



**TOWN OF PITTSFIELD**

**REQUEST FOR PROPOSAL**

**FOR**

**Town Phone System**

**June 21, 2019**

**TOWN OF PITTSFIELD**  
**REQUEST FOR PROPOSAL**

**NOTICE TO INTERESTED PARTIES**

**June 21, 2019**

1. Quotations will be received at the Pittsfield Town Office, 112 Somerset Avenue, Pittsfield, Maine 04967 until **10:00 AM, Tuesday, August 13, 2019**. All quotations shall be submitted in sealed envelopes and be plainly marked "**Pittsfield Phone System Proposal.**" No quotations will be accepted by facsimile (FAX) or e-mail transmission.
2. Quotations will be opened publicly by the Town Manager or her designated representative at 10:00 AM, Tuesday, August 13, 2019.
3. The successful individual or firm must provide proof with their proposal that he/she/it is adequately covered by insurance as follows:
  - a. The individual or firm will serve in the capacity of an independent contractor and will maintain insurance to protect it and the Town from any and all claims for personal injury and property damage, and for claims under the Workers' Compensation Acts for the term of the contract.
  - b. Comprehensive General Liability insurance policy with the following limits of coverage:

Bodily Injury:	\$1,000,000
Property Damage:	\$400,000
Aggregate:	\$1,000,000 of all claims per occurrence
  - c. Comprehensive Automobile insurance policy with the following limits:

Bodily Injury:	\$1,000,000
Property Damage	\$ 400,000 per occurrence
  - d. All insurances must be issued by an insured licensed, authorized and maintaining an office to do business in the State of Maine.
4. The Town of Pittsfield assumes no liability for any costs incurred by respondents or in responding to requests for additional information or interviews prior to the issuance of a contract.
5. All proposals for Town Phone System for the Town of Pittsfield must include the following:
  - a. Detailed Work History;
  - b. Three (3) or more Contract Work References;

- c. Qualifications and experience with providing requested equipment and services in other towns;
  - d. Proof of insurance; and
  - e. A completed Town bid form detailing the cost to provide services.
6. The Town of Pittsfield reserves the right to reject any or all quotations, to waive any formality or technicality in the quotations, and to accept the quotation which is deemed to be in the best interest of the Town.
7. The successful bidder will be required to sign the Town's Standard Services Contract.
8. Questions regarding this RFP can be sent to: [adminassistant@pittsfield.org](mailto:adminassistant@pittsfield.org). Answers will be shared with those who have sent previous questions to this email address.

## **TOWN OF PITTSFIELD**

### **1. SCOPE OF SERVICES**

The Town is seeking quotations from qualified individuals or firms to provide a Phone System for the Town. The Phone System equipment must include the following:

Town Offices/Police Department/ Fire Department building:

- 12 office digital phones
- 3 digital fax lines
- 1 digital to copper connection for Emergency phone
- Router and other necessary equipment for firewall and VPN
- 2 wireless access points, 1 for each floor
- Failover mechanism for external power and internet connection
- CAT5e drops if needed

Public Works Department:

- 2 office digital phones
- Remote access point for VPN

Water Department:

- 2 office digital phones
- Remote Access point for VPN

Library:

- 4 office digital phones
- 1 digital to copper connection for fire alarm

Theatre:

- 2 office digital phones

In addition the following requirements must be met:

- Self-Management of the system ability and training
- Service agreement for the five year life of the project
- All charges must be detailed in this RFP
- Auto-attendant that is configurable
- Ring group ability
- Ability to add/change/remove extensions as needed
- Ability to add extensions to Apps on a smart phone for departments without internet connectivity such as the Transfer Station
- Ability to auto-dial for emergency phone

- Ability to send voicemail to email
- Equipment financing if un-hosted
- Installation
- Number cutover during weekend to reduce impact of operations
- Service (dial-tone) must be included.

Note: Internet service of 100/10 MBS is currently provided by Spectrum and will be used for this service. If a higher speed service is to be provided as part of this proposal, include the terms and cost for that as well.

Note: the phone system may either be hosted or non-hosted which is preferred.

Note: the term of this agreement is for 5 years for service and financing of equipment.

Note: Site visits are encouraged before submitting proposals. To setup a site visit contact Michael Feole at 207-487-3136 or adminassistant@pittsfield.org.

### **3. PROCEDURE FOR SUBMITTING PROJECT PROPOSALS**

#### **A. Time, Place and Format**

Proposals must be received by the Town at the Town Office no later than 10:00 AM on August 13, 2019. Proposals received in the mail or in-person after 10:00 AM on that date, regardless of their postmarks, will be rejected. Proposals must:

- Show page numbers for all pages in the proposal
- Be on 8-1/2"x11", white paper
- Be submitted in envelopes , which clearly states "**Pittsfield Phone System Proposal**" and identifies the proposer
- The envelope must be addressed as follows:  
Town of Pittsfield  
Attn: Town Clerk  
112 Somerset Ave.  
Pittsfield, ME 04967
- If hand-delivered, the envelope must be delivered to the Clerk desk in the Town Office.

#### **B. Opening of Responses**

All proposals will be opened on August 13, 2019 at 10:00 AM and considered within 30 days after the deadline date shown above.

### **3. Data to be submitted with project proposals**

The content and sequence of the information contained in the proposal shall be as follows:

A. Letter of Transmittal

Include your firm's understanding of the work to be performed. In addition, state why your firm believes itself to be the best qualified to perform the services requested. Also, state the Management Contact (Representative authorized to sign an agreement for your firm).

B. Table of Contents

Include clear identification of the material by section and by page number.

C. Summary Sheet

- Provide name, title, experience and qualifications of the personnel who will be assigned to the project.
- Provide the resume of the Management Contact with the town.

D. Allocation of Resources

Indicate how the resources of your firm (e.g., number and type of personnel allocated by hours) will be allocated for this project.

E. Scope of Work

Proposals must address all items set forth in the Scope of Services section. Additional information which, in your opinion, should be included must be clearly identified. The items must be addressed in the order in which they appear in the Scope of Services section.

F. References

Each firm must include the following references:

- List similar services performed as the prime consultant for all similar organizations/entities in the last five years and when performed. Show names of organizations, and names and telephone numbers of persons who can be contacted with regard to the services you have provided.
- List all similar public agencies for which contracts were terminated in the last three years. Show names of organizations, and names and telephone numbers of persons who can be contacted. Firms may provide a brief explanation of the reason(s) for the terminations.

G. Cost

Provide a cost breakdown for work to be performed and equipment to be delivered including financing if applicable.

