

Town of Wilton, NH
REQUEST FOR PROPOSALS # 07-22: Wilton Telephone Services



Date Posted: June 16, 2022

Proposal Deadline: 2:00PM July 29, 2022

Primary Staff Contact:

Nick Germain, Town Administrator, Wilton TA

wiltonta@wiltonh.gov

Inquiry / Proposal Package Submissions Address:

Street Address

Administration Office
Wilton Town Hall
42 Main Street
Wilton, NH 03086

Mailing Address

Wilton Town Hall
Town Administrator's Office
P.O. Box 83
Wilton NH, 03086

It is the town's intent that this RFP shall permit competition. It shall be the respondent's responsibility to advise the Town Administrator, Nick Germain, in writing if any language, requirement, specification, etc., or any combination thereof, inadvertently restricts or limits awarding this project to one source

The Select Board of the Town of Wilton reserves the right to reject all or any part of any or all proposals, to waive technical or legal deficiencies, and to accept any proposal that it deems to be in the best interest of the Town of Wilton.

Index

1. General Information and Submission Process (Page 2)
2. Background Details (Page 3)
3. Proposal Specifications (Pages 3-6)
4. Contract Requirements (Pages-6-7)
5. Mandatory Proposal Components (Pages 7-8)
6. Evaluation Process (Page 8)

Attachment #1 – Pricing Summary Sheet (Page 10)

1. General Information and Submission Process

1.1 Key Dates

Scheduled Site Inspection Window: June 17th - July 22nd

Proposal Deadline: July 29, 2022

Anticipated Award: Timeframe: Within 30 Days of Deadline

Start Work Date: TBD

Project Completion: Prior to January 1, 2023

1.2 Obtaining RFP Documents

The Town of Wilton's primary outlet for distributing documentation for this RFP is the purchasing page on its website: www.wiltonnh.gov. Essential documents can also be received in hardcopy from the Administration Department at 42 Main Street in Wilton, NH.

1.3 Inquiries

Technical or administrative questions should be directed to this RFP's main contact (wiltonta@wiltonnh.gov) listed on the cover. Highly specific e-mailed or typed questions are strongly preferred, and should reference the section the respondent wants clarified. Responses that are deemed reasonably able to affect competitiveness for this RFP will be released as addenda up to two weeks prior to the original proposal deadline. Please check the Town website to read any additional documentation prior to final submission.

1.4 Site Inspections

Subject to schedule availabilities, Wilton staff will offer site inspections between June 20th and July 22nd for any of the sites described under the scope of services. Inspecting the sites is **NOT** mandatory to submit a bid.

1.5 Submission Instructions

Sealed hardcopy proposal packages, plainly marked "RFP #07-22 Wilton Telephone Services" must be received by town personnel (**42 Main Street, Wilton, NH in person; or by mail to P.O. Box 83, Wilton NH, 03086**) before the proposal deadline on July 29th, 2022. Each package must include four (4) copies of the following two (2) items:

1. Non-pricing information about the products and services requested in line with subsequent sections of this RFP, including the mandatory proposal components found under Section 6
2. Completed pricing sheet(s) (see Attachment Item #1). All entries and signatures on each pricing sheet must be typed or written in ink; figures or signatures in pencil will be considered disqualifying.

2. Background Details

The Town of Wilton's telephone system is showing its age. Spread throughout six separate municipal buildings, existing hardware is deteriorating, and town personnel, vendors, and the public regularly report dropped calls and difficulty navigating the existing phone system. Staff find managing the backend of the system architecture equally challenging, and overall a new, more modernized system is needed to help better provide service to a community with changing needs and expectations. Wilton seeks proposals for a new, VOIP-based telephone service and associated hardware that increases reliability, is easy to manage, and has the ability to expand as town needs change.

2.1 Process Description

The Town of Wilton is seeking sealed proposals in compliance with the Town of Wilton's purchasing policy. A "Request for Proposals" process was selected as an acknowledgement that many vendors will have different systems, hardware, plans, and approaches to help the town reach its desired outcomes. Therefore, the town seeks proposals for the goods and services it identifies in this RFP to achieve the below desired outcomes.

2.2 Desired Outcome

- Replace existing telephone systems by procuring, installing, and setting up new hardware infrastructure at designated town buildings (6 locations)
- Key town phone numbers are retained while unnecessary lines are consolidated if appropriate
- POTs lines for fire alarm purposes are maintained or an acceptable alternative is offered
- Telephone service is improved
- New telephone system is carefully mapped out and easy to administer by designated town personnel and can be adjusted as needed
- Staff have easy access to modern phone system conveniences that are able to be tailored to the special needs of municipal departments
- Future expansion or contraction is available as needed

3. Proposal Specifications

3.1 Scope of Work

The selected vendor or consortium of vendors will procure, install, and setup a VOIP telephone system to replace the telephone system(s) currently in place at designated town buildings. Such a system will include replacement phones, any additional necessary hardware or services to ensure a vendor's VOIP solution functions efficiently, and a modernized backend management system for administration of services such as call routing and voicemail management. A summary of the known infrastructure of the town's current system can be found on subsequent pages. Current internet speed, as well as notations about special features sought by particular departments, is also listed underneath each location. If internet speed increases are part of a requirement of a proposed solution, the vendor should either propose an upgrade to service or offer it directly. Town buildings listed are also serviced by two POTs lines for fire alarms that must be maintained.

Town Hall – 42 Main Street

Current infrastructure includes:

NEC Phones x9
Conference phone line – shared with fax line x1
Managed IP phone Lines x7
One-Party Business Access Lines x2
Static IP Addresses x5
Federal Subscriber Line
Automated call routing
Voicemail message management

Additional Notes: 150Mbps x 40Mbps PON Internet; Redundancy devices; Caller ID

Police Department – 7 Burns Hill Road

Current infrastructure includes:

Polycom Style Telephones x10
Managed IP Phone lines x3
One Party Business Access Lines x 4
Static IP Address x 1
Federal Subscriber Line x1
Fax
Automated call routing
Voicemail message management

Additional notes: *150Mbps x 40Mbps PON Internet; Call forwarding; Non-published number, Caller ID; future expansion of up to two additional phones required

Fire Station (Fire) - 102 Main Street

Business Line x 3 (2 fire; 1 emergency manager)
Managed IP Line x 3
1 Off Premise Extension
E911
Federal Subscriber Line
Fax
Automated call routing
Voicemail message management

Notes: *150Mbps x 40Mbps PON Internet; call hunting; future expansion of up to 12 additional phones required

Ambulance Building - 404 Forest Road

Notes: 250Mbps x 50Mbps PON Internet, phone needed, Automated call routing needed; Voicemail message management needed;

Recycling Center - 291 Gibbons Highway

Static IP Address x 1
Business Voice Line
Federal Subscriber Line x 1
E911
Fax
Automated call routing
Voicemail message management

Notes: *150Mbps x 50Mbps PON Internet

Town Garage – 89 Whiting Hill Road

E911
One-Party Business Access Line
Federal Subscriber Line Charge Rate
Automated call routing
Voicemail message management

Notes: *5Mbps x 512kbps DSL

3.2 Additional System Specifications

Fire / security alarm line preservation

All listed town buildings currently require two dedicated POTs lines for fire alarm monitoring. The vendor must guarantee preservation of these lines and/or propose an affordable alternative that's compatible with existing infrastructure as an option.

Fax lines

The Town of Wilton will accept proposals that preserve existing fax lines or propose a replacement service with internet based fax solutions. Solutions that preserve existing numbers are strongly preferred

Local number portability

If applicable, vendor must negotiate with the incumbent Vendor to ensure that the existing telephone numbers are retained with service conversion. The Vendor must accept any telephone number (lines) used by the Town prior to Contract to be transferred to the Vendor network services, ensuring that such orders are completed within the timeframe specified by the Town, and completely operable to the satisfaction of the Town. Town offices shall retain telephone numbers when changing from current local exchange carrier to the Vendor's services (if applicable) as well as from the Vendor's service to an alternative carrier. The Vendor must provide future telephone number portability with its line numbering.

Single town/multiple service location billing:

Vendor must provide an individual itemization for each specific service installed in each location. Multiple service locations may be consolidated on one bill. Bills must be consolidated and summarized in a single package including all vendor services for a billing address, delivered as a single package, in one delivery per month.

Service orders: After the initial services are installed, it is expected that service quantities will increase and decrease as Town demands and responsibilities change. The Vendor must allow for future system changes.

Repair and Installation Services:

The vendor shall make service available 24 hours per day, seven (7) days a week. The vendor shall be responsible to implement appropriate maintenance for equipment and infrastructure under their purview, and facilitate cooperation between different service providers when maintenance or repairs exceed the vendor's legal and contractual lines of responsibility. The vendor shall have in their employ a sufficient number of trained personnel to ensure that emergency calls shall be answered promptly, 24 hours a day. The vendor must agree to comply with the following categories for maintenance of its proposed network service:

Emergency Maintenance

The vendor must provide emergency maintenance for those networks' services designated by the Town as important to the function. All such reports must be remotely tested by the vendor within 30 minutes of report, with repair planning initiated within the hour. If services are not restored within two hours of report, second level support shall be obtained through the vendor. If services are not restored within 8 hours, the Emergency Maintenance problem shall be escalated to Critical Maintenance. Typical Emergency Maintenance shall include; loss of voice or data service to any Town office; Loss of main or primary line.

Critical Maintenance and Escalation

The vendor shall provide critical maintenance for service designated by the Town as critical to Town operation and/or public safety. Critical Maintenance services shall be required when one of the following situations occur: Total system failure; Loss of service to emergency services (Police, Fire, Emergency Management, EMS). Critical services shall be remotely verified within 35 minutes of report of service outage. Repairs shall be escalated to second level of support if not restored within one hour of report. If services are not restored within two hours of report, the vendor shall utilize all available support to ensure restoration of services. For that and every hour of failure thereafter, vendor shall provide telephoned reports defining the methods used to restore services, and the estimated time to restore services. If services are not restored within 24 hours, the Town may request an investigation and/or service from an alternative vendor. All charges for such services shall be forwarded to the primary vendor. The Town shall be the sole determinant in defining a "Critical Maintenance" report. Any repair may be upgraded to Critical once the initial repair timeframe has expired. If the Vendor fails to restore service within 72 hours, the Town reserves the right to pursue its remedies as set forth in the agreement.

4. Contract Requirements

4.1 Pricing

Proposed fees must be firm for Town acceptance until at least December 31s, 2022. Pricing must be inclusive, clear, and concise, including such other information as requested or required. The vendor may propose alternative phone models as part of the mandatory project components under **Section #6**, but their effects on a proposal price must be clear. After contract acceptance, alternative or additional services or equipment types may be negotiated and implemented through a change order approved by the Town Administrator.

4.2 Staffing

Vendors/contractors conducting work for this project must be eligible to work in the State of New Hampshire. Hours of work shall be conducted between the hours of 7:00AM and 5:00PM Monday through Friday.

4.3 Insurance requirements

The awarded vendor at their cost will be required to provide certificate of liability insurance before installation can commence naming the Town of Wilton as additional insured. The following standard insurance shall be required:

Umbrella Insurance Coverage

Per Occurrence	\$1,000,000
----------------	-------------

Commercial General Liability Insurance

Each Occurrence Limit	\$1,000,000
General Aggregate Limit	\$2,000,000
Products/Completed Operations Aggregate Limit	\$2,000,000
Personal and Advertising Limit	\$1,000,000

Commercial Automobile Insurance (for Owned, Hired, and Non-owned Autos:

Bodily Injury and Property Damage Liability Combined Single Limit (Per Occurrence)	\$1,000,000
---	-------------

Professional Liability:

Each Occurrence Limit	\$1,000,000
Aggregate Limit	\$1,000,000

Workers Compensation/Employers Liability Insurance

Bodily Injury by Accident Each Accident (Coverage B – Employer’s Liability)	\$500,000
Bodily Injury by Disease Aggregate Limit	\$500,000
Bodily Injury by Disease- Each Employee (Coverage A – Statutory)	\$500,000

5. Mandatory Proposal Components

Proposal packages should be prepared simply and economically, providing a straightforward, concise description of the firm’s capabilities to satisfy the requirements of this request for proposals. Outside of pricing, the town doesn’t mandate precise form for most requested information, but at a minimum, the following items must be addressed in a proposal package:

5.1 A brief introductory statement signed by an authoritative officer able to commit the firm to perform all requested services in a proposal. If multiple distinct entities are involved in the proposal, their involvement should be briefly described and be similarly signed by authorized officers. At a minimum, this statement should include:

- a. Succinct history of the firm that includes number of years in service

b. Acknowledgement that the main respondent is willing and capable to provide all proposed equipment and described services, as well as adhere to mandatory contract award requirements and addendum instructions

c. Summary of technical / administrative capabilities relevant to completing the described project

5.2 A simple listing of the firm's ownership structure, location of home offices, and mailing addresses for relevant branch offices and any participating entities.

5.3 Organizational chart or listing for the team to directly manage and execute the contract, including the contact information (phone, e-mail, and business mailing address) for each team member

5.4 List of at least 3 comparable projects completed by the proposing entity that includes contact information (e-mail and phone) for referrals.

5.5 Statement of financial performance, including answering the following: Has the company been in bankruptcy, reorganization, or receivership in the last five years? If yes, please explain under what circumstances this occurred.

5.6 Firm's proposed approach to managing the project and delivering requested services, including an anticipated schedule.

5.7 Technical details about any required hardware such as phone units, switches, or redundancy machines.

5.8 Technical or other informational details about phone services, rates, and any special optional add-on services offered

5.9 Completed pricing summary sheet (Attachment #1) for the total proposed services and equipment charges

5.10 A breakdown of proposed costs per site listed under proposal specifications

6. Evaluation Process

A team of reviewing officials will first read over all non-price (technical) proposal components received, and evaluate each based on how advantageous they are to the town's interests. Vendor qualifications, including demonstrated administrative knowledge, past experience, technical expertise, financial responsibility, and quality of references will be considered, as will be the merits of proposed products, rates, equipment, project plans, and service methodologies. Proposed work schedules will be evaluated separately, with project milestones completed sooner weighed more advantageous than those completed later. Interviews may be requested for added detail; said interviews may be requested to be conducted in public at a Select Board meeting. Overall, the town will select the proposal deemed by the Select Board lowest responsible proposal that will meet the town's desired needs.

Attachment #1
Pricing Summary Sheet

Town of Wilton

“RFP #07-22: Telephone Service”

Pricing Summary Sheet

	Proposal terms offered			
	1 Year	2 Year	3 Year	5 Year
Recurring monthly costs				
Internet-based local and long distance VOIP service				
Proposed internet service charges:				
Fax (Digital)				
Total (Monthly VOIP Services)				
Plain Old Telephone Service Lines				
Fax lines (POTs based proposed)				
Total POTS Telephone Service:				
Total Monthly recurring costs:				
One time setup, installation, and equipment charges				
Costs for adding/deleting phone lines:				
Other hardware, software, and infrastructure upgrade costs:				

Signature: _____

Name (Print):

Company name:

Telephone:

Business address:

E-mail: