



Request for Information #04-22 Unified Communications & Telephony

October 18, 2021

NOTICE IS HEREBY GIVEN that sealed bids will be received by the City of Clearwater (City) until **10:00 A.M., Local Time, November 16, 2021** to provide **Unified Communications & Telephony**.

Brief Description: The City of Clearwater is issuing this Request for Information (RFI) in order to solicit responses to the questions presented in this document related to Unified Communications & Telephony. The City seeks information that will aid in the evaluation of potential options for a modern unified communications platform that can take advantage of the investments and advances the City has made in its network infrastructure.

Responses must be in accordance with the provisions, specifications and instructions set forth herein and will be received by the Procurement Division until the above noted time.

Bid packets, any attachments and addenda are available for download at:

<https://www.myclearwater.com/business/rfp>

Please read the entire RFI package and submit a response in accordance with the instructions. This document (less this invitation and the instructions) and any response documents, attachments, and submissions will constitute the response.

General, Process or Technical Questions concerning this solicitation should be directed, IN WRITING, to the following Procurement Analyst:

Eryn Berg
Procurement Analyst
eryn.berg@myclearwater.com

This Invitation to Bid is issued by:

Lori Vogel, CPPB
Procurement Manager
lori.vogel@myclearwater.com

INSTRUCTIONS

- i.1 **ADDENDA/CLARIFICATIONS:** Any changes to the RFI will be in the form of an addendum. Addenda are posted on the City website no less than five (5) days prior to the Due Date. **Vendors are cautioned to check the Purchasing Website for addenda and clarifications prior to submitting their response.**
- i.2 **DUE DATE & TIME FOR SUBMISSION:**
Date: November 16, 2021
Time: 10:00 A.M. (Local Time)

The City will accept sealed responses no later than the date and time indicated above. Late submittals will not be accepted.
- i.3 **RESPONSE SUBMITTAL TO:**
It is recommended that RFI responses be submitted electronically through our bids website at <https://www.myclearwater.com/business/rfp>.

Respondents may mail or hand-deliver bids to the address below. E-mail or fax submissions will not be accepted. Use label at the end of this RFI package.

City of Clearwater
Attn: Procurement Division
100 S Myrtle Ave, 3rd Fl, Clearwater FL 33756-5520
or
PO Box 4748, Clearwater FL 33758-4748

No responsibility will attach to the City of Clearwater, its employees or agents for premature opening of a response that is not properly addressed and identified.
- i.4 **RESPONSIBILITY TO READ AND UNDERSTAND.** Failure to read, examine and understand the RFI will not excuse any failure to comply with the requirements set herein. The City is not responsible for and will not pay any costs associated with the preparation and submission of the RFI response. The City will not be responsible for any bidder errors or omissions.
- i.5 **FLORIDA PUBLIC RECORDS LAW.** In accordance with Chapter 119 of the Florida Statutes, and, except as may be provided by other applicable State and Federal Laws, all solution providers should be aware that the RFI and the responses thereto are in the public domain and are available for public inspection. The solution providers are requested, however, to identify specifically any information contained in the information which they consider confidential and/or proprietary and which they believe to be exempt from disclosure, citing specifically the applicable exempting law. All information received in response to this RFI will become the property of the City of Clearwater and will not be returned. All documentation produced as part of the presentation will become the exclusive property of the City.
- i.6 **COPYING OF RESPONSES.** Respondent hereby grants the City permission to copy all parts of its submittal, including without limitation any documents and/or materials copyrighted by the respondent. The City's right to copy shall be for internal use in evaluating the proposal.
- i.7 **CONTRACTOR ETHICS.** It is the policy of the City to promote courtesy, fairness, impartiality, integrity, service, professionalism, economy, and government by law in the Procurement process. The responsibility for implementing this policy rests with each individual who participates in the Procurement process, including Respondents and Contractors.

To achieve the purpose of this Article, it is essential that Respondents and Contractors doing business with the City also observe the ethical standards prescribed herein. It shall be a breach of ethical standards to:

a. Exert any effort to influence any City employee or agent to breach the standards of ethical conduct.

INSTRUCTIONS

- b. Intentionally invoice any amount greater than provided in Contract or to invoice for Materials or Services not provided.
 - c. Intentionally offer or provide sub-standard Materials or Services or to intentionally not comply with any term, condition, specification or other requirement of a City Contract.
- i.8 **GIFTS.** The City will accept no gifts, gratuities or advertising products from respondents or prospective bidders and affiliates.

RFI TERMS AND CONDITIONS

- A. This is only a Request for Information (RFI) and should not be construed as intent, commitment or promise to acquire the services or solutions presented by the Respondents.
- B. The City will not be obligated to any Respondent as a result of this RFI. The City is not obligated for any cost incurred by the Respondent in the preparation of the RFI response. The City will not pay for any information herein requested nor is the City liable for any costs incurred by Respondents. For economy of presentation, special bindings, colored displays, promotional materials and the like, shall be at the discretion of the Provider, the City will not be responsible for the cost.
- C. This RFI is being submitted strictly for the purpose of gaining knowledge of the products and services available on the market for the goods, services and/or solutions requested and options available.
- D. From the information collected, the City will review all information and options related to the plan review system, assess our needs and refine our requirements. The City reserves the right to contact the Respondents for additional information at its sole discretion and to issue additional requests, if necessary.
- E. The City may request the Respondent's solution be presented to the City for the capability to perform. All costs associated with providing a presentation/demonstration of the application is the sole responsibility of the Respondent.
- F. At a later date, the City may release a formal solicitation. Firms that do not participate in this RFI process will not be excluded from future solicitations.
- G. When deemed to be in the best interest of the City of Clearwater, this RFI may be cancelled at anytime with or without cause.

DETAILED SPECIFICATIONS

1. **INTRODUCTION.** The City of Clearwater (City) is a local municipality located on the West Coast of Florida in the Tampa Bay region. It is the third largest city in the region with an estimated population of nearly 118,017 residents. The City of Clearwater has approximately 1980 employees with approximately 72 occupied facilities, housing 22 city departments. A list of all city departments can be found here: <https://www.myclearwater.com/government/city-departments>

The City of Clearwater is committed to ensuring that we have a sustainable city through green measures focusing on our economy, environment and community.

2. **BACKGROUND.**

- A. The following table provides details surrounding the various applications the City of Clearwater currently uses with current supplier, Carousel Industries. The following columns provide the name of the application, description of the application (with current version number) and the # of users.

Application	Description	Version	# of Users
PBX	Avaya/Nortel CS1k <ul style="list-style-type: none"> 7 PRI's (With 1050 DID's) 1 PTP (Services the 911 Vesta System) 25 POT's lines 10 PE Sites BARS/NARS/CDP/ESN 	Release 7	2000
Voice Mail	Call Pilot <ul style="list-style-type: none"> 44 Voice Channels 1000 End Users Mailboxes 2400 Hours of Storage 400 Menu Services Remote Notification 	5.0	1000
Call Center	AVAYA/Contact Center <ul style="list-style-type: none"> 3 Full Functioning Call Center Ques 60 Agents/10 Supervisors Advanced Reporting Real time Que Stat Displays Soft/Remote Agents 	6.2	70
Voice Recording	Crystal Quality <ul style="list-style-type: none"> Supports 2 Full Functioning Call Centers 72 Digital Channels 1 year of Storage Supports 80,000 hours of storage Agent Evaluation Agent Screen Recording 	N/A	50
Call Accounting	TAPIT Nova <ul style="list-style-type: none"> Basic Calls Reporting package Realtime/Live monitor 1 year of Historical Storage 	NA	2000
Paging	<ul style="list-style-type: none"> Valcom Various Sites Bogen Various Sites 	NA	10 sites
Music on Hold	<ul style="list-style-type: none"> Site Specific Sources 	NA	10 sites

DETAILED SPECIFICATIONS

- B. The following table & graphic provides details surrounding the environment that currently supports the City's current system. The following columns provide a high-level overview of categories & specifics (description) surrounding the environment.

Category	Description
Voice Circuit	The Internet will be shared with our Data Center Network Host
ISP	Our service is provided by Crown Castle 500MB
Network (Hardware)	CISCO
Network (Bandwidth)	CISCO 500 MB

** This is our current Telecom Connectivity. The reason for replacement is the system is at end of life.*

3. **SCOPE OF WORK.** The City of Clearwater is issuing this Request for Information (RFI) in order to solicit responses to the questions presented herein related to Solution Descriptions for an On-Premises or Cloud based IP Telephony solution to replace the City's current private branch exchange (PBX) / Voice over internet protocol (VOIP) hybrid system. The City seeks information that will aid staff in the evaluation of potential options for a modern unified communications platform that can take advantage of the investments and advances the City has made in its network infrastructure.

This RFI is intended to solicit responses from individuals, teams or companies that have experience in developing and/or delivering solutions for Unified Communications & Telephony and that may be interested in designing, delivering, financing, operating and/or maintaining the Project.

This RFI is an inquiry only. No contract or agreement will be entered into as a result of this process, nor does this RFI initiate a formal procurement or represent a commitment to issue a solicitation in the future.

4. **SPECIFICATIONS.** The following table contains specific requirements & specifications for the City's next generation VoIP phone system.

Application	Description	# of Users
PBX	<ul style="list-style-type: none"> The Solution shall be an Enterprise system with scalability for future growth of the City of Clearwater. The current business requirements are met with the capability to adapt for future applications; Compatible with the existing Data network infrastructure; Ability to provide voice and voicemail functionality along with Unified Communications technology; Provided the highest level of redundancy and for disaster recovery; Emergency/911 calls are supported; Solution offers a configuration that supports Automatic Call Distribution (ACD) systems; Flexible teleconferencing options for use with a variety of devices; and 	3000

DETAILED SPECIFICATIONS

	<ul style="list-style-type: none"> Overhead Paging capabilities, either within the solution or with a Third-Party system. 	
Voice Mail	The Solution will support: <ul style="list-style-type: none"> Up to 44 Voice Channels 1500 End Users Mailboxes 2400 Hours of Storage 400 Menu Services Remote Notification 	1000
Call Center	The Solution will support: <ul style="list-style-type: none"> 3 Full Functioning Call Center Ques 60 Agents/10Supervisors Advanced Reporting Real time Que Stat Displays Soft/Remote Agents 	70
Voice Recording	The Solution will support: <ul style="list-style-type: none"> Supports 2 Full Functioning Call Centers 72 Digital Channels 1 year of Storage Supports 80,000 hours of storage Agent Evaluation Agent Screen Recording 	50

5. **INFORMATION RESPONSE.** The questions to which the City is seeking responsive information are set forth below. Please answer any or all questions that you or your organization deem relevant. While there is no page limit in answering the questions, any other information, including marketing materials, shall be limited to 3 pages. The City will consider the information gathered through this RFI for the potential development of a formal solicitation. Thank you in advance for your participation.

Note: The City of Clearwater is not requesting a proposal, a detailed solution, costs or proprietary information in response to this RFI.

- A. The following table provides the category of the various requirements, a description of each requirement, whether the requirement is available/not available and notes. Respondents are instructed to read through the various requirements and indicate whether or not their solution is available or not available by entering an "X" into the appropriate column. The notes field should be used to provide any additional information that the Respondent feels is relevant to their assignment for that requirement.

Application	Description	# of Users	(X or N/A)	Additional Notes
Call Accounting	The Solution will Support: <ul style="list-style-type: none"> Basic Calls Reporting package Realtime/Live monitor 	2000		

DETAILED SPECIFICATIONS

	<ul style="list-style-type: none"> 1 year of Historical Storage 			
Paging	The Solution will Support: <ul style="list-style-type: none"> Valcom Various Sites Bogen Various Sites 	20 sites		
Music on Hold	The Solution will Support: <ul style="list-style-type: none"> Site Specific MoH Sources 	N/A		
Fax Server	The Solution will Support: <ul style="list-style-type: none"> 100 Fax lines 	75		

- B. What are the architecture options of your Unified Communication solution?
- C. What are benefits of your Cloud service offerings?
- D. What are your solutions enhancements or benefits above and beyond our requirements?
- E. How does your solution integrate with Microsoft Office365?
- F. What is your Security Strategy?
- G. What type of product support do you provide? Is the support available 24 x 7? Is the support local or remote? Is support direct or through a provider?
- H. What is the solution life cycle, in years? What is the minimum number of years that the City can expect from your company's solution?
- I. What training, development and certification programs do you offer for your solution?
- J. Can your solution incorporate Cellular?
- K. What is your customer base, private and/or government?
- L. How do you provide resiliency to "Cloud based" service provision in the event of internet service provider (ISP) failure? (wide area network (WAN) resiliency)

VENDOR INFORMATION

Company Legal/Corporate Name: _____

Doing Business As (if different than above): _____

Address: _____

City: _____ State: _____ Zip: _____ - _____

Phone: _____ Fax: _____

E-Mail Address: _____ Website: _____

DUNS # _____

Contact for Questions about this RFI response:

Name: _____ Fax: _____

Phone: _____ E-Mail Address: _____

_____ Certified Small Business Certifying Agency: _____

_____ Certified Minority, Woman or Disadvantaged Business Enterprise Certifying Agency: _____

MAILING LABEL

CUT ALONG THE LINE AND AFFIX TO THE FRONT OF YOUR RESPONSE CONTAINER

----- For US Mail -----

SEALED RFI

Submitted by:
Company Name:
Address:
City, State, Zip:

RFI #04-22, Unified Communications & Telephony

Due Date: November 16, 2021 at 10:00 A.M.

City of Clearwater
Attn: **Procurement**
PO Box 4748
Clearwater FL 33758-4748

----- For US Mail -----

----- For Hand Deliveries, FEDEX, UPS or Other Courier Services -----

SEALED RFI

Submitted by:
Company Name:
Address:
City, State, Zip:

RFI #04-22, Unified Communications & Telephony

Due Date: November 16, 2021 at 10:00 A.M.

City of Clearwater
Attn: **Procurement**
100 S Myrtle Ave 3rd Fl
Clearwater FL 33756-5520

----- For Hand Deliveries, FEDEX, UPS or Other Courier Services -----