



5220 Lovers Lane, Suite 110
Portage, MI 49002

Request for Proposal For Telephone and Communication System

Fiscal Year 2016

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Purpose

The Kalamazoo Area Transportation Study (KATS) is seeking proposals from qualified business telephone and communication system firms which provide custom phone and communication solutions and might be requested to provide KATS with such services.

General Time Requirements

1. Begin proposal process: August 19, 2015
2. Deadline for submittal of questions and/or requests for clarification: September 2, 2015
3. Response to questions and/or requests for clarification: September 9, 2015
(Responses to inquiries that substantially or materially change the RFP will be made available to all prospective vendors that have submitted a formal Letter of Intent.)
4. Closing date for proposal submission: September 18, 2015
5. Anticipated award of contract by KATS Policy Committee: September 30, 2015
6. Notification of selection: October 1, 2015

Issuing Office

This RFP is issued by the Kalamazoo Area Transportation Study. All inquiries and requests for information must be submitted to the Project Manager via email or hard copy:

Jonathan Start, Executive Director
Kalamazoo Area Transportation Study
5220 Lovers Lane, Suite 110
Kalamazoo, MI 49002
(269) 343-0766 telephone
email: info@katsmpo.org

Verbal inquiries or requests for information shall not be made of any staff. Any attempt on the part of any consultant or any of its employees, agents or representatives to contact staff with respect to this RFP, other than as described above, may lead to disqualification.

Submission of Proposals

Send 1 copy (unbound) of the proposal to the issuing office by proposal due date and time, as indicated on page 1 of this RFP. The pages must be numbered consecutively, e.g., 1, 2, 3, etc. No other distribution of the proposals will be made by the consultant or his agent.

Proposals must be signed by an authorized agent to bind the consultant to its provisions. The proposal must remain valid until October 30, 2015.

Cost Liability

The Kalamazoo Area Transportation Study assumes no responsibility or liability for costs incurred by any prospective consultant prior to the signing of a contract by all parties. No work shall be started on this study until a notice to proceed is issued in writing by the Kalamazoo Area Transportation Study.

Disclosure

All information in a consultant's proposal and any contract resulting from this RFP is subject to disclosure under the provisions of the Freedom of Information Act, 1976 Public Act No. 442, as

amended, MCL 15.231, et seq.

Scope of Services

The minimum components for the desired phone system (as identified by KATS) are detailed below. Vendors responding should be prepared to provide a solution to the specified areas, and if needed, after review and questions, add any additional components deemed necessary to successfully complete the project within the specified cost.

There are 6 phone jacks at the KATS offices. Five (5) are utilized for office staff phones and one (1) potential conference phone station. Current phones are AT&T 1070 and 1080 Small Business System Phones with each employee having a designated extension. KATS has a Windows NT 4.9 Server. Current phone services are provided through Charter Communications and include two (2) business lines. Internet service is also provided by Charter Communications.

If additional technical information is required, the consulting firm should contact the project manager for an appointment to assess technical components and configuration.

Required Features

- Automated Attendant with Integrated Voice Mail
- Day/Night Mode
- Flexible main greetings for holiday, inclement weather, and/or emergency situations
- Dial by Name Directory
- Do Not Disturb/Hold
- In-house managed voice mail, extensions, passwords, phone programming
- Ability to check voice mail from an outside line
- Ability to manage voicemail settings from an outside line
- Call forwarding of extensions to internal and external destinations (including cell phones)
- Voice Conferencing Technology
- Staff Training
- Ability to take the business phone system to an alternate office location
- Ability to use an alternate phone service provider in the future (alternative to Charter Spectrum)
- Staff training and technical support for one (1) year
- Equipment warranty for at least one (1) year
- Additional features as recommended by consulting company
- Implementation of new phone system to be complete by October 30, 2015

Proposal Content

The proposal shall clearly address all of the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. Proposals should be thorough yet concise. Proposals are to be prepared at the respondent's own expense.

The proposal shall be organized in the following manner with the subject headings and sequence indicated.

1. Experience and Past Performance
2. Proposed Solution(s) - Based on Scope of Services
3. Pricing, Hourly Rates and Other Fees
4. References

Proposal Selection

A recommendation for the selection of the consultant will be made by the Kalamazoo Area Transportation Study staff for the approval of the KATS Policy Committee. During this period, proposers may be requested to give an oral presentation of their submission. It is not KATS intent to seek extensive clarification of the proposals received and therefore, it is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work in the proposal. Factors to be used in evaluating the proposals include:

1. Experience and Past Performance
2. Proposed Solution(s)
3. Estimated Cost
4. References

Other factors to be considered:

1. Past performance on related projects for the Kalamazoo Area Transportation Study, the Michigan Department of Transportation, and other governmental agencies.
2. Other items the consultant may include deemed pertinent to this project.

Award of Contract

Award of the contract will be made to the proposer providing the most complete proposal with the best aggregate of total functionality for the amount of expenses to be incurred. The firm chosen to work may be asked to submit further information. Negotiations could be necessary to arrive at a final cost for the contract. We expect to award a contract on September 30, 2015.

Statement of Non-commitment

Issuance of this request for proposal does not commit the Kalamazoo Area Transportation Study to award a contract, to pay any costs incurred in preparation of the proposal in response to this request, or to contract for services. The Kalamazoo Area Transportation Study reserves the right to reject any and all proposals, to waive irregularities in the presentation of the proposals, and/or to re-advertise.

Insurance

If the acts or omissions of the Contractor/Vendor or its employees, agents or officers, cause injury to person or property, the Contractor/Vendor shall defend, indemnify and hold harmless the Kalamazoo Area Transportation Study, its agents, officials, and employees against all claims, judgments, losses, damages, demands, and payments of any kind to persons or property to the extent occasioned from any claim or demand arising therefrom.

The Contractor shall furnish within (10) days of Notice of Award, certificate(s) of insurance providing insurance coverage as follows:

Workers' Compensation Insurance - Covering all persons engaged in work under this contract to the full statutory limits stipulated in the Michigan Workers' Compensation Act, including

Employer's liability of \$500,000.

Commercial Liability Insurance - Including premises and operations, including XCU coverage, if the nature of the contract requires XC or U work. Product and completed operations, contractual and independent contractor's protection with limits as follows:

Bodily Injury	\$1,000,000 occurrence/ \$1,000,000 aggregate
Property Damage or	\$ 500,000 occurrence/ \$ 500,000 aggregate
Bodily Injury/ Property Damage	\$1,000,000 CSL

(C) Automobile Liability Insurance - Including owned, non-owned and hired motor vehicles as well as Michigan Property Protection Insurance as required by statute. Limits as follows:

Bodily Injury	\$ 1,000,000 occurrence/ \$ 1,000,000 aggregate
Property Damage or	\$ 300,000 occurrence/ \$ 300,000 aggregate
Bodily Injury/ Property Damage	\$ 1,000,000 CSL

The above requirements should not be interpreted to limit the liability of the Contractor under this contract. All Insurers shall be either licensed or authorized to do business in the State of Michigan.

These coverages shall protect the Contractor, its employees, agents, representatives and subcontractors against claims arising out of the work performed.

The Kalamazoo Area Transportation Study and the Michigan Department of Transportation, their officials, agents and employees shall be included as additional insured with respect to all liability policies herein.

It shall be the Contractor's responsibility to provide similar insurance for each subcontractor or to provide evidence that each subcontractor carries such insurance in like amount prior to the time such subcontractor proceeds to perform under the contract.

Non-Discrimination Notice

The Kalamazoo Area Transportation Study (KATS) assures that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

KATS further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. Furthermore, KATS will not exclude persons based on age, religion, or disability.

More specifically, the Kalamazoo Area Transportation Study assures that efforts will be made to prevent discrimination through the impacts of its programs, policies, and activities on minority and low income populations. Additionally, the Kalamazoo Area Transportation Study will take reasonable steps to provide meaningful access to services for persons with Limited English Proficiency.

In the event KATS distributes federal aid funds to another governmental entity, KATS will include Title VI language in all written agreements and will monitor for compliance.

KATS's Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports, and other KATS responsibilities as required by 23 Code of Federal Regulation (CFR) 200 and 49 Code of Federal Regulation 21.