



# REQUEST FOR PROPOSAL

Communications Platform

**Spectrum Community Services, Inc.**

2621 Barrington Court  
Hayward, CA 94545

Thomas Albrecht

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## Table of Contents

- I. Introduction: \_\_\_\_\_ Page 2
  - A. Purpose of this Request for Proposal
  - B. Spectrum's Background
  - C. Oversight, Management, and Contacts
  
- II. General Instructions: \_\_\_\_\_ Page 3
  - A. Key Dates
  - B. Submittal of RFP
  - C. Signatures
  - D. Disqualified RFP
  - E. Withdrawal of RFP
  - F. Debarment, Suspension, and Ineligibility
  - G. Conflicts of Interest
  
- III. Scope of Product: \_\_\_\_\_ Page 4
  
- IV. Contents of Request for Proposal: \_\_\_\_\_ Pages 4-5
  - A. General
  - B. Submittal Letter
  - C. Table of Contents
  - D. Description of Firm
  - E. Product Approach
  - F. Fee Structure
  
- V. Selection Criteria: \_\_\_\_\_ Pages 5-6

## I. Introduction

### A. Purpose of this Request for Proposal

Spectrum Community Services, Inc. (Spectrum) is seeking proposals for a cloud based phone system.

Spectrum will use a competitive process to select a qualified Firm, based upon qualitative and technical criteria to provide a communications platform that meets our internal needs. The objective of the solicitation is to select a Firm and execute a contract for services.

The information sought through this RFP is to determine the most cost effective and functional product.

### B. Spectrum's Background

Founded in 1971, Spectrum strives to improve the health and safety of seniors and low income residents in Alameda County by enhancing their quality of life and helping them age at home with dignity. Spectrum is a registered, private non-profit organization with multiple government contracts and private funders.

Spectrum currently has 42 employees and ten (10) open positions due to growth to complete our increased government contracts and employees moving to other positions.

### C. Oversight, Management, and Contacts

In order to control information disseminated regarding this RFP, Firms interested in submitting a Proposal are directed not to make personal contact with members of the Spectrum Board and Administration with the exception of the individual listed below.

#### **Oversight**

Thomas Albrecht will provide oversight to the RFP process working with our IT contractor Vladimir Galant and 911 PC Help.

Thomas Albrecht, Energy Program Manager  
[energypm@SpectrumCS.org](mailto:energypm@SpectrumCS.org)  
510-876-8826

#### **Liaison**

Vladimir Galant will serve as the contact point for RFP responses, coordinating the services and serve as the communication link between Spectrum and the Firm.

Vladimir Galant, Owner/CEO, 911 PC Help  
[vg@911PCHelp.net](mailto:vg@911PCHelp.net)

## II. General Instructions

### A. Key Dates

- ❖ RFP Release Date: Wednesday, September 7, 2022
- ❖ Last Day to submit: 2:00 P.M. (PDT), Wednesday, September 21, 2022
- ❖ Review Period: Thursday, September 22, 2022 - Monday, September 26, 2022
- ❖ Oral Interviews, if needed: Tuesday, September 27, 2022 - Wednesday, September 28, 2022
- ❖ Selection Date no later than: Wednesday, October 5, 2022

### B. Submittal of RFP

RFP's should be reviewed for accuracy before submission to Spectrum since said document may not be adjusted after submission. Spectrum will not be responsible for errors or omissions in the RFP. Spectrum reserves the right to reject any and all RFP's, or to waive any irregularities, or informalities in the RFP's.

Each Firm submitting a RFP must submit their response in a PDF file sent to [EnergyPM@SpectrumCS.org](mailto:EnergyPM@SpectrumCS.org)

Response shall be in 12-point font, approximately 8 ½" x 11" format, not to exceed twenty-five (25) pages.

### C. Disqualified RFP

Any RFP received after 2:00 P.M. (PDT) on Wednesday, September 21, 2022, shall be refused.

### D. Withdrawal of RFP

Firms may withdraw their RFP by written request at any time prior to the deadline.

### E. Debarment, Suspension and Ineligibility

By submission of your qualifications in response to this announcement, you are certifying that neither your firm(s) nor any of their principals are presently debarred, suspended, declared ineligible, or excluded from participation in this procurement process by any Federal department or agency. Further, if such a debarment or suspension occurs during the course of the evaluation process, you shall inform Spectrum immediately.

### F. Conflicts of Interest

By submission of your qualifications in response to this announcement, you are certifying that your firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to Spectrum, and that there are no principals, officers, agents, employees, or representatives of your firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to Spectrum, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with Spectrum.

### III. Scope of Product

Provide Spectrum a Scope of Work that can be implemented in your response throughout Section IV, Contents of Statement of Qualifications. The selected Firm will provide a unified solution for a cloud-based phone system, including, but not limited to the following features:

- A. Auto Attendant
- B. Hunt Groups
- C. Receptionist configurability- assign different employees to act as Receptionist at different times
- D. Extension or Dial-by-name calling
- E. Desktop “Softphone” App
- F. Mobile “Softphone” App for both iOS and Android
- G. Transferring over current phone numbers, from cell phones and existing VoIP service
- H. Compatibility with desk phones
- I. Voicemail and/or call transcription
- J. SMS Capability
- K. Live technical support
- L. Administrative access to employee accounts for internal IT
- M. Webfax capability

### IV. Contents of RFP

#### A. General

In order for RFPs to be considered, said RFP must be clear, concise, complete, well organized, and demonstrate both the firm’s ability to follow instructions and product’s functionality. The quality of answers, not length of responses or visual exhibits is what is important in the RFP.

All Firms responding shall follow the order and format specified below. Each section of the RFP shall be labeled to correspond to the numbers/headers shown below(Sections IV.B - IV.G).

#### B. Submittal Letter

The cover letter shall be brief (one-page maximum). Include:

1. The RFP’s title and submittal date.
2. The name, address, and telephone number of the responding Firm’s point of contact.
3. Brief summary of the Firm’s experience, the unique qualities and what will make the product a good fit for Spectrum for the proposed cloud based phone system.

*The submittal letter will **NOT** be considered part of the twenty-five (25) page limit.*

### C. Table of Contents

Include a complete and clear listing of headings and pages to allow easy reference to key information. The table of contents will **NOT** be considered part of the twenty-five (25) page limit.

### D. Description of Firm

1. Describe the Firm's experience in providing a cloud based phone system to other businesses of a similar size.
2. Describe any unique capabilities that your Firm offers.

### E. Project Approach

1. Explain your process associated with transitioning a client from a previous phone system to your product. This should include a timeline for full functionality from project start.
2. Give a detailed list of all features and options your Firm recommends Spectrum use to address the Scope of Work, Section III.
3. Describe your Firm's product support system, hours of availability, average wait times between 8:00am - 5:00 PM PT M-F.
4. Describe your former or current experience working with similar-sized agencies.

### F. Fee Structure

Please describe your pricing model. For evaluation purposes, please break down the unit rates and additional costs related to your Product that your Firm proposes to provide to Spectrum:

1. Unit rate per phone line
2. Costs for additional optional services
3. One time implementation fee
4. Any other fees, costs, taxes, etc... for services

## V. Selection Criteria

Firms submitting proposals are advised that all proposals will be evaluated to determine the "most qualified" Firm that will be able to meet the needs of Spectrum. The selection criteria

will include, but not be limited to, the items listed below.

**RFP - Evaluation and Award Process**

Spectrum will select Firm(s) that will be used to cover the Scope of Product in this RFP with the understanding that the selection and contract is conditional on approval by the Executive Director. Various representatives of the agency will evaluate proposals. This committee hereinafter will be referred to as the “Review Panel.”

The Review Panel will review and score each RFP on the six (6) different criteria sections listed below. The scale used where one (1) is the lowest. There is a maximum of 100 points.

**Scoring Criteria**

#	Criteria	Maximum Points
1	Firm background, qualifications, and quality of service	10
2	Product features	25
3	Product support availability	15
4	Project implementation approach	20
5	Experience and commitment to working with similar-sized agencies/employers.	5
6	Fee structure and transparency	25
	<b>Total Points:</b>	<b>100</b>