

TOWN OF FALMOUTH, MAINE
REQUEST FOR PROPOSALS
LOCAL AND LONG-DISTANCE TELEPHONE SERVICES

Introduction

The Town of Falmouth, Maine ("Town") is requesting proposals from Telecommunications Providers to provide local and long-distance telephone services to town facilities.

Proposals must be submitted to Jennifer Phinney, Director of Information Systems, 2 Marshall Dr., Falmouth, ME 04105, no later than **October 31, 2019 at 4:00 pm**.

RFP Information

The Town of Falmouth operates multiple facilities with a Cisco Unified Communications VOIP solution. It is the responsibility of the successful bidder to become familiar with the multiple locations and services, as a part of the proposal. The Town currently uses a combination of PRI and POTS lines. More specific information about our current phone system, lines, and locations is available upon request.

Bidders are required to submit proposals for three- and five-year increments.

Proposals submitted must be good for a minimum of 90 days.

Pricing shall include costs for both SIP trunks and PRI ISDN services. Provider shall articulate how the SIP trunks will be secured.

Proposal Submission Requirements

In order to facilitate a thorough and consistent evaluation process, the Town requires that the following minimum requirements be included in the proposal submitted:

- Executive Summary
- Company Background
- Proposed service
- List costs for long distance charges and cost per line for all sites as well as total monthly cost for all circuits
- Describe the solution's technical support scheme. List types of support available (i.e. phone, email, on-site, etc.) including hours of availability.
- The proposal must be for one comprehensive bill for all locations. The billing format must clearly define local and long-distance services.
- Proposal must clearly state if existing numbers CANNOT be retained.
- State whether the proposed service and line is a "reseller" or a "facilities-based business" or both. If the vendor is a reseller of local telephone service, vendor will detail current and proposed procedures relative to the resolution of problems between them and the facilities-based provider. The vendor will be responsible for problem resolution with the penalty of no payment for services while any and all problems are unresolved.
- Identify any and all additional customer provided equipment that may be required to complete the termination of local telephone service.
- Network Diagram/design specs
- Explanation of redundancy and resiliency of telco network including diverse paths, gear, etc.

- SLA response times
- Implementation Plan and Timetable
- Customer References
- Proposal must include an outline of proposed transition plan from an existing provider to your proposed solution. An acceptable detailed transition plan may be required as a condition of awarding the bid.

Proposals must be submitted by 4:00 pm on October 31, 2019. Proposals can be emailed, mailed or hand delivered to:

Jennifer Phinney
Director of Information Systems
Town of Falmouth
2 Marshall Dr.
Falmouth, ME 04105
jphinney@falmouthme.org

The proposal must be marked "Telephone Services". Proposals received after the specified time frame will not be considered.

Questions regarding this RFP may be directed, in writing, to Jennifer Phinney, Director of Information Systems, Falmouth, ME via email at jphinney@falmouthme.org.

Contract term and conditions must be satisfactory to the Town. Bidder shall supply a copy of their liability insurance. The Town reserves the right to reject any and all proposals submitted, to request additional information from all proposers, to use any ideas presented in proposals, and to negotiate with one or more of the finalists regarding terms of the engagement. The Town of Falmouth intends to select the firm that, in its opinion, best meets the Town's needs, not necessarily the firm whose costs are the lowest.

The Town Manager will be responsible for making the final decision.