

SPECIFICATIONS

REQUEST FOR PROPOSALS #1261

Voice Over IP (VoIP) Telephone System

Introduction

The City of Springfield, Tennessee (“City”) is a, Tennessee municipal corporation of approximately 18,745 residents located approximately 30 miles north of Nashville. The City of Springfield is a full-service city providing the following services and/or departments: police, fire, parks, public works (which includes street, sanitation, and vehicle maintenance divisions), community development and planning, finance (which includes utility billing and meter reading), information technology, engineering, water, wastewater, sanitation, stormwater, natural gas, and electric. The City also has two cemeteries and a golf course.

Project Description

The City is currently seeking to obtain the services of a hosted Voice Over IP (VoIP) Telephone System provider experienced in providing a reliable and manageable system that will scale to meet the City’s evolving communication needs and ensure system stability.

The City has approximately 215 phone numbers, 160 phone extensions, 161 phones, 14 fax lines, and 70 auto attendants/call groups. The departments are located across multiple sites (15). Please see Appendix A.

The City's intent is to enter into a services agreement with the successful Proposer for a term of three (3) years with the option to extend the agreement for an additional three (3) years for a maximum term of six (6) years.

Schedule

RFP Release – October 10, 2023

Deadline for Questions – October 24, 2023

Addenda – October 27, 2023

Proposals Due – November 7, 2023

Contract Award – November 21, 2023

Implementation – December 1, 2023

Note: This is the City's desired schedule. The City reserves the right to modify the schedule. Addenda will be posted on the website where the RFP information is contained. Notice to proceed will be issued shortly after contract award.

Scope of Work

As a part of this RFP, the new Telephone, Voicemail, and Unified Messaging system should provide a uniform communication system for all of the facilities. All equipment provided to the City must be new and current production models. Reconditioned, remanufactured, or demo equipment will not be acceptable.

The City requires the vendor in assist in the architecture, design, and training of the platform.

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 (Group Setting)
- Resiliency Options (for critical communications, including continuity-of-governance, during local and/or regional emergency operations activation)

Required Features Include:

- Administration Web Portal
- Mobile App
- Call Accounting/Logging/Reporting
- Virtual Receptionist (Automated attendant)
- Capability to set business hours and after-hours automated attendant messages
- Call Forwarding
- Paging/Intercom capability
- Voicemail
- Shared Call Appearance
- Call history
- Fax to Email and Email to Fax
- Unlimited local and long distance within the United States

Minimum Requirements for Phones and Headsets:

Vendor will need to provide a range of phones including basic, standard, cordless, and conference phones as well as headsets or compatible Bluetooth devices. Basic phones shall contain black and white screens. Standard phones shall include color visual screen with speed dial buttons.

Minimum Service Levels for Help Desk Resolution:

Severity Level	Response Time (On-Site Responses as Needed)	Resolution Time
Critical	30 minutes	90% resolved within 4 hours
Normal	2 Hours	90% resolved within 2 days
Low	1 Day	80% resolved with 1 week

Request for Clarification

All requests for clarification in specifications regarding this RFP must be submitted in writing no later than Tuesday, October 24, 2023 to Candice Tillman, Assistant City Manager:

Email: candice.tillman@springfieldtn.gov

Mail: Candice Tillman
Assistant City Manager
City of Springfield
405 North Main Street
Springfield, TN 37172

Any questions or comments directed by a respondent to persons outside of the individual listed above are inappropriate and such activity may result in that proposal being deemed non-responsive.

Method of Evaluation

A panel of City staff will review the submitted qualifications based on the evaluation factors listed below with a total of one hundred (100) points with an additional ten (10) points possible with interviews.

Experience Points: 25

Successful installation of phone systems of a similar size, scope, and company background included with proposal.

Functionality Points: 25

Based on administrative platform and end-user friendliness. System wide uptime will also be evaluated.

References Points: 25

A minimum of three (3) multi-site business references, including names, addresses, and phone numbers plus a description of the type of work you performed. Include references of other municipalities/organizations for which you have provided a similar service.

Cost Points: 25

Service agreements and maintenance/license costs will be a key factor in a successful bid.

Interview (If interviews are conducted) Points: 10

Following initial scoring of the written Proposals by the evaluation team, telephone and/or web interviews may be conducted with the top-scoring vendors. Initial scoring may be revised following interviews.

Optional Interviews

The selection committee reserves the right to select a short list of the highest scoring respondents for interviews. During interviews, the vendor may be asked to provide functional and technical demonstrations.

The City will enter into negotiations with the highest ranked respondent to finalize a contract for the contract period. If a contract cannot be successfully negotiated with the highest ranked respondent, then negotiations will be terminated with that respondent and the City will enter negotiations with the next highest ranked respondent until an agreement is reached or an impasse is declared.

Notice of Award and Appeal Process

The City intends to select a single firm. The selected provider will be identified by the selection

committee and a notification letter will be sent to all respondents. Any respondent wishing to appeal the recommendation must do so in writing and within seven (7) business days of the notice being sent.

The City Manager or designee will recommend entering into a contract with the selected Consultant at the November 21, 2023 Board of Mayor and Aldermen meeting.

General Terms & Conditions

The City reserves the right to reject any or all Proposals, to waive any informality or irregularity in any Proposal received, and to be the sole judge of the merits of the respective Proposal received. Final award will be subject to the execution of the contract. The City reserves the right to negotiate a final contract that is in the best interest of the City.

Submittal Instructions

Proposals should be submitted in a sealed envelope, or other sealed container, which is clearly marked "VoIP System". Please provide three (3) hard copies and one (1) digital copy of the Proposal.

Proposals should be submitted to:

Lisa Crockett, City Recorder
City of Springfield
405 North Main Street
Springfield, TN 37172

Submission Date and Time: Tuesday, November 7, 2023 at 4:00 p.m. Local time

LATE SUBMISSIONS WILL NOT BE ACCEPTED

APPENDIX A

City Facility	Basic	Standard	Conference	Cordless	Fax Lines
City Hall	3	35	1		2
Parks		6			1
Gas	2	9			1
Engineering		8			
Electric	4	12			1
Water	2	13	1		1
Police	1	23			2
Animal Control		1			
Fire Station 1	2	7			1
Fire Station 2	2	3			1
Public Works	2	8		2	1
Water Treatment		1		4	1
Wastewater Treatment		1		6	1
Cemetery	1	1			
Golf Course					1
TOTALS	19	128	2	12	14