



CITY OF ROANOKE, VIRGINIA

REQUEST FOR PROPOSAL

FOR

Telecommunications Replacement Solution

RFP NUMBER 17-06-01

OPENING DATE: FEBRUARY 6, 2017

OPENING TIME 2:00 P.M.

The Request for Proposal and related documents may be obtained during normal business hours from the Purchasing Division located in the Noel C. Taylor Municipal Building, 215 Church Avenue, SW, Room 202, Roanoke, VA 24011. This document may be viewed and/or downloaded from the City of Roanoke Purchasing Division's Vendor Self Service website at <https://vss.roanokeva.gov> or from the Purchasing Division's website at www.roanokeva.gov/purchasing. If you have any problems accessing the documents, you may contact Purchasing at (540) 853-2871 or purchasing@roanokeva.gov.

**THIS PUBLIC BODY DOES NOT DISCRIMINATE
AGAINST FAITH-BASED ORGANIZATIONS**

Date of RFP: December 15, 2016

REQUEST FOR PROPOSAL (RFP)

RFP No. 17-06-01

Issue Date: December 15, 2016

Commodity Code: 88332, 80392, 88318, 83988, 91576, 83885, 91579, 84056, 83985,

Title: Telecommunications Replacement Solution

Issued By: **City of Roanoke**
Purchasing Division
Noel C. Taylor Municipal Building
215 Church Ave., SW, Room 202
Roanoke, VA 24011-1517
Email: simone.knowles@roanokeva.gov

Sealed proposals will be received on or before **2:00 P.M., February 6, 2017** for furnishing the services and/or items described herein. The time of receipt shall be determined by the time clock stamp in the Purchasing office.

If the Noel C. Taylor Municipal Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.

All questions must be submitted before 5:00 p.m., Friday, January 20, 2017. If necessary, an addendum will be issued and posted to the City Vendor Self Service website at <https://VSS.roanokeva.gov> and to the Current Bids/RFP Requests tab on City website at www.roanokeva.gov/purchasing.

If proposals are mailed, send directly to the Purchasing Division at the address listed above. If hand delivered, deliver to the Purchasing Division at Noel C. Taylor Municipal Building, 215 Church Ave., SW, Room 202, Roanoke, VA.

THIS PUBLIC BODY DOES NOT DISCRIMINATE AGAINST FAITH-BASED ORGANIZATIONS.

The City reserves the right to cancel this RFP and/or reject any or all proposals and to waive any informalities in any proposal.

This section is to be completed by the Offeror and this page must be returned with the proposal. In compliance with this request for proposal and subject to all terms and conditions imposed herein, which are hereby incorporated herein by reference, the undersigned offers and agrees to furnish the services and/or items requested in this solicitation if the undersigned is selected as the Successful Offeror. Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Manager.

Legal Name and Address of Firm (according to your registration with the SCC): **REQUIRED**

_____ Date: _____

_____ By: _____
(Signature in Ink)

_____ Name: _____
(Please Print)

_____ Zip: _____ Title: _____

Phone: _____ FAX: _____

Email: _____ Business License# _____

Virginia State Corporation Commission (SCC) Identification Number: _____

Registration with the Virginia SCC is not required prior to submittal of a proposal; however, the registration is required prior to the execution of any awarded contract with the City of Roanoke.

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CITY OF ROANOKE, VIRGINIA
REQUEST FOR PROPOSAL
FOR
TELECOMMUNICATIONS REPLACEMENT SOLUTION
RFP NO. 17-06-01

INTRODUCTION

The City of Roanoke, Virginia, is seeking competitive proposals from qualified Offerors to provide a cost complete telecommunications replacement solution in accordance with all terms, conditions and specifications as set out in this Request for Proposal (RFP). The RFP and related documents may be obtained during normal business hours from the Purchasing Division, (540) 853-2871, or from the City's Vendor Self Service web site at <https://VSS.roanokeva.gov> or from the Purchasing Division's website at www.roanokeva.gov/purchasing.

There is a **nonmandatory** preproposal conference scheduled for **9:00 A.M. on January 9, 2017** in the **Purchasing Division Conference Room, 215 Church Ave SW, Room 202, Roanoke, VA 24012**. It is recommended that Offerors attend such conference.

The vendor – partner should have a minimum of five years of experience installing the proposed solution. Installers and engineers must be manufactured-certified.

Proposals, to be considered and evaluated, must be sealed and received on or before 2:00 p.m. on February 6, 2017 in the Purchasing Division, City of Roanoke, Noel C. Taylor Municipal Building, 215 Church Ave., SW, Room 202, Roanoke, VA 24011. Proposals appropriately received will be opened at this time. **Proposals received after 2:00 p.m. will not be accepted or considered.** The time of receipt shall be determined by the time clock stamp in the Purchasing Office, or if it is not working, such time shall be determined by the Purchasing official who is to open the proposals. Faxed or e-mailed proposals are not acceptable.

Each proposal, one (1) original, marked as such and five (5) copies, marked as such, must be appropriately signed by an authorized representative of the Offeror, and must be submitted in a sealed envelope or package. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one redacted to remove all confidential and proprietary material, must be included in the proposal packet. The notation "**Telecommunications Replacement Solution**", **RFP No. 17-06-01** and the specified opening time and date must be clearly marked on the front of that sealed envelope or package. If the Noel C. Taylor Municipal Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.

The City of Roanoke, Virginia, and its officers, employees or agents will not be responsible for the opening of a proposal envelope or package prior to the scheduled opening if that envelope or package is not appropriately sealed and marked as specified.

The City of Roanoke, Virginia reserves the right to cancel this RFP and/or reject any or all proposals, to waive informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the City of Roanoke, determined to be in the best interest of the City.

Project evaluation and award will be accomplished in accordance with this RFP and Sections 23.2-1, et seq., of the Code of the City of Roanoke, Virginia, including the price or value of the benefits offered the City in the proposal. If an award of a contract is made, notification of such award will be

posted for public review in the lobby on the second floor of the Noel C. Taylor Municipal Building, 215 Church Ave., SW, Roanoke, VA 24011.

Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Manager.

Inquires or information regarding procurement procedures and/or proposal submission to this RFP shall be directed to Simone Knowles, at simone.knowles@roanokeva.gov.

This RFP consists of this Introduction, ten (10) numbered sections, and the attachments hereto.

If you download this RFP from the City website and intend to submit a proposal, you should notify Purchasing that you have done so. However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The City is not responsible for any RFP obtained from any source other than the City. Contact Purchasing at simone.knowles@roanokeva.gov.

Respectfully,

Simone Knowles
Purchasing Manager

Date: December 15, 2016

City of Roanoke, Virginia
Request for Proposal No.17-06-01
Telecommunications Replacement Solution

SECTION 1. PURPOSE.

The purpose of this Request for Proposal (RFP) is the procurement of a telecommunications replacement solution that provides a cost-effective telephone solution for the City of Roanoke's multiple site locations and integration with the City's various overhead paging systems. The system solution should leverage the use of the City of Roanoke's Metropolitan fiber network. It is the intent of the City of Roanoke to contract with a qualified vendor with the purposes of acquiring and making fully operational all new systems and peripheral hardware/station devices with all software options and capabilities that this RFP's detailed specifications identify and require.

The City of Roanoke has not determined the final architecture for its solution and will evaluate premises-based, hosted, and/or hybrid configurations. Some technical requirement response forms will apply to all potential solution architectures, others will apply only to premises-based or hosted-based architectures. The RFP will specify what architecture applies to each technical requirement response form. The City of Roanoke will review the capabilities of available telephone solutions ((premises-based, hosted, or a hybrid configuration) and identify a replacement for obsolete telephone systems).

The City of Roanoke invites any qualified Offeror to respond to this RFP by submitting a proposal for a telecommunications replacement solution consistent with the terms and conditions herein set forth. Final scope of services will be negotiated with the successful Offeror.

SECTION 2. BACKGROUND.

The City of Roanoke is located on the southern end of the Shenandoah Valley between the Blue Ridge and Allegheny Mountains. Roanoke has a population of 98,500, occupying about 43 square miles in the center of one of Virginia's largest metropolitan regions (population 224,500). The City employs approximately 1600 full time and 500 part time employees.

Offerors are encouraged to review the data contained in the City of Roanoke's website (www.roanokeva.gov) to gain a better understanding of the City, its organization and management, and the services provided.

The City of Roanoke's current environment is a mixture of equipment and applications which are described in this section.

A. Telephony Infrastructure

The City of Roanoke currently has a predominantly PBX environment consisting of a Nortel/Avaya CS1000M core switch, located at the Municipal building, supporting eight various sites throughout the City with a mix of Nortel/Avaya CS1000E, Option 11C and Option 11C mini switches. Each of the eight locations are connected to the core CS1000M switch by a 40G Metro-E Fiber optic ring. There is a remote site that has an IP Office phone system on Verizon Centrex with four digit dialing with the rest of the City. The site's LAN(Local Area Network) is connected to the City network with Canobeam - Free Space Optics, DT130.

The City uses a Nortel Callpilot Voice Mail System and Nortel Telephony Manager for managing the PBX system.

There are currently 1187 active digital ports, along with 124 analog ports, dispersed throughout all locations. 107 IP Phones are in use throughout 5 of the 9 main buildings.

The City also has approximately 350 Centrex lines dispersed throughout each location to provide 4 digit dialing and support alarms, elevators, and security systems. The Centrex lines also serve as a backup to their Primary PRI's.

The City of Roanoke utilizes Valcom V2006-A overhead paging systems at each of their locations. In addition to the Valcom V2006-A Fire Stations also have a Locution Alerting system.

The City has Wi-Fi coverage in its locations and uses a combination of Avaya and Aerohive wireless access points (WAPs) within each location.

The City of Roanoke's Department of Technology (DoT) manages and supports the current Telephony system. Their Telephony vendor, RONCO, is engaged to provide Tier-two support when required.

B. Software

The City of Roanoke's telephony systems are integrated without the use of custom software.

C. Network Infrastructure

The City of Roanoke Network comprises Avaya access and core switches in the Ethernet Routing Switch(ERS family) 3500, 4800, 4900, 5500, 5600 series and Virtual Services Platform(VSP family) 7200(7254xsq), 8000(8404 with 8418XSQ) series. The LAN's provide 10/100/1000MB (Power over Ethernet(PoE)) station connections over a 1/10 Gigabit backbone with a few exceptions which are limited to 10/100 Mbps. The Metropolitan Area Network(MAN) over 25-mile optic fiber is on Avaya Virtual Services Platform 8404 which provides a 40 Gigabit Shortest Path Bridging (SPB) solution.

There are currently five PRI's located in the Municipal building and four located in the Public Works Building. All Nine PRI's have associated DID number ranges and are set up in an active-active configuration.

Over the next three years the City will be replacing their access switches with Avaya 4950 PoE+ models.

SECTION 3. INSTRUCTIONS TO OFFERORS.

- A. Proposals must be submitted in accordance with the instructions and requirements contained in this RFP, including the Introduction. Failure to do so may result in the proposal being considered non-responsive and it may be rejected. An Offeror must promptly notify the Purchasing Division of any ambiguity, inconsistency, or error which may be discovered upon examination of the RFP. An Offeror requiring clarification or interpretation of this RFP should contact Simone Knowles, Purchasing Manager at simone.knowles@roanokeva.gov.

- B. Until such time that an award is published, direct contact with any City employee without the expressed permission of the Purchasing Manager or her designated representative, on the subject of this proposal, is strictly forbidden. Violation of this Instruction may result in disqualification of Offeror's proposal.
- C. Prospective Offerors, sometimes referred to as providers, operators, contractors, consultants, or vendors, are to address the criteria below at a minimum as part of their submitted proposal. Each proposal should include a transmittal letter and management overview of the proposal. Proposals are to include and may be evaluated on the following factors, together with such other factors as will protect and preserve the interests of the City of Roanoke, which may also be considered.
1. Organizational structure of firm and qualifications of management personnel.
Prospective Offerors should submit at a minimum the length of time in the business, corporate experience, strengths in the industry, business philosophy, and a description of the organizational structure of the firm; a description of the organizational structure for the management and operation of the services requested and/or provision of the items referred to in this RFP, including an organizational chart denoting all positions and the number of personnel in each position. (See Attachment E)
 2. Financial condition of the firm and ability to perform all obligations of any resultant contract.
The sufficiency of the financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this RFP. Each Offeror shall provide a current annual financial report and the previous year's report and a statement regarding any recent or foreseeable mergers or acquisitions. Financial statements may be marked as "confidential" in accordance with the requirements set out in Section 4(A) of this RFP. (See Attachment E)
 3. Each Offeror is to state whether or not any of Offeror's owners, officers, employees, or agents, or their immediate family members, is currently, or has been in the past year, an employee of the City of Roanoke or has any responsibility or authority with the City that might affect the procurement transaction or any claim resulting therefrom. If so, please state the complete name and address of each such person and their connection to the City of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 of this RFP, apply to this RFP. (See Attachment E)
 4. Experience in providing the services and/or items requested by this RFP. (See Attachment E)
 5. Prospective Offerors must submit the price such Offeror proposes to charge the City for providing the required services and/or items, including all fees and costs and how they are calculated. (See Attachment E and **Complete & Submit Attachment F – Pricing Tables in digital format (Excel) on removable media and in hard copy**).
 6. The Offeror's proposed general solution including but not limited to: capacity requirements, redundancy and failover requirements, physical components, system features and capabilities, endpoints, system administration and management, accessibility requirements, public address integration requirements, voice messaging requirements, call accounting system, contact center/help desk agent and supervisor requirements, internal conference bridge, emergency response and notification requirements, solution quantities, and optional features and applications. (See

Attachment G – Compliance Response Form and **Complete & Submit Attachment G1 – Compliance Response Spreadsheet in digital format (Excel) on removable media and in hard copy).**

7. Reasonableness/competitiveness of proposed fee and/or benefits to the City, although the City is not bound to select the Offeror who proposes the lowest fees or most benefits for services. The City reserves the right to negotiate fees and/or benefits to the City with the selected Offeror(s). (See Attachment E Complete & Submit Attachment F– Pricing Table Spreadsheet in digital format (Excel) on removable media and in hard copy).
 8. Compliance by the Offeror with laws and ordinances regarding prior contracts, purchases, or services. (See Attachment E)
 9. The ability for the proposed solution to meet Federal Communications Commission (FCC) approval. (See Attachment E)
 10. The conditions, if any, of the proposal, other than exceptions to any liability provisions, which will be considered during negotiations. (See Attachment E)
 11. The ability, capacity, and skill of the Offeror to provide the services and/or items described in this RFP and in a prompt and timely manner without delay or interference.
 12. The character, integrity, reputation, judgment, experience, efficiency and effectiveness of the Offeror.
 13. The quality and timeliness of performance of previous contracts or services of the nature described in this RFP.
- D. Each Offeror should provide the names, addresses, e-mail addresses, and telephone numbers of at least three (3) references in connection with supplying the services or items requested in this RFP, especially from other local government operations similar to those being requested in this RFP by the City.
- Each reference should include organizational name, official address, contact person and title, title of contract, dates of installation, industry sector or market, number of years in use, e-mail address, and phone number. (See Attachment E)
- E. Also include any other materials you may want to submit as part of your proposal response.
- F. Responses to this RFP must be in the prescribed format (Attachment E – Proposal Response and Checklist).
- Offeror shall provide one redacted copy of its proposal fit for public dissemination, in the event the City must respond to a Freedom of Information Act request. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. Offeror shall not mark its entire proposal as confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror’s proposal.
- G. The City may request additional information, clarification, or presentations from any of the Offerors after review of the proposals received.
- H. The City has the right to use any or all ideas presented in reply to this RFP, subject only to the limitations regarding proprietary/confidential data of Offeror.
- I. The City is not liable for any costs incurred by any Offeror in connection with this RFP or any response by any Offeror to this RFP. The expenses incurred by Offeror in the preparation, submission, and presentation of the proposal are the sole responsibility of the Offeror and may

not be charged to the City.

- J. Each Offeror who is a stock or nonstock corporation, limited liability company, business trust, or a limited partnership or other business entity shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if required by law. Each such Offeror shall include in its proposal response the Identification Number issued to it by the Virginia State Corporation Commission (SCC) and should list its business entity name as it is listed with the SCC. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a domestic or foreign business entity as required by law shall include in its proposal response a statement describing why the Offeror is not required to be so authorized. (See Va. Code Section 2.2-4311.2).
- K. Each Offeror is required to state if it has ever been debarred, fined, had a contract terminated, or found not to be a responsible bidder or Offeror by any federal, state, or local government, and/or private entity. If so, please give the details of each such matter and include this information with the proposal response (See Attachment E).

SECTION 4. MISCELLANEOUS.

- A. Ownership of Material - Ownership of all data, materials, and documentation originated and prepared for the City pursuant to the RFP shall belong exclusively to the City and be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by the Offeror shall not be subject to public disclosure under the *Freedom of Information Act*, unless otherwise required by law or a court. **However, the Offeror must invoke the protection of Section 2.2-4342(F) of the Code of Virginia, in writing, either before or at the time the data or other material is submitted.** The written notice must SPECIFICALLY identify the data or materials to be protected and state the reason why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary, or trade secrets, is NOT ACCEPTABLE and may result in REJECTION of the proposal.
- B. As this is a RFP, no information regarding the proposal records or the contents of responses will be released except in accordance with Section 2.2-4342 of the Code of Virginia. Once an award has been made, all proposals will be open to public inspection subject to the provisions set forth above.
- C. Any interpretation, correction, or change of the RFP will be made by an addendum. Interpretations, corrections or changes of this RFP made in any other manner will not be binding and Offerors must not rely upon such interpretations, corrections, or changes. The City Purchasing Division or its designee will issue Addenda. Addenda will be posted on Vendor Self Service (VSS) at <https://VSS.roanokeva.gov> as well as the Current Bids/RFP Requests tab on the Purchasing Division's web page at www.roanokeva.gov/purchasing. **However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The City is not responsible for any RFP obtained from any source other than the City.**
- D. No Offeror shall confer on any public employee having official responsibility for a purchasing transaction any payment, loan, subscription, advance, deposit or money, service, or anything

of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.

- E. The City may make investigations to determine the ability of the Offeror to perform or supply the services and/or items as described in this RFP. The City reserves the right to reject any proposal if the Offeror fails to satisfy the City that it is qualified to carry out the obligations of the proposed contract.
- F. The Successful Offeror must comply with the nondiscrimination provisions of Virginia Code Section 2.2-4311, which are incorporated herein by reference.
- G. The Successful Offeror must comply with the drug-free workplace provisions of Virginia Code Section 2.2-4312, which are incorporated herein by reference.
- H. It is the policy of the City of Roanoke to maximize participation by minority and women owned business enterprises in all aspects of City contracting opportunities.
- I. The Successful Offeror shall comply with all applicable City, State, and Federal laws, codes, provisions, and regulations. The Successful Offeror shall not during the performance of any resultant contract knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- J. Providers of any outside services shall be subject to the same conditions and requirements as the successful Offeror in regards to law, code, or regulation compliance. The City reserves the right of approval for any subcontract work, including costs thereof.
- K. Ethics in Public Contracting. The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Virginia Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this RFP.
- L. Conflict of Interests Act. The provisions, requirements, and prohibitions as contained in Sections 2.2-3100, et seq., of the Virginia Code are applicable to this RFP.
- M. The procurement provisions of the Code of the City of Roanoke (1979), as amended, Sections 23.2-1, et seq., as well as the City Procurement Manual, apply to this RFP, unless specifically modified herein. The City's Procurement Manual can be reviewed at the Purchasing office.
- N. Insurance Requirements.
Awarded Offeror, and any of its subcontractors, shall, at its sole expense, obtain and maintain during the life of the resulting Contract the insurance policies and/or bonds required. Any required insurance policies and/or bonds shall be effective prior to the beginning of any work or other performance by awarded Offeror, or any of its subcontractors, under any resultant Contract. The policies and coverages required are those as may be referred to in the sample contract and/or the terms and conditions attached to this RFP. All such insurance shall be primary and noncontributory to any insurance or self-insurance the City may have.

SECTION 5. PROTESTS.

Any Offeror who wishes to protest or object to any award made or other decisions pursuant to this RFP may do so only in accordance with the provisions of Sections 2.2-4357, 4358, 4359, 4360, 4363, and 4364 of the Code of Virginia, and only if such is provided for in such Code section. Any such protest or objection must be in writing signed by a representative of the entity making the protest or objection and contain the information required by the applicable Code Sections set forth above. Such writing must be delivered to the City Purchasing Manager within the required time period.

SECTION 6. SERVICES AND/OR ITEMS REQUIRED.

The following are the services and/or items that the successful Offeror will be required to provide to the City and should be addressed in each Offeror's proposal.

A description and/or listing of the services and/or items that the successful Offeror will be required to provide to the City under this RFP are those that are set forth below and/or referred to in any way in the sample contract, any terms and conditions, and/or any attachments to this RFP.

Each Offeror should carefully read and review all such items and should address such items in its proposal. However, the final description of the services and/or items to be provided to the City under this RFP is subject to negotiations with the successful Offeror, and final approval by the City.

The City of Roanoke has identified its high-level management, user, technical, support, and operational requirements for the new telecommunications replacement solution. These requirements will be addressed extensively in Attachment G. The high-level requirements that each Offeror must address fully in its proposal include the following:

- A. The new solution will be implemented over a 6 month period as the City of Roanoke modernizes its communications systems. The new solution must support all City of Roanoke locations identified in Exhibit 3 (List of Location) to Attachment D (Sample Contract) of this RFP and must scale to a potential of at least 3,000 stations/endpoints.
- B. The proposed solution must be customer, i.e., City of Roanoke-installable, including the application of any licenses.
- C. Administrative and management training must be included for six (6) City of Roanoke staff.
- D. Classroom and web based or video user training for the new system(s) must be included.
- E. Support for the proposed solution must be available to City of Roanoke from the manufacturer, and there shall be no restrictions on how that support is obtained. The proposed solution must have central and remote management and administration capabilities for all locations. These include maintenance, management, administration, modifications (moves, adds, changes-MACs).
- F. There must be the ability for alarms to be sent to a central City of Roanoke system, SNMP preferred.
- G. The proposed solution must:
 - 1. Allow access to circuit and traffic analysis of busy trunks, release trunks, run diagnostics, trace problems and any maintenance function that the system has available;
 - 2. Allow digit drop/modify/add for station-station, trunk-trunk, trunk-station, and station to trunk;
 - 3. Have the ability to replace components without restart or power down.
- H. Stations must have the ability to manage stations (buttons added/removed/changed) without requiring an interruption to service.
- I. The proposed solution must support VoIP stations, speaker phones, and softphones.

- J. For VoIP, the proposed solution must support codecs for low bandwidth connections.
- K. The proposed solution must support PRI Centrex, D4, H.323, SIP, DID and POTS trunk interfaces.
- L. VoIP must be certified/approved for use with Nortel/Avaya switches.

SECTION 7. EVALUATION CRITERIA.

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. The City of Roanoke does not use a numerical or weighted scoring system when evaluating selection criteria. Major criteria to be considered in the evaluation may include, but shall not necessarily be limited to the items referred to above and those set forth below:

- A. The Offeror's proposed general solution including but not limited to: capacity requirements, redundancy and failover requirements, physical components, system features and capabilities, endpoints, system administration and management, accessibility requirements, public address integration requirements, voice messaging requirements, call accounting system, contact center/help desk agent and supervisor requirements, internal conference bridge, emergency response and notification requirements, solution quantities, and optional features and applications.
- B. Reasonableness/competitiveness of proposed fee and/or benefits to the City, although the City is not bound to select the Offeror who proposes the lowest fees or most benefits for services. The City reserves the right to negotiate fees and/or benefits to the City with the selected Offeror(s).
- C. The background, education and experience of the Offeror in providing similar services or items elsewhere, including the level of experience in working with municipalities and the quality of services performed or items supplied.
- D. Determination that the selected Offeror has no contractual relationships which would result in a conflict of interest with the City's contract.
- E. The Offeror's ability, capacity, and skill to fully and satisfactorily provide the services and/or items required in this RFP.
- F. The quality of Offeror's performance in comparable and/or similar projects.
- D. The Offeror's responsiveness and compliance with the RFP requirements and conditions, other than exceptions to any liability provisions, which will be considered during negotiations.
- E. Whether the Offeror can provide the services and/or deliver the items in a prompt and timely manner.
- H. Offeror's willingness to accept the City's sample contract, other than exceptions to any liability provisions, which will be considered during negotiations.

SECTION 8. SELECTION PROCESS.

- A. Pursuant to Section 2.2-4302.2 (A)(3) of the Code of Virginia, selection shall be made of two or more Offerors, if there be that many, deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation of factors included in this RFP, including price. Negotiations shall be conducted with the Offerors so selected. The offeror shall state any exception to any liability provisions contained in the Request for Proposal in writing at the

beginning of negotiations, and such exceptions shall be considered during negotiation. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the City (through the City Manager or City Manager's designee) shall select the Offeror which, in his/her opinion, has made the best proposal, and may award the contract to that Offeror. The City may cancel this RFP or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the City determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.

- B. All proposals submitted in response to this RFP will be reviewed by the Purchasing Division or its designee for responsiveness prior to referral to a selection committee or person. A committee consisting of City personnel and/or others and/or an appropriate individual will then evaluate all responsive proposals, conduct the negotiations, and make recommendations to the City Manager, or the City Manager's designee, as appropriate. The award of a contract, if made, will be made to the Offeror whose proposal best furthers the interest of the City, as determined by the City Manager, or the City Manager's designee. The City reserves the right to reject any and all proposals, to waive any informality or irregularity in the proposals received, and to make the award to the Offeror whose proposal is deemed to be in the best interest of the City.
- C. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the selection committee or person. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Oral presentations are strictly at the option of the City and may or may not be conducted.

SECTION 9. COOPERATIVE PROCUREMENT.

The procurement of goods and/or services provided for in this Contract is being conducted pursuant to Virginia Code Section 2.2-4304 and on behalf of other public bodies in Virginia. Unless specifically prohibited by the Awarded Offeror, any resultant contract may be used by other public bodies in Virginia as allowed by Section 2.2-4304. The Awarded Offeror shall deal directly with each public agency or body seeking to obtain any goods and/or services pursuant to this Contract or from this procurement and in accordance with Virginia Code Section 2.2-4304. The City of Roanoke shall not be responsible or liable for any costs, expenses, or any other matters of any type to either the Contractor or the public agency or body seeking to obtain any goods and/or services pursuant to this cooperative procurement provision.

SECTION 10. INFORMATION ON CONTRACT TO BE AWARDED.

The Sample Contract marked as Attachment D to RFP No.17-06-01 contains terms and conditions that the City plans to include in any contract that may be awarded, but such terms and conditions may be changed, added to, deleted, or modified as may be agreed to between the City and the Offeror during negotiations. However, if an Offeror has any objections to any of the terms or conditions set forth in the Sample Contract, other than exceptions to any liability provisions, which will be considered during negotiations, or any changes or additions thereto that the Offeror wants to discuss during negotiations, the Offeror should set forth such objections, changes, or additions in such Offeror's proposal submitted in response to this RFP. Otherwise, submission of a proposal by an Offeror will obligate such Offeror, if it is the Successful Offeror, to enter into a contract containing the same or substantially similar terms and conditions as contained in such Sample Contract. Other terms and conditions, if necessary, will be negotiated with the Successful Offeror.

END.