

# **City of Oakley**

## **Request for Proposal for Telecommunication Services**

### **RFP Issue Date**

**June 1, 2010**

### **Response Date**

**Proposals must be received by 5pm,  
June 30, 2010 to be considered.**

**CITY OF OAKLEY, California**  
**REQUEST FOR PROPOSALS FOR**  
**TELECOMMUNICATIONS SERVICE**

The City of Oakley requests proposals for telecommunications service at its City Hall located at 3231 Main Street, Oakley, California 94561, and will receive proposals at that address on or before June 30, 2010.

The following information describes in detail information about the City and the nature of the services sought. Please review this material carefully and follow all instructions contained herein before submitting any proposal.

**Introduction**

The City of Oakley, incorporated in 1999, is located in Eastern Contra Costa County and has a population of approximately 36,000. The City Council is comprised of five elected citizens and the City Manager is the City's chief executive.

The City currently has 77 employees, with a fiscal year 2009-10 general fund operating budget totaling approximately \$12.3 million.

In these challenging times, the city is seeking all ways to acquire the resources and services necessary to deliver services more responsively and more cost effectively. In that effort, the City is now revisiting its service level and pricing options for telecommunications services.

The City will endeavor to administer the proposal process in accordance with the terms and dates outlined in this RFP, however, the City reserves the right to modify the activities, time line, or any other aspect of the process at any time, as deemed necessary by City staff. By requesting proposals, the City is in no way obligated to award a contract or pay the expenses of proposing firms in connection with the preparation or submission of a proposal. The awarding of any contract shall be contingent on the availability of funds and the requisite staff and Council approvals.

The decision to award any contract to a particular firm will be based on a variety of factors listed under the Evaluation of Proposals section below. No single factor will determine the final award decision.

## Requested Services

The City currently uses a Nortel BCM 400 System for voice, and 25 measured business lines, 14 Centrex lines, 33 voicemail boxes, and 1 remote call forwarding plus 4 regular call forwarding paths. For internet service, the City currently has a 1.5M data line. We are looking for an integrated solution with 23 voice channels and a 4.5M data, which we believe, in total, will support all of our existing needs and provide room for growth. The solution should be scalable to decrease or increase the number of voice paths, and the product needs to be expandable up to 20M for future growth.

The solution should include the following:

- Access to an advanced SIP Network provided by a managed premises gateway
- Dynamically integrated, high capacity IP access on a private IP network, which prioritizes voice from your premises to the PSTN
- Data services over a fully meshed IP network with Service Level Agreements offering up to 99.999% uptime
- Unlimited local and intraLata toll calling with flexible long distance calling packages with generous usage amounts
- Station to station calling "on-net" for a low monthly flat rate allowing for predictable interoffice telephony expense management. This should include no LATA restrictions
- Access to affordable "remote call forwarding" service with telephone numbers from anywhere in the service area
- Voice compression software that only requires 32 Kbps for each voice call
- An engineered SIP network to support faxing on the same IAD and network facilities
- Online service portal that allows you to examine your bill, generate custom views and access tools for performing an depth statement analysis with downloadable content
- Fax to email boxes to allow the access faxes anywhere you access e-mail. Faxes should have straight access to your email box
- IP addresses up to 32 without justification
- E-mail Hosting- webmail access for up to 100 email boxes
- Caller ID to provide visibility to inbound caller information necessary for call screening and screen pop-up applications
- DID's- 100 Direct inward Dial numbers
- Integrated solution allowing future migration to IP telephony
- Unscreened calling on PRI- to allow the PBX to send any 10 digit number as the outbound caller ID. The caller ID of the originating calling party can be

displayed as the outbound caller ID for calls transferred and/or forwarded to another telephone number; such as a cell phone, another company location, or a night answering service.

Changeover to this new level of service is planned for early November 2010.

## **To Respond to this RFP**

Responses to this RFP must cover all of the items requested below, in a clear and concise format, demonstrate the firm's competence, and pricing level and period of commitment for these services.

1. Provide a list of no fewer than five (5) references, where possible it would be helpful if their service level were similar in size to the City's. Include the client name, contact person, address, and phone number of each party, as well as a general description of their service performed, and length of your relationship.
2. Tell us about your firm, its history, accomplishments, any relevant contractual relationships, or other information you believe will be helpful in our selection process.
3. Describe your installation process and a normal timeline for coordinating a changeover or upgrade similar to the one contemplated here.
4. Provide your cost proposal for the services. This should include a detail of any up front or one-time costs, expected ongoing monthly or annual costs, and the length of time these prices will be applicable.
5. Sign and date your proposal.

## **Evaluation of Proposals**

The City will review and evaluate all responsive proposals in order to determine which best meets its needs. The criteria by which the City shall evaluate proposals are as follows:

- The experience and past performance of the firm
- The overall quality of the proposal including its attention to detail and completeness
- Cost of the services to be provided, including the cost structure and length of commitment on price (while this is considered it is not the sole criteria)

## **Calendar**

June 30, 2010 - Proposals due to City

No later than July 15, 2010 – Evaluations completed. First choice vendor contacted to discuss documentation needed for presentation to the City Council.

August 10, 2010 – Presentation of results and contract award by City Council.

## **General Information**

### **1. Addenda Interpretations.**

If it becomes necessary to revise any part of this RFP, a written addendum will be provided to each firm that requested and/or received a copy of this RFP. The City of Oakley is not bound by any oral representations, clarifications, or changes made in the written specifications by the City or its agents, unless such clarification or change is provided to you in written addendum from the Finance Director of the City of Oakley.

### **2. Designated Contact**

For the purposes of this RFP, the designated contact is Paul Abelson, Oakley's Finance Director. Any questions concerning the requested services and the selection process should be directed to the Finance Director, who may be reached at [abelson@ci.oakley.ca.us](mailto:abelson@ci.oakley.ca.us). ALL questions and responses concerning this RFP will only be accepted in writing, via email.

3. **Public Records.**

This RFP document and all submittals in response thereto are public records. You are cautioned to not put any material into the proposal that is strictly proprietary in nature.

4. **Proposal Costs**

All costs associated with the preparation of RFP submittals shall be borne by the respondent, not the City of Oakley.

5. **Equal Opportunity**

The City of Oakley requires all proposers to comply with equal opportunity policies. The City of Oakley's programs, services, employment opportunities, and volunteer positions and contracts are open to all persons without regard to race, religion, color, national origin, sex, age, marital status, handicap, or political affiliation.

6. **Form of Contract**

An agreement will be signed by selected Service Provider and the City which may incorporate all of the terms of the RFP and any submittals. Any agreements made by the City are subject to the approval of the Oakley City Council.

7. **Reservation of Rights**

The City reserves the right, for any reason, to accept or reject any one or more proposals; to negotiate the terms and specifications related to the requested services; to modify any part of the RFP; or to issue a new RFP.

**Important Notice**

It is the your responsibility alone to ensure that the proposal is received by the City, addressed to Paul Abelson, Finance Director, City of Oakley, 3231 Main Street, Oakley, California, 94561, prior to 5 p.m. on June 30, 2010. Any proposals received after this time and date will not be considered.

**We thank you again for your interest in Oakley!**

Paul Abelson, Finance Director  
City of Oakley, California  
3231 Main Street  
Oakley, CA 94561  
[abelson@ci.oakley.ca.us](mailto:abelson@ci.oakley.ca.us)