

**TOWN OF GLASTONBURY
REQUEST FOR PROPOSAL
TOWN FACILITIES TELEPHONE UPGRADE
RPGL-2018-03**

The Town of Glastonbury will be accepting proposals from qualified individuals or firms to provide a Telephone Upgrade for Town and Glastonbury Housing Authority facilities. Proposals shall provide technical data for components to be provided, pricing proposals, and other data necessary in order to determine the best qualified firm. Interested individuals and firms should obtain the complete RFP and related information from Mary F. Visone, Purchasing Agent, 2155 Main Street, Glastonbury, CT 06033 or via the Town's website at www.glastonbury-ct.gov.

Proposals must be submitted to the Purchasing Agent no later than October 3, 2017 at 11:00AM. **LATE PROPOSALS WILL NOT BE CONSIDERED.**

There will be an optional pre-proposal meeting held on September 21, 2017 at 10:00 AM located at 2155 Main Street, Meeting Room A, Glastonbury, CT 06033. Interested respondents are encouraged to attend.

The Town reserves the right to waive informalities or reject any part of, or the entire proposal, when said action is deemed to be in the best interests of the Town. All Sealed proposals must be submitted to the Office of the Purchasing Agent no later than the time and date indicated.

An Affirmative Action/Equal Opportunity Employer. Minority/Women /Disadvantaged Business Enterprises are encouraged to bid.

Mary F. Visone
Purchasing Agent

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SECTION I – GENERAL INFORMATION

Background – The Town of Glastonbury has identified a need for an updated phone system for the Town of Glastonbury and Glastonbury Housing Authority facilities. Town buildings have a variety of vintages of New England Communications (NEC) products the oldest of which dates back to 1994. The Town facilities are all connected by Town owned fiber and Cisco POE Network Switches which are available for this project. The current phone system is the Centralink 3100 as provided by Frontier Communications. The desired replacement communication technology system would be an NEC 9100 including coordination with the local phone provider. Currently all phones are wired to Intermediate Distribution Frames (IDF's) or Main Distribution Frames (MDF's) in each building with either Category 3 or Category 5 cable with RJ 11 jacks. Approximately 90% or more of the phone locations have computer workstations with Category 5e cable at the same location.

General Intent - The general intent to retain a Vendor to provide a complete turnkey system including estimates and options so that all Town of Glastonbury facilities operate on the same platform. The upgrade will include evaluating different configurations, service delivery and operations, training and associated costs and benefits. Meetings with interested parties and presentations to various groups are included. The upgrade will include a full turnkey system with documentation, voice mail, Voice over Internet Protocol (VOIP) capability, mass notification and coordination with the local phone company. It is expected that the selected firm's scope include all necessary work through system turn over to the customer and project closeout including training and a minimum of three years of service.

SECTION II – SERVICES / CONSIDERATIONS AND RESTRICTIONS

- Consideration for the integration of and the timing of the installation, impact on service delivery, ADA compliance, security, and maintainability is required.
- Portions of the work may be performed by Town or other forces. The design will have to reflect these conditions where determined.
- The Vendor shall ensure the resulting work will comply with all applicable codes.
- All drawings, reports, data, and other documents prepared by the Vendor shall be submitted to the Town for its review and approval. Resulting work products of the Vendor pursuant to this solicitation shall become property of the Town of Glastonbury.
- No such approval shall in any way be construed to relieve the Vendor of responsibility for technical adequacy or operate as a waiver of any of the Town's rights under this Agreement. The Vendor shall remain liable to the Town according to applicable laws and practices for all damages to the Town caused by the Vendor's negligent performance of any of the services furnished under this Agreement.
- The Vendor shall conduct regular meetings with the Town, and other appropriate parties, at a location established by the Town to review progress. The Vendor will provide meeting minutes of each meeting to all attending parties before the next meeting.

- Consideration will be given to the type of equipment and delivery system proposed, the associated cost, and the turnkey installation including the proposed transition from the current system to the installation and operation of a new system.
- **The Town shall not be obligated to accept any proposal and the Town shall reserve the sole right to determine the appropriateness of any proposal for this work.**

SECTION III – SCOPE OF WORK

SPECIFIC SERVICES

The Town intends to contract with a telecommunications Vendor to provide a complete telephone upgrade to a NEC 9100 system including voice mail, and associated equipment. The project would include evaluating options and associated costs and benefits. The resulting work product from this project will be an updated and installed phone system including training, documentation and a minimum of a three year service contract.

PROJECT COORDINATION

The Vendor will work closely with the Glastonbury Building Superintendent and Information Technology Director through all phases of the project. The Town will provide access to the property, and make available plans and drawings.

SECTION IV - SUBMISSION OF PROPOSAL

MINIMUM REQUIREMENTS

- The Respondent shall have an assigned project manager to oversee this work and act as liaison to the Town. The Respondent shall list all proposed staff. The Respondent shall submit detailed resumes/references for any proposed staff, in-house or sub-contracted.
- The Respondent shall be approved by the manufacturer to install and maintain the system.
- The Respondent shall demonstrate sufficient staff resources to perform the work.
- The Respondent shall have demonstrated experience designing and installing similar systems within the past five (5) years.

TERM OF SERVICE / TIME FOR COMPLETION

The selected firm will be expected to commence services within 15 days of contract execution or on such other schedule as may be agreed to with the Town. The Town anticipates allocating

up to two (2) months of overall time for the design described herein including but not limited to data collection, meetings, agency approval, Vendor coordination, etc. It is the intent of the Town to have an updated phone system in service by the end of the 2017 calendar year. A schedule for completion will be mutually agreed upon between the Town and the selected vendor.

PROPOSAL INSTRUCTIONS

- By submitting a proposal, Respondent represents that he has thoroughly examined and become familiar with the Scope of Services outlined in this RFP and are capable of performing the work to achieve the Town's objectives.
- All firms are required to submit one (1) **clearly marked original** and seven (7) copies of their proposal to Mary F. Visone, Purchasing Agent, 2155 Main Street, Glastonbury, CT by the date and time listed in the proposal response page. All proposals will be opened publicly and recorded as received. Respondents may be present at the opening; however, there will be no public reading of Proposals. Proposals received later than the time and date specified will not be considered. The proposal must be submitted in a sealed envelope or package and the outside shall be clearly marked with the firm's name and address and the following:

**SEALED REQUEST FOR
TOWN FACILITIES TELEPHONE UPGRADE
RPGL- 2018-03
OCTOBER 3, 2017
TIME – 11:00 A.M.**

- All respondents are required to submit the information detailed below. **Responses shall be organized and presented in the order listed below to assist the Town in reviewing and rating proposals.** Responses should be presented in appropriate detail to thoroughly respond to the requirements and expected services described herein.

1. Table of Contents to include clear identification of the material provided by section and number.
2. A letter of transmittal indicating the firm's interest in providing the service and any other information that would assist the Town in making a selection. This letter must be signed by a person legally authorized to bind the firm to a contract.
3. Name, email address and telephone number of person(s) to be contacted for further information or clarification.
4. Copy of State of Connecticut license to perform the work required, as applicable.
5. Name and qualifications of assigned project manager and a list of staff members who would be involved with the project, including their assigned roles and a description of their background and experience.
6. A background statement including a description of relevant experience of the firm/individual submitting the proposal.
7. Respondent shall provide a list of 3-5 references and examples of previous similar projects with municipal phone systems successfully completed within the last five years, with the contact name, address and telephone number of the owners' representative in each project. The Town reserves the right to contact these organizations regarding the services performed by the firm.
8. Proposals shall include the following:
 - Detail how the Vendor can provide a timely and cost effective installation with associated telecommunication cost savings to the Town
 - A proposed project approach and schedule for accomplishment
 - Detailed description of the wiring and network requirements
 - A menu of features and the associated cost*
 - Description of the expected useful life of the system
 - Description of end user training and ongoing Vendor support and associated cost*

* Proposals shall detail all costs for the Town and the Glastonbury Housing Authority separately.

9. Pricing – Pricing proposals shall include a breakdown by line item
 - a. Equipment
 - b. Installation
 - c. Three year service contract by year
 - d. Additionally, proposals shall include Hourly Labor Rates for firm and any other subcontractors to be used for the project.
10. A concluding statement as to why the respondent is best qualified to meet the needs of the Town.
11. Proposal Response Form (**ATTACHMENT A**). Description of any exceptions taken to this RFP. If any proposal involves any exception from the stated requirements and specifications, they must be clearly noted as exceptions and attached to the proposal.
12. Respondent is required to review the Town of Glastonbury Code of Ethics adopted July 8, 2003 and effective August 1, 2003 and revised October 29, 2013 and effective November 28, 2013. Respondent shall acknowledge that they have reviewed the document in the area provided on the attached Ethics Acknowledgement form included on (**ATTACHMENT A**). The selected respondent will also be required to complete and sign a Consultant Acknowledgment Form prior to award. The Code of Ethics and the Consultant Acknowledgment Form can be accessed at the Town of Glastonbury website at www.glastonbury-ct.gov. Upon entering the website click on the **Bids & Proposals Icon** which will bring you to the links for the **Code of Ethics** and the **Acknowledgement Form**. If the respondent does not have access to the internet, a copy of these documents can be obtained through the Purchasing Department at the address listed within this bid/proposal.
13. The Town of Glastonbury is dedicated to waste reduction and the practice of using and promoting the use of recycled and environmentally preferable products. Respondents are encouraged to submit RFP responses that are printed double-sided (except for the signed proposal page) on recycled paper, and to use paper dividers to organize the RFP for review. All proposal pages should be secured with a binder clip, staple or elastic band, and shall not be submitted in plastic binders or covers, nor shall the proposal contain any plastic inserts or pages. We appreciate your efforts towards a greener environment.

14. Any technical questions regarding this RFP shall be made in writing and directed to David Sacchitella, Building Superintendent, 2143 Main Street Glastonbury, CT 06033 or by email at Dave.sacchitella@glastonbury-ct.gov. For administrative questions concerning this proposal, please contact Mary F. Visone, Purchasing Agent, at (860) 652-7588, or by email at purchasing@glastonbury-ct.gov. All questions, answers, and/or addenda, as applicable, will be posted on the Town's website at www.glastonbury-ct.gov (Upon entering the website click on Bids & Proposals Icon, click on the Bid Title to view all proposal details and document links). **It is the respondent's responsibility to check the website for addenda prior to submission of any proposal.** Note: Responses to requests for more specific contract information than is contained in the RFP shall be limited to information that is available to all respondents and that is necessary to complete this process. The request must be received at least five (5) business days prior to the advertised response deadline.

No other Glastonbury Town employee, elected official, or evaluation committee member should be contacted concerning this RFP during the proposal process. Failure to comply with this requirement may result in disqualification.

Failure to include any of the above-referenced items in the submitted proposal may be grounds for disqualifying said proposal.

EVALUATION CRITERIA

- The Town of Glastonbury shall select the responsible and responsive Proposal which is determined by the Town to be the best suited, most advantageous, and provides the best value to the Town on the basis of the criteria included in this Request for Proposal. The Town expressly reserves the right to negotiate with the selected firm prior to an award of any contract pursuant to this RFP. Best value shall be determined by consideration of the following factors.
 - Demonstrated understanding of the Scope of Services.
 - Overall quality, thoroughness, and responsiveness to the Town's requirements as summarized herein.
 - The qualifications and experience of the firm, the designated account representative, and other key personnel to be assigned to the project.
 - Demonstrated recent successful performance of similar work within the last five years.
 - Technical Solution/Approach to Project: Types, capabilities, efficiency, applicability, efficient use of space and resources and aesthetics. System features, useful system life, training and ongoing maintenance and support.
 - Schedule.
 - Price & cost savings
 - The number, scope, and significance of conditions or exceptions attached or contained in the proposal.

SELECTION PROCESS

- This request for proposal does not commit the Town of Glastonbury to award a contract or to pay any costs incurred in the preparation of a proposal to this request. All proposals submitted in response to this request become the property of the Town of Glastonbury. The Town of Glastonbury reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with the selected respondents, the right to extend the contract for an additional period or to cancel in part or in its entirety the request for proposals, if it is in the best interests of the Town to do so.
- A Selection Committee, appointed by the Town Manager, will evaluate all proposals received for completeness and the respondent's ability to meet all requirements as outlined in this proposal. The Committee will then short list the specific firms whose proposals best meet all criteria required and may conduct interviews with these firms. Upon completion of interviews, the Selection Committee will forward to the Town Manager a list of firms recommended for further consideration.

- Based on the results of the interview process, the Town Manager will review the Scope of Services, fee proposals, and other factors with the top-rated firm(s) and negotiate a specific agreement based on these discussions.
- Additional technical information may be requested from any respondent for clarification purposes, but in no way changes the original proposal submitted.

TIMELINE

The Town intends to adhere to the schedule listed below as closely as possible, but reserves the right to modify the schedule in the best interest of the Town as required.

Publicize RFP	September 13, 2017
Pre-proposal Meeting	September 21, 2017 @ 10:00 A.M.
RFP Due Date	October 3, 2017 @ 11:00 A.M.
Shortlist of Proposals Received	October 6, 2017
Interviews with Top Respondents	Week of October 9th
Fee Proposal and Scope of Services	TBD
Contract Effective Date	TBD

INSURANCE REQUIREMENTS

INSURANCE

The Respondent shall, at its own expense and cost, obtain and keep in force during the entire duration of the Project or Work the following insurance coverages covering the Respondent and all of its agents, employees and sub-contractors and other providers of services and shall name the **Town of Glastonbury and the Glastonbury Housing Authority their employees and agents as an Additional Insured** on a primary and non-contributory basis to the Respondent's Commercial General Liability and Automobile Liability policies. **These requirements shall be clearly stated in the remarks section on the Respondent's Certificate of Insurance.** Insurance shall be written with insurance carriers approved in the State of Connecticut and with a minimum Best's Rating of A-VIII with all policies written on an occurrence form basis. In addition, all carriers are subject to approval by the Town. Minimum Limits and requirements are stated below:

- 1) Worker's Compensation Insurance:
 - Statutory Coverage
 - Employer's Liability
 - \$500,000 each accident/\$500,000 disease-policy limit/\$500,000 disease each employee
 - A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and Glastonbury Housing Authority and their employees and agents.
- 2) Commercial General Liability:

- Including Premises & Operations, Products and Completed Operations, Personal and Advertising Injury, Contractual Liability and Independent Contractors.
- Limits of Liability for Bodily Injury and Building Damage
Each Occurrence \$1,000,000
Aggregate \$2,000,000 (The Aggregate Limit shall apply separately to each job.)
- A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and Glastonbury Housing Authority and their employees and agents.

3) Automobile Insurance:

- Including all owned, hired, borrowed and non-owned vehicles
- Evidence of Combined Single Limit of Liability for Bodily Injury and Building Damage:
Per Accident \$1,000,000
- A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and Glastonbury Housing Authority and their employees and agents.

4) Errors and Omissions Liability or Professional Services Liability Policy

- Provide Errors and Omissions Liability or Professional Services Liability Policy for a minimum Limit of Liability \$1,000,000 each occurrence or per claim. The awarded respondent(s) will be responsible to provide written notice to the Owner 30 days prior to cancellation of any insurance policy.
- The respondent agrees to maintain continuous professional liability coverage for the entire duration of this Project, and shall provide for an Extended Reporting Period in which to report claims for seven (7) years following the conclusion of the Project.

The respondent shall provide a Certificate of Insurance as "evidence" of General Liability, Auto Liability including all owned, hired, borrowed and non-owned vehicles, statutory Worker's Compensation and Employer's Liability and Professional Services Liability coverage.

The respondent shall direct its Insurer to provide a Certificate of Insurance to the Town before any work is performed. The awarded Respondent(s) will be responsible to provide written notice to the Owner 60 days prior to cancellation or non-renewal of any insurance policy. The Certificate shall evidence all required coverages including the Additional Insured on the General Liability and Auto Liability policies and Waiver of Subrogation on the General Liability policy. The respondent shall provide the Town copies of any such insurance policies upon request.

INDEMNIFICATION

To the fullest extent permitted by law, the Respondent shall indemnify and hold harmless the Town and Glastonbury Housing Authority and their employees and agents consultants, agents, and employees from and against all claims, damages, losses and expenses, direct, indirect or consequential (including but not limited to fees and charges of engineers, attorneys and other professionals and court and arbitration costs) to the extent arising out of or resulting from the performance of the Respondent's work, provided that such claim, damage, loss or expense is caused in whole or in part by any negligent act or omission by the Respondent, or breach of its obligations herein or by any person or organization directly or indirectly employed or engaged by the Respondent to perform or furnish either of the services, or anyone for whose acts the Respondent may be liable.

ATTACHMENT A

PROPOSAL RESPONSE PAGE

BID / PROPOSAL NO: RPGL-2018-03 **DATE DUE:** 10-03-17

DATE ADVERTISED: 09-13-17 **TIME DUE:** 11:00 AM

TOWN FACILITIES TELEPHONE UPGRADE

NAME OF PROJECT: _____

The Respondent acknowledges receipt of the following Addenda:

Addendum #1 _____ (Initial/Date) **Addendum #2** _____ (Initial/Date) **Addendum #3** _____ (Initial/Date)

It is the responsibility of the respondent to check the Town’s website for any Addenda before submitting the proposal.

NON-COLLUSION STATEMENT:

By submission of this proposal, the Respondent certifies that it is being submitted without any collusion, communication, or agreement as to any matter relating to it with any other respondent or competitor. We understand that this proposal must be signed by an authorized agent of our company to constitute a valid proposal

CODE OF ETHICS:

I / We have reviewed a copy of the Town of Glastonbury’s Code of Ethics and agree to submit a Consultant Acknowledgement Form if I /We are selected. Yes _____ No _____ *

***Respondent is advised that effective August 1, 2003, the Town of Glastonbury cannot consider any proposal where the respondent has not agreed to the above statement.**

_____	_____
Type or Print Name of Individual	Doing Business as (Trade Name)
_____	_____
Signature of Individual	Street Address
_____	_____
Title	City, State, Zip Code
_____	_____
Date	Telephone Number / Fax Number
_____	_____
E-Mail Address	SS # or TIN#

(Seal – If proposal is by a Corporation)
Attest

Attachment B Includes:

- Layout of current telephone system information, sites, addresses and photos.

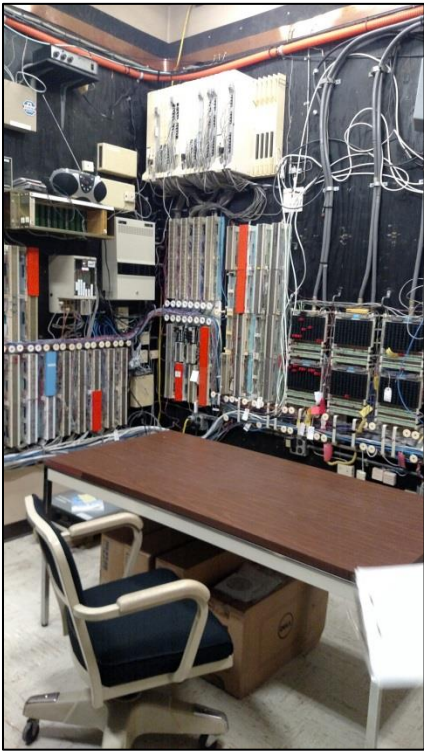
Town of Glastonbury
 RPGL-2018-03 - Town Facilities Telephone Upgrade
 ATTACHMENT B

<u>Local Address</u>	<u># of Lines</u>	<u>Existing NEC System</u>	<u>Location Description</u>	<u>Fiber</u>	<u>Emerg Power</u>	<u>POE</u>	<u>Picture</u>
105 Nutmeg	1		Pump Station	Future	Yes	No	
1086 NLT	9	PRO 1000	Parks	Yes	Yes	Yes	
1089 Chestnut	3	PRO 1000	Fire Company 3	Yes	Yes	Yes	Yes
1145 Tryon	2		Bulky Waste	Yes		Yes	
1247 Mnchstr	4	PRO 1000	Fire Company 4	Yes	Yes	Yes	Yes
125 High	1		Pump Station	Future	Yes	No	
15 Hubbard	1		Pump Station	Future	Yes	No	
1620 Main	1		Pump Station	Future		No	
17 Hebron	2		Emmy Lou	Yes		No	
2 Deming	1		Housing Authority	No		No	
2108 Main	4		Police Department	Yes	Yes	Yes	Yes
2143 Main	34	8100	Academy	Yes	Yes	Yes	Yes
2149 Main	22	PRO 1000	Waste Water	Yes	Yes	Yes	Yes
2155 Main	143	PRO 1000 (5) Elite 192 (2)	Town Hall	Yes	Yes	Partial	Yes
2155/2108 Main	11	8100	Town Hall/PD/EOC	Yes	Yes	Yes	Yes
2155/2825	1		Radio Circuit	No	Yes	n/a	Yes
2340 NLT	3		Transfer Station	Yes		Yes	
2380 NLT	14	PRO 1000	Vehicle Garage	Yes	Yes	Yes	Yes
2407 Main	24		Library	Yes		Yes	Yes
25 Risley	14	IPK 2000	Housing Authority	Yes		No	Yes
252 Welles	12	8100	Boathouse	Yes	Yes	Yes	Yes
260 Cider Mill	1		Pump Station	Future	Yes	No	
2825 Main	10	PRO 1000	Fire Company 1	Yes	Yes	Yes	Yes
295 Hubbard	7		Youth Family Annex	Yes		Yes	Yes
30 Parker Terr	1		Pump Station	Future	Yes	No	
300 Welles	27	IPK 2000	Community Center	Yes		Yes	Yes
321 Hubbard	16		Youth Family Office	Yes		Yes	Yes
333 Birch Mtn	1		Radio Tower	No	Yes	No	
35 Matson Hill	1		Pump Station	Future	Yes	No	
35 Roaring Brk	1		Pump Station	Future	Yes	No	
39 Knox	2		Housing Authority	Future		No	
401 Addison	1		Addison Pool	No		No	
41 Fisher Hill	1		Pump Station	Future	Yes	No	
43 Canione	7	PRO 1000	Housing Authority	Future		No	Yes
500 Hopewell	1		Grange Pool	No		No	
705 Neipsic	1		JB William	No		No	
905 Main	3	PRO 1000	Fire Company 2	Yes	Yes	Yes	Yes
Total # of Lines	388						

1086D NLT	1		Dog Pound	WiFi			
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**1089 Chestnut Hill Road
& 1247 Manchester Road**



2108 Main Street



2143 Main Street (Server Room)



2143 Main Street (Demarc)



2149 Main Street



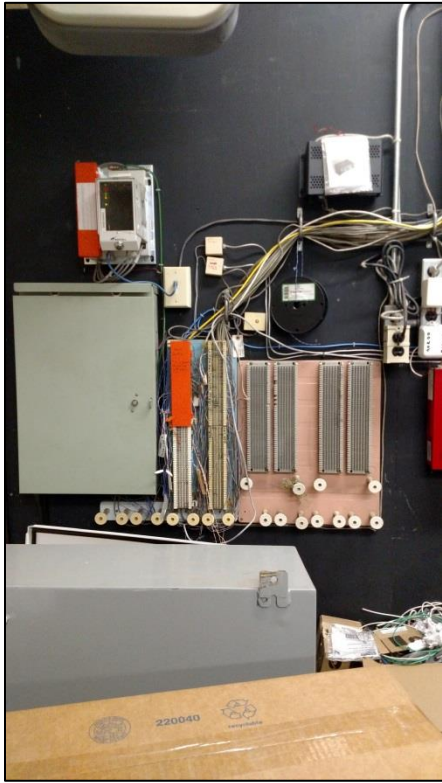
2155 Main Street (Basement)



2155 Main Street (3rd Floor Room A)



2155 Main Street (3rd Floor Room B)



2380 New London Turnpike



2407 Main Street



25 Risley Road (Basement)



25 Risley Road (Office)



252 Welles Street



2825 Main Street



295 Hubbard Street



300 Welles Street



321 Hubbard Street



43 Canione Road



905 Main Street