



City of New Haven

Bureau of Purchases

200 Orange Street, Room 301
New Haven, CT 06510

Tel: 203-946-8201 Fax: 203-946-8206

Honorable Justin Elicker
Mayor

Malinda Figueroa
Purchasing Agent

The City of New Haven ("City") is accepting sealed
Request for Proposals (RFP) for the following:

Request for Proposals

Project Summary

RFP Title:	NHFPL Phone system replacement				
RFP #:	2024-10-1607				
Projection Description:	Clinical Psychologist or Clinical Social Worker to assist with the assessment of new Candidates				
Department:	NHPD				
RFP/Advertise Date:	October 22, 2023				
Intent to Respond Due Date	November 20, 2023				
RFP Due Date:	November 21, 2023	Closing Time	11:00	AM	
Pre-Proposal Meeting Date:	N/A	Meeting Time:	N/A		
Pre-Proposal Meeting Location:	N/A				
Contract Term:		1	year	1	Renewals Option(s) (at the sole discretion of the CONH)
Insurance Requirements:	Refer to Rider	300	(This Rider is attached)		
System for Award Management (Federal Requirement)	YES	X	NO	If marked yes, to bid and get paid you must already have a Unique Entity ID. See Statement of Qualification Form	
Local Preference:	X	YES		NO	
Pricing Sheet:	Respondent Supplied				

Responses must be submitted in the form and manner specified in this request.

City of New Haven

Table of Contents

Item #	Cover Page	
	RFP Summary	
	Table of Contents	
	Instructions to Respondents	
1	RFP Documents	
2	Internet Access	
3	Solicitation Downloads	
4	Inquiries for Clarification	
5	Addendum to RFP Documents	
6	Contract Term	
7	Insurance Requirements	
8	Certification and Licenses	
9	Unit Prices, Bid Quantities and Tax-Exempt Status	
10	Local Preference	
11	Equal Employment Opportunities	
12	Alternates	
13	Pricing Sheet	
14	RFP Process and Submission	
15	RFP Protest	
16	Award of Contract	
17	Execution of Contract	
18	Notice to Proceed	
19	No Purchase Order-No Payment	
20	Electronic Invoicing	
21	Payment Policy	
22	Standard Form of Agreement Exhibit Part 1 & 2	
	RFP SPECIFICATIONS	
	FORMS ARE A SEPARATE DOWNLOAD	

INSTRUCTIONS TO RESPONDENTS

1 RFP Documents – the following documents are hereinafter collectively referred to as “RFP Documents” and each a RFP Document.

	RFP Cover Sheet -Invitation with Summary	This document need not be returned with your submission
	Instruction to Respondents	This document need not be returned with your submission
	Specifications	This document need not be returned with your submission
	Attachment to Specifications	This document need not be returned with your submission
1	City Forms Signature Page	Required with your Bid Submission
	Ban the Box Agreement	Acknowledge on City Forms Signature Page
	Certificate of Non-Arrearage	Acknowledge on City Forms Signature Page
	Equal Opportunity Agreement	Acknowledge on City Forms Signature Page
	Disclosure & Certification Affidavit	Required with your Bid Submission
	Current Workforce Certificate	Required with your Bid Submission
	Statement of Qualifications	Required with your Bid Submission
	PPP - Priority Payment Program application	Required with your Bid Submission

- (a) These RFP Documents include a complete set of forms.
- (b) Respondent may not qualify or alter the terms of the solicitation's Bid Table.(if Applicable)
- (c) Responses must be submit through web portal, no hardcopies accepted.
- (d) All costs incurred in the preparation and presentation of this Qualifications shall be wholly absorbed by the proposer. Any material submitted by the vendor shall become the property of the City of New Haven unless otherwise requested at the time of submission. Any material that is to be considered as confidential in nature must be so marked.

2. Internet Access

- (a) The City cannot guarantee that equipment involved in RFP Submission and/or solicitation technology will be available to provide information or receive transmittals. It is your responsibility to ensure that you have current information and that your Submission is received at the designated location complete and on time. The City is not responsible for the confidentiality of information transmitted over the Internet.
- (b) Downloading solicitations of any type does not obligate the City to send you future notifications of solicitations or addendum updates.
- (c) It is the Respondent's responsibility to review your status on our website and update your contact information accordingly.

3. Solicitation Downloads

- (a) This document may be downloaded from our website at no cost to you. If you require a third party to print the specifications and/or drawings, that cost will be borne by you.

- (b) Drawing File Format: PDF



- (c) Click on the above link if you don't have Adobe Acrobat and you wish to view the files in PDF format.
- (d) **Drawings** - The following three local firms are examples of companies that can reproduce drawings and/or any portion of the documents. These suggestions are not to be considered endorsements in any way. Any other firm with the AutoCAD, DWG, DXF, DWF & CSF Viewers will also be able to reproduce the drawing files.

4. Inquiries for Clarification

- (a) The City will not respond to a Respondent's request(s) for oral interpretation and/or clarification of the RFP Specifications for any reason.
- (b) The City will respond to a Respondent's written request(s) for interpretation and/or clarification of the RFP Specifications.
 - (1) Any written Inquiry for Clarification must be received seven (7) or more business days prior to the RFP Closing Date and Time. Any request received by the City after this deadline will not be given consideration.
 - (2) Every request for such an interpretation shall be made in writing via email to: <https://newhavenct.bonfirehub.com/portal>
 - (3) Please do not send questions or requests for clarification in a PDF format.
 - (4) Every interpretation made to a Respondent will be in the form of an Addendum to the RFP Documents.

5. Addendum to RFP Documents

- (a) All Addenda to the RFP Documents shall become part of the RFP. Respondents are required to check the Website for Addendum. Each Respondent shall be bound by such Addenda whether or not received/viewed by the Respondent.
- (b) Questions are submitted through your account and the selected solicitation Web Address: <https://newhavenct.bonfirehub.com/portal> , in the overview of Project details go to the "Opportunity Q&A" section" to submit your question(s)
- (c) Addendums regarding Inquires for Clarification will be posted on the City website, not less than five (5) calendar days prior to the RFP Opening Date and Time.
- (d) Addendums regarding extension of time will be posted on the City website, any time prior to the RFP Opening Date and Time.

6. Contract Term – (See RFP Summary for applicability)

- (a) The term of the contract because of this solicitation shall be as stated in the RFP Summary and/or the Specifications. If there are any options to renew, all renewals will be at the sole discretion of the City and pursuant to the same terms and conditions.
- (b) Pricing and Supply of Good and Services submitted by vendor as a result of this solicitation must be maintain for at least twelve (12) months from the date of bid submission, unless an increase in length is noted in the specification section of this solicitation.

7. Insurance Requirements – see attached Risk Template

The City requires all contractual work to be insured as identified in the following sections. The term “Contractor” and/or “subcontractor” as used in this section, shall mean, and include Contractors and subcontractors of every tier.

Each Solicitation, Agreement and/or Award will include a specific Risk Template which will detail all the insurance requirements for the project.

Any policies maintained by the contractor and its owned and/or rented equipment and materials shall contain a provision requiring insurance companies to waive their rights of subrogation against the City of New Haven (Owner) and all other Indemnities named in the contract.

Certificates of Insurance

The successful bidder shall provide certificates of insurance showing coverage by an insurance carrier authorized by the State of Connecticut to write insurance in the State. The certificates shall show the City as an additional name insured. Said certificate should contain the following endorsements.

PLEASE NOTE THAT ALL CERTIFICATES OF INSURANCE MUST INCLUDE:

1. The City of New Haven shall be named as an **additional insured with subrogation.**
2. Endorsement shall include the work description, Contract/Project name and location.
3. An endorsement that the insurance company will give at least thirty (30) days written notice to the City prior to any modification or cancellation of any such insurance coverage.

Note

Single and Multi-Member LLCs are now BOTH required to purchase Workers Compensation insurance unless they request from the CT WC Commission to exclude themselves. If they state that they do not have employees and do not have WC, then they must provide a copy of the attached Exclusion Form 6B with their COIs. A copy of this form 6B should go to CTrax for acceptance.

The ONLY group that is now NOT REQUIRED to obtain WC is Sole Proprietors. A revised copy of the WC Waiver form that they must provide with their COIs, if they have NO Workers Compensation coverage, is attached.

POLICY REVIEW AND APPROVAL

At the discretion of the City, the Contractor may be asked to submit to the City copies of insurance policies for review and approval. The City may, in writing, notify the Contractor of any disapproval of any such policies, and satisfactory policies shall be provided in place of those disapproved.

The Contractor shall submit an insurance certificate in addition to a copy of each policy. The Contractor shall require its subcontractors to obtain policies of similar insurance before each commences work. All such insurance shall be carried with financially responsible insurance companies, licensed in the State and approved by the City and shall be kept in force until the Contractor's work is accepted by the City, which expire before the Contractor's work is accepted by the City shall be renewed and submitted to the City for its approval.

- (a) Insurance will be required for the entire term of the contract. COI are to be emailed to your project contact(see award notice) and NHpurchasingCOI@newhavenct.gov.
- (b) Renewal Certificates of insurance should email to your project contact:

8. Certification and Licenses

- (a) If the service(s) that you are providing is a service for which a certification, license or other form of qualification is required, please provide documentation with your statement of qualifications.

9. Unit Prices, RFP Quantities and Tax-Exempt Status

- (a) The Unit Prices for each of the RFP items include its pro rata share of overhead so that the sum of the products obtained by multiplying the quantity shown for each item by the unit price represents the total RFP. Special attention is called to this section because in the event it is necessary to revise the quantities, increase or decrease thereof may be made without limit and adjustment and compensation shall be made on the basis of the Unit Prices for such items.
- (b) Unit Prices should not include federal excise or state sales taxes. State Sales Tax is exempt under Connecticut General State Statute Sec. 12-412. The City is also exempt from transportation taxes when goods are consigned to the City. Tax Exemption certificates will be furnished by the Supervisory Auditor - Accounts Payable upon satisfactory proof of delivery to the City.
- (c) It is understood and agreed that the Unit Prices shall control the Contract award.
- (d) The quantities noted in this RFP are approximate (estimated only for use in comparing RFPs); and that the sums obtained by multiplying the Unit Prices by the estimated quantities, and also the Total of these sums, are inserted for the purpose of checking this RFP and for the convenience of the Respondent. The Unit Prices paid are for the actual ordered quantities only.
- (e) Shipments should be consigned to the City in care of the Respondent.

10. Local Preference Ordinance – (See RFP Summary for applicability)

- (a) For the purpose of this section, "City Based Business" shall mean a business with a principal place of business located within the City of New Haven. A "City Based Business" shall maintain such status throughout the term of any Contract with the City. Failure to maintain such status shall be grounds for the City to terminate said Contract.
- (b) To be considered a City Based Business you must submit satisfactory proof to the Purchasing Agent of your current City of New Haven address. Some examples of proof include are, but not limited to:
 - (1) Proof of payment of City of New Haven Real Estate tax bill(s)
 - (2) A current, long term lease in the City of New Haven
 - (3) Proof of payment of City of New Haven Personal Property tax bill(s)
- (c) The Local Preference ordinance can be found in Section 2-483 of the City of New Haven's Code. Please review for further details.

11. Equal Employment Opportunity

The City will terminate any contract without accepting liability for any incomplete work if it is found that the Contractor has violated any of the provisions of Executive Orders 11246 and 11374, Connecticut Fair Employment Practice Act, and Chapter 12 ½ of the code of Ordinances of the City of New Haven, incorporated herein by reference. The City reserves the right to incorporate into the contract any additional provisions relating to Equal Employment, including an Affirmative Action Agreement

12. Alternate RFPs

- (a) No alternate RFPs will be considered, unless alternate RFPs are specifically requested by the City.

13. Pricing Sheet - (See RFP Summary for applicability)

- (a) Please provide your pricing matrix on a page or section of its own. The City of New Haven must be readily able to discern your pricing Qualifications at a quick glance.
- (b) A brand name, model number or other designation that identifies the product of a manufacturer may be indicated. Other brands will be considered, provided they meet the quality standards of the brands listed within. Product literature, i.e. (M.S.D.S.) must accompany any substituted product with your submission.

14. RFP Process and Submission

(a) RFP Process (Only Digital Responses Accepted)

- (1) Early Submittal of RFPs - RFPs received prior to the advertised hour of opening will be securely kept sealed and unopened.
- (2) RFP Opening - At the time and place fixed for the opening of RFPs, the City will open and publicly read aloud the name of every RFP respondent that received is by the submission deadline. Respondents and other interested parties may be present, in person or by representative.
- (3) Late Submittals - with the advent of complete digital bidding, no response will be accepted after the closing date and time
- (4) Withdrawal of RFPs - - Response may be withdrawn by you prior to the RFP Closing Date and Time by you retracting your digital bid submission.
- (5) RFP Rejections - The City reserves the right to reject any and all RFPs which do not meet the requirements of a lowest qualified responsible Respondent. Some reasons for rejection include but *are not limited to*: altered or qualified Calculation Sheet, a non-Web based Calculation Sheet, non-conforming Bid Bonds, incomplete or erroneous paperwork, late RFP Submission, Unbalanced High or Low Unit Pricing, and/or not habitually performing with the Respondent's own forces.
- (6) RFP Rejection Notification - Should the City reject a RFP for any reason, the Respondent shall be notified. In case of such rejection, the City will return any Bonds to the Respondent(s). No other part of a RFP Submission will be returned.

(b) RFP Submission

- (1) Electronic Submissions- (Only Digital Responses Accepted)
 - a. Follow instruction on the portal for bid submission – all required forms are indicated as such.
- (2) An RFP must be submitted in a digital format through the procurement portal. All blank spaces must be filled in as noted. RFP responses must give the prices in numerical figures when requested. When submitting your response electronically through our web site, changes are allowed up until your final RFP Submission.
- (3) The Respondent shall sign their RFP in the blank space provided for this purpose. If the RFP is made by a partnership or corporation, the name and address of the partnership or corporation shall be indicated and the RFP Submission and must be acknowledged by a corporate officer as applicable. Any partner of corporate stockholder owning 25% or more of the business shall also be disclosed.
- (4) The City may consider any RFP not prepared and submitted in accordance with the provisions hereof, and may, at its option, waive any informalities.

- (5) No Respondent may withdraw a RFP within one hundred twenty (120) days after the actual date of the opening thereof.

15. RFP Protest

- (a) Any RFP protest must be submitted in writing. Respondents may file a written protest of the RFP results with the City's Purchasing Agent, within 48 hours of the posting of the RFP results on the City Website.
- (b) A protest must be submitted via email, purchasing@newhavenct.gov, or Fax, 203-946-8206.
- (c) The City will acknowledge receipt of written protest. If the Purchasing Agent or representative has not acknowledged receipt of the protest by the close of business on the following day, please contact the Bureau of Purchases at 203-946-8201 or by Fax at 203-946-8206.

16. Award of Agreement

- (a) The City will endeavor to award a contract for this RFP within one hundred and twenty (120) days after the date of the RFP opening. All Respondents acknowledge their RFP submittal will be valid for the duration of the one hundred and twenty (120) days timeframe.
- (b) The City reserves the right to separately RFP or secure pricing from additional contractors that may relate to the goods and/or services in the instant RFP, whether such goods and/or services are additional to the quantities stated in the instant RFP.
- (c) The City will not award to any contractor who is ineligible under any of applicable regulations issued by the Secretary of Labor and United States Department of Labor.
- (d) The City will not award to any contractor who is not qualified under applicable State and local laws and regulations.
- (e) Without limiting the generalities of the foregoing, a contractor will be deemed ineligible if they are not current with any taxes or other outstanding obligations to the City of New Haven.
- (f) Should a Contract be awarded, it will be awarded based upon the committees scoring of the review criterion. The requesting department will convene a committee to review the RFP and provide a recommendation to award or reject all proposals.
- (g) Availability of funds – The awarding of all contracts is contingent upon availability of appropriate funds. If funding is not available at the time of award and/or execution of the contract the City reserves the right to cancel the RFP.
- (h) All Bid Bonds (if required) will be returned to all Respondents upon the execution of the contract documents to the awarded Respondent.
- (i) Certificate of Insurance must be email to project manager(see award notice) and to NHpurchasingCOI@newhavenct.gov

17. Execution of Agreement

- (a) In executing the Agreement, the Awardee will be required to reaffirm and restate any and all representations made in its RFP Submission.
- (b) Subsequent to the notice of award and within ten (10) days after the prescribed forms are presented for signature, the Awardee shall execute and deliver to the City the Agreement in the form included in the Contract Documents, in such number of copies as the City shall require.

- (c) The failure of the Awardee to execute such Agreement, pay any taxes due, to supply the required bonds or submit the Certificate of Insurance, all within ten (10) days after the prescribed forms are presented for signature, or within such extended period as the City grants based upon reasons determined sufficient by the City, shall constitute a default and the City reserves the right to any remedies available at law or in equity including pursuit of RFP Bond. The City may either award the Contract to the next lowest responsible Respondent or re-advertise for RFPs.
- (d) Performance Labor and Material Bonds - (see RFP Summary for applicability)
Having satisfied all conditions of award as set forth elsewhere in these documents, the successful Respondent shall, within the period specified in paragraph "A" above, furnish a bond in a penal sum not less than the amount of the Contract as awarded, as security for the faithful performance of the Contract, and a labor and material bond for payment of all persons, firms or corporations to whom the Contractor may become legally indebted for labor, materials, tools, equipment, or services of any nature including utility and transportation services, employed or used by him in performing the work. Such bonds shall be in the same form as those included in the RFP Documents and shall bear the same date, or a date subsequent to that of the Agreement. These bonds shall be signed and issued by a guaranty or surety company satisfactory to the City, authorized and qualified to do business in the State of Connecticut, and listed in the latest issue of the U.S. Treasury Circular 570, and the penal sum of any such bond shall be within the maximum specified for such company in said Circular 570. The current power of attorney for the person who signs for any surety company shall be attached to such bonds.

18. Notice to Proceed.

Once a contract is executed the City department responsible for requesting the work will issue a Notice to Proceed.

19. No Purchase Order – No Payment Policy (see Website for more Details)

<https://www.newhavenct.gov/government/departments-divisions/purchasing-division/no-po-no-pay-policy>

The City of New Haven has implemented a 'No Purchase Order, No Payment Policy' effective July 1, 2019 to reduce cost overruns, unauthorized work, while automating the steps for payment of invoices. This means that without an official Purchase Order number and/or enough unencumbered funds available, payment of supplier invoices will be rejected or significantly delayed until the change order or adjustments can be processed and approved.

This policy aims to ensure that:

- a) All spend shall be supported by an authorized PO prior to requesting the provision of goods/services;
- b) Efficient processes are implemented so that goods are delivered when required;
- c) The recipient of the goods shall receipt in Munis as soon as the goods are delivered/services performed (i.e. not upon receipt of the invoice);
- d) Cost control is effective and therefore:
 - i. all expenditure incurred by the City of New Haven is valid and appropriately authorized; and
 - ii. minimizing transactional costs associated with payment for goods and services;

20. Electronic Invoice

<https://www.newhavenct.gov/government/departments-divisions/purchasing-division/e-invoicing-policy>

21. Payment Policy

<https://www.newhavenct.gov/government/departments-divisions/purchasing-division/payment-policy>

22. Standard Form of Agreement Exhibit Part 1&2 (Not Applicable)

Respondents to the City's RFP are expected to execute these agreements. Given the very tight timetable for contract awards, negotiation of terms is not feasible. Any deviation from the City's standard terms must be presented (redlined) with the RFP response and the City will consider any such request when determining contract awards. As such, we strongly recommend including only "deal breaker" comments and attached them to your Statement of Qualification form.

REQUEST FOR PROPOSAL-

NHFPL VoIP System Replacement RFP	13
1 RFP Overview	13
1.1 Purpose of RFP	13
1.2 Project Objectives	13
1.3 Procurement Schedule	13
1.4 RFP Coordinator	13
1.5 RFP Amendment and Cancellation.....	14
1.6 RFP Questions	14
1.7 Intent to Bid	14
1.8 Proposal Submittal	14
2. Library Overview	14
Library Background	14
3 Environment.....	15
4 System Requirements	16
Requirements	16
Project Implementation	18
Staff Training	18
Warranty and Maintenance	18
Ongoing Maintenance and Support requirements	18
Software Upgrades.....	18
Warranty	18
5 Proposal Submission Requirements.....	19
5.1 General Instructions	19
5.2 Proposal Format and Content	19
Cover Letter.....	19
Table of Contents	20
Section 1 – Executive Summary	20
Section 2 – Company Background.....	20
Section 3 – Company Qualifications.....	20
Section 4 – References	20
Section 5 – Examples of Work.....	20
Section 6 – VoIP Proposal Details.....	20
Section 7 – Deliverables	21
Section 8 – Pricing	21
6 Proposal Evaluation.....	21
7 General Terms and Conditions.....	22

A. Collusion.....	22
B. Gratuities.....	22
C. Required Review and Waiver of Protests.....	22
D. Nondiscrimination.....	22
E. Proposal Preparation Costs	23
F. Proposal Withdrawal.....	23
G. Proposal Errors.....	23
H. Incorrect Proposal Information	23
I. Prohibition of Proposer Terms and Conditions.....	23
J. Assignment and Subcontracting	23
K. Special Requirements.....	23
L. Right to Refuse Personnel	23
M. Proposal of Additional Services	23
N. Licensure.....	23
O. Business License	24
P. Conflict of Interest and Proposal Restrictions.....	24
Q. Contract Negotiations.....	24
R. Execution of Contract.....	24
S. Right of Rejection	24
T. Disclosure of Proposal Contents	24
U. Proprietary Information.....	24
V. Severability.....	25
X. Proposal Amendment	25
Y. Consultant Participation.....	25
Z. Rights of the City	25
8 Appendix A – Supplemental Questions.....	25

NHFPL VoIP System Replacement RFP

1 RFP Overview

1.1 Purpose of RFP

The City of New Haven (City) has issued this Request for Proposal (RFP) on behalf of the New Haven Free Public Library (Library), a municipal department of the City to solicit responses from qualified and experienced Voice over IP (VoIP) Vendors (Proposers) offering cloud-hosted VoIP services utilizing a secure and reliable platform. The Library seeks a qualified Proposer who can demonstrate organizational, functional, and technical capabilities, as well as the experience, expertise, and qualifications necessary to design, implement and maintain a cloud-based VoIP system and execute a transition from the Library's current on-premises system and transfer all current PRI trunks/DID numbers with minimal down-time. The proposed system must be scalable, secure, and feature-rich with high availability. This proposal is for a 5-year contract including hosting, maintenance and support.

1.2 Project Objectives

With this RFP, the City intends to replace the Library's current on-premises VoIP infrastructure which is at end of life. This will allow the Library system ability to provide acceptable customer service to the public as an upgraded phone system is also imperative for day-to-day operations and for with staff.

The Proposer should conform to industry standards to assess the Library's current phone system, select and install secure applications and appropriate onsite hardware, transfer (or suggest relevant improvements) the Library's existing phone structure and provide training and support for implementation of the new system.

Proposer is to provide the following:

- Hosted VoIP system option with Cloud-based administration
- Full range of standard VoIP phone system capabilities
- On-site vendor assessment and inventory of current system
- SIP Trunking services
- Direct sale/procurement of all new hardware needed such as handsets and PA equipment. Equipment must be new and fully eligible for the manufacturer's warranty.
- Options for e-faxing for locations without analog phone line installed
- Options for PA system integration
- Unlimited maintenance and support of ongoing use with availability of 24x7x365 support
- Warranty for all hardware purchased from vendor
- 5 Year contract for maintenance and support

The vendor's response shall demonstrate experience with designing and implementing other reliable and robust VoIP systems in public-facing environments and must describe their approach to the design and implementation of the services requested.

1.3 Procurement Schedule

Table 1 identifies the procurement schedule

PROCUREMENT EVENT	DATE
City Issues RFP	Monday, October 30, 2023
Intent to Respond Due	Wednesday, December 13, 2023
Deadline for Proposer Questions	Friday, November 3, 2023
Deadline for Proposer Submissions	Thursday, December 14, 2023
City Completes Detailed Evaluations, Vendor References Checked	Thursday, December 21, 2023
Proposer Presentations/Interviews	TBA
Project Start	January 2023

The City reserves the right, at its sole discretion, to adjust the procurement schedule as it deems necessary.

1.4 RFP Coordinator

All communications concerning this RFP must be submitted via Bonfire messaging portal for this project. The RFP Coordinator will be the sole point of contact for this RFP.

Proposers contact with anyone else in the City is expressly forbidden and may result in disqualification of the Proposer's bid. Further, any oral communication will be considered unofficial and non-binding on the City. Proposers should rely only on written statements issued by the RFP Coordinator.

1.5 RFP Amendment and Cancellation

The City reserves the unilateral right to amend this RFP in writing at any time. The City also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued, notification shall be provided to all Proposers who submit an Intent to Bid (see Section 1.7). In addition, any amendments will also be posted on the City's Purchasing website at: [Purchasing Division | New Haven, CT \(newhavenct.gov\)](http://Purchasing Division | New Haven, CT (newhavenct.gov))

1.6 RFP Questions

Questions concerning this RFP should be submitted via e-mail to the RFP Coordinator prior to the Deadline for Proposer Questions identified in Section 1.3. Proposer questions should clearly identify the relevant section of the RFP and page number(s) related to the question being asked. The questions submitted and the City's responses shall be posted on the City's Procurement website identified in Section 1.5 and sent directly to all Proposers who submit an Intent to Bid (see Section 1.7).

1.7 Intent to Bid

Each Proposer planning to submit a proposal should register through Bonfire.

The Intent to Bid must be submitted by the date indicated in Section 1.3.

Note that submission of the Intent to Respond email does not bind Proposers to submitting a proposal.

However, submission of an Intent to Respond will ensure that Proposers receive any RFP addendums and question and answer sets.

1.8 Proposal Submittal

RFP submittals will be accepted digitally by email through Bonfire. RFP submittals received after that time and date will not be considered. The City of New Haven accepts no responsibility if delivery is made to another location other than location specified above and/or delayed deliveries. RFP submittals should be submitted in a complete, single electronic file through Bonfire. A free electronic copy of the RFP can be obtained by going to The City of New Haven website.

2.Library Overview

Library Background

The New Haven Free Public Library, a municipal department of the City of New Haven, welcomes nearly 700,000 visitors annually through their front doors and digital portals, realizing its mission of fostering lifelong learning, inspiring curiosity, and building community through shared access to resources, experiences, and opportunities for all.

The Library presently has a five-building system. This RFP is requesting vendors to provide their proposals with pricing for an upgraded, cloud based VoIP system. The Main building is approximately 103,220 square feet of space located on 133 Elm Street facing the New Haven Green. The 4 branch locations and their square footage are listed below:

- Fair Haven Library, 182 Grand Avenue 10,644 square feet
- Mitchell Library, 37 Harrison Street, 14,027 square feet
- Wilson Library, 303 Washington Avenue, 20,000 square feet
- Stetson Library, 197 Dixwell Avenue, 53,000 square feet (Part of Q House building)
- Each site is split into public areas and staff-only areas. The number of users at each site varies.

Statistical Information – Site List

BRANCH	NUMBER OF PHONES	DIRECT LINES	NUMBER OF EXTENSIONS	FAX LINES
Ives Library	58	42	59	3
Fair Haven Branch	6	2	6	1

Mitchell Branch	5	3	5	1
Stetson Branch	7	2	7	0
Wilson Branch	13	2	13	2

Total Number of users: 85

Total Number of current handsets: 89

3 Environment

In order to help Proposers prepare their RFP responses, this section documents the spatial nature of the public library's locations.

Ives Main Library:

This site includes multiple services desks and departments that will require phone installation and configuration which include the following:

- Public Desks:
 - Circulation Desk
 - Information Desk
 - Young Minds & Family Learning Desk
 - Teen Center
 - Ives Squared
- Departments:
 - Circulation
 - Reference
 - Ives Squared
 - Technology
 - Tech Services
 - Communications
 - Young Minds

Mitchell Library:

- Public Desks:
 - Circulation

Fair Haven Library:

- Public Desks:
 - Circulation

Stetson Library

- Main Floor Circulation
- 2nd Floor Information

Wilson

- Circulation
- Security Desk

The NHFPL's current system is an on-premises Cisco Unified Communications system. This system has reached end-of-life and lacks important features that are now required for an organization operating in the 21st century such as a cloud-based interface, mobile work capability, integration with commonly used business apps. The current system will require a transfer of data from the on-prem system to the new cloud-based system.

The Library is billed monthly for PRI trunking for 42 numbers, 23 channels. NHFPL requires a secure, robust solution with an intuitive interface that can be managed remotely and is hosted off-site.

The Library has 7 fax lines not currently connected to the existing phone system. These lines are copper and managed through another contract with a provider.

4 System Requirements

Vendor Proposal shall include, but not be limited to, a detailed description of how they plan to fulfill the requirements as detailed below. Before beginning the project, the Vendor will be expected to provide a written project plan including implementation details and project timelines.

Requirements

1. Hosted VoIP system option with cloud-based administration dashboard

System with the following requirements:

- a. Must have secure, intuitive and feature rich cloud-hosted administration panel
 - i. Preferred: support for SSO (Single Sign-On with Microsoft 365 accounts)
 - ii. Required: 2FA function for all user accounts
 - iii. Required: support various levels of user privilege delegation i.e., able to designate specific permissions to specific accounts
- b. Cloud-Hosted off-site system with redundancy, high system availability in mind
- c. Mobile app capable with access for remote/portable work
- d. Proposer must comply
 - i.

2. Full range of standard VoIP phone system capabilities including but not limited to:

- a. The following capabilities:
 - Automated Attendant
 - Administration Portal
 - Permission delegation
 - Must include MACD functionality – Moves, adds, changes, disconnects
 - End-user Portal for end-user specific setting management
 - Call encryption
 - Three (3) Digit Extension Dialing to all phones on system
 - Three (3) Digit Virtual Extensions – Mapping to corresponding 10 digit DID numbers
 - Directory
 - List all Usernames & Extensions
 - Sort by Last Name or First Name, extension, location
 - Voice Mail with Message indicators and VM to email
 - Ability to disable Voicemail for a specified group of handsets
 - Inbound Caller ID displayed on handsets
 - Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)
 - Call Forwarding
 - Always/Call Forward Busy
 - No Answer
 - Not Reachable
 - Selective Call
 - Remote Call Forward Activation/Deactivation
 - Password Reset
 - Self-service
 - Custom Holiday Mode greetings
 - Programmable from online interface for systemwide use
 - Call Hold

- Call Park
- Call Pickup Groups
 - Dedicated All Call Extension – programmed to page all extensions in a building
- Call Transfers
- Call Queuing
- Call Waiting
- Scheduling for open, closed, and holidays
- Conference calling capable
- Line Monitor
- Distinctive ringing per line
- Do Not Disturb
- E-911 Registration
 - Meets all E911 requirements
 - 911 Location ID – number registered to exact address of each site
- Electronic Fax Capability (Inbound minimum)
- Music/Message on Hold Capability
- Hunt Groups where needed
- Mobile app available
- SSO or MFA capable
- Unified communication features such as VM to email, instant messaging, conferencing
- Minimum Call Queue Requirements:
 - Call queue extension calling
 - Longest Idle
 - Ring all
 - Call park
 - Message/music on hold
 - Forward if unavailable
- Preferred:
 - Follow me/find me
 - Priority alert – differentiated ringing
 - e-faxing capabilities

3. On-site vendor assessment and inventory of current settings, auto-attendant and VM system

Evaluate current phone system in use by the library

- Analyze current usage, calling patterns, PRI setup, porting current system
- Inventory and maintain Direct Dial numbers and current user extensions
- Design auto-attendant menu structure in keeping with needs of the library

4. SIP Trunking services

Vendor must provide Hosted SIP Trunking services or must work with the Library's PRI current provider.

5. Direct sale/procurement of all new hardware needed such as handsets and PA equipment. Equipment must be new and fully eligible for the manufacturer's warranty. Vendor must also provide warranty for the purchase of on-site equipment such as handsets and conferencing peripherals.

Vendor must provide equipment options for the following potential use cases:

- Low volume, simple handsets that are intuitive to use
- High volume, handsets for service points
- High end conferencing options for multiple meeting rooms
- Total number of handsets needed: Approximately 95

6. PA System integration required

Vendor must provide options for PA integration for all 5 locations via hardware add-on or handset feature.

Project Implementation

Vendor must provide a project plan and timelines which includes the transition from on premises system to new cloud-based system without data loss, minimal downtime.

- Transfer all relevant data such as extensions, staff information, auto attendant rules, DID numbers etc. to new system
- Perform handoff with current PRI Vendor
- Port all existing phone numbers – coordinated with current vendor
- Installation of all necessary onsite equipment
- Testing prior to full cut over

Staff Training

Vendor must provide comprehensive and unlimited training for all staff on new system at transition and as needed in the future. Vendor should include all necessary training resources such as on-site training, on-demand video or online training.

Warranty and Maintenance

Immediately after Implementation:

Vendor must provide support and maintenance options post installation.

- Monitor and troubleshoot:
 - After the transition, closely monitor the new VoIP system to ensure it is performing optimally. Address any issues or glitches promptly and communicate with the new provider to resolve them. Provide ongoing support to users and encourage them to report any problems they encounter.

Ongoing Maintenance and Support requirements

Vendors are required to provide standard chat, email, and telephone support services Monday thru Friday, 8:00 am to 6:00 pm (EST) for routine service requests. 24/7/365 support service will be required for issues deemed as urgent.

Software Upgrades

All planned end-of-life or obsolescence must be listed in Vendor's response.

Software upgrades, patches, or system revisions that are subsequently developed to correct problems or malfunctions must be provided at no additional charge, regardless of the inclusion of enhancements, for the full term of the contract.

Warranty

Warranty information must be provided for all hardware purchased from vendor. Equipment must be certified as New and come with some measure of a vendor warranty.

5 Proposal Submission Requirements

5.1 General Instructions

Proposals should be prepared simply and economically, and provide a straightforward, concise description of the Proposer's company, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content. **Glossy sales and marketing brochures are not to be included.**

Proposals must be organized in a consistent manner with the outline provided. Proposers should follow all prescribed formats and address all portions of the RFP set forth herein providing all information requested. Proposers may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the proposal clearly addresses all the City's information requirements.

5.2 Proposal Format and Content

Proposals should be structured, presented and labeled in the following manner:

- Cover Letter
- Table of Contents
- Section 1 – Executive Summary
- Section 2 – Company Background
- Section 3 – Company Qualifications
- Section 4 – References
- Section 5 – Examples of Work
- Section 6 – VoIP Proposal Details
- Section 7 - Deliverables
- Section 8 – Pricing

Proposals should be prepared to fit standard 8 1/2 x 11 paper.

Failure to follow the specified format, to label the responses correctly, or to address all the subsections may, at the City's sole discretion, result in the rejection of the Proposal.

Cover Letter

The Cover Letter, which is to be no longer than three (3) pages (this page count excludes any provided exceptions), must include the following:

- Proposer's legal name and corporate structure, including state incorporated in.
- Proposer's primary contact to include name, title, address, phone, and email.
- Identification of subcontractors (if any) and scope of work to be performed by subcontractors.
- Statement indicating that the proposal remains valid for at least 120 days.
- Statement that the Proposer or any individual who will perform work for the Proposer is free of any conflict of interest (e.g., employment by the City).
- Statement of acknowledgement that the City's relevant legal requirements in Appendix - B and RFP Section 7 "General Terms and Conditions" have been reviewed and accepted with or without exception. If exceptions are involved, those items requiring adjustment or modification must be identified and listed along with suggested modifications. If no exceptions are noted, the City will assume that the Proposer can perform all tasks and services without reservation or qualification to the contract and are willing to comply with all requirements included.
- Signature of a company officer empowered to bind the Proposer to the provisions of this RFP and any contract awarded pursuant to it.

Table of Contents

All sections should be identified, and pages are to be consecutively numbered.

Section 1 – Executive Summary

In this section, Proposers must provide a brief and concise synopsis of Proposer's solution and a description of the Proposer's credentials to deliver the services sought under the RFP. The Executive Summary must be no longer than three (3) pages.

Section 2 – Company Background

In this section, Proposers must provide:

- A brief description of the Proposer's background including the number of employees, and the number of clients running the proposed solution
- The location of headquarters, technical support, and field offices and the location of office which would service the Library.
- The Company Background section must be no longer than two (2) pages.

Section 3 – Company Qualifications

In this section, Proposers must provide company qualifications and experience in implementing solutions similar in size and scope to what the Library is seeking:

- Describe the Proposer's experience with designing, implementing and maintaining hosted VoIP systems, particularly in a public-facing institution such as a public library. Specific experience with municipal departments is also welcome
- Specifically identify experience with transitioning from on-premises VoIP systems to hosted/cloud-based systems
- VoIP service provider's qualifications
 - Provide, in detail, your business' credentials as related to this project. Your response must include information that documents understanding of the relevant compliance regulations and standards, as well as successful and reliable experience in past performances, especially those performances related to the requirements of this RFQ.
 - Provide professional background and qualifications of personnel that will be assigned to provide this service to the Library

The Company Qualifications section must be no longer than three (3) Pages

Section 4 – References

In this section, Proposers must provide three (3) references with assessments performed in the last four (4) years. References should be from entities of a similar size to the Library, with similar project scope and services. For each reference, provide the following:

- Reference name and contact information (i.e. name, title, address, phone, and email).
- Brief project description
- Project timeline.

The References section must be no longer than five (5) pages

Section 5 – Examples of Work

In this section, Proposer should provide samples of all documents and reports substantially similar projects prepared for at least two other organizations. These would ideally be municipal agencies of similar size to The New Haven Free Public Library. We acknowledge and respect that other agencies likely would have requested similar nondisclosure agreements as we have requested. We expect that vendors could provide 'scrubbed' versions of the samples.

Section 6 – VoIP Proposal Details

In this section, Proposers must identify the proposed VoIP system details, including the scope of services.

Proposals must describe the proposed solution in relation to the following:

- 6.1 Project Overview
 - Proposed solution for cloud-based hosted system
 - Available features of solution
 - Hardware list
 - SIP Trunking services
 - Project budget including all hardware, labor and maintenance costs.
- 6.2 Project Approach
 - Project plan and timeline
 - Include overview of time needed for initial assessments, IT admin user training, configuration and installation, staff training, implementation
- 6.3 Technical Checklist – See Appendix A
- 6.4 Security, Uptime and Redundancy
 - Provide details on the Proposer’s available number of network operation centers (NOCs)
 - Details regarding ongoing support and maintenance including software updates, warranty and backup information.
 - Confirm e911 functionality
 - Provide overview of redundancy solutions for hosted systems

Section 7 – Deliverables

1. Project Implementation Plan and Timeline
2. Hardware & Equipment
3. Configuration and Installation
4. Training
5. Warranty and Support Contract

Section 8 – Pricing

On behalf of the Library, the City seeks a clear and comprehensive understanding of all costs associated with this effort. The City will evaluate proposals based on the “Total Cost”. The Proposer’s pricing should, by line item, identify all costs on a single sheet, with a clearly identified “Total Cost”. The contract “not to exceed” amount will be based on this “Total Cost”. Provide a breakdown of all recurring and non-recurring charges.

Proposers should include the pricing of the following components:

- Handset options for staff desks and conference room solution
- Application Licensing
- Hosting services
- e-faxing
- PA, overhead paging interface
- Direct Inward Dialing number cost
- SIP Trunking services (including cost of E911 services)
- SMS functionality
- Maintenance and support

6 Proposal Evaluation

The evaluation will include, at least, an initial review and a detailed review. The initial review will evaluate all submissions for conformance to stated specifications to eliminate any proposals that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Proposals that pass the initial review will then go through a detailed review.

Submitted proposals will be evaluated on the following criteria:

- Quality, clarity and responsiveness of proposal

- Ability to meet the needs of the Library
- Detail of timeline and roadmap
- Ability to provide services as specified in technical checklist
- Proven experience with installation of VoIP systems
- Proven track record in completing projects of similar scope and complexity for municipalities
- Demonstrated ability to work in a cooperative and collaborative manner with clients
- Anticipated value and price
- Company financial stability
- References
- Ability to prepare and execute a contract in a timely manner
- Vendor's acceptance of City Terms and Conditions, including but not limited to compliance with law enforcement security access provisions and timely provision of evidence of required insurance coverages.

As an entity of the City, the Library is subject to City purchasing guidelines and conditions.

The City reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for clarification with any or all Proposers. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the City and, if held, shall be after the initial evaluation of proposals is complete. If clarifications are made because of such discussions, the Proposer shall put such clarifications in writing.

Firms submitting a proposal in response to this RFP may be required to give an oral presentation of their proposal. Additional technical and/or cost information may be requested for clarification purposes, but in no way will change the original proposal submitted. Interviews are optional and may or may not be conducted.

7 General Terms and Conditions

A. Collusion

By submitting a response to the RFP, each Proposer represents and warrants that its response is genuine and not made in the interest of, or on behalf of, any person not named therein; that the Proposer has not directly induced or solicited any other person to submit a sham response or any other person to refrain from submitting a response; and that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a response.

B. Gratuities

No person will offer, give, or agree to give, any City employee or its representatives any gratuity, discount, or offer of employment in connection with the award of contract by the City.

C. Required Review and Waiver of Protests

Proposers should carefully review this RFP and all appendices, including but not limited to the City Standard Agreement for Services and Insurance Requirements (RFP Appendix B), for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called "comments").

Comments concerning RFP objections must be made in writing and received by the City no later than the "Deadline for Proposer Questions" detailed in Table 1 – Procurement Schedule. This will allow issuance of any necessary amendments and help prevent the opening of defective Information upon which contract award could not be made. Protests based on any objection will be considered waived and invalid if these faults have not been brought to the attention of the City, in writing, by the Deadline for Proposer Questions.

D. Nondiscrimination

No person will be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the City's contracted programs or activities on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or California State Constitutional or statutory law; nor will they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the City or in the employment practices of the City's contractors. Accordingly,

all Proposers entering contracts with the City will, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

E. Proposal Preparation Costs

The Proposer is responsible for all costs associated with the preparation, submittal, and presentation of any proposal.

F. Proposal Withdrawal

To withdraw a proposal, the Proposer must submit a written request, signed by an authorized representative, to the RFP Coordinator identified in Section 1.4. After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the deadline for submitting proposals.

G. Proposal Errors

Proposers are liable for all errors or omissions contained in their proposals. Proposers will not be allowed to alter proposal documents after the deadline for submitting a proposal. The City, at its discretion, has the right to accept or reject a proposal in part or whole due to errors and/or omissions of the response.

H. Incorrect Proposal Information

If the City determines that a Proposer has provided, for consideration in the evaluation process or contract negotiations, incorrect information which the Proposer knew or should have known was materially incorrect, that proposal may be determined non-responsive, and the proposal may be rejected at the sole discretion of City.

I. Prohibition of Proposer Terms and Conditions

A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the City, at its sole discretion, may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.

J. Assignment and Subcontracting

Because of the sensitive nature of this type of project related City's technology environment, the Proposer may not subcontract, transfer, or assign any portion of the contract. The Proposer is prohibited from performing any work associated with this RFP or using offshore (outside the United States) resources for any service associated with this RFP.

K. Special Requirements

The selected vendor must comply with Connecticut Department of Justice requirements for access to the City's secured network and storage and transmission of data related to this project. This includes review and compliance with relevant policies regarding access and security of Criminal Justice Information Systems; completion of signed CLETS Private Contractor Management Control agreement by a representative with authority to bind the company; and criminal background check on all vendor personnel assigned to the project prior to commencement of work.

L. Right to Refuse Personnel

The City reserves the right to refuse, at its sole discretion, any personnel provided by the Proposer. The City reserves the right to interview and approve all Proposer staff members. Proposer's staff may be subject to the City's background and drug testing processes at any time.

M. Proposal of Additional Services

If a Proposer indicates an offer of services in addition to those required by and described in this RFP, these additional services may be added to the contract before contract signing at the sole discretion of the City.

N. Licensure

Before a contract pursuant to this RFP is signed, the Proposer must hold all necessary, applicable business and professional licenses. The City may require Proposers to submit evidence of proper licensure.

O. Business License

All businesses operating in The City of New Haven are required to register for a Business License Certificate. Any business, whether located in or outside New Haven, but coming into the City to conduct business, is required to register.

P. Conflict of Interest and Proposal Restrictions

By submitting a response to the RFP, the Proposer certifies that no amount will be paid directly or indirectly to an employee or official of the City as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the procurement under this RFP. Notwithstanding this restriction, nothing in this RFP will be construed to prohibit another governmental entity from making a proposal, being considered for award, or being awarded a contract under this RFP. Any individual, company, or other entity involved in assisting the City in the development, formulation, or drafting of this RFP or its scope of services will be considered to have been given information that would afford an unfair advantage over other Proposers, and said individual, company, or other entity may not submit a proposal in response to this RFP.

Q. Contract Negotiations

After a review of the proposal, the City intends to enter contract negotiations with the selected Proposer. These negotiations could include all aspects of services and fees. If a contract is not finalized in a reasonable period, the City reserves the right to open negotiations with an alternate Proposer.

R. Execution of Contract

If the selected Proposer does not execute a contract with the City within fifteen (15) business days after notification of selection, the City may give notice to that service provider of the City's intent to select from the remaining Proposers or to call for new Information, whichever the City deems appropriate.

S. Right of Rejection

The City reserves the right, at its sole discretion, to reject all proposals or to cancel this RFP in its entirety. Any proposal received which does not meet the requirements of this RFP may be considered nonresponsive and the proposal may be rejected. Proposers must comply with all the terms of this RFP and all applicable State laws and regulations. The City may reject any proposal that does not comply with all the terms, conditions, and performance requirements of this RFP. Proposers may not restrict the rights of the City or otherwise qualify their proposals. If a Proposer does so, the City may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.

The City reserves the right, at its sole discretion, to waive variances in technical proposals provided such action is in the best interest of the City. Where the City waives minor variances in proposals, such waiver does not modify the RFP requirements or excuse the Proposer from full compliance with the RFP.

Notwithstanding any minor variance, the City may hold any Proposer to strict compliance with the RFP.

T. Disclosure of Proposal Contents

All proposals and other materials submitted in response to this RFP procurement process become the property of the City. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process. Upon the completion of the evaluation of proposals, the proposals and associated materials will be open for review by the public to the extent allowed by the Connecticut Public Records Act, (Government Code Section 6250-6270 and 6275-6276.48). By submitting a proposal, the Proposer acknowledges and accepts that the contents of the proposal and associated documents will become open to public inspection.

U. Proprietary Information

The master copy of each proposal will be retained for official files and will become public record after the award of a contract unless the proposal or specific parts of the proposal can be shown to be exempt by law (Government code §6276). Each Proposer may clearly label part of a proposal as "CONFIDENTIAL" if the Proposer thereby agrees to indemnify and defend the City for honoring such a designation. The failure to so label any information that is released by the City will constitute a complete waiver of all claims for damages caused by any release of the information.

V. Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the City and Proposers will be construed and enforced as if the RFP did not contain the particular provision held to be invalid. W. RFP and Proposal Incorporated into Final Contract Relevant portions of this RFP and the successful proposal will be incorporated into the final contract.

X. Proposal Amendment

The City will not accept any amendments, revisions, or alterations to proposals after the deadline for proposal submittal unless such is formally requested, in writing, by the City.

Y. Consultant Participation

The City reserves the right to share with any consultant of its choosing this RFP and proposal responses to secure a second opinion. The City may also invite said consultant to participate in the Proposal Evaluation process.

Z. Rights of the City

The City reserves the right to:

- Make the selection based on its sole discretion
- Reject any and all proposals
- Issue subsequent Requests for Proposals
- Postpone opening proposals, if necessary, for any reason
- Remedy errors in the Request for Proposal process
- Negotiate with any, all, or none of the Proposers
- Select other than the lowest offer
- Waive informalities and irregularities in the proposals
- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City

An agreement will not be binding or valid with the City unless and until it is approved by the City Council (if needed) and executed by authorized representatives of the City and of the Proposer.

8 Appendix A – Supplemental Questions

1. Please list which phone system platforms your firm is certified to install and deploy.
2. How much experience does your company have migrating from on-premises VoIP systems to cloud, hosted systems? How many users?

PRICING

1. Per unit cost psychological assessment. This includes the complete written report for each candidate, and staff review of written document. It is anticipated that each year approximately 40-60 candidates will be referred for psychological assessment.
2. Hourly rate consultation fee. Consultation may include but not limited to attending hearings or providing expert testimony in litigation.

Insurance Information for project is a
separate document to download

End of Specifications