



REQUEST FOR PROPOSAL

Telephone Hardware and System Replacement

RFP #2019-07

DATE OF ISSUE: August 23, 2019

MAIL, COURIER OR HAND
DELIVER TO:

District of Kent
7170 Cheam Avenue
P.O. Box 70
Agassiz, BC V0M 1A0

Closing date and time:

Six (6) (original plus five (5) copies) complete copies of each proposal must be received prior to

3:00 p.m. Pacific Standard Time on November 8, 2019

All enquiries must be directed in writing to:

District Contact:

Clair Lee, Director of Corporate Services

Email: clee@kentbc.ca

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1.0 INTRODUCTION

The District of Kent (the District) is proposing the replacement of its current telephone hardware and systems. To do so, the District is seeking the services of a qualified Consultant (Consultant) with senior experience and knowledge in telephone systems, preferably in a municipal environment. This Request for Proposal will guide the Consultants submissions, and form the basis of evaluation, interview, and selection by the District.

2.0 PROJECT DESCRIPTION

The District is requesting submission of proposals from Consultants with proven experience in telephone system design implementation and thorough knowledge of all facets related to telephony, preferably in municipal settings.

This document outlines the overall scope of Consultant services and sets out the basic requirements for the proposal document.

3.0 BACKGROUND

The District of Kent operates facilities in Agassiz:

- Municipal Hall (7170 Cheam Avenue)
- Community Recreation & Cultural Centre (6660 Pioneer Avenue)
- Public Works Yard (1963 Green Road)
- Utilities Department (1088 Tranmer Road)
- Ferny Coombe Pool (6820 Pioneer Ave)

We are currently utilizing the Norstar Modular ICS (model #: nt7b53fa-93) system. There is telephone equipment at each location. The equipment at all 5 locations is currently somewhat integrated but more integration between locations is desired. The internet services operate separately from the telephone systems. The telephone system was installed approximately 15 years ago by Telus and Nortel.

4.0 EXISTING ENVIRONMENT

Telephone Services

The telephone communications infrastructure for the District of Kent currently consists of:

- A. Municipal Hall (7170 Cheam Avenue)
 - 3 Switchboard phones (Nortel T7316E)
 - 26 Handsets (Nortel T7208)
 - 1 conference phone (Nortel NTAB4213)
 - 1 fax line
 - 1 fax to email service
 - Shaw Business Internet 300

- B. Public Works Yard (1963 Green Road)
 - 3 Handsets (Nortel T7208)
 - 1 fax line
 - Shaw Business Internet 75

- C. Utilities Department (1088 Tranmer Road)
 - 4 Handsets (Nortel T7208)
 - 1 fax line
 - Shaw Business Internet 75

- D. Community Recreation & Cultural Centre (6660 Pioneer Avenue)
 - 4 Handsets (Nortel T7208)
 - 1 fax line
 - Shaw SmartWiFi 75

- E. Ferny Coombe Pool (6820 Pioneer Ave)
 - 1 Handset (Nortel T7208)

Handsets at all locations have voicemail, call hold, speakerphone, call transfer, call display. Switchboard phones have the added ability to view recent incoming numbers and transfer calls directly to a staff mailbox. A small number of phone numbers can be directly dialed.

DATA SERVICES

The current data infrastructure consists of a Windows based network with approximately 38 workstations located at 5 sites. Internet is provided by Shaw. Most offices have Cat 5

wiring available, though more may be necessary. The District is an Office 365 subscriber. A solution which integrates this product is desirable.

5.0 SCOPE OF WORK

The District would like to implement a voice services solution that connects all of our locations. The immediate requirement is for basic telephone services that provide at minimum the same functions and abilities we currently have (see Section 4.0 for Existing Environment). However, a solution providing for unified communications is desirable. The District also requires a system that is capable of growing within previously listed locations and expanding to other District buildings over the next several years. The District has not decided on a traditional or VOIP system, Consultants are encouraged to submit a proposal for each type of system or explain why the system they are proposing would be a better fit.

The District desires a standardized product and service for all 5 locations. Requirements are for a solution that is reliable and stable, as well as easy to administer by non-technical staff at the District. The District desires to have the selection and installation completed by the end of February 2020. Proposals are invited that meet the criteria set out in this Request for Proposal.

5.1 Project Requirements

The following works shall be undertaken by the Consultant within the scope of the project fixed fee submitted:

1. Based on the District's current business needs, identify what telephone system solution would be the best fit.
2. The new telephone, voicemail and unified messaging system design should provide a uniform communication system for all District facilities and shall be expandable at the convenience of the District. The new system must provide a single system in terms of dialing, feature access, and administration. The District intends to have the new telephone system centrally administered from its Municipal Hall location.
3. It is estimated that 38 standard handsets, 3 switchboard sets, and 1 conference set will be required.
4. This RFP does not specify a manufacturer. We expect Consultants will evaluate the District's functional requirements and propose the best solution for the District's needs.
5. Feature Set (non-inclusive) – the list below is a partial list of features that have been identified and is not an exhaustive list. It is provided as a baseline and as a starting point for the expected operations of the system. The District expects the

successful Consultant will have experience with municipalities, corporations and other businesses of the District's size and scope and will be able to provide consulting advice into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system.

- a. Consistent and excellent voice quality
- b. Voice mail
- c. Direct inward dialing (DID)
- d. Support for analog devices (e.g. fax)
- e. Custom call routing (CCR)
- f. Call waiting
- g. Call forward capability to internal and external numbers
- h. Call logging
- i. Call features such as call forward, hold, transfer, waiting, ID, message waiting indicator, multiline, group ring, mute, speaker, time & date, etc.
- j. Auto attendant functionality (holidays, day & night hours, etc.)
- k. Identify what external and internal music sources can be used when a caller is on hold.
- l. Ability to place caller on hold/park and retrieve the call from a different set.
- m. Do Not Disturb.
- n. The system should have the ability to provide basic call queuing to handle high call volumes.
- o. Ability to use headsets and/or cordless phones for a small number of staff. Please make recommendations on available options.
- p. Describe what is available for the Switchboard/Attendant position to indicate the presence of staff at their normal workstation at all sites.
- q. It is essential that 911 Emergency services be routed to the correct location.
- r. Each facility should have the capability to operate independently should communication lines become unavailable.
- s. Modular, cost effective growth-ability in phones, sites and applications over the lifespan without the requirement for major upgrades.
- t. Specify if the system is compatible with service providers other than the one recommended.

- u. Describe if and how the system can be integrated with Office 365; such as accessing voice mail messages from email.
 - v. Direct point of contact for technical issues.
7. Calls to numbers within the Lower Mainland should be considered local calls.
 6. The District desires to implement a system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident.
 7. In the future the District may wish to connect the phone system to existing speakers located at the Community Recreation and Cultural Centre for the purpose of making announcements. A solution that would allow for this would be preferable.
 8. The District may be interested in bundling internet and mobile services as well; however, these services are currently being provided under contract. Opting out of these additional services should not affect the cost of the telephone system implementation or monthly costs.

5.2 TRAINING

Training - The successful proponent is expected to provide a comprehensive training plan that incorporates multiple levels of training for District staff. While it is expected that all District employees will receive training on the usage of the new systems, the District may choose to have an internal trainer undertake training with the Consultant and then provide instruction to general users.

Reception and Front Desk Staff will require Consultant provided training for more specific functions. IT staff will additionally require system administration and management training. Methods, times and places for training will be arranged as part of the project after contract award. District staff will work with the Consultant to develop a training plan that best meets its needs.

The successful proponent will provide manuals and operational handbooks for all system components in either print or electronic format to the District as part of the project.

Installation of the system will include training for staff in system administration. It is preferred that remote administration of the system be available to internal IT staff. Respondent to supply all additional equipment and software needed for the system programming and operation.

5.3 TIMELINE

The District expects the project to be completed by the end of February 2020. Proposals suggesting a later completion date may be considered.

5.4 CONFIDENTIALITY

The proponents, at all times, will consider all information and data received from the district in connection with the Request for Proposal confidential. In addition, the proponent shall not use or disclose any information to anyone without the District's written approval, except as and only to the extent necessary for the preparation of the proposal, and if awarded to the proponent, for the performances of the work.

5.5 PROJECT BUDGET

The total budget amount for this project has not been provided as it is the intention of the Request for Proposal (RFP) to solicit a range of proposals. A schedule of fees and disbursements should be provided for each major section or key task required to complete the project, including those that may be considered optional items.

6.0 SUBMISSION REQUIREMENTS

All submissions become the property of the District and will not be returned to the sender.

6.1 DATE AND TIME FOR RECEIPT OF PROPOSALS

Interested Consultants shall submit signed proposals, six (6) proposals (original plus five (5) copies), to the:

District of Kent
7170 Cheam Avenue, P.O. Box
70 Agassiz, BC V0M 1A0

No later than:

3:00 p.m. Pacific Standard Time, November 8, 2019

With the following clearly marked on the outside of the envelope:

Professional Consultation Services
For Telephone Hardware and System Replacement RFP
#2019-07

Late proposals will not be accepted and will be returned unopened to the Consultant.
Faxed or emailed proposals will not be accepted.

6.2 REQUIRED ELEMENTS OF THE PROPOSAL

The proposal should contain sufficient information to demonstrate to the District that the Consultant is qualified to provide the specified services in the appropriate time frame at the most suitable cost.

The proposal should include, at a minimum, the following:

1. Statement of Understanding
 - Provide a written statement demonstrating the Consultant's understanding of the telephone hardware and system replacement.
2. Schedule
 - The schedule will identify a breakdown of the work corresponding to the Schedule of Tasks and will identify hours, staff and fees associated with each expense.
 - The schedule will identify, but not be limited to the collection and review of information, meetings required, preparation of draft and final installation of hardware and training. The schedule should also identify the individual assigned to perform the tasks and the estimated number of hours committed. In addition, the schedule should include the amount and type of work performed by each sub-consultant; how each task will be carried out, and, what services or interaction is required from/with the District.
3. Corporate Experience and Project Team
 - Full name, address and telephone number of the submitting office of the Consultant and where applicable, the name, address and telephone number of any branch office, affiliate or sub-consultant(s) that will be involved in the project.
 - Provide a list of team members including the Project manager that will be working on the project and include a description of each person's role in the project, a summary of related projects and individual resumes showing experience, qualifications and roles/responsibilities on similar projects.

Include any affiliates or sub-consultant(s) and a statement of their responsibilities, experience and expected involvement.

- The Proposal should include the following endorsement: "Identified Project Team members shall only be replaced with written approval of the District of Kent Chief Administrative Officer."

4. References

- A minimum of three previous municipal or similar organization client references must be provided for related projects. Each reference must include:
 - a. Project description including: location, dates, budget and actual costs; and
 - b. Current contact name and phone number.

5. Methodology

- Define in detail the methodology as to who, what, when, where and how the work will be done. Focus on who will do the work including the amount and type of work performed by each team member. Discuss how each task will be carried out and what services or interaction is required from/with the District. Suggest alternatives, if appropriate. Identify any specialized equipment, unique approaches, or concepts or cost saving measures which your company may use that are relevant to the required services.
- Provide a detailed work schedule in Gantt chart format showing the major activities or tasks, order and interdependence of various milestones, sub-tasks, and deliverable for each of the required tasks, including any proposed meetings.

6. Fees and Expenses

- The Fee Proposal shall specify a Maximum Lump Sum Fee for all project work up to and including the completion and proper functioning of the telephone hardware and system. The Maximum Lump Sum Fee will include all costs including taxes, labour, equipment, sub-consultant, expenses, travel and disbursement costs.
- A schedule of hourly rates for all personnel proposed, equipment, travel, and disbursement rates for the project are to be included in the Proposal. Ensure sufficient detail is provided to facilitate evaluation of level of effort and task and cost.
- All costs incurred by the Consultant above the submitted Maximum Lump Sum Fee will be the sole responsibility of the Consultant unless approved by the District in writing due to revised Scope of Work.

- Fee Proposal must include all applicable taxes but show taxes as separate items.
- Fee Proposal must include all necessary permits or third-party costs shown as separate items.
- Training will be included in the Fee Proposal and be shown as separate items.
- The Consultant will manage their schedule, resources and budget very closely throughout the duration of this assignment. Failure to do so may result in breach of the contract.
- The Consultant will include details in their proposal on what services the District will need to carry out over the course of the project.
- The Consultant will include the estimated monthly costs for telephone services and specify any contractual obligations.

7.0 CONTACTS DURING THE RFP PROCESS

Only the District Contact: Clair Lee, Director of Corporate Services (or approved designate) assigned to the project for the District of Kent is the District's representative authorized to communicate and otherwise deal with Consultants and all Consultants must communicate and otherwise deal with that person only. All questions during the RFP process must be submitted in writing. Contact with any other District representative, including Members of Council, officers or employees of the District regarding this RFP or a Consultant's submission will result in that proposal being removed from consideration for this and any future competitions.

In the case of a Consultant having a dispute with their submission being removed under this clause, a formal appeal letter must be presented to the District's Chief Administrative Officer within five working days of notice of removal, stating clearly the reason(s) that they feel that their submission should be reinstated. Under this process the Chief Administrative Officer, at his sole discretion, will make the final decision.

The District shall not be responsible for Consultants adjusting their proposal based on oral instructions by any member of District staff or by contracted Consultant or agent. RFP documents will only be modified by issuance of an addendum by the District Contact or approved designate.

8.0 ADDENDUM AND SUBSEQUENT INFORMATION

Consultants are advised that all subsequent information regarding this RFP including any addendum will be posted on the District's website: <https://www.kentbc.ca/en/district-hall/bids-and-tenders.aspx>

It is the Consultant's responsibility to check for any addendum issued on the District's website.

9.0 PROPOSAL EVALUATIONS

- 1) RFP's shall be reviewed by an Evaluation Team, which shall consist of at least two staff members.
- 2) In accordance with the District of Kent Purchasing Policy Fin 2008-01, local bidders will receive preference where services are equal, but the cost does not exceed 5%.
- 3) By responding to this RFP, Consultants will be deemed to have agreed that the decision of Council will be final and binding.
- 4) Evaluations will be based on the following criteria:
 - Meeting the needs and criteria set out in the Request for Proposal
 - Value for money
 - Quality, detail and clarity of proposal
 - Candidate's senior experience
 - Local government references – Province of British Columbia

10.0 GENERAL TERMS AND CONDITIONS

10.1 RESERVED RIGHTS

The District reserves the right to:

- Reject any and all proposals received in response to this RFP;
- Waive or modify procedural and administrative irregularities due to honest or unintentional mistakes as identified in proposals received, after discussion with the Consultant;
- Negotiate with the Consultant(s) responding to this RFP, consistent with the objectives stated;
- At its sole discretion the District reserves the right to cancel this RFP at any time for any or no reason. If cancelled, the District is not responsible for any costs incurred by the Consultant(s); and
- Accept the proposal that appears to be in the best interest of the District.

10.2 NEWS RELEASES

No Consultant may make public announcements or news releases regarding this RFP or any subsequent award of a contract without the prior written consent of the District.

10.3 CONFIDENTIALITY

The District anticipates the Consultants may wish to treat certain elements of their submissions as confidential or proprietary, and the Consultants are invited to do so. Consultants are advised, however, that freedom of information requirements in force in the Province of British Columbia may afford rights of production or inspection at the application of third parties.

Further, the contract entered into by the successful Consultant will by law be available for inspection by members of the public.

10.4 CONSULTANT'S EXPENSES

Consultants are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations within the District, if any. If the District elects to reject all proposals, the District will not be liable to any Consultant for any claims, whether for costs or damages incurred by the Consultant in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

10.5 PROPOSAL VALIDITY

Proposals will be open for acceptance for at least 90 days after the closing date.

10.6 AGREEMENT WITH TERMS

By submitting a proposal, the Consultant agrees to all the terms and conditions of this RFP. Consultants who have obtained the RFP electronically must not alter any portion of the document, with the exception of adding the information requested. To do so will invalidate the proposal.

10.7 BUSINESS LICENCE

The successful Consultant will be required to have a District of Kent business license or provide proof of registration in the Fraser Valley Inter- Municipal Business Licence Program. Current annual business licence fee for a non-resident business is \$110.00 plus a one-time \$25.00 administration fee.

10.8 OWNERSHIP OF DOCUMENTS

The originals of all surveys, drawings, specifications, tender documents and any other documentation produced by the Consultant for the District, during the course of this assignment, shall upon completion of this assignment become the property of the District.

10.9 INDEMNIFICATION

The Consultant shall be liable for all loss, costs, damages, and expenses whatsoever incurred or suffered by the District, its elected officials, officers, employees and agents (the Indemnities) including but not limited to damage to or loss of property and loss of use thereof, and injury to or death of a person or persons resulting from or in connection with the performance, purported performance, or non-performance of this Agreement, excepting only where such loss, costs, damages and expenses are as a result of the sole negligence of the indemnities.

10.10 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

The District is subject to the British Columbia Freedom of Information and Protection of Privacy Act (the "Act"). Subject to Sections 12 through 22 inclusive of the Act, any reports and or documents produced on behalf of the District are subject to public review under the Act.

10.11 INSURANCE

During the term of the Agreement the Successful Consultant and each of its Sub-Consultant's will, at their own expense, obtain and maintain insurance as required by the rest of this Section. In the event of any third-party loss or damage or any physical loss or damage to the work, or contractor's equipment, the settlement or payment of the subsequent claim shall be made without the right of subrogation against the District, together with all of their employees, agents and servants.

(a) Commercial General Liability

The Consultant shall provide and maintain Commercial General Liability insurance subject to limits of not less than \$2,000,000.00 inclusive per occurrence, and a deductible of not more than \$5,000.00 per occurrence, for bodily injury, death and damage to or loss of property, including loss of use thereof, and include coverage for:

- (i) premises and operations liability;

- (ii) contractor's contingent liability with respect to the operations of persons, firms or corporations having a contract for the execution of a part or parts of the work included in the Contract;
- (iii) Broad form products or completed operations liability;
- (iv) blanket contractual liability;
- (v) cross liability clause;
- (vi) contingent employer's liability;
- (vii) personal injury liability;
- (viii) liability with respect to non-owned licensed vehicles; and

The policy shall include the District as Additional insured with a cross liability clause.

(b) Professional Liability Insurance

The Consultant shall provide and maintain professional liability insurance for licensed professionals performing work pursuant to this Agreement in an amount not less than \$2,000,000.00 covering the licensed professionals' errors and omissions. Any deductible or self-insured retention shall not exceed \$50,000 per claim.

The Consultant's professional liability insurance shall remain in force for the life of the Project for twelve (12) months after substantial completion.

(c) Workers Compensation Insurance

The Consultant shall provide and maintain statutory Workers' Compensation Insurance and Employer's Liability Insurance for any and all persons employed directly or indirectly by the Consultant. The Statutory Workers' Compensation Insurance and Employer's Liability Insurance shall be provided with limits of not less than ONE MILLION DOLLARS (\$1,000,000.00) per accident. The insurer shall waive all rights of subrogation against the District and its officers, officials, employees, and volunteers for loss arising from work performed under this Agreement.

10.12 WORKSAFE BC

The Consultant and any proposed Sub-Consultant(s) are required to provide their Work Safe BC (Workers Compensation Board) Registration Number.

The successful Consultant and any approved Sub Consultants will at the time of signing a Contract Agreement, provide proof of payment of claims in good standing with Work Safe BC. Coverage must be maintained during the duration of the Agreement.

11.0 TERM OF CONTRACT, NEGOTIATIONS, AND AGREEMENT OF CONSULTANTS

The successful Consultant will be required to enter into an Agreement with the District.

The award of any Agreement will be at the absolute discretion of the District. The selection of a recommended Consultant will not oblige the District to negotiate or execute an Agreement with that recommended Consultant. Any award of an Agreement resulting from this RFP will be in accordance with the bylaws, policies and procedures of the District. The District shall have the right to negotiate on such matter(s) as it chooses with the preferred Consultant without obligation to communicate, negotiate or review similar modifications with other Consultants.

The District shall incur no liability to any other Consultant as a result of such negotiation or alternative arrangements. During negotiations, the scope of the services may be refined, issues may be prioritized, responsibilities among the Consultant, all staff and Sub-Consultants provided by it and the District may be settled and the issues concerning implementation may be clarified.

The Agreement shall be in a form satisfactory to the District's Solicitor and shall contain terms and conditions in the interests of the District. The Agreement will incorporate as schedules or appendices such part of the RFP (including addenda) and the proposal submitted in response thereto as are relevant to the provision of the goods and/or services.

Nothing in this document or the RFP process is intended to create a binding agreement between the District and any Consultant. This RFP process and any further steps are expressly subject to the approval and direction of the District, as required. Except as expressly and specifically permitted in these instructions, no Consultant shall have any claim for any compensation of any kind whatsoever as a result of participating in this Request for Proposal.

12.0 AWARD & PAYMENT

Upon the award of this assignment, the District shall prepare a Form of Agreement between the District and the successful Consultant for execution incorporating all terms and conditions.

The District will pay the Consultant the agreed Lump Sum Fee for the Services related to the Project; which includes all-inclusive fees for the services, expenses, travel, and disbursements.

Payments shall be made on a monthly basis. At the end of each month the Consultant is expected to submit an invoice detailing the services performed, including a progress report compared to the budget.

No payments will be made for the cost of work incurred to remedy errors and omissions for which the Consultant is responsible.

If the Consultant is concerned that the fee outlined in the Contract may be exceeded by the need to extend the Scope of Work; the Consultant shall notify the District Contact immediately with complete details of the anticipated cost overruns. At no time shall the fee be exceeded without prior written authorization of the District of Kent Chief Administrative Officer.

13.0 ENQUIRIES

Correspondence and enquiries regarding this RFP should be addressed to:

District Contact
Ms. Clair Lee
Director of Corporate Services District of Kent
Ph. (604) 796-2235
E-mail: clee@kentbc.ca

Please note that enquires will only be accepted in writing and will only be accepted prior to 3:00 p.m. (Pacific Standard Time), November 8, 2019.