



City of La Habra Heights

1245 No. Hacienda Road
La Habra Heights, CA 90631
(562) 694-6302

DATE: 10/2/2012

TO: PROSPECTIVE TELECOMMUNICATIONS SERVICE VENDORS

SUBJECT: REQUEST FOR PROPOSALS FOR TELECOMMUNICATIONS AND DATA SERVICES

GENERAL INFORMATION

The City of La Habra Heights ("City") is inviting qualified vendors ("PROPOSER") to submit proposals for the provision of telecommunications and data services. The City wishes to combine these services together into a single unified system that will be able to carry voice and data traffic through a T-1 connection, a.k.a. a converged system.

The deadline to submit sealed proposals is:

10:00 A.M., TUESDAY, OCTOBER 23, 2012

Proposals must be submitted in a sealed envelope with a minimum of three (3) copies of the proposal. No oral, telephonic, electronic (e-mail), or facsimile proposals will be considered. Proposals received after the submittal deadline will be rejected regardless of postmark date and will be returned to the submitter unopened.

*Proposals will be considered late when the official City Hall time clock reads 10:01 A.M.

CURRENT SYSTEM

The City currently has phone service through Verizon for local calls, AT&T for long distance in City Hall, and Matrix Business Solutions for long distance in the Fire Department. It uses a Nortel/Norstar analog phone switch with Meridian phones. The City has a total of 20 phone lines, 29 extensions, 32 phones, and 3 fax machines.

A summary of the existing phone and internet services is attached as Exhibit A. If you would like to request a one month sample of local and long distance phone bills, please contact Carl Vos, Management Analyst, at (562) 694-6302 ext. 231.

The Fire Department has 2 VESTA emergency-911 phone lines and there is a phone line at the City's park for emergencies. The City wishes to maintain service through Verizon for these phones, hence, they will not be included in the proposed system (and are excluded from the calculations above).

The City's network is a flat Windows network with no offsite locations. The City's servers are located onsite. There are approximately 25 workstations and 10 networked copiers/printers.

REQUESTED SERVICES

As stated above, the City is requesting proposals for service that would include a T-1 connection for carrying voice and data traffic. The impetus for this project is the need to increase the available bandwidth to service the City's growing number of hosted solutions.

The City is requesting a connection that supports bandwidth of at least 3 Mbps and at most 6 Mbps. Currently, the City has eight (8) static IP addresses. Proposals should include at least eight (8) static IP addresses.

Going forward, the City wishes to continue using the Nortel/Norstar analog phone system. Transitioning to a VoIP system is judged to be cost prohibitive at this point. The City is therefore requesting proposals for phone service that can tie into the existing analog switch and maintain the same, if not better, quality of service. The maximum number of simultaneous calls is estimated to be 9 to 12.

All proposals should include the cost and projected timeframe necessary to transition phone service from the current provider, Verizon.

The City wishes to set the term of the agreement with the winning firm at 36 months. In addition, the City wishes to have an agreement that allows the City to exit the agreement before the 36-month term with 30-day written notice without penalty given certain specific circumstances such as: catastrophe, bankruptcy, buy-out of the selected firm by another firm, or major and repeated service deficiencies. In your proposal, please clearly describe the process for termination of the agreement.

The City wishes to establish a monthly billing cycle versus a pre-paid payment model.

SELECTION CRITERIA

All proposals will be evaluated by an Evaluation Committee. The committee will use the following scoring scale to grade all criteria:

Far Exceeds Expectations	20
Exceeds Expectations	15
Meets Expectations	10
Meets Some Expectations	5
Non-Responsive/Does Not Meet Expectations	0

Criteria to be scored:

- 1) Total Costs
- 2) Overall conformance to RFP
- 3) Firm's experience with similar clients
- 4) Completeness of proposal
- 5) References

SCHEDULE OF EVENTS

Event	Date
Request for Proposal Issued	October 2, 2012
Mandatory Pre-Bid Meeting	October 10, 2012
RFP Response Due	October 23, 2012
Estimated Date to Award Contract	November 8, 2012
Target System Cut Over Date	To Be Determined

PRE-BID MEETING

There will be a mandatory pre-bid meeting on **WEDNESDAY, OCTOBER 10, 2012 at 3:00 PM**. The location will be La Habra Heights City Hall, 1245 N. Hacienda Road, La Habra Heights, CA 90631.

Any vendor wishing to submit a proposal must be in attendance at this meeting.

Exhibit A

EXISTING SERVICES

This section provides the Bidder with a listing of City's existing services and usage information.

1. Voice Services

A. Local Exchange Services (average per month)

Service Type	Minutes
Daytime	1,050
Evening	180
Night	90

B. Long Distance Services (average per month)

Service Type	# Calls	Minutes
In State	20	65
Out of State	15	50
IntraLATA	180	500

2. Internet Services

Service Type	Download Speed	Upload Speed	Number of Static IP's	IP's in Use
High Speed DSL	6.0 Mbps	768 Kbps	8	7