

**Town of Salem**

**REQUEST FOR PROPOSAL**

**Telecommunications Carrier Services**



**ISSUE DATE: March 29, 2018**

**DUE DATE: April 19, 2018**

**2018-016**

**RESPONSE LOCATION:**

Town of SALEM  
Attn: Christine Wholley  
Town Hall  
33 Geremonty Drive  
Salem, NH 03079

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## **I. Disclosure Notice**

The Town of Salem (referred to as the “Town”) is soliciting written proposals for a telephone carrier services to serve the specified facilities throughout the Town. The Town invites proposals from carriers that have had experience in furnishing, installing, and maintaining telephone services in municipalities and other organizations of similar size and complexity in the region, and that have the staff capacity and expertise to do so for the Town.

The Town of Salem requests to receive one four sealed printed proposals for the Telephone Service for the specified Municipal Buildings at the Town of Salem, ATTN: Christine Wholley, Town Hall, 33 Geremonty Drive, Salem, NH 03079 by 10am, April 19, 2018. All technical proposal components should be included in a separate sealed envelope and labeled “Telephone Service RFP”. Pricing details should be included in a separate sealed envelope and labeled “Telephone Service Pricing”. Failure to comply will result in disqualification.

Carriers are prohibited from communicating directly with any employee of the procuring departments except as specified in this Request for Proposal (“RFP), and no other Town of Salem employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFP. Carriers may contact the contact Christine Wholley only via the terms specified in this RFP. The Town of Salem will solicit proposals from carriers to upgrade as well as any carrier interested in participating by emailing Christine Wholley prior to the RFP close date. It is required that any responses to the RFP will remain in effect for a period of 90 days from the deadline for submission of proposals or until it is formally withdrawn, a contract is executed, or this proposal is canceled, whichever occurs first.

The Town of Salem reserves the right to amend this RFP at any time prior to the date the responses are due. Any such amendment will be sent via email to participating bidders and email will be the sole method used for notification of changes. All documents, including bids, submitted to the Town become the property of the Town. They will be received and are subject to the provisions of the Public Records Law.

The Town of Salem will base its decision criteria upon the items listed in section II F. The responses will be evaluated by a cross-functional and departmental committee representing those departments directly impacted by the result of the RFP. The awards will be voted on this committee and the Town Manager will have the final approval and signing authority. The Town, the Town Manager, the Town’s Purchasing Agent, and its committee members reserve the right to accept or reject any and all proposals received as a result of this RFP to waive minor informalities or technical deficiencies, and to contract for some, all, or none of the products and services as a result of this RFP. The Town of Salem further reserves the right to negotiate with any or all qualified Carriers and to cancel in part or in its entirety this RFP if it is in the best interest of Town of Salem or the State of New Hampshire to do so. The Town also reserves the right to accept any proposal that it may deemed to be in the best interest of the Town and to negotiate the terms and conditions of any proposal leading to execution of a contract.

This RFP does not commit the Town of Salem to any specific course of action. The Town of Salem reserves the right to not select any carrier or purchase any goods and services resulting from this RFP and does not commit the State of New Hampshire (“State”) or the Town of Salem to approve a Statement of Work (“SOW”), pay any costs incurred in the preparation of a Carrier’s response to this RFP, or to procure or contract for products or services. While the Town has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Carriers. The information is not guaranteed or warranted to be comprehensive or exhaustive. Nothing in this RFP is intended to relieve Carriers from forming their own opinions and conclusions with respect to the matters addressed in this RFP. To the extent that materials and supplies are used or incorporated in the performance of this Contract, for the Town of Salem is considered an exempt purchaser. The tax-exempt number is **02-6000817**. The Carrier shall be responsible for paying all other taxes and tariffs of any sort, related to the work.

## II. RFP Overview & Instructions

### A. Overview

The Town currently uses a mixture of carrier services, including business telephone lines, trunks, and PRI T1s. Premise equipment is a mixture of Mitel and Avaya services. Voice mail services are shared in some areas of the town, separate in others, and non-existent in a couple but is required for all as part of the RFP. The Town seeks to replace services supporting sites listed in table below. There may be some services deemed as no longer needed and the carrier must assist with the “clean-up” and cancellation of any unnecessary services. The service will be replaced via a phased approach, the details of which will be determined with the successful proposal prior to contract execution. The Town is interested in agreements up to 48 months. Please note, cabling and telephone service equipment is not a component of this RFP.

#### *Locations and Carrier Services\**

Name	Address	Carrier Services
Town Hall	33 Geremonty Drive, Salem, NH 03079	1 P-to-P 1.5M T1 1 Toll Free # 11 Measured Business Lines 9 RTNA Business Lines w/intra exchange channels 3 FDDA Business Lines w/mileage 1 BANA Business Line w/PL channel 1 TCNA Business Line w/PL channel
Fire Department Headquarters	152 Main Street, Salem, NH 03079	12 Measured Business Lines 3 Measured Centrex Lines 1 Private Line Channel
Fire Department South Station	170 Lawrence Road Salem, NH 03079	1 Measured Business Line
Fire Department North Station	279 N Main Street, Salem, NH 03079	1 Measured Business Line
Cemetery	329 Main Street, Salem, NH 03079	1 Measured Business Line
Hedgehog Park	53 Lowell Road, Salem, NH 03079	1 Measured Business Line
Museum	310 Main Street, Salem, NH 03079	1 Measured Business Line
Old Schoolhouse	6 School Street, Salem, MA 03079	1 Measured Business Line
Palmer School	111 E Broadway, Salem, NH 03079	1 Measured Business Line
Pink Barn	51 Rockingham Road, Salem, NH 03079	1 Measured Business Line
Police Department	9 Veterans Memorial Parkway, Salem, NH 03079	3 Measured Business Lines 10 Measured Centrex Lines 1 Mobile Channel

		1 Data Channel
Senior Center	1 Sally Sweets Way, Salem, MA 03079	1 Measured Business Line
Shelter / Dam		1 Measured Business Line
Courthouse	35 Geremonty Drive, Salem, NH 03079	1 Measured Business Line
Traffic Control Box		1 Measured Business Line
Transfer Station	101 Shannon Road, Salem, NH 03079	1 Measured Business Line
Water Booster		1 Measured Business Line
Water Treatment	161 N Policy Street, Salem, NH 03079	2 Measured Business Lines

*\*Carrier services listed above are based upon current understanding of underlying infrastructure. Selected vendor will be expected to confirm inventory is accurate and make recommendations to optimize services where applicable.*

The selected carrier will be our primary source for the following:

- Carrier Experience and Vision: Evaluation of the carrier's history and experience in building communication services to today's intelligent network infrastructures of utilizing state of the art technologies. The Town of Salem is looking to partner with a carrier that has vision and leadership in the communications industry.
- Customer Support & Account Management Capabilities: Serviceability, technical and customer support of the entire communications service and carrier reputation.
- Scalability & Reliability: Upgrades to the installed infrastructure as necessary with ease while maintaining disaster recovery or back-up plans as new technologies are introduced.
- Leading Edge Technology: The ability to incorporate future requirements and technological advances.
- Installation and configuration: Complete implementation of the replacement of the incumbent services.

Any carrier finding ambiguity, inconsistency, or error shall promptly notify the Town of Salem of such. Carrier requiring clarification or interpretation of the proposal document shall do so in writing by email to the contact person for this proposal, Christine Wholley, as identified in section B and by the Question Deadline listed below. Correction and/or additions to the proposal document will be done by addendum. All other corrections, interpretations, or changes made to the proposal document in any manner will not be binding.

The Town will not accept any stipulations or other exceptions to the terms stated in this RFP, unless such stipulations are deemed to be in the best interests of the Town, as determined solely by the Town. Information obtained from any other source is not official and should not be relied upon.

The proposals require a written response. If you would like to attach documentation to support your answers, please do so. However, a summary answers should stand on its own. The quality of the response to the RFP will be viewed as an example of the carrier's capabilities.

The RFP asks questions about functionality, approach, and pricing. If you require any clarification, provide the questions in writing via email by the below Question Deadline to Christine Wholley.

Only existing telephone services will be considered. Telephone or voice processing services under development, in planning, or at beta test will not be considered. However, carriers can include additional information about future developments or plans under separate attachment.

Submissions must include 4 sealed envelopes containing the printed technical proposals and 4 sealed envelopes containing the printed pricing by 10am on April 19, 2018. Responses received later than the date and time specified will not be considered. All responses shall remain in effect for a minimum of ninety (90) days. All technical proposal components envelopes should label as “Telecommunications Carrier Services RFP” on the front of the envelope. Pricing details in a separate sealed envelope and labeled “Telecommunications Carrier Services Pricing”. Failure to comply will result in disqualification from the process.

## ***B. Schedule of Events & Format***

### ***Schedule of Events***

<b>Activity</b>	<b>Date</b>
RFP Released	March 29, 2018
Carrier Questions Deadline	April 5, 2018
Town Responses Provided	April 11, 2018
Proposal Due Date	April 19 , 2018
Evaluation of Proposals	April 19– April 26, 2018
Selected Carrier Announced	TBD
Proposed Implementation	TBD

Proposals are due **no later than 10 a.m. EST, April 19, 2018**. Late responses will not be considered. Submit responses to:

Christine Wholley  
Town of Salem  
Town Hall  
33 Geremonty Drive  
Salem, NH 03079  
[cawholley@salemnh.gov](mailto:cawholley@salemnh.gov)

All submitted proposals will be considered the property of the Town of Salem and should include copies of product descriptions for the proposed equipment.

Name one person to be the coordinator for your RFP response and for any clarification activities, which might be necessary.

Contact Name:

Company:

Title:

Address:

Phone:

Email:

Fax:

### ***C. Contract***

The proposal should include a contract for all proposed services. If the carrier does not wish to submit an actual contract with the proposal, due to different alternatives proposed and pending choices from those alternatives, a sample contract should be submitted with the proposal. Town standard T&Cs may apply and to be addressed with carrier finalists. All finalists are expected to adhere to New Hampshire Law and its contracting terms.

### ***D. Confidentiality***

All material submitted by The Town of Salem must be treated as confidential and cannot be used for any other purpose than the response to this RFP. Information submitted by any carrier will be considered confidential to The Town of Salem and will not be used for any other purpose than evaluating carrier responses.

### ***E. Selection Process & Evaluation Criteria***

A number of factors will influence the Towns' decision in selecting the product and carrier providing it. The Town will select the most responsive and responsible carrier responding, taking into consideration their experience, staff capacity, references, and plan implementing the proposed service as well as the proposal price. The winning proposal will be the one which is deemed most advantageous to the town, as determined by a combination of the overall evaluation criteria and the price information.

The Town's evaluation criteria will be based upon the standards of Highly Advantageous, Advantageous, Not Advantageous, and Unacceptable. The following ratings will be used to measure the relative merits of each proposal. Those proposals that do not meet those requirements will be judged unacceptable.

Definition of Ratings:

Highly Advantageous – Proposal excels on a specific criterion.

Advantageous – Proposal fully meets the evaluation standard that has been specified.

Not Advantageous – Proposal does not fully meet the evaluation standard, is incomplete, and/or unclear.

Unacceptable – Proposals that do not meet the minimum requirements.

1. Redundancy, Sustainability, Survivability, and Resiliency



Emergency response is a critical component of the Town's needs. Up time and availability are among the most critical component of the selected solution. A successful proposal will detail their services capabilities and options as it relates to such terms. The ability to demonstrate this is required. The selected carrier will be asked to demonstrate this functionality as part of the implementation on an annual basis. A carrier who does not address and comply with this section will be considered unacceptable resulting in elimination from the selection process. References who can speak to how well this works within their environment will be considered highly advantageous for the carrier.

2. Infrastructure Growth and Expansion

The proposed infrastructure shall be able to grow and expand in an incremental manner to handle additional lines, storage capacity, and call volume without equipment replacement and/or massive retrofits.

3. Total Cost of Service

The lowest total cost of the service, i.e., maintenance, MAC work, and T&M rates will be considered highly advantageous for the carrier.

4. Carrier Experience

Bidders must state the number of years the company has been in the business of providing project-based information technology professional services. A minimum of three years of experience in this business is required. The carrier with the most years or experience, most thorough responses, and positive feedback in the areas below and section III will be considered highly advantageous for the carrier.

- Years of business experience
- Years of experience with the proposed service
- Project Management expertise
- Customer Service and Account Management approach
- Installation, training, service, support personnel, and certifications
- Verifiable quality of service provided by carrier to area customers
- References; be sure to include repeat business customers

5. Project Management

The proposal must detail the carrier's project management methodology and approach, which will be taken if selected. Carriers must describe two projects that they have completed by or before the issue date of this RFP. The description must include the customer name, the start and end dates, the approximate dollar value, the purpose of the project, phases of the project, and the outcome. The two projects must be representative of the references supplied in your response and references will be asked about carrier's ability to demonstrate project management skills, particularly for a phased implementation. Thorough and concise responses in this area will be considered highly advantageous for the carrier.

Please note that the Town of Salem will select the carrier based upon the best overall solution, value, and favorable responses, and is not obligated to select the lowest price bidder. Selected carrier must work within the scheduling parameters as defined by the respective participating Town department implementations.

***F. Discrimination in Employment and Affirmative Action***

The carrier shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or physical or mental handicap. The carrier agrees to comply with all applicable Federal and State statutes, rules and regulations discrimination in employment including: Title VII of the Civil Right Act 1973 and all relevant administrative orders and executive orders.

***G. Indemnification***

The contractor agrees to indemnify and save the Town of Salem harmless against any and all damages, costs and expenses which it may suffer or pay out of reason of any claims, actions, rights of action, in law or equity, arising out of performance of the work and resulting from injuries or damage occurring to, or caused in whole or in part by the contractor and any of his/her officers, employees or representatives or firm directly or indirectly engaged by the contractor.

***H. Contractor's Insurance***

The Contractor shall furnish evidence to the Town of Salem that, with respect to the operations he performs, he carries Contractor's Public Liability Insurance providing for a limit of not less than a monetary value of \$1,000,000 for all damages arising out of bodily injuries or death in any accident, and Contractor's Property Damage Liability Insurance providing for a limit of not less than a monetary value of \$1,000,000 for all damages arising out of injury to or destruction of property, subject to that limit per accident a total (or aggregate) limit of a monetary value of \$1,000,000 for all damages arising out of injury to or destruction of property during the policy period. Such property damage and public liability insurance must cover all the various types and items of work that are to be undertaken, including the operation of motor vehicles, by the Contractor or his/her agents or employees in connection with the performance of services under this Agreement, whether or not the motor vehicles are owned by the Contractor, hired or otherwise. Such public liability and property damage insurance shall be carried at the Contractor's expense and must carry a clause or rider reflecting the Contractor's agreement to assume the cost of defense and indemnify and save harmless the Owner, together with its officers, employees and agents, from all suits, loss, costs or damage arising out of or attributable to claims related to the work. If any part of the work is sublet, similar insurance shall be provided by or in behalf of the subcontractors to cover their operations.

Each insurance policy and each certificate of insurance shall name the Town of Salem as an additional insured and shall contain the stipulation that no cancellation of such insurance, whether by the insurer or by the insured, shall be valid unless written notice thereof is given by the party proposing cancellation to the other party and to the Town of Salem at least fifteen days prior to the intended effective date thereof, which date shall be expressed in said notice. Notice of cancellation sent by the party proposing cancellation by certified mail, postage prepaid, with a return receipt of the addressee requested, shall be sufficient notice.

The Contractor expressly acknowledges that neither he/she nor his/her agents, employees or subcontractors are entitled to coverage or will be covered under any insurance policy in the name of the Town of Salem or any department, agency or body thereof.

***I. Compliance with Labor Laws***

The Contractor shall comply with all applicable federal, state and/or local laws, regulations or ordinances governing the employment of labor in the performance of services under this Agreement.

***J. Assignment***

The contractor may not enter into subcontracts without prior written permission from the Town of Salem; the existence of any subcontracts shall not release or reduce the contractor liability for any breach of contract.

***K. Severability***

If any term or condition of the contract is found to be legally invalid, that finding will not affect the enforcement of the remainder of the contract upon which the invalid portion has no effect.

***L. Waiver***

If the Town waives the breach of a specific term or condition of the contract that does not mean it waives any other breaches. Breaches of contract may only be waived in writing.

***M. Fees, Permits, Licenses***

The contractor shall be responsible for obtaining any required permits, licenses, or inspections and for payment of any associated fees. If there are Town permit fees, they will be waived.

***N. Governing Laws***

The laws and statutes of the State of New Hampshire shall govern the contract.

***O. Non-Collusion Statement***

The signer of any proposal submitted in response to this RFP certifies that his proposal has not been arrived at collusively or otherwise in violation of the laws of the United States and the State of New Hampshire.

### **III. Carrier Background**

#### **A. *Company Information***

1. List your company's legal name, address, and telephone number.
2. How long has your company been in business?
3. Please list any certifications and/or state contracts your company currently holds, i.e. WBE, etc
4. How long has your company or division been providing business carrier services and related equipment?
5. How many employees do you have?
6. How many technicians are certified on the proposed services?
7. Do you utilize the proposed service in your office?
8. When were the first models of services you are proposing installed at customer sites?
9. How many customers do you have utilizing the proposed service?
10. What differentiates your organization and its products in the industry?
11. Please provide your company's financial standings if a publicly traded organization.

#### **C. *References***

Provide a minimum of three references for customers with operations similar to ours. One reference should be in the NH area. Include contact names, telephone numbers, and addresses and brief summary of how they are utilizing the service?

The Carrier must demonstrate experience and capability in installation and maintenance of the proposed service, by providing evidence of successfully completing projects of similar size and scope. Please submit references for projects of similar scope and complexity. Minimum requirements for this criterion include:

- A minimum of two (2) projects performed for municipal clients
- A minimum of two (2) projects in which the service/platform proposed herein was installed by the Carrier
- A minimum of two (2) projects involving services of similar size and complexity
- A minimum of two (2) projects involving multi-site locations

*\* If the same two references are applicable for all of the above, please provide two points of contact for each reference.*

Please provide the following information with its reference projects:

- Customer name and location
- Contact person(s): name, title and telephone number
- Carrier's project manager for the engagement
- Service and size (# locations and lines)
- Service installation date
- Years service being maintained by the Carrier
- Any special features or functionality implemented or proposed
- A letter from the customer stating its satisfaction with the service, installation, cutover, startup and continuing support.

The Town may make any investigations as it deems necessary to determine the ability of Carriers to perform the work, and Carriers shall furnish the Town all such information and data for this purpose as the Town may request.

#### **IV. Project Management**

A critical component of the Town's evaluation of the Carrier will be the team of individuals that the Carrier proposes. The Carrier shall identify and appoint a competent and experienced Project Manager to act as its resident representative, and to supervise its employees and partners/sub-contractors/third party providers during the installation, cutover, and final testing of the service. The resume of the proposed Project Manager, including references, shall be submitted with the bid. During any subsequent interviews, the proposed Project Manager shall attend. The Town will use this opportunity to evaluate the proposed Project Manager, and his/her project management/leadership capabilities. The Carrier shall not replace the Project Manager without the Town's written approval.

The Carrier shall also identify additional key personnel who shall support the designated Project Manager, and be available to the Town in the absence of the primary Project Manager. The Carrier shall clearly describe escalation procedures available to the Town. Once the key project team members have been assigned and accepted, the Town will reserve the right to approve any proposed substitutions.

All Carrier employees and sub-contractors' employees are subject to CORI background checks. The Town will conduct checks on the finalist carrier's staff that will be expected to conduct work onsite within the Town facilities.

The Carrier shall not rely on Town staff for support in excess of normal project participation. The Town will supply a single point of contact to coordinate the Town's resources that will participate in the project. Town staff participation is expected to include providing access to facilities, providing documentation, attendance at project meetings, and coordination among Town departments. The Carrier shall clearly identify any Town resources it requires.

## **V. Carrier Service Description**

### **A. *Description***

1. Provide proposed configuration recommendations on a per location basis, based current infrastructure details listed in the Overview section on page 5 & 6. This section should include vendor's approach and project management methodology for identification, implementation, and any disconnection of services. Any related costs to the proposed approach should be included in vendor's Pricing response in section VII.

## **VI. Customer Service & Account Management**

### **A. *Description***

1. Provide details regarding vendor's customer service and the proposed account management for the Town of Salem.



## VII. Pricing

### A. Pricing

Provide pricing for all services proposed, including monthly and installation costs.

Location Name	Service	Monthly Price	Quantity	Total Cost
<i>Example: Town Hall</i>	<i>Measured Centrex</i>	<i>\$20</i>	<i>2</i>	<i>\$40</i>
*				
**				

*\*Rates should include all fees and a list of available ancillary features should be included at the end, including voicemail, call forwarding, etc.*

*\*\* Pricing should include any installation or project management fees.*

### B. Discounts

Please provide details regarding discounts applied and being offered.

## **VIII. Installation Service and Maintenance**

Explain in detail the installation process and proposed approach for installation at a multi-location municipality.

Provide details regarding maintenance and service calls, including what are your *response times* for:

1. Complete service failure (define a service failure)
2. Major service malfunction (define a major failure)
3. Minor service malfunction (define a minor failure)
4. Station outages (define a station outage)
5. Explain in detail your *service capabilities* on:
6. A major problem. (as defined above)
7. A minor problem. (as defined above)
8. Is service available 24 hours a day, 7 days per week?
9. What is your guaranteed response time for Move and Change activity? Define exceptions, if any.
10. Where is your local installation/maintenance office located?
11. How many installation/maintenance personnel do you have within the local area, which are certified to work on the service(s)?

***Thank you for your time and participation in this RFP process.***