

REQUEST FOR PROPOSAL

VoIP Telephone System Replacement
For
South San Joaquin Irrigation District

Important Dates:

RFP Published.....Tuesday, August 29, 2023
Addendum Deadline.....Friday, September 15, 2023
All Questions Due.....Friday, September 22, 2023
Questions and Answers Published.....Monday, September 25, 2023
Proposals Due.....Friday, September 29, 2023
Award of Contract.....Tuesday, October 10, 2023

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1 General Information

1.1 Introduction

The South San Joaquin Irrigation District (“SSJID” or “District”) is soliciting proposals from qualified telecommunication companies to upgrade and replace the District’s telephone system.

1.2 Background/Overview

SSJID is a public agency in California's Central Valley responsible for managing and delivering water for agricultural, drinking, and other beneficial uses. With a focus on reliability, sustainability, and innovation, SSJID operates a comprehensive water management system and actively engages in water resource planning and infrastructure development. The district plays a crucial role in supporting the local economy and ensuring a reliable water supply for its constituents.

1.3 Purpose of Project

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified vendors for the procurement, installation, and implementation of a new on-premises telephone system, replacing the District’s aging telephone system.

1.4 Goals and Objectives

- **System Upgrade:** The primary objective of this project is to upgrade the District’s current telephone system to a modern and feature-rich solution that meets the organization’s evolving communication needs. The new system should provide improved functionality, flexibility, and efficiency compared to the existing system, providing streamlined communication processes, and enhancing productivity.
- **Enhanced Communication Capabilities:** The proposed telephone system should offer advanced communication features and capabilities to facilitate seamless internal and external communication. It should support a range of features such as voice calls, conferencing, voicemail, call routing, call forwarding, and integration with other communication tools like instant messaging and email. The new system should enable employees to communicate effectively and efficiently, both within the organization and with customers and members of the public.
- **Scalability and Future-Proofing:** The District is seeking a telephone system that can accommodate the organization’s growth and adapt to future communication requirements. The solution should be scalable, accommodating seamless addition or removal of users, telephone lines, and extensions as needed. It should also be built on modern technology standards and allow for future upgrades and integration with emerging communication technologies.

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- **Reliability and Performance:** The new telephone system should ensure high reliability and performance, offering improved call quality and minimizing disruptions in communication channels. It should provide a robust infrastructure that can handle current and increasing future call volumes and ensure uninterrupted communication for critical business operations. The proposed solution should have proven reliability and a track record of delivering high-quality performance.
- **Implementation and Support:** The vendor should demonstrate their expertise in implementing on-premises telephone systems and provide a clear project plan with key milestones and timelines. The proposal should outline the steps involved in the implementation process, including system configuration, migration of existing data, and training for staff. Ongoing support and maintenance services should also be described, ensuring that the District receives necessary assistance during and after the implementation.

The new system should address communication needs, offer enhanced capabilities, scalability, reliability, cost efficiency, and provide excellent implementation and support services. By selecting a suitable vendor, the District aims to significantly improve the organization's communication infrastructure and ensure seamless and efficient communication for years to come.

1.5 Current Environment

SSJID currently utilizes two (2) Mitel SX-200 ICP VoIP telephone systems – one at the District Office, and one at the Water Treatment Plant. These telephone systems handle a total of approximately 60 handsets; each system has its own T1 trunk utilizing 23 call paths each. The T1 trunks terminate into a SIP gateway at the District Office. Each telephone system has four (4) ports for analog handsets.

TPx Communications provides SSJID's telephone service via a SIP gateway. Each of the District's offices are networked via a low-latency licensed microwave network. The District's internet utilizes a fiber internet connection with full cellular redundancy.

TPx Communications also hosts SSJID's virtual fax services.

The network cabling varies at the different offices:

- District Office Building A: Cat. 5e networking, approximately 45 drops.
- District Office Building B: Cat. 5e networking, approximately 8 drops.
- Control Room Building A: Cat. 5 networking.
- Control Room Building B: Cat. 6 networking.
- Water Treatment Plant: 4-pair Cat. 3 networking, approximately 24 drops.

1.6 Scope of Work

- Collaborate with SSJID's IT Department and TPx Communications for any service-related changes that need to occur before installation.
- Replace punch-down blocks with patch panels at the District Main Office and Water Treatment Plant.
 - Network switches have already been procured and will be installed by District staff.
- Remove and dispose of the (2) Mitel PBX systems and all handsets.
- Install and configure the new PBX, all handsets, all analog adapters, and any other ancillary services or equipment.
- Install and configure virtual fax service.

2 Technical Requirements

2.1 Definitions

Full Featured Handset: IP telephone with large color touchscreen, BLF Keys, speakerphone, Bluetooth capability, and HD audio.

Basic Handset: IP telephone with small black and white or color display, speakerphone, and table or wall mountable.

Expansion BLF Key Module: Add-on module for additional Busy Lamp Field (BLF) keys.

Analog Adapters: Adapter to add connectivity to analog telephone devices including fax machines and alarm systems.

Paging Speaker: A speaker that will announce pages.

2.2 Equipment Requirements

District Office, 11011 E. Highway 120, Manteca, CA 95336

33 Full Featured Handsets

7 Basic Handsets

1 Expansion BLF Key Module

5 Analog Adapters

1 Paging Speaker

Control Room, 21762 S. Carrolton Road, Ripon, CA 95366

10 Full Featured Handsets

6 Basic Handsets

2 Analog Adapters

1 Paging Speaker

Water Treatment Plant, 5855 Dodds Road, Oakdale, CA 95361

12 Full Featured Handsets

8 Basic Handsets

1 Expansion Busy Line Indicator Module

2 Analog Adapters

2 Paging Speakers

2.3 VoIP System Requirements

Vendor finalists will be contacted to provide onsite System Demo for the following requirements:

- SIP Trunking
- Automated Attendants
- Four (4) digit extension dialing
- Corporate Directory
- Voice Mail with Message Waiting Indicator & automatic Voicemail to E-Mail functionality.
- Inbound Caller ID displayed on handsets and Caller ID transferred to cellular phones when using call forwarding.
- Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)
- Busy Lamp Field (line monitor)
- Call Forwarding (user activated)
 - Always/Call Forward Busy
 - No Answer
 - Not Reachable
 - Selective Call
- Remote Call Forward Activation/Deactivation from mobile application.
- Call Hold
- Call Park
- Call Pickup Groups
- Call Transfers
- Call Waiting

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- Calling Name & Number (Caller ID)
- Custom Holiday Mode Greetings
- Conference Calling
- Dedicated “All Call” Extension
 - All extensions system wide
 - All extensions per office
- Distinctive Ringing
- Do Not Disturb
- Direct Inward Dialing (DID)
- Hunt Groups
- E-911 Registration for multiple locations.
- Electronic Fax Capability / Inbound & Outbound Fax Messaging
- Electronic Fax to E-Mail and E-Mail to Fax
- Find Me/Follow Me (forwarding to cell phone or other number) / One Number Reach Capability
- Music/Message on Hold Capability
- Mobile application integration for iOS and Android
- User Portal & Admin Web Portal
- Return call from voicemail - being able to quickly and easily call a client back from their recorded voicemail on the handset (without dialing the telephone number)
- Simultaneous Ring
- Selective Call Acceptance
- Selective Call Rejection
- Active Directory and/or Azure Active Directory Integration
- Virtual PBX hosted on Microsoft’s Hyper-V platform is optional, but desired.

2.4 Maintenance & Support Requirements

Vendors are required to provide standard chat, e-mail, and telephone support services Monday-Friday, 8:00 am to 5:00 pm (Pacific Time) for service requests.

2.5 Software Upgrades

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

Software upgrades, patches or system revisions which 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.

3 Bidding Instructions

3.1 Proposal Requirements

The following documents/information must be filled out and/or included in the submittal in order to be considered:

- **Cover Letter**
 - Summarize the vendor's qualifications and ability to commit adequate resources to perform the scope of work. Provide the name, phone number, and e-mail address of the appropriate contact person at the firm to whom questions about the proposal should be directed (maximum one page).
- **Company Background**
 - Include a brief statement of the vendor's background and organization.
- **Qualifications**
 - Provide a statement of the vendor's qualifications and ability to commit adequate resources to perform the scope of work and successfully complete the project as needed in a timely manner.
 - **Provide 'Department of Industrial Relations (DIR) registration number.** Proposals will not be accepted from vendor without proof of DIR registration.
- **Experience**
 - List the number of years vendor has been installing and configuring telephone systems under present business name.
 - Provide a List of vendor's successful completion of projects of similar scope and size, including the telephone number and e-mail of the appropriate contact person for each project listed. In reviewing this element, the District may consider factors including, but not limited to, project work scope, contract amount of completed projects, experience on public works projects, experience implementing prevailing wage certified payroll requirements, timeliness of performance, and customer satisfaction with previously completed projects.
 - Highlight any key team members directly involved in the project and include resumes where appropriate.
- **Claims History and Contract Termination**
 - History of claims, litigation, and termination or disqualification from projects:
 - Disclose whether any claim (whether mediated, arbitrated, or litigated) has been made against your company in the past five (5) years.
 - Disclose whether your company has been terminated by a public entity or client, or rejected from bidding on a public works project in the last five (5) years. If yes, please provide details including the public entity, contact information, date of termination/rejection, and explanation.

- **Labor/Equipment Rates and Proposed Billing Structure**

- This Project requires the payment of prevailing wage, is subject to labor compliance monitoring, and requires the submittal of certified payroll. The selected vendor must be registered with the California Department of Industrial Relations.
- Provide a proposed fee structure for billing purposes assuming a Time and Materials (T&M contract) including proposed percent markup. Identify all labor classifications that will be used for this project and include labor rates for straight time, overtime, and double time. Provide a list of hourly and/or daily rates for all anticipated equipment. Identify mobilization and demobilization costs. Provide an anticipated schedule of material costs. Provide an example invoice.

3.2 Questions

All questions or requests for clarification regarding this RFP must be directed to, via email, no later than **Friday, September 22, 2023** to Michael O’Leary, moleary@ssjid.com. All emails should contain “VoIP Telephone System Replacement RFP” in the subject line. The questions and answers will be published at www.ssjid.com/rfp by the end of the day on **Monday, September, 25, 2023**.

3.3 Addenda and Supplements

If it becomes necessary to revise any part of the RFP, and addendum to the RFP will be provided to all interested persons on the RFP distribution list by or before Wednesday, September 15, 2023.

3.4 Proposal Evaluations

Proposals will be due no later than the end of the day on **Friday, September 29, 2023**. The Proposals will be reviewed and evaluated by District staff. The Proposals will be evaluated based on qualifications, experience, and project approach. The District will consider labor and equipment rates and as well as projected project cost estimates, but these will not be the primary or determining factors.

Although interviews are not anticipated for this project, the District may choose to interview proposers to further evaluate qualifications relevant to the District’s needs. Final selection is expected at the District's Regular Board Meeting on **Tuesday, October 10, 2023**.

3.5 Award of Contract

The District reserves the right to reject any and all Proposals, to contract work with whomever and in whatever manner the District decides, to abandon the work entirely and to waive an informality of non-substantive irregularity as the interest of the District may require and to be the sole judge of the selection process. The District also reserves the right to negotiate separately in any manner to serve the best interest of the District.

We appreciate your interest in this project and look forward to a successful relationship with the selected firm. If you have any questions, please contact Michael O’Leary at (209) 249-4679 or moleary@ssjid.com.