

**CITY OF STAYTON, OREGON**  
**Request for Quotes**  
**Telephone Communications System**



Issue Date: December 11, 2017

Due Date: January 10, 2018 at 4:00 p.m. (Pacific Standard Time)

**REQUEST FOR QUOTES**

The City of Stayton, located at 362 N. Third Avenue, Stayton, Oregon 97383, is seeking qualified individuals or firms to submit quotes for a City-wide Telephone Communication System.

Written quotes must be received no later than **4:00 p.m. on January 10, 2018** and sent to the attention of Keith Campbell, City Manager. Quotes may be submitted by email or hard copy. Each quote must be clearly labeled "Quote for Telephone Communication System".

Proposals received later than 4:00 p.m. on January 10, 2018 will not be considered.

A copy of the request for quotes (RFQ) may be obtained from the City's web site at [www.staytonoregon.gov](http://www.staytonoregon.gov) under the Document Center tab menu item "Request for Proposals, Qualifications, or Bids." Quotes submitted by email should be sent to [cityofstayton@ci.stayton.or.us](mailto:cityofstayton@ci.stayton.or.us). Quotes submitted by US Mail or hand delivered should go to 362 N. Third Avenue, Stayton, OR 97383.

The City of Stayton reserves the right to reject any and all proposals and to waive irregularities and informalities in the submittal and evaluation process. This RFQ does not obligate the City to pay any costs incurred by respondents in the preparations and submission of a proposal. Furthermore, the RFQ does not obligate the City to accept or contract for any expressed or implied services.

Keith D. Campbell  
City Manager  
City of Stayton, OR

## **OBJECTIVE OF THIS RFQ**

The purpose of the RFQ is to solicit responses from vendors qualified to design, upgrade and implement a Telephone Communication System for the City of Stayton, Oregon. The intent is to award a contract to the successful contractor and maintain that contractual relationship with the contractor for the term of the agreement. However, the City reserves the right to not award a contract to any bidder should none of the responses meet our requirements or if the proposed pricing exceeds the budget amount proposed for this project.

## **BACKGROUND**

The City of Stayton is a full service City in the mid-Willamette Valley, just east of Salem. It has a population of nearly 8,000 and employs 55 full-time equivalent employees. Services provided by the City include public safety functions of police protection, water and sewer utilities, planning, public infrastructure including streets, storm water and parks, library and municipal swimming pool. Additional information about the City can be found on our website [www.staytonoregon.gov](http://www.staytonoregon.gov).

Currently the City has multiple standalone phone systems located across five different City buildings. Immediate priority is upgrading the systems at City Hall, Public Works / Planning offices, and the Police Department. However, if possible, it is the City's desire to connect all City buildings into one City-wide system. The City's 911 answering system is not included in this proposal.

The priority locations covered by this RFQ are as follows:

City Hall, 362 N. Third Avenue	8 phones, 1 fax
Public Works / Planning, 311 N. Third Avenue	8 phones, 1 fax
Police Department, 386 N. Third Avenue	17 phones, 1 fax

*(Note: The numbers listed above are for physical phone locations. The City has additional phone lines not included in this list.)*

Other City Facilities include:

Stayton Family Memorial Pool, 400 W. Virginia Street  
Stayton Public Library, 515 N. First Avenue

## **REQUESTED SERVICES**

The City is looking for a vendor to recommend and assist in installing a City-wide Telephone System. Implementing and integrating this system throughout the listed City's buildings and operations is the goal of this request. The City would like all users to have access to all services including: direct inward dialing, voice mail with voice mail indicator, caller ID, call forwarding, building and city-wide intercom paging. If necessary, this will also include any required network infrastructure additions and upgrades in cooperation with the City's IT vendor. Fire alarms, SCADA and 911 answering are not included in this RFQ. While 911 answering is not part of the system, the phone system incoming calls must be able to be forwarded to the 911 system.

The City is open to new technology solutions. The City will entertain quotes for traditional phone systems or VoIP systems. The City is also open to considering a VoIP solution whereby the City would just own the phones, and the switch(es) would be housed, owned and managed by the host.

Other important considerations to the City include how the system would operate in an emergency situation and how the system integrates in to the City's Continuity of Operations planning. The City wishes to maintain its current phone numbers. The City expects a turn-key delivery of the telephone and voice mail systems. The system must have the ability to expand as needed for future growth.

### **VENDOR QUOTE RESPONSES**

All quotes must include the following:

1. Complete description of the proposed solution to include all pertinent technical specifications and any other technical information that would assist the City of Stayton in evaluating and assessing the viability of the proposed solution. Clearly explain why this proposal is the best solution for the City of Stayton's telephone communication needs. Include information regarding training, redundancies, warranties and specification sheets for each piece of equipment and descriptions of each software application. Also include explanation regarding ease of access to ongoing services, maintenance, etc.
2. Detailed price quote for the solution, including any on-going expenses that would be incurred over the first five years of ownership/use. Include the cost of on-going maintenance and support and of any future upgrades necessary to the system. Pricing should be broken down by line item including the following items:
  - hardware and equipment
  - software, programs and licenses
  - services and labor for installation
  - on-going services, maintenance and upgrade costs
  - all other charges and/or costs, if applicable
3. Information regarding the vendor including the following:
  - name of parent company
  - length of time in business
  - total number of clients and number of public sector clients
  - headquarters location
  - location of office that would service this account
  - credit references that can verify financial standing of your company, including name of Institution(s), address and phone number
  - Full details of any terminations for default within the past five years

4. Project staff list and biography (including subcontractors) of those who will be assigned to this project. The assigned project staff must be able to comply with the FBI CJIS (Criminal Justice Information System) background check requirements. Any staff that continues to work on the system after installation must continue to meet these standards.
5. Public sector customer references with contact information.
6. Project schedule and work plan including training.

Respondents may be requested to provide additional information, either formally or via interview process to clarify their quotation and to ensure mutual understanding of the scope of work requirements and schedule.

### **EVALUATION PROCEDURES**

The City Manager, IT consultant and other City staff will evaluate the submitted quotes.

The evaluators will consider how well the vendor's proposed solution meets the needs of the City as described in the vendor's response to each requirement and form. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to help the City select the vendor with the best combination of attributes, which include: price, availability and pricing of additional applications not included in the base proposal; vendor's ability to timely deliver products and services; vendor's reputation; warranty; vendor's training, service and support offerings; and ease of system administration by City. The City reserves the right to require that a subset of finalist vendors make a presentation to a selection team. Once City staff has selected the vendor which can best meet the City's needs, based on the evaluation factors, the City will negotiate the specific City system requirements with the selected vendor, using the vendor's proposal to determine the cost of the system components and options as determined in the sole discretion of the City.

### **ADDITIONAL INFORMATION**

#### **Questions**

The City will answer questions and provide any additional information that may be asked by prospective vendors. Written questions regarding this RFQ shall be submitted not later than December 29, 2017. Questions shall be submitted to the attention of Keith Campbell, City Manager at [cityofstayton@ci.stayton.or.us](mailto:cityofstayton@ci.stayton.or.us).

#### **RFQ Amendments**

The City reserves the right to change the schedule or issue amendments to the RFQ at any time. The City also reserves the right to cancel or reissue the RFQ.

### **Permits and Licenses**

The successful vendor shall procure all permits and licenses and pay all fees and charges required to complete the project.

### **Withdrawal of Quote**

Quotes may be withdrawn at any time prior to the submission time specified in this RFQ, provided notification is received in writing. Quotes cannot be changed or withdrawn after the time designated for receipt.

### **Rejection of Proposals – Waiver of Informalities or Irregularities**

If deemed to be in the best interest of the City, the City reserves the right to reject any or all quotes, to waive any minor informalities or irregularities contained in any quote, and to accept any quote.

### **Proposal Validity Period**

Submission of the quote will signify the vendor's agreement that its quote and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful vendor.

### **Public Records**

Under Oregon state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this request for quotes become a public record upon submission to the City, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If a quote contains any information deemed by the vendor as exempt from public disclosure, each sheet containing such information must be clearly marked with the following:

**“This data contains information that is exempt from public disclosure under ORS, and shall not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192.”**

Oregon Public Records Law only exempts certain information from disclosure. Therefore, non-disclosure of documents or any portion of a document submitted as part of a proposal may depend upon official or judicial determinations made pursuant to the Public Records Law. The City assumes no contractual obligation to enforce any exemption.

### **Warranty**

Telephone system and all associated equipment in the bidder's proposal must be warranted by the bidder and the manufacturer to be free of defects in equipment, software and workmanship for a period of at least one year following system acceptance by the City.

### **Liability Insurance**

The contractor will maintain a policy of liability insurance for the benefit of the City of Stayton in not less than the amount of \$500,000 single limit liability for each occurrence, and aggregate coverage of not less than \$1,000,000. The insurance shall cover any occurrences, resulting from any conduct, act, or failure to act, by the Contractor, or by an employee, representative, or agent of the contractor, and which occurrence or occurrences result in damages of any kind, including, but not limited to, personal injury or death to any person or person, damage to any property (personal or real), or damage to any contractual or other commercial right or interest.

The contractor shall require its insurance carrier to provide to the City of Stayton a certificate of insurance evidencing said coverage. Said policy shall provide that such coverage cannot be modified, terminated or canceled by the carrier without 6 months written notice sent by certified mail by the insurance carrier to the City of Stayton. It is agreed that no person shall perform any acts on behalf of the contractor without having said insurance in full force and effect.

### **Equal Opportunity Compliance**

The City is an equal opportunity employer and requires all contractors to comply with policies and regulations concerning equal opportunity.

The contractor, in the performance of this agreement, agrees not to discriminate in its employment because of an employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age or physical handicap.

### **Other Compliance Requirements**

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the contractor awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limit to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

### **Ownership of Documents**

Any report, studies, conclusions, and summaries prepared by the vendor, including all proposal documents, shall become the property of the City.