

Town of Bristol
Request for Proposals
Phone System Assessment, Deployment & Support Services

Proposals are due no later than 12:00pm on September 15, 2017
and shall be sealed and addressed to:
Nicholas J. Coates, Town Administrator
Town of Bristol
230 Lake Street
Bristol, NH 03222

The Town of Bristol seeks proposals from qualified individuals or companies, acting singularly or in a consortium, to assess the Town's phone program and infrastructure, provide phone support services, and develop short-term recommendations and a five-year strategic plan.

The Town seeks a multi-year contract beginning April 1, 2018. Contract goals include: 1) an independent, comprehensive assessment of the Town's phone infrastructure; 2) tactical recommendations for improvements; 3) actual phone support services; 4) training of staff as systems are deployed; and 5) a strategic plan that addresses all major aspects of phones for the next five years.

Five (5) sets of the sealed proposals are due no later than 12:00 Noon on Friday, September 15, 2017. Questions regarding the proposal should be directed to Town Administrator Nik Coates, townadmin@townofbristolnh.org or 603-744-3354.

The Town is aware of the time and effort required to prepare responses to proposals and invites vendors to let us know of any proposal requirements that are unclear and/or create difficulty in responding. The Town reserves the right to reject any and/or all proposals and to waive any informalities or irregularities in procedure.

A. BACKGROUND

Approximately 10 years ago, the Town implemented a phone system and has had support services, but is looking for way to modernize the system and maintain it in a more coordinated approach. Concurrently, the Town is in the process of planning its building needs for the next 25 years, including the possibility of a new or upgraded Town Office, Police Department, Fire Department and Highway Department/Transfer Station. The Town seeks services from a firm with access to a broader array of service options, knowledge base and skills, strong communication and reporting capabilities, and the ability to respond quickly and with appropriate resources in emergency situations.

The Town has 50+ employees working out of five primary locations outlined below.

1. 230 Lake Street
 - a. Town Office: The governing body of the Town is made up of five elected Select Board members. This is the location for all administrative operations of the Town such as registrations, tax collection, assessing, mapping, financial management, human resource

management, welfare administration, planning and zoning, record retention, copying/scanning, website/email management, and the servers. The Town Office is staffed by the Town Administrator, Finance/HR Director, Bookkeeper/Executive Assistant, Land Use Manager/Assessing Assistant, Town Clerk/Tax Collector, Deputy Town Clerk/Tax Collector, Planner (PT), Land Use/Health Officer (PT), Land Use Administrative Assistant (PT), Welfare Officer (PT) and Minute Taker (PT).

- b. Police Department: The Police Department is responsible for Town law enforcement, including marked patrols, educational functions, prisoner transports, service of process, and support of other law enforcement initiatives. The Police Department is staffed by a Police Chief, two Lieutenants (including a prosecutor), two Sergeants (including a detective), five Patrol Officers, an Administrative Assistant and a small group of part-time officers.
 - c. Other functions: The Town Office also serves as the location for our local access television operations, server/copier room, website/email maintenance location, primary meeting space, and records retention facility. The Police Department also uses the facility for witness interviews, booking, holding cells, evidence storage and alcohol/drug testing.
2. 85 Lake Street
 - a. Fire Department: The Fire Department is responsible for professional fire protection, rescue and advanced emergency medical services to the town of Bristol and to three other municipalities through mutual aid agreements. These services are delivered by a career, on-call and part time personnel. The Fire Department is staffed by a Fire Chief, three career Captains (paramedics and EMTs), three career firefighters (paramedics and EMTs) and an Administrative Assistant (PT). There are also a dozen-plus part-time and on-call officers and firefighters.
 - b. Other functions: The Fire Department also serves as the Town's Emergency Operations Center and base for Forestry operations.
 3. 180 Ayers Island Road
 - a. Water & Sewer Department: On the water side, the combined department is responsible for the public water system in the Town and they maintain and monitor many miles of pipe through the throughout our distribution system. The Department also supplies through the same system, fire protection by means of 145 fire hydrants and a storage reservoir of a million gallons of water. On the sewer side, the Department exists to serve customers with a collection and treatment system, for their sewage disposal, by gravity fed sewers, pump stations and forced mains, which deliver wastewater to the treatment facility. At that point the wastewater is treated by means of oxidation ditches, clarifies, sludge removal and disinfection before allowing to discharge the effluent into the Pemi River. The Water & Sewer Department is staffed by a Superintendent, two Chief Operators, two Assistant Operators (sewage, treatment and distribution) and an Office Manager. On the sewer side, the location serves as the primary location for sewage collection, treatment and discharge, and pressing and hauling and the on the water side, it serves as the primary location for treatment and distribution. Billing, administration, asset tracking and storage are also taken care of at the department's two buildings.

- b. Other facilities: The department also has facilities critical the system around town with technology needs including the Fowler Well Building, Hopkins Water Tank, Storm Center Well, Hillside Booster Station and other booster facilities.
4. 100 Ayers Island Road
- a. Highway Department: The Highway Department oversees the repair and maintenance of all town-maintained roads, including mowing, ditching, drainage and road signs. The department also maintains Town-owned facilities such as parks, beaches and rail trails. The department also coordinates and completes the plowing, salting and sanding. The Highway Department is staffed by a Superintendent, a Foreman, two Equipment Operators, a Grounds/Maintenance Attendant, and three Transfer Station Attendants (PT). The department currently uses a facility shared with the transfer station.
 - b. Transfer Station: The Highway Department staffs the Transfer Station. General household garbage is collected at the upper transfer station. The Town's lower facility accepts construction and demolition debris, metals, burnable items, appliances, small propane tanks, leaves and wood products.
5. 35 Pleasant Street
- a. Library: The Library is a full service library that makes books, movies, magazines and other media available. In addition to staff computers, it has six computers available for public use and Wi-Fi access. Billing, administration, asset tracking and storage are at the Library and it hosts a multi-purpose meeting room. The Library is staffed by a Library Director, Children's Librarian, Inter-Library Loan Librarian (PT), Circulation Librarian (PT) and two Library Pages (PT).
6. Other Facilities
- a. Various: The Town has multiple locations in buildings that have phone lines connected to alarm systems, such as the Old Fire Station on High Street and Hemp Hill Communications Tower.
 - b. 254 Lake Street: The Town owns this lot and it has been identified as the location for a future Town Office and/or Police Department in the next 12-24 months.
 - c. Old Town Hall: The Town owns the Old Town Hall at 45 Summer Street, which is used as a function hall and meeting space.

Town departments currently budget individually for their telephone and internet services, hardware and software purchases. Our lines are standard phone lines. One of the goals of this RFP to identify one company that can serve the entire needs of the municipal government under one contract.

Facilities	Employee Phones/Lines	Other
Town Office	10	1 additional line for security system that serves Town Office and Police Department
Police Department	11	Includes 2 non-emergency call lines and 2 emergency call lines
Fire Department	5	Plus unknown # of alarm system lines

Water & Sewer Department	5	Plus 4 alarm system lines
Highway Department & Transfer Station	2	None
Library	2	Plus 1 alarm system line
Old Town Hall	1	None
Old Fire Station	1	None

B. SCOPE OF WORK

The Town seeks a qualified firm to provide information phone services, including:

1. Meet jointly and individually with department heads and key personnel;
2. Assess the Town’s existing phone infrastructure and environment, including hardware, software, controls, policies, and procedures, to ensure that personnel have appropriate technology for current needs and that the system is stable and secure;
3. Assess existing back-up and disaster recovery equipment and procedures;
4. Assess remote access capabilities for personnel;
5. Review existing contracts and services to ensure existing and future needs are met;
6. Vendor should include potential cost saving service alternatives, along with any ongoing costs with the new system(s).
7. We are open to a standard phone system or VOiP and would like a discussion in the response on the benefits/drawbacks of each. Whatever the system, there must be a standard phone line as backup.
8. Include backup systems.
9. The system needs to provide unified service across all departments at all locations.
10. The system should have features such as conferencing, easy transferring, caller ID, auto-attendant, and ring groups.
11. Ideal but not required features include "find me follow me," and potentially call recording and integration with PC.
12. Interested in faxing to email solution as part of the new implementation.
13. Provide practical and cost-effective short- and long-term recommendations to address any identified deficiencies in existing infrastructure and environment;
14. Monitor performance and maintain (including preventive maintenance and updates) system and local hardware, including plan for remote and on-site emergency response and “help desk” tech support for all departments as necessary;
15. Assist with preparing annual budget recommendations;
16. Research, recommend, and install new equipment;
17. Train staff as systems are upgraded/introduced;
18. Create and maintain up-to-date inventory and barcode all Town equipment;
19. Create and maintain five-year plan, including strategic planning and budgeting that aligns closely with the Newfound Area School District’s systems;
20. Review current maintenance contracts and performance;
21. Review existing and future broadband contracts and opportunities to ensure optimum bandwidth, speed, and price;
22. Assist in research and selection of products as needed;

23. Provide appropriate weekly and monthly reports of findings and recommendations, with particular focus on risk-management concerns; and
24. All other related and/or similar duties.

C. PROPOSAL FORMAT & SUBMISSION REQUIREMENTS

Responding firms shall submit five copies of the proposal and proposals should include the following minimum components:

1. Firm name, address, and contact information of individuals authorized to answer questions.
2. Executive Summary: Briefly summarize the proposal and identify that which makes your firm uniquely qualified for this contract.
3. Firm Profile: Include background and ownership of the company; number of employees; location of primary and any satellite locations; number and nature of professional staff to be assigned to this project; identify supervisory and management staff and summarize experience.
4. Security: Describe background and security measures used in firm's hiring process and how firm would work with the Town to access facilities with significant security requirements.
5. References: Provide a list, with current contact information, of similar engagements performed by the proposer within the past three (3) years. Provide any additional data where your firm has previously worked for a governmental agency. Describe how your specialty area of expertise was applied to those clients and how it relates to this proposal.
6. Cost: Provide a standard fee schedule (hourly rate or other proposal) for services offered and include description of conditions, procedures, approvals, and rates for out-of-scope work. It is understood that the fee will include services only and will not include the cost of any equipment or software. However, to the extent that the firm desires to serve as a vendor of hardware and equipment, a description of its pricing program should also be included. Describe consultant's ability to track costs by department for internal budgeting and billing purposes.
7. Subcontracting: Identification of any services that may be subcontracted, including if known the name of the subcontractor and applicable experience.
8. Insurance: Include proof of insurance, including worker's compensation and general liability of at least \$1,000,000 single limit. Within 15 days of selection and as a condition of the contract, consultant shall provide Certificate of Insurance naming Town of Bristol as additional insured. The Town shall be notified within 15 days in the event of loss or change in coverage or conditions or amounts of coverage. Each policy of insurance shall be issued by a financially secure insurer, duly licensed to do business in the State of New Hampshire.
9. Acknowledgements: Consultant shall acknowledge that it is an Independent Contractor and as such, shall receive no other compensation or considerations, such as those benefits, indemnifications and other considerations normally extended to employees of the Town and is responsible for providing any required or voluntary benefits to its employees. The Contractor shall not compensate, in any way, a Town official or employee or any member of the family of such officer or employee in the performance of any work under this contract.
10. Other: Vendors are welcome to submit supporting information or references in support of their proposal.

D. EVALUATION AND SELECTION

Evaluation of the responses will be based on the extent to which the response meets the requirements stated above and the Town's determination as to the extent to which the respondent is likely to be able to achieve the desired results and fulfill the purposes of the contract. Selection will be based on criteria including but not limited to:

1. Experience/expertise	<ul style="list-style-type: none">• Previous related experience and qualifications in the subject.• Clear knowledge of phone systems and operations.• Clear understanding of scope of work and other technical issues related to this engagement.
2. References	<ul style="list-style-type: none">• History and performance of firm/project team on similar projects.• References and recommendations of previous clients.
3. Overall methodology	<ul style="list-style-type: none">• Overall approach to the project.• Additional services, cost-saving measures, products, etc. will be considered for their usefulness or contribution to the engagement.
4. Resources	<ul style="list-style-type: none">• Availability of essential personnel based on current workload and future commitments including how many hours each person will dedicate to the engagement.• Adequacy of amount and quality of resources
5. Cost	<ul style="list-style-type: none">• Cost including the overall project-task budget-distribution as well as itemized cost breakdowns.
6. Interview	<ul style="list-style-type: none">• At the discretion of the Town, interviews may be arranged to assist in making a final selection.

Selection is subject to Select Board approval.

The Town reserves the right to reject any and/or all proposals, to waive any technicalities, informalities or irregularities, to accept or reject all or part of a proposal, and to be the sole judge of the suitability of the proposals offered.

Questions regarding this request for proposals should be directed to Nik Coates, Town Administrator, at townadmin@townofbristolnh.org or (603) 744-3354.