

SNOQUALMIE VALLEY HOSPITAL DISTRICT

**REQUEST FOR PROPOSALS
FOR
SHORETEL SYSTEM DESIGN & BUILD NO.005**

**SNOQUALMIE VALLEY
HOSPITAL DISTRICT**



**February 20, 2014
9575 Ethan Wade Way SE
Snoqualmie, WA 98065**

TABLE OF CONTENTS

	<u>PAGE</u>
I. INTENT.....	1
II. SCOPE OF WORK/METHOD OF EVALUATION	1
III. DESIGNATED CONTACTS	5
IV. CONTACT WITH SNHD DURING RFP PROCESS	5
V. METHOD OF EVALUATION AND AWARD	5
VI. SUBMITTAL REQUIREMENTS	6
VII. REJECTION OF QUOTATION	6
VIII. QUOTATION COSTS	6
IX. ALTERNATE QUOTATIONS	7
X. ADDENDA AND INTERPRETATIONS.....	7
XI. PUBLIC RECORDS	7
XII. QUOTATIONS ARE NOT TO CONTAIN CONFIDENTIAL/ PROPRIETARY INFORMATION	7
XIII. COLLUSION AND ADVANCE DISCLOSURES	7
XIV. ATTACHMENT A.....	8
XV. ATTACHMENT B.....	9

REQUEST FOR QUOTATION

I. INTENT

The Information Technology Department of Snoqualmie Valley Hospital District (**SVHD**) is migrating its existing Toshiba phone system to a ShoreTel system. The user base consists of approximately 200 people who are interspersed between various locations. SVH is looking for a ShoreTel preferred partner to design, procure and install, train, support, and project manage this conversion for approximately 200 people and 6 WAN connected remote locations.

II. SCOPE OF WORK / METHOD OF EVALUATION

The first page of the Proposal shall contain a statement that declares that all information provided therein does not include any Confidential, Proprietary and/or Private Information as identified in Sections XIV and XV of this Request for Proposal. It must also indicate that the statement supersedes and nullifies any page in the Proposal that may be marked as Confidential, Proprietary and/or Private and acknowledge that the Proposal will become Public Information upon award. The statement must be signed by the Proposer's Authorized Representative. Failure to provide such declaration may be deemed as grounds for return of the unread proposal and not be considered for award.

A. SCOPE OF WORK

Include cover letter specifying Business name, Contact name, address, phone number, fax number, and email address.

1. Scope of Services

Provide an affirmative statement that the **PROPOSAL PROVIDER** is independent of **SVHD**.

List and describe the **PROPOSAL PROVIDER(S)**' professional relationships involving **SVHD** or any of their agencies or component units or agencies, component units or oversight unit for the past five (5) years, including a statement explaining why such relationships do not constitute a conflict of interest relative to performing the proposed quotation and service.

The **PROPOSAL PROVIDER(S)** shall identify in detail the specifications of the equipment that will be provided.

A Successful **PROPOSAL PROVIDER** will furnish a proposal that includes pricing for equipment, design, installation, training, project management, and support of the ShoreTel system.

A. Telephone Component Specifications:

All telephone components and supporting equipment that are being proposed must meet the following specifications:

IP-based Voice capabilities and Infrastructure

The proposed ShoreTel solution provides for integration of voice applications utilizing a converged IP solution. This solution must provide a highly reliable and available switching system; a wide variety of interfaces to the PSTN and legacy TDM equipment; and a choice of SIP devices, analog, or IP phones for endpoints including users, modems, fax machines, conference rooms, etc., and a rich, flexible set of features that is included for every user.

Reliability

The proposed ShoreTel solution has no single point of failure and allows for outbound and inbound calls in the event the data network is down; and provides better than five-9's reliability. The proposed solution allows for all phones in remote locations to make outbound phone calls in the event of a WAN outage.

Voice Quality

The proposed ShoreTel solution provides for toll quality voice communications. The latency is less than 35 milliseconds in one direction. QOS will be provided by VLAN prioritization on an HP Procurve switching infrastructure.

Support for Open System Standards

The system must utilize voice communication equipment manufactured by ShoreTel Inc. All IP handsets recommended as part of the proposal response use the MGCP standard signaling protocol. Most of the system features are available on analog sets.

Voice Messaging

The Solution must provide a scalable, cost-effective voice messaging solution that exceeds industry standards for both telephone and desktop access, and supports unified messaging with standard desktop email solutions such as Microsoft Outlook.

System Administration

A single, unified point of management from any point on the network for all components including the PBX, voicemail, auto attendant, ACD and unified messaging must be included.

Support/Service Capabilities

The **Proposal Provider** and ShoreTel must provide for remote serviceability and technical support of the entire PBX system and application with a native, integrated web based administration tool (Director).

Scalability

The proposal shall provide for modular, cost-effective growth in both phones and applications over the next five years. The solution scales from 10 users to 20,000 users in the same software image and modular system hardware, eliminating 'forklift' upgrades and ensuring future growth is easily achieved using existing hardware, software and user licenses.

B. Design:

Provide a detailed diagram of the concept that you are proposing. The diagram should include an explanation of how the concept will work with an associated equipment list. The equipment list should include a line by line list with the associated quantities to accomplish the task. Please use **Attachment B** as a reference.

C. Project Management:

Proposer submittal shall supply a complete detailed description of the key activities required for the installation of the proposed system. It is essential that the installation of the new system be as transparent as possible to all users.

Proposer's submittal shall also furnish either a responsibility matrix or a project timeline that explains what the **Proposer** is responsible for versus **SVHD**.

Project Management will include communications and planning with TelCo (CenturyLink) with transferring PRI's, cutover's.

Departmental planning sessions for call tree and routing configurations will occur with all clinics and departments with stakeholders.

D. Installation:

Proposer's are solely responsible for the complete turn key engineering of the new telecommunications system and all interconnecting facilities. The **Proposer** shall perform all network assessments, station reviews, data base preparations, and original program initializations for the proposed system.

E. Project Phase:

The project phases will include

1. Server Migration (current Director software on workstation hardware migrated to VM or server hardware.
2. Clinic and remote location migration
3. Hospital migration from Toshiba to Shortel
4. Current Hospital to New Hospital migration

Please state that you fully understand and are able to comply with these requirements.

F. Train/Support:

Proposer shall be responsible to conduct end user training at **SVH** premises, tailored specifically to **SVH**. Please provide a detailed explanation and timeline on how you will go about completing the training for the new system.

Please provide detailed information on any support and warranty services that are being offered.

2. License to Practice in the State of Washington

Provide an affirmative statement that includes all assigned key professional staff who are or will be properly licensed to practice in the State of Washington throughout the contract term.

3. Proposal Provider’s Qualifications and Experience

Provide details on the **PROPOSAL PROVIDER** and account team’s background, qualifications and experience relative to performing the requirements that have been set forth in the **Scope of Services**, including:

- A. Provide (3) brief descriptions of past and/or present contracts demonstrating the **PROPOSAL PROVIDER’S** qualifications, experience and performance with regard to performance of building intelligent network infrastructure and implementation. Include the customer’s contact information with a letter of reference if possible.
- B. Indicate if there is a local office in the Seattle area. State “None”, if none.
- C. Indicate any pending or current litigation that is impacting the **PROPOSAL PROVIDER**. State “None”. If none.

If Subcontractors or Consultants are used, this Section must include detailed background, qualifications and experience of Subcontractors or Consultants relative to performing the requirements stated in the **Scope of Services**.

4. Project Timeline

Please fill out Attachment A in its entirety. **SVHD** defines completion as the point in time when the delivery and installation of the new Shore Tel system and the training of staff has been completed. The timeline below is **SVHD** estimated timeline. Please be sure that your timeline meets the completion date of 12/31/2014.

Task Name	Start	Finish
Server Migration	Mon 4/28/14	Thu 5/15/14
Clinic Phone Migration	Sun 6/1/14	Thu 7/1/14
SVH Migration	Mon 8/1/14	Fri 9/12/14
New Hospital Integration	Sat 11/1/14	Wed 12/31/14

5. Fee Rate Structure

Provide a line item that includes the corresponding cost for each of the following:

- Telephone Components
- Design
- Equipment Installation
- Project Management

- Training
- Support
- Warranty

Also, if there are lease options available please provide those options and corresponding costs.

(Please note that the PROPOSAL PROVIDER will bear all costs including but not limited to travel, equipment and supplies in providing such services.)

III. DESIGNATED CONTACT

Questions concerning this Request for Proposal will be sent via email to Jesse Waite, Director of Materials Management, Snoqualmie Valley Hospital District, telephone number (425) 831-2315, jessew@snoqualmiehospital.org.

IV. CONTACT WITH SVHD DURING THE RFP PROCESS

Communication with any other person other than the designated contact concerning the selection or award of this contract is prohibited from the time the Request for Proposal is advertised to the time of the award. Questions concerning the Request for Proposal shall be directed **only** to the designated contact(s). **Failure of a PROPOSAL PROVIDER, or any of its representatives, to comply with this paragraph will result in their proposal being rejected.**

V. METHOD OF EVALUATION AND AWARD

Interested parties should indicate interest in responding to this RFP by Wednesday, February 26th, via email to Jesse Waite (jessew@snoqualmiehospital.org).

The proposals will be reviewed by **SVHD** staff members through an ad hoc committee. The ad hoc committee may review the proposals as well as any requested presentations and/or oral interviews to gather information that will assist in making its recommendation.

On March 05, 2014, **SVHD** will conduct a Questions and Answers Conference for all interested **Proposal Providers**. While participation in the Questions and Answers Conference is not mandatory, it is highly encouraged. Prior to attending, **Proposal Providers** must state their intent to participate in the conference when they submit their email response of intent to bid.

The proposals will be reviewed by **SVHD** staff members through an ad hoc committee. The ad hoc committee may review the proposals as well as any requested presentations and/or oral interviews to gather information that will assist in making its recommendation.

VI. SUBMITTAL REQUIREMENTS

The proposal submitted should not exceed 20 pages including a completed Attachment A form which will be located at <http://www.snoqualmiehospital.org/contact/competitive-bids/>. Other attachments may be included with no guarantee of review.

Proposals will be accepted in two different forms. **SVHD** will accept electronic submittals which shall be sent to jessew@snoqualmiehospital.org. Secondly, proposals will be accepted by hard copy on 8-1/2" x 11" paper bound with tabbed dividers labeled by section to correspond with the evaluation information requested.

For all hard copy proposals, the **PROPOSAL PROVIDER** shall submit **one (1) clearly labeled original with three (3) other copies** of their proposal. The name of the **PROPOSAL PROVIDER's** firm shall be indicated on the spine and/or cover of each binder.

All proposals shall be plainly marked with the name and address of the **PROPOSAL PROVIDER** and the Request for PROPOSAL title and number. No responsibility will attach to **SVHD** or employee thereof, for the failure to open a proposal or email not properly addressed and identified. **FAXED PROPOSALS ARE NOT ALLOWED AND WILL NOT BE CONSIDERED.**

All proposals are required to be time stamped and received by March 14, 2014; by 4:00 p.m. SVHD reserves the right to reject any proposals received later than the specified time.

Following are the delivery and mailing instructions for proposals:

Attn: Jesse Waite
Director of Materials Management
9575 Ethan Wade Way SE
Snoqualmie, WA 98065
jessew@snoqualmiehospital.org

VII. REJECTION OF QUOTATION

SVHD reserves the right to reject any or all proposals in whole or in part, without incurring any cost or liability whatsoever. All proposals will be reviewed for completeness of the submission requirements. If a proposal fails to meet the RFP requirements in whole or in part, the proposal may be rejected.

Any proposal may be rejected where it is determined to be not competitive, or where the cost is not reasonable.

VIII. QUOTATION COSTS

There shall be no obligation for **SVHD** to compensate **PROPOSAL PROVIDER(S)** for any costs of responding to this Request for Proposal.

IX. ALTERNATE QUOTATIONS

Alternate proposals are defined as those that do not meet the requirements for this Request for Proposal. Alternate proposals will not be accepted or considered.

X. ADDENDA AND INTERPRETATIONS

If it becomes necessary to revise any part of this Request for Proposal, a written addendum will be provided and sent to all **PROPOSAL PROVIDER(S)** in written form from **SVHD**. **SVHD** is not bound by any specifications provided by **SVHD** employees, unless such certification of change is provided to **PROPOSAL PROVIDER(s)** in written form from the **Designated Contact**.

XI. PUBLIC RECORDS

SVHD is a Public Agency as defined by State Law, and as such, all of **SVHD's** records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. However, no disclosure of any proposal or its contents, pursuant to this RFP, will be made until completion of the RFP process, subsequent evaluation and, as needed, execution of a purchase agreement.

XII. QUOTATIONS ARE NOT TO CONTAIN CONFIDENTIAL/PROPRIETARY INFORMATION

Proposals must contain sufficient information to be evaluated and a contract written without reference to any confidential or proprietary information. **PROPOSAL PROVIDER(S)** shall not include any information in their proposal that they would not want to be released to the public. Any proposal submitted that is marked "Confidential" or "Proprietary," or that contains material so marked, will be returned to the **PROPOSAL PROVIDER** and will not be considered.

XIII. COLLUSION AND ADVANCE DISCLOSURES

Evidence of agreement or collusion among **PROPOSAL PROVIDER(S)** and prospective **PROPOSAL PROVIDER(S)** acting to illegally restrain freedom of competition by agreement to bid a fixed price, or otherwise, shall render the offers of such **PROPOSAL PROVIDER(S)** void.

Advance disclosures of any information to any other **PROPOSAL PROVIDER(S)** which gives that **PROPOSAL PROVIDER** any advantage over any other interested **PROPOSAL PROVIDER(S)**, in advance of the opening of proposals, whether in response to advertising or an informal request for proposals, made or permitted by a member of the governing body or an employee or representative thereof, shall operate to void all proposals received in response to that request for proposals.