



**RFQ #2019-01**  
**Request for Qualifications**  
**Voice Mail System Replacement**

TOWN OF STRATFORD  
PURCHASING DEPARTMENT  
2725 MAIN STREET  
STRATFORD, CT 06615

Date Submitted \_\_\_\_\_, 2018.

SEALED submissions are subject to the standard instructions set forth on the attached sheets.

Any modifications must be specifically accepted by the Town of Stratford.

Respondent:

\_\_\_\_\_

Doing Business As (Trade Name)

\_\_\_\_\_

Address

Date issued: Wednesday, 14<sup>th</sup> November, 2018

\_\_\_\_\_

Town / State / Zip

Phillip Ryan, Purchasing Agent

\_\_\_\_\_

Title (Mr /Ms)

\_\_\_\_\_

Signature

\_\_\_\_\_

Telephone

\_\_\_\_\_

E-mail

Sealed bids will be received by the Purchasing Department at the office of the Purchasing Agent, 2725 Main Street, Room 202, Stratford, Connecticut 06615, up to:

**2:00PM, Tuesday, 4<sup>th</sup> December, 2018**

NOTE:

1. Respondents are to complete all requested data in the upper right corner of this page and must return this page with their submission of qualifications.
2. No submission shall be accepted from, or contracts awarded to, any person/company who is in arrears to the Town of Stratford upon debt, or contract or who has been within the prior five (5) years, a defaulter as surety or otherwise upon obligations to the Town of Stratford.
3. Submissions are to be submitted in a sealed envelope and clearly marked "RFQ #2019-01" on the outside of the envelope, including all outer packaging, such as, DHL, FedEx, UPS, etc.

## REQUEST FOR QUALIFICATIONS

The Town of Stratford (“Town”) is seeking qualifications from candidates with proven experience and credentials to provide a comprehensive solution for the replacement of its existing town-wide Octel voice mail system. The Town is not seeking cost proposals at this time.

The successful candidate shall be a nationally recognized voice mail contractor with the ability to replace Octel voice mail systems and must provide unified messaging support, i.e. voice mail messages and faxes sent to a voice mail user’s e-mail inbox.

### REQUESTS FOR INFORMATION (RFI) / ADDENDA

Direct all requests in writing to:      Town of Stratford, Purchasing Department  
Attention: Phillip Ryan, Purchasing Agent  
E-mail: [PRyan@townofstratford.com](mailto:PRyan@townofstratford.com)

NOTE: Verbal requests for information will NOT be accepted. All requests must be received prior to 12:00PM on Wednesday, 21<sup>st</sup> November, 2018. Response will be in the form of an addendum that will be posted approximately Wednesday, 28<sup>th</sup> November, 2018 to the Town of Stratford, Purchasing Department website: <http://www.townofstratford.com/purchase>

It is the responsibility of each bidder to retrieve addenda from the website. Any contact about this bid between a Bidder and any other Town official and/or department manager and/or Town of Stratford employee, other than as set forth above, may be grounds for disqualification of that Bidder. No questions or clarifications shall be answered by phone, in person or in any other manner than specified above. Addenda will not be mailed, e-mailed or faxed out.

### OVERVIEW

- Existing voice mail is based on the Octel system (vintage late 1980s) and currently supports 500 full time employees.
- The system was installed approximately 20 years ago and is no longer supported by its manufacturer with support essentially becoming obsolete. Parts required for maintenance must be sourced from outside suppliers.
- The current system is not “Y2K” compliant meaning received voice mail messages are dated incorrectly.
- Due to the aging system, messages can take several hours to be delivered to a user’s voice mail box which may potentially compromise public safety.
- The current system is non networkable and can only connect to a central office Centrex service which is capable of alerting a voice mail user of a received voice mail message through a “stutter” tone. No message light on any telephone can be lit when a voice mail message is received. In order to light telephone message lights, all building phone systems would need to be networked together, and the voice mail system would need to be networked to the Police Department phone system, which is not feasible due to the age of the system.
- The current system does not support caller ID or integration with the Town’s e-mail system.
- Voice mail messages cannot be archived which means a legal discovery process cannot produce voice mail messages.
- There are numerous fax machines installed in all town buildings that are not archived. Furthermore, each machine requires a phone line incurring additional monthly costs to the Town.

### REQUIREMENTS

- 24x7 system support, including upgrades to maintain support plan.
- Unified messaging for voice mail and fax.
- Provide broadcast message informing users of building closings due to weather, etc.
- Provide reporting, identifying usage of existing phone lines to help determine which phone lines could be recommended for either elimination or re-distribution.
- Onsite installation and implementation of new system.

Describe any additional system features, such as:

- Interactive Voice Response (IVR) capability.
- Message lighting and caller ID capability.

## **FORMAT OF SUBMISSION**

1. Submit one (1) printed and signed “original” and one (1) copy, including one (1) electronic copy in ‘read only’ format.
2. Provide a general description of the firm; type of organization (i.e. corporation, partnership); number of years in business; size of firm; personnel qualifications and experience.
3. Include resumes and relevant experience of all personnel to be assigned to the project, including any subcontractors.
4. Submit details of any additional services to be provided, and identify estimated timelines and deliverables.
5. Identify any resources and/or assistance you will require from the Town of Stratford.
6. Provide information on the circumstances and status of any disciplinary action taken or pending against the firm during the past three years with State regulatory bodies or professional organizations.
7. If your firm has engaged in a recent peer review, please include a copy.
8. In addition to the above requirements, respondents may include additional factors or strengths that would assist in assessing their firm’s ability to meet the Town’s needs. This information need only be one page.
9. All submissions shall remain firm for a period not less than (180) days from the qualifications (RFQ) due date, unless such period is extended in writing and agreeable to both parties.
10. Respondents are strongly encouraged to verify the scope of services prior to submitting qualifications. The Town reserves the right at all times to increase or decrease the project scope as deemed in its best interest.
11. Provide full details of any exceptions. The Town retains the right to accept or reject any or all exceptions.
12. Provide references for equal scope projects performed during the past three (3) years.

## **QUALIFICATIONS**

The submission should include the following information:

- Size of company, including available technical staff;
- Geographical location from where services will be provided;
- Number of staff to be employed on the project (full-time and part-time);
- Include description of all services and estimated deliverables.
- References for projects performed for other municipalities of similar size.

If the respondent is a joint venture, the qualification of each company comprising the joint venture should be separately identified and the company that is to serve as the principal should be identified. Complete information on qualifications and experience should be provided for all joint venture partners and/or subcontractors.

## **EVALUATION CRITERIA**

All candidates will be evaluated based on the following criteria:

- a) Background and experience in providing solutions to municipalities.
- b) Demonstrated success on previous projects.
- c) Credentials of staff.
- d) Organizational stability.
- e) Effective communication, accuracy of response, and compliance of requirements.

NOTE: The Town, at own discretion, may select the system and/or design deemed the best possible solution.

## **FINAL SELECTION PROCESS**

Upon evaluation of all submissions received, qualified candidates may be invited to interview with various Town officials, department heads or committee members, prior to award of contract.

**TOWN OF STRATFORD**  
**REQUEST FOR QUALIFICATIONS**  
**RFQ #2019-01 / VOICE MAIL SYSTEM REPLACEMENT**

**Qualifications submitted by:**

Name of Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Contact Person: \_\_\_\_\_

E-mail: \_\_\_\_\_

Telephone: \_\_\_\_\_ Cell: \_\_\_\_\_

\_\_\_\_\_  
*Signature of Authorized Representative*                      *Date*

**Provide information regarding number of years in business, size of firm, and facility location.**

Number of years in business: \_\_\_\_\_

Number of employees: \_\_\_\_\_ (full time) \_\_\_\_\_ (part time)

Web Address: \_\_\_\_\_

## **TERMS & CONDITIONS**

### **Guarantee**

All submissions shall remain firm for a period not less than (180) days from the qualifications (RFQ) due date and may not be withdrawn, unless such period is extended in writing and agreeable to both parties.

### **Bid Bond / Payment and Performance Bonds**

Bonds are not required to be submitted.

### **Deadline**

Submissions not sealed and/or received later than the due time and date will not be considered. No exceptions.

### **Submissions**

Bid proposals are to be submitted in a sealed envelope and clearly marked "RFQ #2019-01" on the outside of the envelope or package, including all outer packaging, such as, DHL, FedEx, UPS, etc. All prices and notations must be printed in ink or typewritten. No erasures are permitted. Bid proposals are to be in the office of the Purchasing Agent, 2725 Main Street, Room 202, Stratford, Connecticut, prior to date and time specified.

### **Right to Accept / Reject**

AFTER REVIEW OF ALL FACTORS, TERMS AND CONDITIONS, INCLUDING PRICE, THE TOWN OF STRATFORD RESERVES THE RIGHT TO REJECT ANY AND ALL BIDS, OR ANY PART THEREOF, OR WAIVE DEFECTS IN SAME, OR ACCEPT ANY PROPOSAL DEEMED TO BE IN THE BEST INTEREST OF THE TOWN.

### **Questions / Requests for Information**

All questions concerning conditions and specifications should be directed in writing to:

Phillip Ryan, Purchasing Agent: [PRyan@townofstratford.com](mailto:PRyan@townofstratford.com)

Inquires must reference date of RFQ opening, requisition or contract number, including the responding firm's name and address, and must be received no later than the time and date as stated in the bid document. Failure to comply with these conditions will result in the candidate waiving the right to dispute the specifications and conditions.

### **Prices**

Price proposals are not required to be submitted.

### **The Contractor**

The Contractor for the work described shall be thoroughly familiar with the requirements of all specifications. The submission of a proposal shall be construed as evidence that the Contractor has examined the actual job conditions, requirements, and specifications. Any claim for labor, equipment or materials required, or difficulties encountered, which could have been foreseen had such an examination been carefully made, will not be recognized.

### **Assignment of Contract**

No contract may be assigned or transferred without the prior written consent of the Town of Stratford.

### **OSHA**

The bidder will certify all equipment complies with all regulations and conditions stipulated under the Williams-Steiger Occupational Safety and Health Act of 1971, as amended. The successful bidder will further certify that all items furnished under this project will conform and comply with Federal and State of Connecticut OSHA standards. The successful bidder will agree to indemnify and hold harmless the Town of Stratford for any and all damages that may be assessed against the Town.

### **Life Cycle Costing**

Where applicable, Life Cycle Costing will be used as a criterion for awarding bids. This is a method of calculating total cost of ownership of an item, which may include operation and maintenance expenses, transportation, salvage value, and/or disposal costs.

## **TERMS & CONDITIONS**

### **Insurance Coverage**

The successful bidder will be required to furnish a Certificate of Insurance naming the Town of Stratford, its employees, officers and agents, as the additional insured, and be provided by companies licensed in the State of Connecticut.

### **Indemnification**

In addition to providing insurance, the successful bidder shall indemnify and hold the Town, its employees, officers and agents harmless from all claims and demands of any nature for any loss, damage or injury which any person may suffer by reason of or in any way arising out of work required by this Bid/RFP/RFQ and any resulting contract or purchase order issued pursuant to it.

### **Federal, State and Local Laws**

All applicable Federal, State and local laws, rules and regulations of all authorities having jurisdiction over the locality of the project shall apply to the contract and are deemed to be included herein.

### **Conflict of Interest**

No officer or employee or member of any elective or appointive board, commission or committee of the Town, whether temporary or permanent, shall have or acquire any financial interest gained from a successful bid, direct or indirect, in any project, matter, contract or business within his/her jurisdiction or the jurisdiction of the board, commission, or committee of which he/she is a member. Nor shall the officer/ employee/ member have any financial interest, direct or indirect, in any contract or proposed contract for materials or services to be furnished or used in connection with any project, matter or thing which comes under his/her jurisdiction or the jurisdiction of the board, commission, committee of which he/she is a member.

### **Scope of Work / Site Inspections**

The Bidder/Candidate/Respondent declares that the scope of the work and/or specifications has been thoroughly reviewed and any questions resolved, and further declares that the site has been inspected if requested for in the specification.

### **Exception to Specifications**

No protest regarding the validity or appropriateness of the specifications or of the Invitation will be considered, unless the protest is filed in writing with the Purchasing Agent, prior to the closing date for the bids. All bid proposals rendered shall be considered meeting the attached specifications unless exceptions are noted on a separate page dated and signed by the bidder.

### **Unless Otherwise Noted**

It will be assumed that all terms and conditions and specifications will be complied with and will be considered as part of the submission.

### **Tax Exempt**

The Town of Stratford is exempt from all State and Federal taxes.