

REQUEST FOR PROPOSALS

SIP Phone service



February 7, 2023

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NOTICE TO PROPOSERS

The City of Gunnison, Colorado ("City") is requesting sealed proposals for SIP phone service for its Mitel CX-II phone system. Proposals must be received electronically at mlee@gunnisonco.gov on or before 3:00 p.m. (Mountain Time "MT") on Friday, March 10, 2022, at which time they will be recorded, but not publicly opened.

Proposals received after the above appointed time and date will not be considered. The City of Gunnison is not responsible for delays occasioned by the City's email server, interruptions in internet service or other utilities.

Copies of bidding documents are located and only available on www.gunnisonco.gov/rfp. These proposal documents can be accessed from the City of Gunnison's Solicitation section on the Finance department webpage at the following web address: www.gunnisonco.gov/rfp

The project is funded by the City of Gunnison. The procurement, contracting, administration, and project close-out will follow the City of Gunnison's purchasing requirements.

Questions concerning the RFP shall be submitted to mlee@gunnisonco.gov by 3:00 p.m. (MT), Friday, February 24, 2023. All questions and responses will be furnished in an addendum provided to all Proposers no later than 5:00 p.m. (MT) on February 27, 2023.

COLORADO OPEN RECORDS ACT NOTIFICATION

The City of Gunnison is subject to section 24-72-201 *et seq.* of the Colorado Revised Statutes, the Colorado Open Records Act. If you object to the disclosure of any confidential or privileged information as such is defined in the Colorado Open Records Act, any such pages must be marked confidential and submitted as outlined below in the Submittal Instructions. If you fail to mark the documents confidential and fail to include the explanation, any objection to the release of any information will be deemed waived by the City of Gunnison.

Please note that your objection will be considered but is not binding on the City of Gunnison. The City is required to make a determination under the Colorado Open Records Act and may only withhold documents that are confidential under the law. If the City releases documents marked as confidential in compliance with the Colorado Open Records Act, the Proposer waives any claims for liability or damages.

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Scope of work and services:

The City of Gunnison is looking for a vendor that can install and support SIP phone service for it's Mitel CX-II phone system (PBX).

1. The service must be installed and fully operational on or before July 26, 2023.
2. Minimum service should include:
 - a. 23 – SIP trunks for inbound/outbound calls
 - b. 123 DID phone numbers to be ported from our current provider to the new service
 - c. 6 – 911 locations and associating the 123 DID numbers to the correct 911 location
 - d. Block international calling
3. Optionally the service should:
 - a. If SIP service or Mitel phone system are down, incoming calls are automatically transferred a secondary phone number (cell or other phone).

If the proposed service contract length crosses over the City's fiscal year (Jan. 1 to Dec. 31) per Colorado State Constitution and statutes, the contract must have a clause that each year must be subject to annual appropriation by Council. City cannot enter a multi-year fiscal obligation without the appropriations language.

Submittal Instructions and Conditions:

1. All prospective Proposers shall comply with the requirements, conditions, and specifications contained within this RFP. Failure to do so may result in rejection of the proposal.
2. All proposals must be complete, comprehensive, and professional, but it is not necessary to include expensive displays or excessive materials.
3. All costs incurred to prepare and submit the proposal shall be the Proposer's responsibility and will not be reimbursed by the City.
4. Prospective Proposers shall submit one electronic copy in PDF format which shall become the property of the City of Gunnison. The City shall retain a copy of the submittal for not less than seven (7) years.
5. In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be posted at <https://www.bidnetdirect.com/colorado/cityofgunnison>. The schedule above lists the deadline for submission of questions and the expected date of responses from the City. It shall be the responsibility of the proposers to monitor <https://www.bidnetdirect.com/colorado/cityofgunnison> for any such postings.
6. Pursuant to the Colorado Open Records Act, C.R.S. §§ 24-72-201 *et seq.* ("Act"), all information contained in any proposal is subject to public disclosure unless it meets one of the exceptions set forth in the Act. To avoid disclosure of trade secrets, privileged information, or confidential commercial, financial, geological, or geophysical data ("Confidential Information"), the Proposer must clearly mark all Confidential Information as

such and provide a written, detailed justification with its proposal of the protected nature of the Confidential Information under Colorado law. The Proposers acknowledges that the City is bound by the terms of the Act, and understands that the City, in its sole discretion, will make a final determination regarding disclosures in compliance with the Act. By submitting a proposal, the Proposer agrees to hold the City harmless from any claim arising from the release of Confidential Information not clearly marked as such or lacking written, detailed justification supported by Colorado law.

7. The City shall select the proposal that is most advantageous to the City, as determined by the City in its sole discretion. The City reserves the right to reject any or all proposals and waive any informalities therein and to accept or reject any portion of the proposal if deemed to be in the best interest of the City to do so.
8. Proposers shall not contact anyone other than Mike Lee, IT Director, at mlee@gunnisonco.gov regarding the RFP during the solicitation and selection process. Proposers who communicate with other City staff members or elected officials regarding the RFP during the solicitation and selection shall automatically be disqualified from consideration.
9. The City has no obligation to award any work to a selected Proposer and makes no guarantees as to the amount of work that may or may not be awarded or actually performed.
10. Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements, addendums or revisions thereof.
11. All proposals must be received at mlee@gunnisonco.gov on or before the date and time specified in the notice page above. The electronic date and time on the email will determine if the proposal was received before the prescribed time. Please put the name of the RFP in the subject line of the email and name the attached proposal: SIP-Services-RFP-company name. Any proposal arriving after the deadline will not be considered. Responsibility for timely submittal and routing of proposals prior to recording lies solely with the proposer. Please be aware that the City internal email server scans all emails with attachments and delays the receipt of those emails by up to 4 minutes so plan your time of submittal accordingly.

Proposal Contents and Format:

The response to this RFP, for items described below, is limited to a maximum of 50 pages, excluding front and back covers, using no smaller than 10-point font. Each response should be complete yet concise and contain only the elements shown below. Please avoid submittal of extraneous and unnecessary information. Proposals that exceed 50 pages will receive a reduced score.

1. Cover Letter:

A one-page cover letter shall be provided that expresses the firm's interest to be considered for the project and identifies the firm's primary contact person for the project. Please provide the name, telephone number, and email address of the primary contact person. The cover letter shall be signed by a person who has contractual authority with the firm, such as a principal, partner, senior manager, or officer of the firm.

2. Relevant Project Experience:

Describe the firm's experience and capabilities in providing similar services to those required, particularly projects with Municipal Governments. Be specific and identify projects, dates, and results. It will be to your benefit to provide your experience with recent projects, and to provide examples.

3. Contract and other legal forms:

Include your standard contract, terms and conditions, Service Level Agreement (SLA) or other referenced documents or forms.

4. Timeline of Activities:

Provide a project plan specifying timeline, activities, and project management strategies, including the City's roles and resource requirements based on the Tentative Schedule of Events. Service must be fully operational by July 26, 2023.

5. Proposer References:

Include a list of references, including points of contact (name, address, email address, and telephone number), which can be used as references for work performed in the area of service required. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project.

6. Cost:

Pricing should be broken down to installation and/or one-time costs and monthly recurring costs. Costs should include all fees, taxes, surcharges, and any other costs. The monthly recurring costs should closely resemble the amount that will be billed monthly.

Proposed cost must include all expenses for installation of the system including but not limited to the following items:

- 6.1. Costs associated with hardware
- 6.2. Costs for porting our existing DIDs
- 6.3. Federal, State, or local telecommunication costs, taxes or fees
- 6.4. Delivery
- 6.5. Installation
- 6.6. Staff training
- 6.7. Full warranty and post-warranty maintenance for any hardware required or installed
- 6.8. Travel related expenses
- 6.9. Reimbursable costs (and any markup)

Tentative Schedule of Events

February 7, 2023	RFP released to public
February 23, 2023 – 5:00 p.m.	Questions are due to Project Manager
February 27, 2023 – 5:00 p.m.	Question Responses Returned
March 3, 2023 – 3:00 p.m.	Proposals are due to the City
March 24, 2023	Recommendation made to Council and awarded
July 26, 2023	System must be fully operational