



BAY AREA
AIR QUALITY
MANAGEMENT
DISTRICT

July 14, 2022

Request for Quotations# 2022-011

Telephone Systems and Services

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SECTION I – SUMMARY

The Bay Area Air Quality Management District (“Air District”) seeks a vendor to supply Telephone Voice Over Internet Protocol (VOIP) subscription services to integrate with Microsoft Teams, configuration services and related hardware to replace the Air District’s current on-premises solution. The Air District requests quotes as detailed in Section III of this RFQ. The vendor will be required to deliver the items to a defined receiving location in San Francisco within sixty (60) days of the order being placed. All quotes shall constitute firm offers valid for ninety (90) days.

To respond to this Request for Quotations (RFQ), an interested company should submit one (1) electronic copy (in Adobe Acrobat PDF file format) of its quote to the Air District’s Procurement Portal (Portal):

Michael Chao, Staff Specialist
Bay Area Air Quality Management District
375 Beale Street, Suite 600; San Francisco, CA 94105
Portal link: <https://baaqmd.bonfirehub.com>

Quotes must be submitted and received by 4:00 p.m. on Thursday, August 4, 2022 (deadline).

Late quotes will not be considered.

Quotes must address all information requested in this RFQ. A quote may add information not requested in this RFQ, but the information should be in addition to, not instead of, the requested information and format. Minority business enterprises, women’s business

enterprises, veteran's business enterprises, and Certified Green Businesses are encouraged to submit quotes. **Any questions regarding this RFQ should be submitted through the Portal.**

SECTION II – BACKGROUND

A. Air District Overview

The Air District was created by the California Legislature in 1955 as the first regional agency to deal with air pollution in California. The Air District jurisdiction includes Alameda, Contra Costa, Marin, Napa, Santa Clara, San Francisco, San Mateo, southwestern Solano, and southern Sonoma counties.

The State Legislature originally gave the Air District the authority to regulate stationary sources of air pollution, such as factories, oil refineries, chemical plants, gasoline stations, and agricultural burning. With more recent legislation, the Air District was granted authority to enact certain transportation and mobile source measures.

The Air District is governed by a twenty-four (24) member Board of Directors, consisting of local elected officials, including county supervisors, mayors, and city council members.

SECTION III – SOLUTION AND RELATED SERVICE SPECIFICATIONS

The goal of this RFQ is to obtain quotations for public switched telephone network (PSTN) access (Direct Routing or Operator Connect) to the Air District's Microsoft O365 Teams environment and provide implementation services to migrate the Air District (450 users) from the existing telephone system (Cisco CUCM) to Teams Phone System. The interested bidder will be responsible for turnkey programming of the Teams environment to meet all Air District call handling requirements, including Automated Attendants, Call Queues, Shared Lines, Delegate access, E911, policies/templates, users, ported numbers, Direct Inward Dialing (DID) numbers, etc. as outlined below.

The Air District already has Teams fully deployed for all 450 users with Instant Messaging, Presence, Conferencing, and Collaboration and has completed a Proof of Concept (PoC) of "Phone System" with about 80 individuals in various departments under the Microsoft Calling Plan. The Air District has an existing Microsoft Enterprise Agreement (EA) with E5 licenses which includes the Teams Phone System entitlement. These PoC users will be converted to the new Teams Telco platform for consistency. Any required Teams licenses will be procured by the Air District under its existing Enterprise Agreement.

The Air District's main locations and approximate counts are:

1. HQ, 375 Beale Street, Ste 600, San Francisco, CA: 415 staff, 12 analog devices (fax, elevator, alarm, etc.)
2. HQ East (HQE), 4114 Lakeside Drive, Richmond, CA: 15 staff, 1 analog
3. Parkway, 3033 Richmond Parkway, Ste. 300-303, Richmond, CA: 20 staff, 2 analog fax

The Air District would like to implement the solution as soon as possible (ASAP) but no

later than November 1, 2022. Vendors that can provide quick installation and meet this timing requirement will be preferred in the Air District's evaluation, and Vendors should avoid quoting hardware or services that are backordered or may not be available in time to meet this timing requirement.

Each requirement below should be quoted on the interested bidder's preferred proposal documents showing the full turnkey price of the service/solution, including shipping, taxes, incidentals, and fees (including regulatory, government taxes and fees). Quotes should include the specifications for that specific service detailed below, confirm compliance with the requirements, and provide descriptions as available in a standard proposal.

The selected firm will work with the Air District's Information Services (IS) department and contractors. Firms interested in submitting a statement of quote to provide such services are required to follow the recommended guidelines and instructions contained in this RFQ. If it becomes necessary to revise any part of this RFQ, revisions will be provided by addenda posted on the [Portal](#).

Interested vendors should note that the Air District is partially funded through federal government funds and therefore equipment purchased cannot contain electronic components from any barred country or company (including internal components from Huawei, among others). The National Defense Authorization Act of 2019 Section 889 requires federal government purchase cardholders to obtain assurance from merchants that merchants are not using telecommunications equipment, systems, or services produced by Huawei Technologies Company or ZTE Corporation, (or any subsidiary or affiliate of these companies); or video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities). The merchant assurance is provided as a "representation" signed by the merchant's authorized representative.

A. VOIP Subscription Services Needed

1.1 TELCO

- 1.1.1 Direct Routing (DR) or Operator Connect (OC) providers which can provide Carrier level redundancy for Teams Public Switched Telephone Network (PSTN) calling and additional features and functionality that are not available through Teams would be preferred.
- 1.1.2 The Air District would be willing to consider Microsoft Calling Plans if Vendor can meet all requirements below (including call recording).
- 1.1.3 450 users will require a Direct Inward Dialing (DID) phone number ported from AT&T Primary Rate Interface (PRI) lines for inbound calling, outbound local and long-distance access, Caller ID Number and Name inbound and outbound, E911 location services, etc.
- 1.1.4 40 additional DID numbers will be ported from current Microsoft calling plan numbers that were used for the PoC and will be retained as a 'second number' in addition to their Cisco DID number and will need to be ported to the new Telco service provider.
- 1.1.5 550 additional DID numbers will be ported over from AT&T that are not currently in use and are for future use. These can be retained on the DR/OC provider's

- platform or ported to and held in Teams as needed to achieve the lowest cost for non-active phone numbers.
- 1.1.6 15 Analog devices – Vendor should include service and Analog Terminal Adapters to support fax machines (must support T.38), alarm circuits, and other analog requirements.
 - 1.1.7 4 phone numbers terminating onto 5 phones in the Radio Dispatch area (RTO) are recorded and should be in 4 separate Response Groups.
 - 1.1.8 Due to light calling patterns, The Air District would prefer metered solutions that charge by the minute for the service or for Local/Long Distance service if it would provide lower cost per user. Note whether the vendor's solution is unlimited calling, bundle of minutes, or metered calling. Please provide per minute charges for local, intrastate, interstate, and national calling if they are tarified in the quoted solution. Note if the service has a bundle of minutes or other Acceptable Use requirements limiting unlimited usage.
 - 1.1.9 Telco Carrier interconnectivity to the PSTN network must have at least 2 redundant geographically separated data centers with instantaneous and transparent failover. Service must include all Session Border Controller elements in the provider's cloud and included in the service. Telco Carrier must interface with Microsoft Teams directly over dedicated or private circuits and not over public internet circuits.
 - 1.1.10 Vendor must include all services to prepare and provision the Teams platform for this access and configure all 450 users to leverage the recommended Telco services.
 - 1.1.11 Vendor should include all services to provision these 450 users to use Teams as their 'phone system' without programming assistance from the Air District other than to create administrative accounts or access to allow Vendor programmers to complete the work directly.
 - 1.1.12 Vendor should include in the proposal pricing, and describe any functionality available to:
 - 1.1.12.1 Configure and provide back-up Automated Attendants for the Air District's main number (1) Automated Attendant.
 - 1.1.12.2 Configure and provide backup hunt groups for 4 phone numbers that will be answered by Response Groups that will ring 5 phones in the Radio Dispatch area (RTO).
 - 1.1.13 Vendor should provide optional unit pricing to:
 - 1.1.13.1 Re-route selected PSTN calls to an alternate number if Teams goes out of service.
 - 1.1.13.2 Configure and provide SMS texting to/from the user's DID number.
 - 1.1.13.3 In the pricing, note any additional installation or programming charges needed to implement the above.
 - 1.1.14 The Air District would prefer the minimum contract duration term available while still obtaining the best pricing commercially available. That said, no base contract term longer than 3 years will be considered, and 1-2 year with option to renew for additional years would be preferred. Telco services are considered a utility by the Air District.
 - 1.1.15 The proposed contract should not auto-renew at the end of the initial term and must be explicitly renewed by the Air District. The contract should revert to monthly

- terms at the end of the contract period at the contracted rate or commercially available list price (whichever is lower) at the end of the contract period.
- 1.1.16 DIDs and all phone numbers should belong to the Air District, and the vendor should allow the Air District to port its numbers to another carrier at the end of the contract, or upon the Air District's request.
 - 1.1.17 Carrier should accept E911 addresses for each user, DID, or from the Teams Microsoft Location Service and pass that address to the Public Safety Answering Points (PSAP) when a 911 call is made. E911 functionality must be included in the quoted pricing.
 - 1.1.18 The interested vendor must document any additional features and functionality available in its solution or portal beyond what is requested above.
 - 1.1.19 The interested vendor must document in its proposal any Service Level Agreements and Performance Guarantees (including credits or penalties) available.

1.2 IMPLEMENTATION SERVICES

1.2.1 Installation

- 1.2.1.1 Vendor will provide spreadsheets or questionnaires that Air District department leads or IT will fill in regarding required user programming.
- 1.2.1.2 Vendor will interview Air District department representatives to determine and document any unique call handling requirements.
- 1.2.1.3 Cisco CUCM Data Gathering (Option) - if Vendor is certified to gather current user, call flow, automated attendant, button programming directly from the existing Cisco CUCM platform, all this would be desired but is not required by the Air District. Please provide this pricing separately from other pricing.
- 1.2.1.4 Vendor will provide Project Management throughout the installation to ensure that project timelines and goals are met.
- 1.2.1.5 Vendor will provide complete turnkey implementation of the service, including programming of Teams features as needed.
- 1.2.1.6 Vendor should assume and include in their pricing that Dial-Tone for Teams is provided by Direct Routing or Operator Connect as noted above and that DID numbers will be assigned to users and resources by the vendor.

1.2.2 Programming

- 1.2.2.1 Automated Attendant – 20 main auto attendants on various phone numbers, with a total of 38 (includes the 20 AA) call processing mailboxes including sub-menus, announcement mailboxes, and greetings.
- 1.2.2.2 Response Groups – program 15 Teams Response Groups to replace Cisco shared line appearances, departmental hunt groups, and simultaneous calling groups.
- 1.2.2.3 Delegate access – program 10 Delegate access and call handling and provide documentation for users to configure additional instances themselves.
- 1.2.2.4 The Air District has decided that it will not use transcription services in Teams Unified Messaging. The vendor will turn off Transcription in Unified Messaging for all Teams users.

- 1.2.3 Testing/UAT – Vendor will test the system according to a mutually agreed test plan and support the Air District as they conduct User Acceptance Testing (UAT) or

- PoC prior to full deployment of the system. Testing will be conducted by forwarding DID numbers from the Cisco system to test numbers on the Teams platform.
- 1.2.4 Training – Vendor will supply and provide end user training by webinar allowing for a degree of live Question and Answer (Q&A), self-paced Computer Based Training, customized documentation, and quick reference guides for Teams telephone system features and functionality as deployed by the Air District.
 - 1.2.5 Cutover coverage – on the day that phone numbers are ported to Teams, and users start to use Teams as their primary telephone system, the vendor will make installation resources available for troubleshooting and remediation. The vendor will provide ongoing Hyper-support remediation of installation issues until resolved.
 - 1.2.6 Extended Cutover coverage (Option) – The vendor should provide optional daily pricing for remote dedicated support, and for onsite dedicated support through the cutover period.
 - 1.2.7 Support/Maintenance – The Air District would prefer vendors that can act as a single point of contact for installation and ongoing support of the Teams Phone System installation for programming and support. The vendor will explain whether ongoing support and maintenance will be provided by the vendor or Microsoft for Tier 1, Tier 2, Microsoft Teams issues, Call connectivity, integration issues, etc. Professional services and labor should include a one (1) year warranty against defects.

1.3 HARDWARE : TELEPHONES – OPTION

- 1.3.1 Interested vendors may quote telephones for this implementation, however the Air District may choose to source telephones from existing or other vendors due to timing and pricing considerations.
- 1.3.2 40 Teams native client telephones will be required for:
 - 1.3.2.1 Executives who would like a standalone hardware device for phone calls.
 - 1.3.2.2 Hot-desking offices
 - 1.3.2.3 Other unique use cases
 - 1.3.2.4 The Air District would prefer to standardize on a common telephone for all hardware phones requirements
- 1.3.3 Phones must run the native Teams client provided and be supported by Microsoft Teams and may not be SIP phones or 3PIP (3rd Party IP) compliant.
- 1.3.4 Telephone requirement is for a multiline set capable of supporting at least 2 extension appearances. Phone should have Gigabit Ethernet pass through to a computer, full duplex speakerphone, color touchscreen, a headset jack, and handset. The following features, accessible via fixed or soft feature keys, are required: internal and PSTN Teams connectivity, hold, transfer, message waiting indicator, system speed dial access, personal speed dial access, and the ability to independently mute speakerphone, headset, and handset calls.
- 1.3.5 Phones must be currently available from distribution (no backorder) and able to ship within sixty (60) days of receiving a Purchase Order but no later than the beginning of November to meet the Air District's installation requirements.
- 1.3.6 The Air District expects that simple and inexpensive models such as Poly CCX 400, AudioCodes C450HD, Crestron or similar phones will meet its requirements. Interested vendor can quote alternate phones if the vendor believes they would

- better serve the Air District's requirements, understanding that most people will use Teams softphone as their primary call handling device.
- 1.3.7 Vendor should include documentation stating what features the quoted phones support and why they chose that model of phone.
 - 1.3.8 Phone pricing must include shipping, sales taxes, etc. and FOB to the Air District.

1.4 HARDWARE HEADSETS - OPTION

- 1.4.1 300 headsets for Teams softphone users will need to be acquired to support phone calling in the office from cubicles, etc. Interested vendors may quote headsets for this implementation, however the Air District may choose to source headsets from existing or other vendors due to timing and pricing considerations.
- 1.4.2 The Air District has not finalized its decision on what type of headset to standardize on, or whether to allow users to choose from a menu of headsets. Therefore, please price 1 headset for each of the following headset types:
 - 1.4.2.1 Monoaural over the head wired headset with USB connection
 - 1.4.2.2 Monoaural over the head wireless headset with USB/DSP dongle
 - 1.4.2.3 Monoaural or Biaural wireless Bluetooth headset optimized for Teams PC clients
- 1.4.3 All headsets must include a microphone boom or active noise cancellation to ensure that background noise and conversations are not transmitted from the Air District's cubicle environment.
- 1.4.4 Headsets may be commercial or consumer grade as long as they provide high quality audio on both the speaker and microphone, are comfortable on the head and ear, and rugged/reliable.
- 1.4.5 Headsets should be certified or optimized for Microsoft Teams.
- 1.4.6 Headsets must be available from distribution and able to ship within sixty (60) days of receiving a Purchase Order but no later than the beginning of November to meet the Air District's installation requirements.
- 1.4.7 Vendor should include documentation stating what features the quoted headsets support and why they chose that model of headset.
- 1.4.8 Headset pricing must include shipping, sales taxes, etc. and FOB to the Air District.

SECTION IV – SUBMISSION REQUIREMENTS

A. General

- 1. Interested firms must create an account through the Portal described in this RFQ to view RFQ documents and addenda, and to submit questions and bid documents.
- 2. All quotes must be made in accordance with the conditions of this RFQ. Failure to address any of the requirements is grounds for rejection of the quote.
- 3. All information should be complete, specific, and as concise as possible.
- 4. Quotes should include any additional information that the respondent deems

pertinent to the understanding and evaluation of the bid.

5. The Air District may modify the RFQ or issue supplementary information or guidelines during the quote preparation period prior to the due date. Please check our [Portal](#) for updates prior to the deadline.
6. Quotes shall constitute firm offers valid for ninety (90) days. Once submitted, quotes may be withdrawn, modified and resubmitted through the Portal up until the August 4, 2022 deadline.
7. The Air District reserves the right to reject any and all quotes.
8. All questions must be in written form and submitted through the Portal no later than **4:00 p.m. on Thursday, July 21, 2022**. Firms will not be able to submit questions after this time. All questions will be answered in writing and posted on the [Portal](#) by **6:00 p.m. on Thursday, July 28, 2022**.
9. The cost for developing the quotes is the responsibility of the bidder, and shall not be chargeable to the Air District.

B. Submittal of Quotes

1. **Deadline** – All quotes are due no later than **4:00 p.m. on Thursday, August 4, 2022**, and should be submitted via the Portal to:

Michael Chao, Staff Specialist
Bay Area Air Quality Management District
375 Beale Street, Suite 600; San Francisco, CA 94105
Portal link: <https://baaqmd.bonfirehub.com>

2. Uploading large documents may take significant time, depending on the size of the file(s) and internet connection speed. Bidders should plan sufficient time before the deadline to begin the uploading process and to finalize their submissions. Bidders will not be able to submit documents after the deadline. Quotes received after the date and time previously specified will not be considered.
3. **Signature** – All quotes must be signed by an authorized representative of the bidder.
4. **Submittal** – Submit one (1) electronic copy (in Adobe Acrobat PDF file format). Electronic submissions submitted via the Portal will be acknowledged with a confirmation email receipt. Late quotes will not be accepted. Any correction or re-submission of quotes will not extend the submittal due date.
5. **Grounds for Rejection** – A quote may be immediately rejected at any time if it arrives after the deadline, is not in the prescribed format, or is not signed by an individual authorized to represent the firm.
6. **Disposition of the Submissions** – All responses to this RFQ become property of the Air District and will be kept confidential until a recommendation for award

has been announced. Thereafter, submittals are subject to public inspection and disclosure under the California Public Records Act. If a respondent believes that any portion of its submittal is exempt from public disclosure, it may mark that portion “confidential.” The Air District will use reasonable means to ensure that such confidential information is safeguarded, but will not be held liable for inadvertent disclosure of the information. Quotes marked “confidential” in their entirety will not be honored, and the Air District will not deny public disclosure of any portion of submittals so marked.

By submitting a quote with portions marked “confidential,” a respondent represents it has a good faith belief that such portions are exempt from disclosure under the California Public Records Act and agrees to reimburse the Air District for, and to indemnify, defend, and hold harmless the Air District, its officers, employees, and agents, from and against any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs, and expenses, including without limitation, attorneys’ fees, expenses, and court costs of any nature whatsoever, arising from or relating to the Air District’s non-disclosure of any such designated portions of a quote.

7. Modification – Once submitted, quotes be altered up until the deadline. Quotes may not be modified after the deadline.

C. Interviews

1. The Air District, at its option, may interview firms that respond to this RFQ. The interviews will be for the purpose of clarifying the statement of qualifications.
2. Submittal of new materials at an interview will not be permitted.
3. Interviews may involve a presentation and/or a question-and-answer session.
4. Interview teams should be representative of the project team.

SECTION V – QUOTE FORMAT, CONTENT, AND SUBMITTAL

Submitted quotes must follow the format outlined below and include all requested information. Failure to submit quotes in the required format may result in the quote being eliminated from evaluation and consideration. A bidder may propose more than one Solution in their bid as long as the Solution(s) meet the minimum Specifications described in Section III. Each proposed Solution will be evaluated separately.

1. Cover Letter (Section I) – Include the name, address, and telephone number of the company, and must be signed by the person(s) authorized to represent the firm. Also include the name of the firm’s representative designated as the contact and e-mail address.
2. Specifications and Pricing (Section II) – Provide pricing for the requirements outlined in Section III, Solution and Related Services Specifications. Quotes must include the following:
 - a. List of items to be delivered with cost for each line item.
 - b. Line item for Sales Tax (8.63%; San Francisco, CA)
 - c. Line item for Shipping/Delivery fee (if any)
 - d. Line item for any other taxes, fees, regulatory fees, or other charges

- e. Line item for the total cost of order
3. Firm History (Section III) – Provide a history of your firm’s experience in providing services similar to those sought through this RFQ, including any services provided to governmental organizations. Provide references for any similar projects listed, including contact name, title, and telephone number. Describe the technical capabilities of the firm in all areas relevant to the services sought through this RFQ.
 4. Subcontractors (Section IV) – List any subcontractors that will be used and the work to be performed by them.
 5. Delivery Guarantee (Section V) – Include a guarantee that in stock products will be delivered within sixty (60) days of the order date. Acknowledge that the vendor will incur a 10% late delivery penalty and will reduce the unit price by 10% for each item arriving after forty-five (45) days past the order date.
 6. Order Cancellations (Section VI) – Acknowledge that the Air District reserves the right to cancel an order at no charge within three (3) business days after it is placed.
 7. Additional Data (Section VII) – Provide other essential data that may assist in the evaluation of the quote (e.g., green business certification, etc.).

SECTION VI – QUOTE EVALUATION

A panel of Air District staff will evaluate all quotes. The panel will recommend the selection of the vendor(s) to the Air Pollution Control Officer (APCO), who will, in turn, make a recommendation to the Air District Board of Directors.

Quotes will be evaluated on the following criteria:

Criteria	Description	Points
Cost	Total cost of all items	30 pts
Responsiveness	Contents of the quote closely match the requested requirements in this RFQ	40 pts
Capacity to Deliver	Bidder’s company history, experience with similar solutions, implementation process, delivery schedule and references	28 pts
Firm’s Specialty Focus Area	Local business/Green Business*	2 pts
	Total	100 pts

*The Air District gives preferences to local business and those that are certified as green businesses by a government agency or independent private rating organization. “Local business” means that a firm’s headquarters is located within the nine counties of the Air District’s jurisdiction.

If two or more quotes receive the same number of points, the more cost-effective proposal shall be given a higher rank.