REQUEST FOR PROPOSAL

FOR

VoIP PHONE SYSTEM AND EQUIPMENT

JUNE 2016

PROPOSALS DUE: JULY 15, 2016 @ 2:00PM
BACKGROUND

Indian Wells Valley Water District (IWVWD), a California Special District, was formed in 1955 as a result of the consolidation of many smaller water districts servicing the Ridgecrest area. IWVWD has 29 employees and is governed by a five member Board of Directors elected by the voters living within the District boundary.

The IWVWD’s primary purpose is to manage and deliver water and water related services to customers within its service area. IWVWD currently serves approximately 30,000 residents through 12,000 service connections in a 38 square mile area, which includes parts of unincorporated San Bernardino and Kern Counties.

The IWVWD is requesting proposals from qualified providers of Voice over IP (VoIP) phone service along with new telephone system equipment in accordance with the requirements outlined in this Request for Proposals (RFP). All interested parties shall submit a Proposal with their quote in the format described in this RFP.

This RFP describes the background, purpose and scope of work. It also describes the requirements for submittal of a Proposal for consideration, and the selection process. Failure to submit information in accordance with the requirements and procedures set forth herein may result in disqualification.

RFP PURPOSE

The purpose of this project is to replace the telephony system at our main office/warehouse with the best solution that provides reliable and secure system today and into the future. There are no remote locations. The IWVWD also requires a “failover/backup system” that operates in tandem with the main system to process calls as needed, either due to emergency, power outage or capacity issues.

SCOPE/CURRENT SYSTEM ASSESSMENT

All IWVWD telephones will be replaced with devices that support basic telephony features. The intent of this RFP is that the responder shall provide a complete, end to end, solution for the proposed installation. The vendor shall provide any necessary design, planning, installation, network analysis, training and post-installation support for the project.

IWVWD expects that the respondent(s) to conduct a full assessment of the current telephone system/network. Contact Andre Hill at ahill@iwvwd.com or 760-385-8585 to set up an appointment for the assessment. Current telephone equipment is at least 15 years old. There are currently 23 individual telephone lines, 4 fax lines, 2 conference lines and 1 main telephone number. Our security system also uses a telephone line.
Current high speed internet service is a fiber optic connection provided by the California Broadband Cooperative rated for 50 Mbps upload/download.

PROPOSAL REQUIREMENTS

Vendor responses should cover the following general topics:

- IP-based Voice capabilities and Intelligent Network Infrastructure
- Reliability
- Voice Quality
- Experience and References
- Voice Messaging
- System Administration
- Support/Service Capabilities
- Scalability
- Simplicity of Installation
- Training and Usage
- Transition Plan
- Failover/Emergency Backup Options
- Product Lifespan
- Product Warranty
- Maintenance Contracts and Anticipated Costs during product lifespan
- On-site service plan(s)

SUBMISSION INSTRUCTIONS

One (1) copy of each proposal must be received at the Indian Wells Valley Water District at 500 W. Ridgecrest Blvd (P.O. BOX 1329) Ridgecrest, CA 93556 by July 15, 2016 at 2:00pm. The District prefers electronic submission of proposals by e-mail to reneem@iwvwd.com. All proposals must be valid for 60 days.

Questions concerning the project are to be directed to Renee Morquecho, Chief Engineer at (760) 384-5520 or reneem@iwvwd.com.

SELECTION PROCESS

All proposals received by the specified deadline will be reviewed by the District for responsiveness, understanding of the work, proposed project approach, detailed scope of work, technical ability and expertise, proposed fee, and references. The District expects to award the contract within 30 days of the specified deadline.
INSURANCE

The following insurance coverage will be required by the District during the course of work:

- Workers' Compensation Insurance with the limits established and required by the State of California;
- Employers' Liability Insurance with the limits set forth below;
- Comprehensive General Liability, Product / Completed Operations Liability, Contractual Liability, Independent Contractors Liability, and Automobile Insurance with at least the following limits of liability:
  - Primary Bodily Injury Liability limits of $1,000,000 per occurrence;
  - Primary Property Damage Liability limits of $1,000,000 per occurrence.

Prior to the District's issuance of a contract, the Proposer must furnish to the District a Certificate of Insurance which shall certify the Proposer’s insurance policy adequately covers the above listed requirements. Documents may be delivered by mail or electronic mail to said office. Language on the certificate shall confirm the following:

- The District is designated as an additional insured on the Comprehensive Liability and Automobile Liability Insurance described hereinabove.
- The coverage shall be primary as to any other insurance with respect to performance hereunder.
- Thirty (30) days written notice of cancellation or material change to District.

RIGHT TO REJECT

This RFP does not commit the District to award a contract, to pay any costs incurred in preparation of a proposal/quote, or to procure or contract for any services. Indian Wells Valley Water District reserves the right to cancel in part or in its entirety this RFP, to accept or to reject any or all quotes/proposals submitted, or to request additional information from, or to negotiate with any or all proposers. All proposals and materials submitted will become the property of the District and will not be deemed confidential.