

PUBLIC NOTICE
REQUEST FOR PROPOSALS #1261-REBID
VOICE OVER IP (VoIP) TELEPHONE SYSTEM

The City of Springfield, Tennessee (“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 currently has approximately 215 phone numbers, 160 phone extensions, 161 phones, 14 fax lines, and 70 auto attendants/call groups that are located across (15) fifteen multiple sites. The City's intent is to enter into a service 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.

Requirements may be downloaded at www.springfieldtn.gov. Questions regarding this solicitation should be submitted no later than Wednesday, January 3, 2024 to Candice Tillman, Assistant City Manager, via email at candice.tillman@springfieldtn.gov or by regular mail to 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.

Please reference **REQUEST FOR PROPOSALS-VOICE OVER TELEPHONE SYSTEM #1261** on the outside of the sealed envelope or sealed container. The sealed envelope or sealed container must contain three (3) hard copies and one (1) digital copy of the proposal. Sealed proposals must be received in the Office of the City Recorder, 405 North Main Street, Springfield, TN 37172 by 4:30 p.m. central time on January 19, 2024. Proposals received after the deadline will not be accepted.

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.

The City of Springfield reserves the right to reject any or all proposals submitted.

Lisa H. Crockett
City Recorder

SPECIFICATIONS

REQUEST FOR PROPOSALS #1261-REBID

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 260 employees and has approximately 215 phone numbers, 160 phone extensions, 161 phones, 14 fax lines, and 70 auto attendants/call groups. All numbers, extensions, and fax lines will be ported during implementation. The departments are located across multiple sites (15), all must have the ability to obtain service. Please see Appendix A and B. Each location currently utilizes a VoIP service which will be replaced by the awarded vendor.

The City's intent is to enter into a service 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 – December 19, 2023
Deadline for Questions – January 03, 2024
Addenda – January 05, 2024
Proposals Due – January 19, 2024
Interviews (if selected) – January 29-30, 2024
Contract Award – February 20, 2024
Implementation Beginning – February 26, 2024
Activation No Later Than – April 1, 2024

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 seeks to rent equipment rather than purchase. The City requires the vendor to 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)
- Hardware (Analog Telephone Adapter for physical fax machines)
- Network Equipment (if specifically required by vendor)
- IP Phone Services (mandatory/desired functionality)
- Software (if any)
- Training (Group Setting either Virtual or In person)
- 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 (Available to all users)
- 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 be required to provide a range of desktop phones including basic, standard, cordless, and conference phones as well as headsets or compatible bluetooth devices if needed. Basic phones may contain black and white screens. Standard phones shall include color visual screen, at least 10 speed dial buttons, and sidecar capabilities (as needed).

Minimum Service Levels for Help Desk Resolution:

Severity Level	Response Time (On-Site Responses if 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/RFQ must be submitted in writing no later than Wednesday, January 3, 2024 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) 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

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

References Points: 25

Please provide three (3) multi-site business references preferable local governments. The list should include names, and phone numbers who can comment on experience, customer service, and ongoing care post deployment.

Cost Points: 25

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

Following initial scoring of the written proposals by the evaluation team, telephone and/or web interviews may be conducted with the top-scoring firms. 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 for 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 provider. 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 vendor at the February 20, 2024 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 sealed container, which is clearly marked BID NUMBER 1261-VOIP System. Please provide three (3) hard copies and one (1) digital copy on a USB drive of the proposal.

Proposals should be submitted to:

Lisa Crockett, City Recorder
City of Springfield
P. O. Box 788
Springfield, TN 37172

Submission Date and Time: Friday, January 19, 2024 at 4:30 PM, 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

*Notates E-Fax at this facility

APPENDIX B

Addresses for Service

405 N Main St. Springfield, TN 37172

401 N Main St. Springfield, TN 37172

1311 RW Gordon Dr Springfield, TN 37172

1315 RW Gordon Dr Springfield, TN 37172

1000 Central Ave Springfield, TN 37172

924 Central Ave Springfield, TN 37172

802 Willow St Springfield, TN 37172

507 Industrial Dr Springfield, TN 37172

203 Central Ave Springfield, TN 37172

1005 Bradley Dr Springfield, TN 37172

2809 Clinard Dr Springfield, TN 37172

6213 Smith Road Cedar Hill, TN 37032

530 Lawrence Ln Springfield, TN 37172

1029 Richard St Springfield, TN 37172

100 Raymond Floyd Dr Springfield, TN 37172

IRAN DIVESTMENT ACT 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 determined to be non-responsive bidders/offers pursuant to the New York State Iran Divestment Act of 2012.”

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.

List Date: May 4, 2022

Source: <https://www.ogs.ny.gov/iran-divestment-act-2012>

1. Ak Makina, Ltd.
2. Amona
3. Bank Markazi Iran
(Central Bank of Iran)
4. Bank Mellat
5. Bank Melli Iran
6. Bank Saderat Iran
7. Bank Sepah
8. Bank Tejarat
9. China Precision Machinery
Import- Export Corporation
(CPMIEC)
10. ChinaOil (China National United
Oil Corporation)
11. China National Offshore Oil
Corporation (CNOOC)
12. China National Petroleum
Corporation (CNPC)
13. Indian Oil Corporation
14. Kingdream PLC
15. Naftiran Intertrade Co. (NICO)
16. National Iranian Tanker Co.
(NITC)
17. Oil and Natural Gas Corporation
(ONGC)
18. Oil India, Ltd.
19. Persia International Bank
20. Petroleos de Venezuela
(PDVSA Petróleo, SA)
21. PetroChina Co., Ltd.
22. Petronet LNG, Ltd.
23. Sameh Afzar Tajak Co. (SATCO)
24. Shandong FIN CNC Machine
Co., Ltd.
25. Sinohydro Co., Ltd.
26. Sinopec Corp. (China
Petroleum & Chemical
Corporation)
27. SKS Ventures
28. SK Energy Co., Ltd.
29. Som Petrol AS
30. Unipet (China International
United Petroleum & Chemicals
Co., Ltd.)
31. Zhuhai Zhenrong Co.

IRAN DIVESTMENT ACT

“By the submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not a person included within the list created pursuant to § 12-12-106.”

Signature: _____

Date: _____

Title: _____