

Request for Pricing

Platte City, City Hall, Police Department,
Public Works and Parks and Recreation

City Hall located at:
400 Main Street
Platte City, Missouri

Table of Contents
I. General Information
1. Proposal Objective
2. Current Environment
3. Issuing Authority
4. Preparation of Proposal
5. Proposal Due Date
6. Proposal Delivery
7. Confidentiality
8. Standard Agreements
9. Executive Summary
10. Price Guarantee
II. Vendor Qualifications
1. Company History
2. Incorporation
3. CEO Staff
4. Experience in Service
5. Areas Serviced
6. Sub-Contractors
III. Service Qualifications
1. Technical Support Center
2. Service Centers
3. Maintenance Staff
4. Emergency Service Plan
5. References

IV. Maintenance & Support
A. Maintenance
1. Service Organization
2. Benefits of Services
3. Remote Diagnostic & Trouble Resolutions
4. Response Time
5. Trouble Reporting
6. Helpline & Technical Support
B. Support Terms & Conditions
1. Terms & Conditions
V. Pricing Terms, Conditions & Insurance Requirements
1. Pricing
2. Insurance Requirements
VI. General Questions on PRI
VII. SIP Trunking Solutions (Optional)
VIII. Long Distance (Optional)
IX. Contract

I. GENERAL INFORMATION

1. Proposal Objectives:

Platte City and City Hall, are currently pursuing a Local PRI/SIP Service. The upgrade involves replacement of the existing Centrex system that is currently in place and porting the existing numbers.

As Platte City considers both the PRI or SIP, the final decision ultimately will place heavy emphasis on the best solution possible. Cost therefore, will not be the only parameter evaluated in the choice of provider.

Initially submit your most appropriate solution accompanied with your best cost as, once bids are submitted subsequent re-costing will not be accepted. The submitted bids will also be given strong consideration for future upgrade capabilities and data equipment purchases. The chosen vendor must demonstrate a history of market stability and strong vendor/client partnerships.

Platte City must develop a confidence level with the selected vendor to ensure a strong partnership now and going forward.

2. Current Environment:

Platte City Police, City Hall, Public Works and the Parks and Recreation Departments are currently on Centrex lines with Fairpoint Communications. We plan on adding a local PRI or SIP at City Hall located at 400 Main Street in Platte City, Missouri. All four locations listed will share the PRI/SIP. Currently there is a internet connection that is 15mb up and 15mb down.

If you wish to get updates or changes to this RFP you will need to submit a request to the technical director listed below.

3. Issuing Authority:

This Request for Pricing (RFP) is issued by:

TelePlus Solutions, Inc.

Bill Bray – Technical Director

11184 Antioch, Suite 145

Overland Park, Kansas 66210

Main Phone:(913) 825-2526, Bill Bray's DID: (913) 322-8900

Fax: (913) 322-4122 E-mail: bill.bray@teleplussolutions.com

RFP Instructions (Very Important):

Please try to send all questions at the same time. TelePlus Solutions will determine (based on the questions sent) if it would be beneficial to share the questions with other vendors to insure that everyone is bidding correctly.

4. Preparation of Proposals

All bids must be submitted on the MASTER PROPOSAL FORM and shall be completed in ink or typewritten. The complete set of bid documents including the specification section must be returned for the bid to be complete. The bid is to be returned in an envelope which states the following:

**CITY CLERK
PLATTE CITY
400 MAIN STREET
PLATTE CITY, MO 64079**

In the lower right corner this wording is to be written:

VENDOR: _____

In the lower left hand corner this wording is to be written:

**SEALED PROPOSAL FOR "PLATTE CITY - BID ON PRI/SIP
BID OPENING DATE "September 30, 2015"**

Failure to do so will result in a disqualification of the bid.

Bids must be executed in the name of the bidder and signed by an authorized representative. All names must be typed or printed below the signature.

The bid shall contain an acknowledgement of receipt of all addenda, the number of which shall be filled in on the form. Return all specification sheets with bid. Bidder shall complete the questions listed on the following pages.

The City of Platte City, MO reserves the right to reject any and all bids and waive any informalities or technicalities.

**PROPOSAL
FOR
PRI/SIP**

Sealed bids will be received by the City Clerk in Platte City, 400 Main Street, Platte City, Missouri 64079 until 2:00 PM in the City Clerk's Office on the 30th day of September, 2015 at which time all bids will be publicly opened and read aloud.

NAME OF BIDDER:

ADDRESS OF BIDDER:

TELEPHONE NUMBER:

MASTER PROPOSAL FORM

The undersigned bidder having examined the bid requirements, bid form specification, other documents and all bid addenda thereto states they fully understand the character of the required items. In addition, bidder understands that as a governmental unit, the City of Platte City is exempt from payment of all Federal and State taxes applying on the equipment bid and the prices in this proposal form do not include this amount.

The undersigned hereby proposes to furnish the specified services in strict accordance with the specifications attached here to, complete and ready for operation, including delivery to Platte City, Missouri for the lump sum price as follows:

Qty	Itemized Description	Monthly Price	Install cost
1	PRI 12 channel		
1	PRI 23 channel		
1	SIP 12 channel		
1	SIP 23 channel		
100	100 DID Numbers including 15 Existing that will port		
1	Caller ID for PRI/SIP		
1	Analog Line (Flat Line)		

Vendors shall complete the following table to include all optional system components. Price is defined as purchase price; install is the cost of installation.

COMPANY NAME:

AUTHORIZED REPRESENTATIVE:

TELEPHONE NUMBER:

**THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF THE FOLLOWING
ADDENDA:**

DELIVERY/INSTALLATION DATE:

In submitting this bid, it is understood that the right is reserved by Platte City to reject any or all bids, to make the award to other than the lower bidder, to waive irregularities and/or informalities, and in general to make the award in any manner deemed by the City Commission in its sole discretion, to be in the best interest of the City.

BID EXECUTION

THE UNDERSIGNED, by execution of this bid, certifies that he is the _____ (Title) of the firm named as bidder in the bid. That he signs on behalf of the firm and that he is authorized to execute the same on behalf of said firm.

NAME AND ADDRESS OF BIDDER:

COMPANY
NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

BID SUMMITTED BY:

(Signature)

(Title)

(Printed)

TELEPHONE NUMBER _____

(DATE)

APPROVED BY THE CITY

(DATE)

SIGNATURE _____

APPENDIX A

EXCEPTIONS TO SPECIFICATIONS

This form MUST BE COMPLETED and signed by a sales representative. Failure to do so will cause TOTAL bid to be refused. If no exceptions are to be taken, indicate by stating "NO EXCEPTIONS", and sign appropriate space.

Statement by Bidder:

We propose to take the following exceptions to the basic Platte City specifications. Exceptions to the specifications are:

Page	Paragraph Heading	Exception
-------------	--------------------------	------------------

(Company Bidding)

(Signature of Representative)

Page _____ of _____ pages *

* If additional pages are necessary, this form may be copied

APPENDIX B

FEATURES TO BE PROVIDED WHICH EXCEED SPECIFICATIONS

Page	Paragraph Title	Exceeding Feature
-------------	------------------------	--------------------------

(Company Bidding)

(Signature of Representative)

Page _____ of _____ pages *

* If additional pages are necessary, this form may be copied.

5. Proposal Due Date:

All proposals must be received by **2:00 PM** on **September 30, 2015** , and will be labeled **as indicated above**.

6. Proposal Delivery:

Submit two complete copies plus an electronic version of the proposal to:

Mail Method

City Clerk
Platte City
400 Main Street
Platte City, MO 64079

Delivery Method

City Clerk
Platte City
400 Main Street
Platte City, MO 64079

Electronic Method

Email a complete copy to: **bill.bray@teleplussolutions.com**

7. Confidentiality:

Proposals submitted to Platte City for consideration will be held in confidence and not made available to other vendors for review or comparison. Proposals submitted and terms and conditions specified in each vendor’s bid response will remain the property of Platte City. All information in this Request for Pricing (RFP) is confidential and will not be disclosed except to those responding to this RFP. The vendor may designate the portions of the proposal that are proprietary in nature, and Platte City agrees not to disclose those portions except for purpose of evaluating the proposal. **All documents that the City generates are subject to a Sunshine Law request.**

8. Standard Agreements:

The vendor must provide a copy of their standard product agreements that Platte City will be asked to sign should the bid be awarded to the vendor.

9. Executive Summary:

The proposing vendor must include an Executive Summary highlighting the vendor’s offer and outlining the benefits to Platte.

10. Price Guarantee:

Vendors are asked to guarantee their prices for a period not to exceed 90 days from the date of submission of the response to this Request for Pricing.

II. VENDOR QUALIFICATIONS

1. Company History:

The vendor must provide a brief description of its company.

2. Incorporation:

State when and where the company was incorporated.

3. CEO Staff:

Provide the top management personnel names and titles.

4. Experience in Services:

The vendor must provide a description of its experience in providing communications system services.

5. Areas Serviced:

The vendor must provide the specific areas served by your company.

6. Sub-Contractors :

Please list all subcontractors being used at each location.

III. SERVICE QUALIFICATIONS

1. Technical Support Center:

The vendor must have a technical support center that provides remote maintenance.

2. Service Centers:

Please list the local service centers.

3. Maintenance Staff:

Describe the qualifications of your service technicians to maintain the systems. Please list the following:

- A.** Number of employees who are certified technicians on the proposed setup.
- B.** Please note the length of employment with employer.
- C.** Please list the experience of the technicians.

4. Emergency Service Plan:

THIS IS VERY IMPORTANT

The vendor must have provisions to provide emergency service. Platte City would like to know what kind of priority it would receive versus other customers.

In the event any of the aforementioned entities were completely down, how long would it take to get the phone system working at 50% and ultimately 100%.

5. References:

The vendor must submit at least three reference customers with systems and service requirements similar to Platte City. Reference information must include company name, contact, telephone number, and the service provided.

IV. MAINTENANCE AND SUPPORT

This section asks the vendor to delineate maintenance and support offerings.

A. Maintenance:

1. Service organization:

Describe your service organization.

2. Benefits of Services:

Please describe how your services add value to the solutions your company provides.

3. Remote Diagnostics and Trouble Resolution:

Discuss your remote monitoring, diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported troubles remotely.

4. Response Time:

What is the vendor's response times to major and minor system failures?

5. Trouble Reporting:

Explain your established trouble reporting procedures, including trouble reporting capabilities 24 -hours a day, 7 days a week.

6. Helpline and Technical Support:

Discuss your helpline and technical support capabilities.

B. Support, Terms and Conditions:

1. Terms & Conditions:

Platte City reserves the right to reject any or all request for pricing, to waive technicalities or irregularities and to accept any bid deemed as the best option. The City may choose not to make any award, to award all services to one vendor, or to combine vendors and services. The City is not obligated to accept the lowest bid or the most technologically advanced bid. The vendor is responsible for proposing their best, most competitive pricing in the initial response, as opportunity to negotiate or resubmit pricing may not be offered at a later time. The City shall not be liable for any costs incurred by the vendor in responding to the Request for Pricing (RFP). This RFP and all proposals and documentation provided in response, shall become part of any eventual contract that may be awarded. The requirements of the RFP shall take precedence over any conflicting language that may be present in any contract between and the vendor.

The agreement between Platte City and the vendor shall contain the following terms and conditions.

- 1.** Neither party will be held responsible for neither non-performance nor delay caused by acts of God, natural disasters, vandalism, war or other conditions beyond its control. Vendor shall be held accountable for manufacturer's delay in providing equipment or services proposed.
- 2.** Contract may be amended. Any amendment must be in writing and signed by authorized representatives.
- 3.** Please list your authorized representatives.

4. Vendor shall be responsible for complying with all applicable state and local laws and ordinances in its performance of this contract.
5. The entire contract between Platte City and the vendor shall override any other verbal or written agreements. The contract shall include, in order of precedence, the following; Request for Pricing including any addendum, selected Vendor response, terms and conditions negotiated before contract signing, any other contractual documents.

V. PRICING TERMS, CONDITIONS & INSURANCE REQUIREMENTS

A. Pricing:

1. Vendors are asked to guarantee their prices for a period not to exceed **90** days from the date of submission of this Request for Pricing to the date of contract award.
2. Vendors are cautioned to write all prices and descriptions in a legible manner so there will be no doubt as to the intent and scope of the proposal.
3. The base proposal price shall include all labor and materials required to install the items in accordance with specifications as approved by Platte City.
4. Vendors shall complete the following table to include all proposed system components. Price is defined as purchase price; install is the cost of installation; maintenance is the price of maintenance per month for that item.

B. Insurance Requirements:

Employer's Liability: \$150,000 each occurrence
Worker's Compensation: For All States
Commercial General Liability: **\$500,000 minimum** combined for property damage/bodily injury and personal injury.

VI. GENERAL QUESTIONS - PRI

1. Are you a facility based provider in Missouri supporting the local service?
2. What type of switch and model does your company provide for Kansas City, Missouri?
3. Can your company port Platte City's existing Centex lines?

4. Does your Solution provide E911. Please give details of what will be out-pulsed.
5. What kind of redundancy and disaster recovery do you offer?
6. What is the time frame regarding installation?
7. Can we forward a DID number if the PRI is down?
8. Do you support Caller ID ,name and number?

VII. SIP TRUNKING SOLUTION (OPTIONAL)

1. Do you provide SIP Trunking and is your company a facility based provider in Missouri?
2. Are you a reseller?
3. Can you port the existing Centrex numbers from Fairpoints?
4. Please provide an overview of how your SIP Trunking is engineered.
5. Is your SIP trunking scalable and burst-able?
6. Will the SIP trunking be delivered over the existing internet connection or will it be a standalone?
7. Please explain what Platte City will need for the SIP to work correctly. (i.e. QOS, Firewalls, etc.)
8. Please explain what you can do to help trouble shoot Jitter, Latency and Packet Loss.
9. Please describe any additional features that will be provided.
10. Explain what can be expected for Voice quality.
11. Do you support E911? Please provide any/all details.
12. Can we forward a DID number if the SIP is down

VIII. LONG DISTANCE (OPTIONAL)

Is there a long distance package that is included with the local service? Please provide details.

Currently the City uses approximately 330 minutes monthly

1. Cost per minute.
2. What is the billing increment.
3. List the pre subscribed line fees.
4. Toll Free Cost per minute.
5. Toll Free Monthly cost.

IX. CONTRACT

Please provide a copy of your contract for the requested pricing.