to this RFP by signing and returning the amendment and by identifying the amendment number and date on the Proposal Form. Acknowledgements may be returned by mail or by facsimile.

Questions or requests for clarifications to the RFP or the terms of the RFP shall be submitted in writing no later than **4:00 PM, September 4, 2018**. Responses to the questions or requests for clarifications will be provided in the form of an amendment to the RFP and will be issued to all prospective respondents. Only written amendments will be considered and no verbal interpretations or changes may be made to the terms of the RFP.

#### **ACKNOWLEDGEMENT OF ADDENDA**

The respondent shall acknowledge in their proposal receipt of any Addenda to this RFP by signing the document on the acknowledgement line of the amendment. Respondent’s failure to acknowledge an Addendum may result in rejection of the proposal. This may be done in the cover letter.

## **CONTRACT AWARD**

The city anticipates awarding a contract to the most qualified, responsive and responsible respondent, unless all submissions are rejected as indicated above. Proposals will be evaluated on a combination of factors. These factors are outlined in "Evaluation Criteria."

## **COMMENCEMENT, EXECUTION, AND COMPLETION**

The respondent will be required to commence work under this contract within ten (10) days after its receipt of a written notice-to-proceed from the city to execute the work.

## **REJECTION OF A PROPOSAL**

Failure to observe the foregoing instructions and conditions may constitute grounds for rejection of the proposal by the city.

## **RIGHTS AND REMEDIES**

The rights and remedies of the city as stated in the foregoing shall not be exclusive and are in addition to any other rights and remedies provided by law or under the contract.

## **RESTRICTION ON DISCLOSURE AND USE OF DATA**

A respondent, including proprietary or confidential information in its proposal, shall state whether this information is to be disclosed to the public or used for any purpose other than proposal evaluation.

In addition to the requirements above, the respondent shall conspicuously mark each sheet containing proprietary or confidential information the respondent wishes not to be disclosed with a notation to that effect.

## **COMPLETE AND ACCURATE SUBMISSION**

A respondent's failure to provide accurate information in response to this RFP may disqualify the respondent from further participation in the RFP selection process.

A proposal may be corrected, modified or withdrawn, provided that the correction, modification or request for withdrawal is made by the respondent, in writing, and is received at the place and prior to the date and time designated in the RFP for final receipt of proposals. After such date and time, the respondent may not change any provision of its proposal in a manner prejudicial to the interest of the city and/or fair competition.

## **PROPOSAL RETENTION**

All proposals are the property of and shall be retained by the city, and therefore, will not be returned to the respondent.

## **INSURANCE**

Prior to the execution of the contract for services, the respondent shall provide proof of current Commercial General Liability Insurance (\$1,000,000 minimum), Professional Liability, and Workers Compensation as required by law. If awarded a contract, the contractor will agree to name the City of Belle Meade as an additional insured on all commercial or comprehensive general liability policies for the duration of the contract. Additionally, contractor shall state that a thirty-day notice of prior cancellation or change will be provided to the city.



**GENERAL**

Persons who require special accommodations should immediately contact the city at (615) 297-6041.

The City of Belle Meade reserves the right to accept or reject any or all proposals, or any part of any proposal, and to waive any informalities or irregularities.



# Exhibit A

## CONTRACTOR CERTIFICATION

Date: \_\_\_\_\_

To: Contractor Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State \_\_\_\_\_

Contract Name/description: \_\_\_\_\_

The City of Belle Meade has executed and hands you herewith an executed counterpart of its contract with you for the performance of the above work. In your performance on this contract, we call to your attention the provisions of Tennessee Code Annotated Section 12-4-101 (a) and (b), which provide in part that "it is unlawful for any...person whose duty it is to...overlook or in any manner to superintend any work or any contract in which" the City "shall or may be interested" to be directly or indirectly interested in such contract. Accordingly, it will be a violation of the law of the state and the policies of the City of Belle Meade for any employee of the City to participate in any manner in the performance of this contract or to share in the proceeds of the same. In your performance of this contract, we shall expect full compliance with the requirements of this statute and request your confirmation of this fact upon the line provided below.

THE CITY OF BELLE MEADE

By: \_\_\_\_\_  
Mayor

Date: \_\_\_\_\_

\_\_\_\_\_ (Contractor) certifies that it understands the requirements of the above-referenced statute and agrees that it will comply fully with the same in the performance of the above contract.

By: \_\_\_\_\_  
(Contractor's Representative)

Date: \_\_\_\_\_

\_\_\_\_\_  
Print name of Representative

## Exhibit B



### CONTRACTOR CERTIFICATION TCA Title 12, Chapter 12 – Iran Divestment Act

Date: \_\_\_\_\_

Contractor Name \_\_\_\_\_

Address \_\_\_\_\_

City, State \_\_\_\_\_

Contract Name/description: \_\_\_\_\_

The City of Belle Meade has executed and hands you herewith an executed counterpart of its contract with you for the performance of the above work. In your performance on this contract, we call to your attention the provisions of Tennessee Code Annotated Title 12, Chapter 12, Iran Divestment Act, which requires that any vendor submitting a bid or proposal, or who contracts with the state or political subdivision of the state, including a contract renewal or assumption, shall certify the following statement as true under the penalties of perjury: "By submission of this bid, each vendor and each person signing on behalf of any vendor certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each vendor is not on the list created pursuant to TCA Section 12-12-106" (copy attached).

In your performance of this contract, we shall expect full compliance with the requirements of this statute and request your confirmation of this fact upon the line provided below.

THE CITY OF BELLE MEADE

By: \_\_\_\_\_  
Mayor

Date: \_\_\_\_\_

\_\_\_\_\_ (Contractor) certifies that it understands the requirements of the above-referenced statute and agrees that it will comply fully with the same in the performance of the above contract.

By: \_\_\_\_\_  
(Contractor's Representative)

Date: \_\_\_\_\_

\_\_\_\_\_  
Print name of Representative



July 15, 2016

**NOTICE**

Tenn. Code Ann. § 12-12-106 requires the chief procurement officer to publish, using credible information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105.

For these purposes, the State intends to use the attached list of “Entities Ineligible to Contract with the State of South Carolina or any Political Subdivision of the State per the Iran Divestment Act of 2014, S.C. Code Ann. §§ 11-57-10, et. seq.”

While inclusion on this list would make a person ineligible to contract with the state of Tennessee, if a person ceases its engagement in investment activities in Iran, it may be removed from the list.

If you feel as though you have been erroneously included on this list please contact the Central Procurement Office at [CPO.Website@tn.gov](mailto:CPO.Website@tn.gov).

List Date: January 16, 2018

1. Abadan Petrochemical Co.
2. Aban Offshore Ltd.
3. Anton Oilfield Services Group
4. Arak Petrochemical
5. Arvandan Oil & Gas
6. Behran Oil Co.
7. Bharat Petroleum Corporation Ltd.
8. BP plc
9. China International United Petroleum & Chemical So., Ltd. (Unipecc)
10. China National Offshore Oil Corp
11. China National Petroleum Corp (CNPC)
12. China National United Oil Corp.
13. China Petroleum & Chemical Corp.
14. Cosmo Energy Holdings Co. Limited
15. Daelim Industrial
16. Daewoo Engineering & Construction
17. Enel Spa
18. Eni Spa
19. Esfahan Oil Refining Co.
20. Essar Oil Ltd.
21. Fanavaran Petrochemical Co.
22. Farabi Petrochemical Co.
23. Formosa Petrochemical Corp.
24. Gazprom OAO
25. Gubre Fabrikalari T.A.S.
26. Hellenic Petroleum S.A.
27. Hindustan Petroleum Corp Ltd.
28. Hyundai Engineering
29. Hyundai Heavy Industries.
30. Idemitsu Kosan Co. Ltd.
31. Indian Oil Corporation Ltd.
32. Inpex Corporation
33. Iran Power Plant Projects Managements Co. (MAPNA)
34. Japan Drilling Co., Ltd.
35. Japan Petroleum Exploration Co., Ltd.
36. JXTG Holdings, Inc.
37. Khark Petrochemical Co
38. Koc Holding A.S.
39. Korea Gas Corporation
40. Linde AG
41. Maire Tecnimont S.p.A.
42. Mangalore Refinery & Petrochemicals Ltd.
43. Marubeni Corporation

44. Mitsubishi Materials Corporation
45. Mitsui & Co. Ltd.
46. Naftiran Intratrade Company
47. National Iranian Oil Co.
48. National Iranian South Oil Co.
49. National Iranian Tanker Co.
50. National Shipping Co. of Saudi Arabia
51. North Drilling
52. Oil & Natural Gas Corporation Ltd.
53. Oil India Ltd.
54. Oil Industry Investment Co.
55. ONGC Videsh Ltd. (OVL)
56. Oriental Energy Co., Ltd.
57. Pardis Petrochemical Co.
58. Pars Oil Co.
59. Parsian Oil and Gas Development Co.
60. Petrochemical Industries Investment Co.
61. Petrochemical Transport Co.
62. PetroChina Co. Ltd.
63. PJSC Lukoil
64. Polskie Gornictwo Naftowe i Gazownictwo SA
65. Royal Dutch Shell Plc.
66. Sadid Pipe & Equipments Co.
67. Saras Raffinerie Sarde SPA
68. Sepehr Energy
69. Shiraz Petrochemical Co.
70. Showa Shell Sekiyu KK
71. Sinopec Group.
72. Sk Holdings Co. Ltd.
73. SK Innovation
74. Tabriz Oil Refining Company
75. Total S.A.
76. Toyo Engineering Corporation
77. Turkiye Petrol Rafinerileri AS
78. Vitol SA
79. 79. Zhuhai Zhenrong Company

## **Exhibit C**

### **Current Telephone Systems Information**

- ◆ Comprised of two buildings both located at 4705 Harding Road, Nashville, TN 37205
- ◆ Current bandwidth provided by Comcast 50 Mbps
- ◆ Current Phone Numbers:
  - City Hall 615-297-6041
  - Police Dispatch 615-297-0241
  - Court Clerk 615-298-1223
  - Building/Zoning 615-297-2364
  - City Hall Fax Line 615-297-0255
  - Police Dept Fax Line 615-297-0044
- ◆ Phone service is with Windstream
  - Simplit Plus 6 line Package
  - T Product Internet
  - T Product Loop
  - (2) Simpli Analog Lines
- ◆ 22 Avaya Euro 18D Handsets and 2 expansion modules (1 for City Recorder, 1 for Dispatcher, 1 Bluetooth headset, 1 Console headset).