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**Request For Proposals for**

**NEC Maintenance Renewal**

For

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RFP Issued: 09/08/2021

Intent to Bid Due: 09/10/2021

**Response Due Date: 09/22/2021**

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1. REQUEST FOR PROPOSALS requirements Overview
   1. Introduction

Lane Council of Governments (LCOG) is seeking proposal for ongoing maintenance and support for four NEC systems that are currently in use by four members of the LCOG consortium. These members are City of Springfield, Eugene School District 4J, Lane Education Service District (Lane ESD) and Lane Community College (LCC). As of April 2021, there are a total 823 trunk ports and 4650 station ports for a total of 5473 active ports. The responding vendors will be expected to provide onsite support for moves and changes as required, remote technical support, upgrades to keep the systems up to date with the latest NEC software releases and advanced technical resources (Tier 3) as needed.

LCOG has retained Communication Strategies (Com-Strat), an independent technology consulting firm, to assist in the RFP process and to analyze Vendor responses.”

* 1. Client Background

Lane Council of Governments (LCOG) is a voluntary association of local governments in Lane County, Oregon. The agency is a regional planning, coordination, program-development, and service-delivery organization. LCOG helps area cities, Lane County, educational districts, and special-purpose districts reach their common goals.

Since LCOG's creation in 1945, the agency has participated in a wide variety of projects and programs for local governments. Today, LCOG serves 33 members including Lane County, all the 12 cities within the county, and education, public utilities, and other special districts. Lane Council of Governments is dedicated to serving the public interest and enhancing the quality of life for the citizens of Lane County. It provides and facilitates efficient and effective government services through cooperative planning, program development, analysis, and service delivery.

LCOG’s mission Statement:

Our mission is to coordinate and provide high quality public services in Lane County.

* 1. Desired Outcomes

The current maintenance agreement ends on October 31st, 2021. It is the goal of this RFP to have an agreement in place prior to the expiration of the current agreement. This agreement would be in place for 3 years with a possible extension beyond that.

It is also a goal to have this agreement flexible where, as members are added or removed the annual charges would be adjusted accordingly and that the members are billed for the level of support that they require.

The City of Springfield is in the process of replacing the current SV9100 and NEC 2400 IPX with a new premises installed Mitel system that will be completed by the end of 2021 or the first quarter of 2022. The maintenance for their existing systems will then be terminated when the migration to the new system is completed.

Lane ESD has the desire to replace the current SV9300 within the next 18 months with possibly a cloud-based system but will require support, maintenance, and upgrades to keep the current system up to date until that time.

Lane Community College (LCC) with its 8 locations and 2100 ports on a SV9500, is currently using a majority of digital and analog phones with several VoIP phones for remote users. LCC is in the process of upgrading their network and as a result will be able to support more VoIP phones. With a majority of digital and analog end points, LCC requires more on-site support to assist with moves and changes.

4J School District is the largest of the LCOG members that are part of this RFP with an SV9500 with 2400 ports including both trunks and stations. They are very skilled at maintaining the current system and only require support for the more complex tasks such as trunk routing changes, network routing between the 36 sites, software and firmware updates and system upgrades.

The Vendors would be expected to be able to support not only on-site as needed but also to provide remote support, manage the upgrades, provide technical support, provide the LCOG members with a Client Success Manager that is familiar with all aspects of the members NEC environment and able to provide an escalation resource as needed and ensure the members complete satisfaction with the services that are provided by the vendors.

The Vendor who obtains this contract must meet the highest standards in the industry in providing these services. The consequences for the successful Vendor’s failure to perform the scope of work identified herein or to meet established performance standards may include, but are not limited to:

      (A) Reducing or withholding payment;

      (B) Requiring the contractor to perform, at the contractor’s expense, additional work necessary to perform the identified scope of work or meet the established performance standards; or

      (C) Declaring a default, terminating the public contract, and seeking damages and other relief available under the terms of the public contract or other applicable law.

* 1. Technology Preference

LCOG expects that vendors will bid software support, system upgrades and multi-year maintenance for the LCOG’s existing NEC infrastructure that reflects currently supported NEC technology and NEC’s most recent general release software.

Client will expect vendor to reuse elements of the current telecom infrastructure as follows:

* + - 1. Vendor is required to upgrade any such system including the cost for hardware/software/labor to upgrade the system to the current software release, hardware platform and specifications, and integrating it with the rest of their system without the involvement of LCOG or other vendors. All work on the existing/retained hardware must be performed by technicians certified on such equipment that are employed by a value-added reseller (VAR) in good standing of that hardware and software.
      2. Additionally, this upgrade and integration must maintain all current system programming and capabilities.
  1. Recommended Upgrades

LCOG requires that vendors include pricing to include all recommended upgrades to not only keep the systems in support as defined by the manufacturer but to also keep them on the current release of software. The pricing included in this response should include software, any hardware required and labor, whether on-site or remote support as needed to maintain the software levels.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

Note: The systems at the City of Springfield are in the process of being replaced with a new premises-based system from a different manufacturer and will not be part of the upgrade requirements and only under this maintenance agreement until they are fully retired in approximately first quarter of 2022. Until the current system is retired, the Vendor would be required to provide any security patches for the City of Springfield systems.

1. Vendor Instructions for response

This RFP is not an offer by Client to enter into a contract under these or any other terms. Client shall have the right to make its selection decision on any basis, in its sole discretion. All costs for proposal preparation are the responsibility of the Vendor. RFP responses are bound by Oregon’s Public Records Act and may not be marked as confidential. LCOG may cancel this procurement or reject any or all proposals in accordance with ORS 279B.100.

* 1. Intent to Bid

**Vendors must notify Client of their intention to bid, or not to bid, on or before September 9th, 2021.**  You should use the form below for your Intent to Bid and it may be copied into an email response to Lloyd Halvorsen, lloydh@com-strat.com. Additional information and Addendum communications will be delivered to the contacts delineated in the Intent to Bid.

|  |  |
| --- | --- |
| Vendor Company Name: |  |
| Sales representative name, telephone number and email address: |  |
| Technical advisor name, telephone number and email address: |  |
| State the Manufacturer, Service Provider, or System Vendor intends to propose: | NEC |

* 1. Bidder’s Conference and Vendor Questions

LCOG does not anticipate that there will be a bidder’s conference for this RFP. Rather, Vendors should direct all questions in email to the Contacts listed in the RFP.

* 1. RFP Response Format

**RFP Requirements** Word document is a Mandatory Response document. This document should be reviewed closely for vendor to engineer a solution that is fully compliant. Each question must be answered for the vendor submission to be considered responsive.

**Schedule A** Excel document Pricing Worksheet is a Mandatory Response document. Instructions for completing this form is included in the spreadsheet in text boxes or Comments that appear when you hover your cursor over the title of a row or column. Each cost item must be completed in order to be considered responsive.

**Bill of Material** – Vendor must also provide an itemized Bill of Material (BoM) detailing parts, quantities, model numbers, and list price organized in a similar fashion to Schedule A but on Vendor’s normal proposal documents. **Vendor must ensure that the total cost on the Bill of Material matches the Schedule A.** Vendor should include Pro Forma calculations for Sales Tax, Shipping, other Taxes, and Regulatory/Usage Fees on their BoM.

Attachments – Vendors should respond with the Attachment J (this Word document, with vendor responses as described below) and with Schedule A, completed and the BoM in electronic, searchable form. Please use file names that use the section number and/or document name listed in the Attachments.

Appendices/Brochures – The RFP Requirements response document and RFP Schedules must stand without appendices or reference to brochures, or technical documents, and these additional documents will not be read as part of the evaluation.

Vendor should respond in the Word and Excel documents provided, with inline responses. Where the option is given, Vendor should respond to each question with its stated compliance, choosing from the following options:

* Comply & Included - Feature/Functionality is included in the proposed solution and price.
* Partial Comply & Included - Feature/Functionality is included in the base pricing provided, and generally (though not exactly) provides the functionality requested. Explanation of deviance from requested description is provided in the response.
* Optional Cost, Not Included - Feature/Functionality is available at additional cost and is not included in the base price for the proposed solution. Pricing is defined on Schedule A in the Options section at the bottom of the spreadsheet.
* Do Not Comply - Feature/Functionality is not available in the proposed solution.

Responses should be stated in the body of the document following the specific questions. Please indicate your compliance (*use the provided check*  *boxes - click on the correct box to change it to* ) and provide the requested response underneath the compliance line and in BLUE. The following styles below have been created for your convenience. Please note your compliance in bold and explain or answer additional questions on the next line. The document will automatically insert a line with “Response Description” style set if you put your cursor at the end of the Response line and press [Enter].

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response Description – Vendor should answer the question, explain compliance or describe their solution on the next line, still in blue, but not bolded. Where a blank line is not provided already, the correct Style can be obtained by hitting [Enter] at the end of the “Response:” line above.

**It is important to note that any material modification to the questions in this RFP by the Vendor will result in immediate rejection of that proposal. Do not add or delete rows or columns, change formulas, or re-label any cell in the Excel documents. If an error in the RFP is noted, please bring it to Communication Strategies’ attention as soon as possible.**

* 1. Responsiveness and Compliance

RFP responses **may be disqualified** if they do not meet the RFP requirements; upon review of any workaround or alternate strategy recommended by the Vendor. Disqualification is not automatic and may be tempered by the overall compliance of the proposed solution, at Client’s sole discretion. If a Vendor responds as compliant, and it is later discovered that a Vendor is non-compliant to one of the RFP requirements, Vendor will be considered to be in material breach of contract, and Client will have access to all remedies provided by the contract, this RFP, and rule of law, including cancellation of the contract with a full refund. Vendor may (within reason) submit a written response/answer to any of the following sections prior to the official due date and the evaluation committee will determine if your response will be considered materially compliant to the requirement if there is ambiguity.

Pricing must be provided for each element in the RFP and any proposal that does not provide pricing in the base price or optional price section (as defined by Schedule A) will be considered non-responsive and may be excluded from consideration. If Vendors require any further information or discovery in order to respond, it is important that they provide all questions as early as possible in the RFP process to allow Client to research and reply. Pricing must be turnkey including discovery, design, implementation, integration, testing, training, hardware, and software. Any responses along the lines of “Further information is required to provide firm pricing”, or “Pricing will be provided upon further discovery” will be considered non-compliant.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

**2.5 Protest of Requirements**

A proposer may protest the competitive selection process, or a provision in this RFP, if they believe the process is contrary to law or that a provision of this RFP is unnecessarily restrictive, is legally flawed, or improperly specifies a brand name.  The protest must be timely delivered to LCOG not less than five (5) calendar days prior to closing.  Protests must include sufficient information to identify the solicitation subject to the protest, the grounds that demonstrate how one or more of the criteria were not met, evidence or supporting documentation that supports the grounds, and the relief sought.  If LCOG upholds a protest, it may issue an addendum or cancel the solicitation process.  If LCOG rejects a protest, it notifies the protestor.

The purpose of this requirement is to permit LCOG to correct, prior to the opening of proposals, requirements that may be unlawful, or from LCOG’S perspective may be improvident or which may unjustifiably restrict competition. LCOG may not at any subsequent time consider Vendors’ objections to the proposal process.  Vendors will have an opportunity to submit with their proposals certain proposed modifications to contract terms which may apply specifically to them but are not modifications necessary to ensure lawfulness or open and fair competition overall.

* 2. Contacts

Vendors may contact Communications Strategies (Com-Strat) for any questions related to this RFP. Salient responses will be emailed to all Vendors as addendums to the RFP. Telephone calls are permitted; however, verbal communications are not binding and should not be relied upon until confirmed in writing. Direct communication with any other person at LCOG regarding this RFP is not permitted.

Contact Name: Lloyd Halvorsen, [lloydh@com-strat.com](mailto:lloydh@com-strat.com) 720 408 4944

1. Current Infrastructure and Environment

For each section below please respond with the intended upgrade to meet the goal of fully supported hardware and software. If the solution is non-compliant with any section below, please copy a Response line beneath the section and explain the non-compliance. If there are no notes under a section, it will be understood to be “Read, Understood and Comply & Included”

* 1. Voice Infrastructure

The telecommunications platform at the 4 LCOG member’s locations are a combination of NEC SV9300, SV9500 and SV2400 systems.

Current Telecommunications Systems

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 4J Schools Port Counts | | | | | | |
| Site | **Address** | **City** | **System Type** | **Trunks** | **Stations** | **Total Ports** |
| 4J Schools Education Center | 200 N Monroe St | Eugene | NEC SV9500 | 93 | 329 | 422 |
| North Eugene High School | 200 Silver Ln | Eugene | UG50 | 3 | 116 | 119 |
| Churchill High School (DR Site) | 1850 Bailey Hill Rd | Eugene | NEC SV9500 | 27 | 131 | 158 |
| South Eugene High School | 400 E 19th Ave | Eugene | UG50 | 3 | 158 | 161 |
| Sheldon High School | 2455 Willakenzie Rd | Eugene | UG50 | 3 | 159 | 162 |
| Cal Young Middle School | 2555 Gilham Rd | Eugene | UG50 | 3 | 59 | 62 |
| James Madison Middle School | 875 Wilkes Dr | Eugene | UG50 | 3 | 58 | 61 |
| Chavez Elementary | 1510 W 14th Ave | Eugene | UG50 | 3 | 52 | 55 |
| Holt Elementary | 770 Calvin St | Eugene | UG50 | 3 | 56 | 59 |
| 4J Roosevelt | 500 E 24th Ave | Eugene | UG50 | 2 | 57 | 59 |
| 4J Fox Hollow | 5050 Mahalo Dr | Eugene | UG50 | 3 | 25 | 28 |
| 4J Facilities | 714W. 4TH | Eugene | UG50 | 2 | 53 | 55 |
| 4J transportation | 1938 W 8th Ave | Eugene | UG50 | 26 | 29 | 55 |
| Kelly Middle School | 850 Howard Ave | Eugene | UG50 | 3 | 69 | 72 |
| Howard Elementary | 700 Howard Ave | Eugene | UG50 | 2 | 57 | 59 |
| YG/Corridor - Silver Lea | 250 Silver LN | Eugene | UG50 | 3 | 1 | 4 |
| Awbrey Park | 158 Spring Creek Dr | Eugene | UG50 | 3 | 45 | 48 |
| Spring Creek | 570 Irvington Dr | Eugene | UG50 | 3 | 36 | 39 |
| River Road Elementary | 120 W Hilliard Ln | Eugene | UG50 | 2 | 48 | 50 |
| Twin Oaks Elementary | 85916 Bailey Hill Rd | Eugene | UG50 | 3 | 26 | 29 |
| Arts & Technology Academy | 1650 W 22nd Ave | Eugene | UG50 | 2 | 58 | 60 |
| Kennedy Middle School | 2200 Bailey Hill Rd | Eugene | UG50 | 3 | 50 | 53 |
| McCornack Elementary | 1968 Brittany St | Eugene | UG50 | 3 | 39 | 42 |
| Adams Elementary | 950 W 22nd Ave | Eugene | UG50 | 3 | 39 | 42 |
| Pathfinder 2120 | 2020 Bailey Hill Rd | Eugene | UG50 | 2 | 6 | 8 |
| Crest Elementary | 1155 Crest Dr | Eugene | UG50 | 3 | 33 | 36 |
| Edison Elementary | 1328 E 22nd Ave | Eugene | UG50 | 3 | 33 | 36 |
| Edgewood Elementary | 577 E 46th Ave | Eugene | UG50 | 3 | 36 | 39 |
| Spencer Butt Middle School | 500 E 43rd Ave | Eugene | UG50 | 3 | 47 | 50 |
| Camas Ridge/Harris Elementary | 1150 E 29th Ave | Eugene | UG50 | 3 | 34 | 37 |
| Charlemagne/Parker Eastside Elementary | 3875 Kincaid St | Eugene | UG50 | 3 | 32 | 35 |
| Willagillespie Elementary | 1125 Willagillespie Rd | Eugene | UG50 | 3 | 46 | 49 |
| Buena Vista/Meadowlark Elementary | 1500 Queens Way | Eugene | UG50 | 3 | 40 | 43 |
| Monroe Middle School | 2800 Bailey Ln | Eugene | UG50 | 3 | 52 | 55 |
| Gilham Elementary | 3307 Honeywood St | Eugene | UG50 | 3 | 51 | 54 |
| Bailey Hill Elementary | 2295 Four Oaks Grange Rd. | Eugene | UG50 | 1 | 11 | 12 |
|  |  |  | **Site Totals** | **237** | **2171** | **2408** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Lane ESD Port Counts | | | | | | |
| Site | **Address** | **City** | **System Type** | **Trunks** | **Stations** | **Total Ports** |
| Lane ESD | 1200 HWY 99 N. | Eugene | 9300 | 23 | 157 | 180 |
| Lane ESD Westmorland | 1717 City View St | Eugene | 9300 Remote Shelf | 6 | 22 | 28 |
|  |  |  | **Site Totals** | **29** | **179** | **208** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Lane Community College Port Counts | | | | | | |
| Site | **Address** | **City** | **System Type** | **Trunks** | **Stations** | **Total Ports** |
| Lane Community College | 4000 E 30th Ave | Eugene | SV9500 | 279 | 1476 | 1755 |
| Lane C.C. Flight Technology | 28715 Airport Rd | Eugene | UG50 | 14 | 24 | 38 |
| Lane C.C. Florence | 3149 Oak St | Florence | UG50 | 27 | 18 | 45 |
| Lane C. C. Wildish | 1445 Willamette St | Eugene | UG50 | 23 | 7 | 30 |
| Lane C. C. Cottage Grove | 1275 S River Rd | Cottage Grove | UG50 | 25 | 16 | 41 |
| Lane C.C. Downtown Campus | 101 W 10th Ave | Eugene | UG50 | 46 | 91 | 137 |
| Lane C.C. Dental Clinic | 2460 Willamette St | Eugene | UG50 | 1 | 15 | 16 |
| Lane C.C. KLCC radio | 136 W. 8TH AVE | Eugene | UG50 with Local PRI | 25 | 41 | 66 |
|  |  |  | **Site Totals** | **440** | **1688** | **2128** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| City of Springfield Port Counts | | | | | | |
| Site | **Address** | **City** | **System Type** | **Trunks** | **Stations** | **Total Ports** |
| City of Springfield, Oregon (Police) | 230 4th St | Springfield | SV9100 | 32 | 58 | 90 |
| City of Springfield, Oregon | 225 5th St | Springfield | NEC 2400 IPX | 85 | 554 | 639 |
|  |  |  | **Site Totals** | **117** | **612** | **729** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Trunks | Stations | Total Ports |
| Grand Totals | 823 | 4650 | 5473 |

* 1. System components:

|  |  |  |  |
| --- | --- | --- | --- |
| 4J System Components | | | |
| Product | **Description** | **Revision** | **QTY** |
| NEC SV9500 | Pre-Packaged | V07 04.00 | 1 |
| UG50s | appliance | i1.21 | 34 |
| sr-node(S) | for recovery | V07 04.00 | 34 |
| MG-SIP | VM | 02.01.00.00 | 2 |
| vSphere | Customer Managed VMware | vSphere Client version 6.5.0.33000 | ? |
| ADTRAN | SBC (Vendor Provided) | User agent: ADTRAN\_Total\_Access\_908e\_3rd\_Gen/R13.1.0.E | 2 |
| UM8700 | Voicemail Auto-Attn. | 9.0.3.1770 | 1 |
| Open-E | Data Storage Software V7 | 7.0up66.9101.34637 64bit |  |
| MA4000 | NEC-UCE | 16.0.8.172193 |  |
| EOSN | NEC-UCE | 16.0.8.172193 |  |
| Call Audit | NEC-UCE | 16.0.8.172193 |  |
| OW5000 | NEC-UCE | UCE R1 Build 17.0.202 |  |
| LMC | NEC-UCE | 16.0.8.172193 |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Lane ESD Components | | | |
| Product | Description | Revision | QTY |
| NEC SV9300 unit 1 | NEC PBX | SC-4600 V5.3.1.0 | 1 |
| NEC SV9300 unit 5 | NEC PBX | SC-4351 V3.3.5.0 | 1 |
| UM 8000 | Univerge VM | 11.9.2.23 | 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Lane Community College Components | | | |
| Product | **Description** | **Revision** | **QTY** |
| NEC SV9500 | Appliance | V08 04.01 | 1 |
| UG50s | Appliance | 02.00 | 7 |
| sr-node(S) | Survivability | V08 04.01 | 7 |
| eMG-SIP | Embedded | SP 4106 05.00.00.00 | 1 |
| UM8700 | VM | 9.0.3.1770 | 1 |
| MA4000 | NEC-UCE | 16.0.8.172193 |  |
| EOSN | NEC-UCE | 16.0.8.172193 |  |
| Call Audit | NEC-UCE | 16.0.8.172193 |  |
| OW5000 | NEC-UCE | UCE R1 Build 17.0.202 |  |
| LMC | NEC-UCE | 16.0.8.172193 |  |
| SV9100 | NEC PBX | 10.0 |  |
| NMC | Conference Bridge | W8.0.5.1 V8.0.4.0 |  |
| GNAV | NEC Navigator  ACD reporting | V 11.5.42 |  |
| QueWorX | NEC-IVR | 8.0 |  |
| Internal ACD | NEC-ACD | V08 05.25 |  |
| VSR Call Manager | NEC Recording Device for Security | 6.0.1.8 |  |

|  |  |  |  |
| --- | --- | --- | --- |
| City of Springfield Components | | | |
| Product | **Description** | **Revision** | **QTY** |
| City of Springfield | | | |
| NEC 2400 IPX | NEC PBX | R15 04.00.014 | 1 |
| AVST | Call Express Voice Mail | 8.11 Build 256 Serial# 1212443200054 | 1 |
| City of Springfield Police Department | | | |
| NEC SV9100 | NEC PBX | 08.00.65 | 1 |
| ACD | 9100 ACD | 08.00.65 | 1 |
| Contact Center Suite | NEC | 2.2.6.0 | 1 |
| UC Services Configuration | NEC | 5.5.6.0 | 1 |
| UC Suite Admin | NEC | 5.5.05 | 1 |

\* Note: The City of Springfield Police Department (PD) has a Stancil recorder for recording PD calls. This recorder is maintained by the vendor and not part of the maintenance RFP.

1. Vendor RFP AUTHORIZATION
   1. Manufacturer’s Comfort Letter of Support

Vendor should provide a signed and dated letter from the Manufacturer that confirms each of the following:

* + - 1. That the Vendor is currently an authorized Value-Added Reseller (VAR).
      2. That the Vendor is in good standing as a reseller and provider of NEC services and support.
      3. That the vendor is authorized to provide maintenance and support services for the installed products that are included in this RFP.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

To receive consideration, proposals shall be made in accordance with the following general instructions:

Any vendor response to be considered must come from a vendor that is authorized by NEC to provide the maintenance, software and hardware support and sales of any components and software that is defined in this RFP.

It is required that any technical resources working on the systems have current NEC certifications in place.

Any vendor responding to this RFP must be in good standing with NEC and can escalate any trouble tickets that cannot be resolved within your organization to NEC directly.

Describe how your organization will be able to meet the above requirements.

* + 1. The signature of all persons signing the proposal shall be in longhand and the primary signer shall have the authority to bind the proposer to the offer. The completed proposal shall not alter the questions and specifications provided, nor add/delete/modify the text provided in the RFP request.
    2. The submission of a proposal shall be an indication that the proposer has investigated and fully satisfied themselves as to Client’s requirements and site conditions that will be encountered, and the scope of the work to be performed.
    3. The pricing provided by this proposal is all-inclusive pricing for the turnkey installation of the solution proposed, including but not limited to all discovery, design, implementation, integration, testing, training, trouble shooting, hardware, software, and licenses. Pricing must remain valid for ninety (90) days after RFP response due date.
    4. **This RFP, your response to the RFP, Appendices, Schedules, Addenda and written modifications to the RFP requirements will be incorporated into the final contract as indicative of the overall scope of work under which you are awarded the contract (and as a material inducement for Client to enter into contract), further defining the contractual responsibilities of the Vendor.**

Full Legal Name of Vendor:

Signer’s Name and Title:

Address:

Phone #:

E-Mail:

Contractor’s License Number and/or Federal ID #:

The following individual is an authorized officer of the company with the authority to commit the company to the terms and requirements of this RFP. This individual, or their agent, has had the opportunity to review this Request for Proposal and asserts compliance with the requirements therein; except where noted otherwise.

I declare under penalty of perjury under the laws of the State of Oregon that the foregoing is true and correct, and make an Offer to Contract according to the terms of the RFP response:

**Signature Authorizing Vendor RFP Response Date**

Physical or Electronic signature is required.

1. Proposal Delivery

A soft copy of the RFP and response documents are required and should be in Microsoft Office format allowing us to save a copy as an editable file for internal review. Please email 1 soft copy of your response documents to each of the contacts listed below at the email addresses shown. (Limit emails to 10Mb in size or smaller), to allow for internal distribution of your response. Responses larger than 10Mb should be zipped before sending or sent by Drobox or similar service. File/folder names should be kept very short so that we can save to project folders without exceeding 255 characters total path length. **Vendor is responsible for ensuring timely delivery, and Com-Strat will acknowledge receipt of responses as they come in. If a response is not received, vendor should contact Com-Strat to ensure that the message was not blocked for some reason.**

Lloyd Halvorsen [lloydh@com-strat.com](mailto:lloydh@com-strat.com)

Robert Hamburg [rhanburg@lcog.org](mailto:rhanburg@lcog.org)

Heidi Leyba [hleyba@lcog.org](mailto:hleyba@lcog.org)

LCOG will notify each Vendor who submitted a complete proposal of its decision to accept or decline the proposal by return email, including its Notice of Intent to Award.  Vendors who wish to object to or protest LCOG’s decision must deliver a Notice of Protest in writing to LCOG not later than three (3) business days after receipt of the notice of LCOG’s decision and must deliver a written Protest to LCOG not later than five (5) business days after delivering the Notice of Protest.  Both the Notice of Protest and the written Protest must be delivered by email to all three email addresses appearing above.

Failure to deliver a Notice of Protest or a written Protest within the times specified herein shall constitute a waiver of all rights to protest LCOG’s decision.

1. Company Information
   1. Contact Information

|  |  |
| --- | --- |
| Bidding Company Name: |  |
| Head Office Address: |  |
| Branch Office (responding or closest to customer) Address: |  |
| Sales Representative name, telephone number and email address: |  |
| Technical Advisor name, telephone number and email address: |  |
|  |  |
| Will the Vendor sub-contract any portion of their Scope of Work; if so, to whom, and for which part? |  |
| Who will provide 1st level warranty/maintenance service and who will Client call when service is needed (Vendor, Manufacturer, Joint, other, etc.)? |  |

* 1. Vendor/VAR Background
     1. Provide a brief (two or three paragraphs) overview and history of the company responding to the RFP.

Response:

* + 1. Please state how many years your company has been selling, installing, and supporting NEC systems. Please summarize your certifications, and any special recognition awarded by the system Provider of each component (UC, Collaboration, Contact Center, Data Network, SaaS, etc.) you are proposing.

Response:

* + 1. How many offices does the Vendor have? What number of manufacturer certified technicians does the Vendor directly employ within a 2-hour drive of LCOG? How many total technicians does the Vendor have certified on this solution? How will the Vendor provide sales, installation, warranty, and maintenance support in cities where they have no on-site personnel?

Response:

* + 1. LCOG prefers that the lead engineer for this maintenance and support agreement be based within a 2-hour drive of LCOG. Will Vendor be able to meet this requirement? If not, how will you manage to provide the level of support required for an organization such as LCOG and its members.

Response:

Several LCOG members have VoIP implementations of handsets and remote gateways. There are times that the member will need assistance on deploying additional VoIP handsets and other network-based applications. What skill sets does the support staff have to be able to assist the LCOG members with VoIP installations, LAN & WAN networking, and LAN/WAN troubleshooting?

Response:

What networking products and solution does your organization sell, service and support? What certifications does the support staff hold?

Response:

There is an interest in moving the call processing, voicemail, and contact center solutions to virtualized infrastructure. What experience and expertise does the vendor have? Have you helped other customers move to this type of implementation? Describe the capabilities that you would bring to the LCOG members.

Response:

What experience does the Vendor have with system integrations between the phone systems and other applications such as Computer Telephony Integration (CTI), automation of collecting and management of data and other integrations?

Response:

What additional network engineering support would your organization be able to provide to the LCOG members for projects such as: A/V, Wireless LAN, ad-hoc networking support on an as needed basis?

Response:

* + 1. Security – LCOG requires that security compliance protocols be always followed. This may require some or all the following:
       1. Vendor employees being escorted to all work areas on LCOG premises;
       2. Pass a CJIS Criminal background checks of Vendor staff that will be working on site;
       3. Compliance with HIPAA privacy and security rules;
       4. Compliance with PCI DSS requirements;
       5. Other factors deemed necessary by LCOG CISO and management.

Response:

Describe your organizations internal disaster recovery plans and Cyber Security process that are currently implemented within you organization.

Response:

With the onset of the COVID-19 pandemic, LCOG members users have had to move to a Work from Home (WfH) environment. What solutions or services have your organization provided to your clients that are in a similar NEC environment?

Response:

Several of the LCOG members are migrating from traditional PRIs to SIP trunking. What experience does your organization have with migrating clients to SIP? Are you a reseller or agent for any SIP service providers? If so, which ones?

Response:

There are several organizations that will be part of this agreement that have implemented Contact Center technology. What experience does your organization have with contact center design, reporting and support?

Response:

What options are available to purchase a “Block of Hours” for both on-site and remote support? Please provide details of these available options.

Response:

What are the charges for an on-site visit besides the hourly rate for the work required, such as trip charges or premises visit charges? Describe how these charges are calculated.

Response:

* + 1. Describe the process for opening a ticket, monitoring the status of a ticket, escalating an emergency ticket, the cadence of updates from the Provider on Critical and Normal priority tickets. Describe any portals or reports where Client can view past or current service calls and moves/adds/changes with detailed resolution notes.

Response:

The Vendor is required to provide a monthly summary of all work being completed and any additional costs that are associated with this work. These summaries would be available by the LCOG entity.

Response:

Due to the life safety requirements, the City of Springfield Police Department’s SV9100 and the other LCOG entities requires that the vendor provide 24x7 support on an as needed basis. This would be a Time and Materials (T&M) basis. Describe the capabilities of the Vendor to support this requirement. Please provide the current rates for this coverage.

Response:

Can the Vendor provide a “Crash Kit” that would be available to the LCOG members in the event of a major failure of any key components within their system. Describe the components that would be part of this kit and how it would be managed.

Response:

There is a requirement to be able to provide a regular back-up on the systems programming information and off-site storage of this information. How would the Vendor provide support for this requirement?

Response:

What security procedures and policies are in place to protect Customer’s data that is stored within the Vendor’s infrastructure?

Response:

* 1. Vendor Assessment Services
     1. LCOG requires the vendor to include a one-time assessment and review of LCOG’s use of the NEC features and provide advice to LCOG of available features that it may want to implement, deploy, and support. Vendors should provide pricing where shown in the options section of Schedule A.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* 1. Training

The LCOG members are interested in receiving training on administration and maintenance of the installed systems. What training programs does your organization offer for LCOG? Do you provide this with inhouse staff, or would it be outsourcing to NEC or another entity? What are the courses available to the administration team at LCOG?

Response:

* 1. Cloud Provider

With the fundamental shift in technology from installed on premises systems to Unified Communication as a Service and Contact Center as a Service (UCaaS and CCaaS), how is your organization able to support customers that have a desire to migrate to the cloud? What solutions or services does your firm offer? What are you seeing other customers doing with the shift to cloud offerings? There are LCOG entities that have a desire to move to the cloud. How would you be able to support them. Would you be able to offer any incentives or credits to support this migration?

Response:

Has your organization implemented a Hybrid solution where the call processing application is in the cloud but there are survivable elements located at the customers premises to support end users in the event of a loss of a connection to the call processing located in the cloud?

Response:

* 1. Client/Customer Success manager or Technical Account Manager (CSM/TAM)

LCOG is interested in the Vendor having a Client/Customer Success Manager or a Technical Account Manager (CSM/TAM). This role would be one of a customer advocate within your organization that would have the technical background on the installed systems, knowledge of LCOG’s environment and be an escalation point within the vendor’s organization. This individual would hold Quarterly Business Reviews with key leadership to review the current open support requests, trouble tickets and ensure that LCOG leadership and members are aware of the state of the work effort. While this is not a hard and fast requirement, it is strongly desired to have the services of such a CSM or TAM as part of this agreement. Describe the available options and how this role would be staffed within your organization.

Response:

As part of the CSM/TAM role, LCOG requires the vendor to provide a one-time assessment and review of LCOG’s use of the NEC features and provide advice to LCOG of available features that it may want to implement, deploy, and support.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* 1. Reference Accounts
     1. Provide contact information for a minimum of three (3) local references, using the same Solution being quoted. Please endeavor to make sure that these references are as like LCOG as possible, ideally having a similar set of features/functionality, same industry, same size, installing the same system, and located within 2-hour drive from LCOG. It is a requirement that actual reference customers be identified. There will be no contact made to the reference customers without permission and coordination by the Vendor. Not including reference customers could result in disqualification from the bidding process.

|  |  |
| --- | --- |
| Company name and location |  |
| Contact name, position and phone number |  |
| Solution/Products installed |  |
| Size of system |  |
| How long installed |  |

|  |  |
| --- | --- |
| Company name and location |  |
| Contact name, position and phone number |  |
| Solution/Products installed |  |
| Size of system |  |
| How long installed |  |

|  |  |
| --- | --- |
| Company name and location |  |
| Contact name, position and phone number |  |
| Solution/Products installed |  |
| Size of system |  |
| How long installed |  |

* + 1. In addition, provide at least one reference account that has experienced negative service issues. Please describe how your organization responded to the issue(s) and possibly improved internal processes.

|  |  |
| --- | --- |
| Company name and location |  |
| Contact name, position and phone number |  |
| Solution/Products installed |  |
| Size of system |  |
| How long installed |  |

1. Executive Summary

In this section, the Vendor should deliver an introduction to, and summary of, the RFP response and its specific fit for LCOG. It should be structured so anyone reading only this section will have a clear understanding of the response and why the solution best fits LCOG’s specific requirements. Please limit this response to 2-4 pages. This is your chance to shine and to directly address LCOG’s stated requirements and to explain how you and your company are uniquely qualified to exceed their expectations, so don’t just provide generic marketing collateral.

Response:

1. REQUIREMENTs and Options

Vendors should respond to each section, providing an explanation and/or description where requested.

* 1. NEC Upgrade - Mandatory

LCOG requires that all NEC components listed and referenced in Section 3 Current Infrastructure and Environment be upgraded to fully supported NEC hardware and to the latest NEC software versions and licenses that are at general availability (GA). This must include all components to provide core voice infrastructure geo-redundancy for Disaster Recovery (DR). Vendor can assume that LCOG is under NEC support today. Vendors should provide pricing for the necessary equipment, software, and licenses where shown in Schedule A.

Vendor must provide a full Bill of Materials (BOM) for all upgraded and new components. Vendor is asked to add to the BOM the complete list of re-used and/or upgraded NEC hardware/software/licensed components, listing those as “Retained” in the price, so that LCOG has a complete BOM of the resulting upgraded system. Vendor should note in the BOM the announced End of Sale, End of Life, and End of Service dates, and in any event, must not propose any new or retained/upgraded equipment or software that is within five (5) years of End of Service.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* 1. NEC Maintenance and Upgrade Services

LCOG requires ongoing three (3)-year, annually renewed NEC support and software assurance for all installed components of the LCOG NEC infrastructure for ongoing 8x5, Monday - Friday monitoring and trouble response, 8x5xNBD parts replacement, and software upgrades for all NEC equipment and software. Vendors are asked to quote these services for two different terms – 3-year and 5-year – and should provide the annual costs for each of these terms where shown in Schedule A.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* + 1. Please provide an option to upgrade to 24 hours X 7 days X 4-hour Service Level Agreement on the core Telephone System hardware and software, including:
       1. All Core Telephony, Call Processors and Voicemail servers and applications;
       2. Critical applications such as Contact Center routing, e911, Conferencing servers and applications;
       3. Voice, SIP, PSTN, DSP gateways, appliances, servers, and applications;

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* + 1. Telephones do not require a maintenance contract; LCOG will maintain spares and purchase replacement telephones as required. However, please provide an optional price for 8x5xNBD maintenance of the telephones where indicated on Schedule A.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* + 1. Describe the typical Service Level Agreements (SLAs) that are available for the maintenance and support offerings that are being proposed in the response to this RFP.

Response:

How does the Vendor define a major, minor, or other outage and what are the SLAs associated with each defined outage?

Response:

* 1. Vendor Maintenance and Support Services

LCOG requires that the vendors provide maintenance and support services available from the Vendor that augment the NEC maintenance services. Vendor should describe in detail a description of the services and any associated service-level agreements (SLAs), such as: Tier 1 help desk, Tier 2 troubleshooting, NEC maintenance escalation, pro-active monitoring, pro-active remote service, Moves/Adds/Changes, etc. Vendor should include their own ongoing services that will provide LCOG periodic (e.g., at least quarterly) updates on upcoming manufacturer end of support announcements, proposed upgrades and “dot” releases, and status/performance of ongoing break/fix activities.  **Vendor must include coordinated annual Disaster Recovery (DR) testing with LCOG.** Place the annual cost of these services in the options section of Schedule A where shown. Use the <Recommended Vendor Option> line(s) if any of these services are separately priced.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* 1. Vendor Professional Services - General

LCOG desires the vendor to provide ongoing, just-in-time technical support, configuration / programming, and training services (e.g., Call Center, Call Recording, WFO, and CDR) so that LCOG staff are supported in the best use of the systems and configuration of the NEC platform to meet evolving telecommunications. Vendors should provide pricing for pricing for “buckets of hours” for additional professional services, where shown in the options section of Schedule A.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

1. installation and support

Vendors should respond to each section, providing an explanation and/or description where requested, showing their understanding and agreement for required planning, installation, testing, cutover, and acceptance procedures to be followed upon award of contract (Successful Vendor).

* 1. Upgrade Plan - Mandatory

The Successful Vendor will develop (upon award of contract) an upgrade plan to be approved by the Customer, identifying the tasks the Vendor will perform and the tasks Client is expected to perform to successfully implement the new system, including a user acceptance test (UAT) plan and a backout plan. Cutover and testing for any upgrades that cause service outages will be after business hours at times agreed to with the Customer. The upgrade plan should provide for a full backup of customer data before the upgrade(s). Please describe any major expected customer downtime in the response area below.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* 1. Testing (unit testing / disaster recovery testing)

**SIT and UAT** – 1 to 2 weeks prior to UAT testing, Successful Vendor will complete Unit Testing (UT) of individual solution components, as well as System Integration Testing (SIT) between various parts of the provided solution and the Client provided network. SIT should follow Vendor/Manufacturer/Service Provider best practices but be at least as comprehensive as the UAT test plan to ensure that UAT testing will be successful. Successful Vendor will test all installed equipment to manufacturer and vendor supplied test plans and correct all defects prior to UAT.

**UAT** – Successful Vendor, Communications Strategies and Client will create a User Acceptance Test (UAT) plan that confirms the operation and resilience of all applications to the requirements specified in the RFP. **UAT will also validate system redundancy and system failure notifications for full Disaster Recovery (DR) testing.** To the extent possible and reasonable, UAT tests will be done before cutover, where vendor will establish test phones and programming for testing basic functionality. To the extent necessary, UAT will then be done immediately post-cutover to confirm proper operation.

Successful Vendor shall have a lead technician and adequate support staff onsite and available for UAT system testing at least 1-2 weeks prior to going live with the Solution.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* 1. Upgrade Coverage

Cutover to the new Solution should not impact users during Client’s normal working hours or disrupt usage of the current telephone platforms. Cutovers will therefore need to be completed after hours for service-impacting events.

After reasonable punch list items are resolved, additional issues will be moved to an exception list and will be tracked by Successful Vendor with an action plan, responsible person, and deadline for completion. Vendor will provide daily updates on the remaining exception list items.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* 1. Training

Three (3) LCOG staff will require system administration training on all NEC applications and systems. Administrators should be provided “run book” procedures, including a full orientation on the applications and tools they will need to use for ongoing adds/moves/changes, basic system monitoring/troubleshooting, and systems reports.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

* 1. System Acceptance and Documentation

System acceptance will be defined as follows:

All equipment delivered and installed. All core Solution applications and functionality deployed. Certain advanced features and applications may be deployed later upon Client preference at the end of the project, in which case they should be installed and tested before System Acceptance.

All installation issues resolved to Client satisfaction.

**Documentation** representing the system “As Built” including: an updated system diagram that included all major system components, virtual environment, and LAN/WAN connectivity – especially documenting the Disaster Recovery (DR) / redundancy components of the system; a full inventory of phones and users by location, and policy; and procedure documentation on system setup is delivered and reviewed with Client. System Administrator and Help Desk training provided that will allow Client to manage the Solution.

Client may agree to system acceptance with a mutually acceptable exception list.

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply

Response:

1. Attachments

**Vendors are instructed to follow the detailed instructions in the RFP.  This section/checklist summarizes the documents required in the Vendor response. Please name the document files according to the Number and Title below so that they we can find the appropriate document in numeric order.**

* 1. Required Response Documents

**The following documents will be provided in soft copy to all Vendors. Vendors should provide their responses inline and return their response documents.**

* + 1. Request for Proposal Response – This Document with inline Vendor Responses (Microsoft Word)
    2. Schedule A – RFP Pricing Worksheet (Microsoft Excel)
  1. Required Response Attachments

**Vendor must provide the following required documents with their response:**

* + 1. Itemized Equipment List or Bill of Material with pricing
    2. Signed “Vendor RFP Authorization”
    3. Manufacturer’s Comfort Letter of Support
  1. Required Document Samples

**A sample of the following documents should be provided by the Vendor in their response. They do not need to be customized for Client at this time:**

* + 1. Sample Vendor and/or Service Provider Contract
    2. Any/all other contract documents which Vendor requires Client to sign

**Indicate your compliance of providing all required documents.**

Response:  Comply & Included  Partial Comply & Included  Optional Cost, Not Included  Do Not Comply