

**Internet Service Provider Contract**  
**Request for Proposal (RFP)**  
**RFP 3.8.2019**

**DATE:** 3.8.2019

**CONTACT PERSON:** Jeff Forbes at [jeff.forbes@cset.org](mailto:jeff.forbes@cset.org). Phone calls about the RFP will not be accepted.

Request for Proposals are due on or before Friday, April 12, 2019 @ 3:00 pm.

Deliver or mail three (3) copies to Community Services Employment Training (CSET) 312 NW 3<sup>rd</sup> Ave., Visalia, CA 93291, with the following in the Subject area: Submittal for VoIP Services, RFP# 3.8.2019. Late submittals will not be reviewed and will not be considered. Email submissions will not be accepted.

**INTRODUCTION**

CSET is soliciting competitive bids for hosted Voice over Internet Protocol (VoIP) services at the offices listed in Chart A of this Request for Proposals (RFP).

This Request for Proposals (RFP) describes the selection process, specifications and requirements of the contract. Proposals that fail to meet the requirements of this document may be disqualified from the selection process.

**REQUEST FOR PROPOSAL SUMMARY**

**Cover Letter:** Include description of company and commitment to providing VoIP telephones and service.

**Contact Information:** Single person of contact for the selection process. Include name, phone, email, and office location.

**References:** Include experience and a list of customers willing to discuss solutions provided by your company.

**Subcontractors:** It is intended a single contractor have total responsibility for the project to ensure a cohesive plan. Any proposer desiring to use subcontractors must identify each on a document that identifies the company's name, description of their involvement in the project, and qualifications for each aspect of which they will be involved.

**Price Schedule:** Firm prices for the duration of the contract should be included in a price schedule. Price schedule should also include details on maintenance and support included in contract and, if necessary, hourly rate of additional technical support for items not included in the contract. Pricing shall be quoted for a three (3) year initial term and include an option to extend for an additional three (3) years.

**Equipment Requirements:** Bidder will provide lease options on specified equipment used for network connectivity at the following locations.

Specifications:

- Vendor shall maintain network monitoring capability and notify CSET at the point of any disruption of service and of any planned outages.
- Vendor shall provide CSET access to web-based administration, monitoring and utilization tools.
- Vendor shall grant CSET primary and authoritative control over the services.
- Vendor shall install all services and equipment included in the proposal.
- The VoIP solution must include the following: Standard telephony features: E911, Caller ID, Call Waiting, Call Forwarding, Call Transfer, Call Hold, Music/Announcements on Hold, Direct Inward Dialing, Direct Outward Dialing, Auto-Attendant, Distinctive Ring, Line Hunting, Speed Dialing, Three-Way Calling, Message Waiting Indicator, Voicemail, Local Number Portability, and call record feature.

The listing below contains the offices where VoIP services are to be provided. The list also includes the required number of handsets and any additional needs.

**Chart A**

Site Address	Number of Handsets	Additional Needs
<b>Cutler Office</b> 40802 Road 128, Cutler 93615	Two (2) handsets	
<b>Earlimart Family Resource Center</b> 114 N Front Earlimart CA 93219	Seven (7) handsets	
<b>Pixley</b> 927 S Center St Pixley CA 93256	Six (6) handsets	One (1) conference phone
<b>Tulare Family Resource Center</b> 304 E. Tulare Ave Tulare CA 93274	Twenty One (21) handsets	
<b>Visalia Douglas</b> 939 E Douglas Ave CA 93292	Twenty Five (25) handsets	
<b>Visalia Main</b> 312 NW 3 <sup>rd</sup> Ave Visalia CA 93291	Seventy (70) handsets	Two (2) conference phones One (1) receptionist console
<b>Visalia Legacy</b> 10443 Legacy Ave Visalia CA 93291	Two handsets	

**Service, Support and Supplies Requirements:** The proposal should include equipment and configuration prior to deployment to ensure successful installation. CSET is currently

utilizing an Avaya system over analog lines. CSET desires to transition the office locations in chart A to VoIP.

The following additional factors must also be considered:

- Equipment should be replaced, should the need arise, with similar equipment at the bidder's expense.
- Contract should include full-service and maintenance updates on equipment.
- Bidder should provide evidence that any service technician is qualified to maintain any equipment.
- Clearly defined plan for the resolution of reoccurring problems.
- Bidder maintains a history of service calls and all service performed.
- Bidder shall supply a monthly invoice.
- All service will be performed at a mutually agreed upon time.
- Bidder to specify costs for terminating lease agreements early.
- CSET wishes to retain the current phone numbers at all locations.

### **Terms and Conditions**

All deliverables will be in place and VoIP service fully functional by July 1, 2019.

- Contract negotiation will be conducted upon award of contract.
- Cost of delivery and installation should be included in final bids.
- Risk of loss due to incidents beyond the control of CSET is the responsibility of the bidder.
- All responses should include a three (3) year lease, with an option to renew for up to three (3) additional years. Please provide terms and conditions for review. The agreement for services shall be for three (3) years, but invoicing must be for shorter periods. Agreements must include either monthly or quarterly billing.
- CSET is largely funded through competitive grants and may receive an increase or decrease in funding, resulting in the need to add or remove office locations. Final contracts must include language that there will be no early termination penalty if a location closes and no longer needs VoIP at one or more specified locations.

### **SPECIAL CONDITIONS**

- The bidder shall maintain:
  - Commercial General Liability insurance for coverage no less than \$1,000,000 each occurrence and \$2,000,000 aggregate;
  - Automotive liability insurance for coverage no less than \$1,000,000 per accident;
  - Excess liability insurance for coverage no less than \$3,000,000 each occurrence and \$3,000,000 aggregate;

- Workers Compensation and Employers' Liability insurance for coverage no less than \$1,000,000 each incident;
- Pollution liability insurance for coverage no less than \$1,000,000 each and \$1,000,000 aggregate.
- Access to all equipment shall be provided for the bidder between the hours of 8:00 am and 5:00 pm, Monday through Friday. The bidder shall not be held responsible for equipment malfunction or damage, should access to equipment, or the inability to start and stop primary equipment incidental to the operation of the mechanical system, be denied or not provided.

## CALENDAR OF EVENTS

- March 8, 2019 – Public RFP starts. All documents will be available on CSET's website at [www.cset.org/rfp](http://www.cset.org/rfp).
- March 8, 2019 through March 22, 2019 - Questions on the RFP will be collected from bidders. Please submit questions via email to [Jeff.Forbes@cset.org](mailto:Jeff.Forbes@cset.org).
  - Note: Questions will not be answered individually, they will be collected and answered formally on March 25, 2019.
- March 20, 2019, 2:00 pm – Optional bidders conference. 312 NW 3<sup>rd</sup> Ave. Visalia, 93291
- March 25, 2019 – Answers to questions collected from all bidders will be posted on [www.cset.org/rfp](http://www.cset.org/rfp)
- April 12, 2019 at 3:00 pm – Deadline to submit bid packet.
- May 3, 2019 – Bidders will be notified of winning proposal.
- July 1, 2019 – VoIP services contract begins

## PROPOSAL EVALUATION

Each bidder, by the submission of a proposal, assents to each and every term and condition set forth within this specification and agrees to be bound thereby.

Any proposal which is incomplete, conditional, or obscure, or which contains irregularities of any kind, may be cause for rejection and will not be reviewed.

The right is reserved to accept or reject any or all proposals, to consider the competency and responsibility of all bidders, and to use any information deemed necessary to establish the ability of any bidder to perform all conditions of the contract in order to avoid awarding a contract to a company unable to produce the quality of service required and intended by this specification.

Proposals submitted to CSET become the property of CSET, they will not be returned.

Three (3) copies of completed proposals from qualified bidders are to be received no later than **April 12, 2019 @ 3:00 pm**. Bidders shall deliver proposals to:

**CSET**

**312 NW 3<sup>rd</sup> Ave.  
Visalia, CA 93291  
Attn.: Jeff Forbes**

It is the policy of CSET to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, CSET will provide reasonable accommodations for qualified individuals with disabilities.