

TOWN OF TRUMBULL
& BOARD OF EDUCATION
REQUEST FOR QUALIFICATION /PROPOSAL
CONSULTANT FOR VOIP NEEDS ASSESSMENT AND ANALYSIS

RFP: #6184 DUE: May 3, 2016 @ 2 pm

GENERAL INFORMATION

The Town of Trumbull ("Town") and the Trumbull Board of Education (BOE) is jointly seeking proposals from qualified firms to have a Consultant services for the Town & BOE. These consulting services will provide a needs assessment, analysis and budgetary quotes in preparation for the BOE and the Town, to upgrade to a VOIP system with Voicemail.

PREPARATION OF PROPOSALS

Bids shall be submitted by using the enclosed BID PROPOSAL FORM that accompanies this request. Submit one (1) ORIGINAL and one (2) EXACT COPY. Bidders should submit bids in a clear, concise and legible manner to permit proper evaluation of responsive bids.

BID SUBMISSION

- a) Bids are to be submitted in sealed in an envelope clearly marked and addressed as follows:

Purchasing Agent – Kevin J Bova

Bid # 6184:

CONSULTANT FOR VOIP NEEDS ASSESSMENT AND ANALYSIS

Due: MAY 3, 2016 @ 2pm

Town of Trumbull

5866 Main Street

Trumbull, CT 06611

- b) Please be advised that the person signing the formal proposal must be authorized by your organization to contractually bind your firm with regard to prices and related contractual obligations for the delivery period requested.
- c) No oral, telephonic, or faxed proposals will be considered. No telephone corrections, deletions, or additions will be accepted. The Town reserves the right to reject any or all bids, and to waive any or all formalities in connection therewith.

INFORMATION & INQUIRIES

It is the responsibility of all proposal submitters to verify with the Town if any addendums or changes to this request have been made. All and any addendums will be posted on the Town of Trumbull – Purchasing department website. www.trumbull-ct.gov

Please be advised that the person signing the submission must be authorized by your organization to contractually bind your firm with regard to prices and related contractual obligations.

SELECTION PROCESS

Prospective Consultants will be evaluated based on the following criteria from the detailed written Specifications. The selected consultant will be notified of the decision by the selection committee of their selection and contract negotiations will commence immediately upon notification.

The firm awarded the contract as a result of being pre-qualified under this RFQ/P, must meet all Municipal, State and Federal affirmative action and equal employment opportunity practices. This will include compliance with E.O. 11246, "Equal Employment Opportunity," as amended by E.O. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, and Department of Labor."

TOWN OPTIONS

- a) The Town reserves the right to reject any or all Qualification/ Proposals Statement submissions, and to waive any requirements, irregularities, technical defects or service therein when it is deemed to be in the best interest of the Town.
- b) **The Town and the BOE shall be under no obligation to accept the lowest rates if it is deemed to not be in the best interest of the Town to do so.**
- c) The Town reserves the exclusive right to determine whether or not the qualifications of a prospective consultant meet the requirements of the engagement.

Additional Services

If you believe that additional services to those requested in the specifications are necessary, please identify those services and your reasons for recommending such services. .

Personnel

The Consultant shall provide the professional services identified in this scope of services and requested by The Town & the BOE. The submission must identify the person or persons who will be responsible for Conducting the work as listed in this scope of services. And include copies Prior experiences for
CONSULTANT FOR VOIP NEEDS ASSESSMENT AND ANALYSIS

MISCELLANEOUS

1. **ASSIGNMENT OF RIGHTS, TITLES, AND INTERESTS**
Any assignment or subcontracting by a proposer, bidder, supplier, or contractor for work to be performed, or goods and/or services to be provided, in whole or in part, and any other interest in conjunction with a Town procurement shall not be permitted without the express written consent of the Town of Trumbull.
2. **TAXES**
All purchases made by the Town, and associated with the award of this requirement shall be tax exempt. Any taxes must not be included in bid prices. A Town Tax Exemption Certificate shall be furnished upon request.
3. **AWARD AND AUTHORITY**
The requested services shall be awarded to the consultant whose proposal is deemed to best provide the services desired, taking into account the requirements, terms and conditions contained in the request for proposals and the criteria for evaluating proposals.
The purchasing authority shall issue notification of award in writing & a Not to exceed Purchase order.
4. **HOLD HARMLESS CLAUSE**
Any contractor or subcontractor of the Town agrees to indemnify, hold harmless and defend the Town from and against any and all liability for loss, damage or expense which the Town may suffer or for which the Town may be held liable by reason of injury, including death, to any person or damage to any property arising out of or in any manner connected with the operations to be performed under this request and subsequent Contract, whether or not due in whole or in part of any act, omission or negligence of the Town or any of its representatives or employees.

5. WORK REGULATIONS AND STANDARDS

All work activities performed in association with this request must be performed and completed for the Town in accordance with current Federal State and Local regulations.

ADDENDUMS

It is the responsibility of all proposal submitters to verify with the Town if any addendums or changes to this have been. All and any addendums will be posted on the Town of Trumbull – Purchasing department website. www.trumbull-ct.gov .

6. CONFLICT OF INTEREST

Public officials shall be prohibited from receiving any town work procured through a public Bid or bid waived process so as to avoid any appearance of impropriety or conflict of Interest and; Public officials cannot circumvent the intent of this ordinance by receiving town work Through a bid waiver, as proscribed by the Trumbull Town Charter.

7 PRICING

All rates/prices quoted are to be maintained for the entire contract period

8 INSURANCE

- a) The successful shall furnish a Certificate of Insurance naming the Town of Trumbull as the additional insured. The insurance is to include Contractor's Liability and Worker's Compensation, thereby holding the Town of Trumbull harmless from all eventualities that may occur relative to this Proposal and the resulting purchase order or contract. The Certificates of Insurance will be provided by companies licensed in the State of Connecticut and will be in amounts of \$1,000,000 General Aggregate, \$1,000,000 Automobile Liability and Worker's Compensation, and Employer's Liability \$100,000 (each accident) to the Town of Trumbull. Such policies shall provide that no coverage shall be changed or cancelled unless thirty- (30) days prior notice of such change or cancellation shall be made to the owner.
- b) Such notice shall be made by registered mail; postage prepaid, to the Purchasing Agent, Town of Trumbull, Town Hall, Trumbull, Connecticut 06611. In the event of cancellation, the contractor shall cease all operations on or before the effective date of said cancellation and he shall not commence work again until he has obtained replacement insurance and has delivered a Certificate of Insurance to the office of the Owner's Purchasing Department.
- c) The Consultant, shall also, deliver to the Town proof of professional liability insurance in the sum of one (\$1,000,000) million dollars issued by a reputable insurance company. This insurance must be maintained throughout this engagement and proof thereof must be provided upon request.

9. AGREEMENT

- a) The specifications of the proposal received from the selected firm and the NOT TO EXCEED purchase order issued to the consultant shall serve as the agreement.
- b) The Town reserves the right, subject to mutual agreement with the successful consultant, to extend the terms of this request, at the proposed rate, for a mutually agreed upon period of time.

10. INCURRING COST

The Town will not be held responsible for any costs incurred by the firm for work performed in the preparation and production of the proposal or for any work performed prior to the issuance of a contract.

11. PROPRIETARY INFORMATION

The Town will not disclose any portion of the proposals except to members of an Evaluation Team prior to contract award. The Town retains the right to disclose the name of the successful consultant, the financial considerations, and any other information in the proposal that is pertinent to the selection of the Consultant.

12. TERMINATION FOR DEFAULT OR FOR THE CONVENIENCE OF THE CONTRACTING AGENCY

Performance under this contract resulting from this RFQ/P may be terminated by the Town whenever:

- a. The Consultant, in the sole opinion of the TOWN, is in default of the performance of the contract and shall fail to correct such default within the period specified by the TOWN in a notice specifying default; or the TOWN shall determine that the termination is in its best interest.
- b. Termination will be effected by delivery to the Consultant of a notice to terminate, stating the date upon which the termination becomes effective. Upon receipt of the notice to terminate, the Consultant shall:
 - I. Prepare to stop all work by the termination date.
 - II. Meeting with the Town's representative to review work in progress to determine time critical tasks and to take such action as is necessary to protect the Town's rights.
 - III. Cooperate and participate when needed in the orderly transition of the work being performed by the Consultant.
 - IV.

13. AMBIGUITY IN THIS REQUEST FOR PROPOSAL

Prior to submitting a response to this request, it is the responsibility of the Consultant to bring to the attention of the Town & BOE any ambiguity in this request. Not to do so shall result in the Consultant forfeiting any claim for adjustment based on such ambiguity as should have been noted by a prudent Consultant.

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REFERENCES

(To be submitted with Qualification Statement – attach additional pages as necessary)

List references for similar services provided for at least Four (4) clients in the past five (5) years (attach any other client references if desired). **PLEASE NOTE IT IS THE TOWN'S INTENT TO COMMUNICATE WITH THE REFERENCES LISTED HEREIN.**

CLIENT 1:

Organization Name: _____
Contact Name: _____ Phone: _____
Service Dates: _____
Project(s): _____

CLIENT 2:

Organization Name: _____
Contact Name: _____ Phone: _____
Service Dates: _____
Project(s): _____

CLIENT 3:

Organization Name: _____
Contact Name: _____ Phone: _____
Service Dates: _____
Project(s): _____

CLIENT 4:

Organization Name: _____
Contact Name: _____ Phone: _____
Service Dates: _____
Project(s): _____

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Specifications

Scope of Services

Phase One – Needs Assessment

Task 1 - Project Mobilization and Kickoff Meeting

- review project scope, objectives, expectations, plans, and requirements with the BOE and Town's project team
- define in greater detail the services that the BOE and Town envisions implementing as a result of the engagement
- consultant to advise BOE, Town and project team members their assigned roles and responsibilities
- identify sites to be inspected and individuals to be interviewed to determine requirements
- identify and collect relevant documentation from the BOE and Town
- discuss the state of the telecommunications industry with respect to the technologies likely to be considered by the BOE and Town
- develop and agree to a process for ongoing communications throughout the engagement
- develop and agree to a complete list of tasks, timetables and deliverables

Prior to the meeting, the hired consultant will prepare an agenda and provide a list of questions/information that he/she will obtain during the meeting.

Deliverable: Final Project Plan and Schedule

Task 2 – Interviews

Conduct interviews with technical staff and key stakeholders in the project in order to determine the requirements for the proposed services. The interviews will serve to accomplish several purposes, including:

- to confirm our understanding of the systems and networks currently in use
- to determine the extent to which the existing services meet the requirements of users
- to determine the extent to which users understand the services and capabilities available
- to identify any planned construction, renovation, or other building or capital improvement activity which may affect the BOE and Town's telecommunications planning
- to identify any planned information technology or telecommunications related-upgrades or improvements that must be incorporated into the BOE and Town's planning
- to educate and enlighten users with regard to the capabilities, benefits and limitations of telecommunications technology, and its potential impact on the BOE and Town

Task 3 – Physical Inspections, Data Collection and Analysis

Conduct site inspections at BOE and Town facilities to verify and evaluate the systems, networks and infrastructure services in place. Included in the site inspections will be an audit and assessment of:

- **Telephone systems** – Inspect existing telephone systems and ancillary systems/services, such as voice mail, call accounting systems, fax services, E9-1-1 systems and other pertinent systems and services.
- **Carrier services** - Included in this assessment will be all existing local and long distance carrier services including any business lines, Centrex lines, direct inward dialing (DID) services, point-to-point services, and other services that are relevant to the project.
- **LAN and WAN systems** – Review the existing local and wide area network architecture and infrastructure. Identify components that can continue to be used going forward, and those that must be upgraded or replaced in order to meet the BOE and Town's requirements. Review switching and routing electronics, bandwidth, capacity, Quality of Service (QoS) features, Power over Ethernet (PoE), resiliency/redundancy, and network security and integration issues.
- **Cable infrastructure** – Inspect and verify that the copper and fiber optic cable infrastructure is adequate to support a new telephone system and associated network. This will include a discussion of new standards and new technologies in

copper, fiber and wireless technologies that may be pertinent to the project. Identify locations where the existing infrastructure is inadequate to support a new system, and identify those areas where upgrades are necessary and where newer technology could benefit the BOE and Town.

- **Physical infrastructure** – Review and assess the physical infrastructure at the inspected sites. This review will include equipment spaces, wiring closets, equipment racks/enclosures, power, backup power, cable pathways, and the like. Identify any deficiencies pertaining to physical infrastructure that may affect the successful completion of the project and recommend appropriate solutions. Review all available documentation such as system schematics, drawings, system configurations, purchase/lease agreements, maintenance agreements, inventory records, etc.

Task 4 – Financial Analysis

Review and document all current costs associated with the acquisition and provision of telecommunications services to the BOE and Town, including:

- equipment maintenance costs
- carrier-provided local and long distance services and associated usage
- any private line, VPN and other network services costs
- fees/surcharges paid to carriers, including access fees, 911 fees, local number portability fees, and others
- costs associated with moves, adds and changes (MAC)
- other service and overhead costs

Task 5 – Development of Needs Assessment Report and Strategic Plan

Prepare a report summarizing the information obtained and our findings and recommendations. Develop alternative solutions to meet the requirements identified during our study. For each alternative, assess and compare the following:

- System and network architecture and topology (with diagrams illustrating the design concepts)
- Convergence of voice/data/video onto a common infrastructure
- Carrier services, including traditional business lines, ISDN PRI, SIP and other technologies
- Internet services options
- Migration/transitioning to VOIP

- Voice Mail
- Features and functionality
- Reliability and survivability
- Financial models, cost estimates, potential savings and total life cycle costs
- Staffing and organizational impacts
- Construction/installation issues
- Phasing/migration path and schedule
- Flexibility to support expansion, modification, and addition of new facilities and applications in the future
- System management and performance monitoring tools
- Maintenance and support

The report will include a specific set of recommendations drawn from the alternative solutions evaluated. The recommended solution will represent a scalable/reliable platform that will provide for:

- Long term growth and flexibility
- Cost efficiency and reduced operational/maintenance costs
- Integrated, transparent connectivity among all BOE and Town locations

Deliverable: From the viable alternatives, develop a clear set of recommendations and proposed implementation/phasing schedule. The report will be presented first in draft form, and will be revised based on comments from the BOE and Town.

Phase Two – Procurement Support

Task 1 – Specifications and RFP Development

Develop technical and performance specifications for the proposed solution, based on the BOE and Town's decision to move forward with recommendations from Phase One of the project. Specifications will include narrative descriptions of the proposed systems/services, and any required drawings, diagrams and other attachments. The document will include a system design and configuration identifying the system topology, access and connectivity, and all systems and subsystems required by the BOE and Town.

The specifications document will also identify the BOE and Town's expectations with regard to minimum vendor experience and qualifications, vendor project management processes, installation practices, maintenance and support requirements, and training requirements.

The specifications document will be submitted to the BOE and Town for incorporation into an RFP. Prior to submittal, we will review the specifications in detail with the BOE and Town's technology staff to confirm that all technical and performance requirements have been addressed properly.

Develop and submit recommended criteria and weightings/prioritization to be used by the BOE and Town during the proposal evaluation process. Prepare a matrix that may be used by the evaluation team to record its ratings and other comments and questions regarding the proposals.

Task 2 – Pre-Proposal Meeting and RFP Addenda

Manage a pre-proposal meeting with the BOE and Town and the vendors. During the pre-proposal meeting, vendors may ask questions and will be given the opportunity to inspect primary sites. Manage the process for the development of any addenda or responses to technical questions raised by the vendors.

Task 3 – Proposal Evaluation

Participate in the evaluation of the proposals received based on agreed-to criteria. Typically, the evaluation of initial proposals yields a short list of qualified vendors deemed to best meet the requirements of the RFP. Each of these finalists may be invited to a formal presentation and interview to explain and demonstrate its proposed solution. During the interview, the vendors will be given the opportunity to respond to clarifying questions that are raised as we evaluate the proposals. Responses to those questions may mean modifications to the vendors' proposals and costs, and may result in the submission of a Best and Final proposal. We will manage the evaluation the Best and Final proposals, and submit a formal recommendation for award to the BOE and Town. We will prepare a presentation to BOE and Town officials explaining the acquisition process and its recommendation. We will participate in the contract negotiations with the selected vendor.

Phase Three – Implementation Support

Task 1 – Development of Implementation Plan and Schedule

Working with the BOE and Town and the selected vendor, develop the final detailed system design/configuration and final detailed implementation plan and schedule.

Task 2 – Implementation Oversight

- Monitor installation progress through regular work inspections, insuring that the installation work proceeds according to specifications, schedule, budget, any and all relevant codes, regulations, standards and statutes, and with no disruption to current operations

- Schedule and lead regular project status meetings with the vendor, BOE and Town and submit regular progress reports to the appropriate party.
- Review and approve contractor submittals, including shop drawings, catalog cuts and design/configuration documents, requests for payment and requests for change orders
- Develop acceptance test procedures and participate in/oversee acceptance tests of all services installed
- Consultant will assist in scheduling and oversee end user and system administrator training
- Consultant will coordinate the work that will be done by local telephone service providers, carriers, Internet service providers and any other vendors or contractors that might play a role in the project
- Consultant will schedule and oversee the cutover. The cutover plan will minimize any system downtime and include a plan to be able to revert to the existing system should a major failure of the new system occur
- Consultant will inspect and recommend final acceptance after a contractually defined performance-monitoring period, and prepare final system documentation

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PROPOSAL FORM

The undersigned hereby submits proposal(s) for the request noted above and certifies that this proposal meets all the specifications and conditions requested herein. Any substitutions to the specifications requested are clearly and completely noted. Any alternate proposals are presented in a similar format to those requested and are attached herein. It is understood that the Town reserves the right to reject any or all proposals.

ADDENDA

The following Addenda have been received. The modifications to the Bid Documents noted therein have been considered and all costs thereto are included in the Base Bid.

Addenda # _____, _____, _____, _____, _____

Professional fees for the Strategic plan project included is Travel/Mileage and Miscellaneous

\$ _____

\$ _____ **Dollars**
Written figure

Above Price Shall Remain Firm for: 180 Days

RESPONDENT GUARANTEES AND WARRANTIES

Respondent Guarantees:

The Respondent certifies it can and will provide and make available, at a minimum, all services set forth in this request.

Respondent warrants that it will not delegate or subcontract its responsibilities under an agreement without the express prior written permission of the Town of Trumbull.

Respondent warrants that all information provided by it in connection with this proposal is true and accurate.

PROPOSAL FORM- continued

Company Name

by (Signature)

Address

Print Name (A Duly Authorized Representative)

Address

Title

Date

Telephone/Fax

Email

Website