

**Request for Proposal
Integrated Telephone and Voice Mail System
with Future VoIP Telephony Capabilities**



200 Front Street, Ste. 400
Burlington, IA 52601
Phone (319) 753-5107
Fax (319) 754 -4763
www.seirpc.com

Request for Proposal Release Date: December 21, 2009

Proposal Due Date: 12 p.m. Noon, January 21, 2010

Organization Profile & Project Overview

Southeast Iowa Regional Planning Commission Council of Governments (COG) is a quasi-governmental non-profit organization serving Des Moines, Louisa, Henry and Lee Counties in Southeastern Iowa.

Founded in 1973, the COG provides and administers various programs and governmental services through its three departments that include transit, local assistance, and workforce development. The COG is currently located in Burlington, Iowa.

The purpose of this *Request for Proposal* is to solicit competitive bids for a new telecommunications system for the COG's office which is relocating in West Burlington, Iowa. The COG's current system was originally installed in 1994 and parts of the system are functionally obsolete. The COG seeks to have a new digital telephone and voice mail system installed concurrently with the relocation.

Schedule of Events

- 1. Proposals shall be due at the COG's main office location no later than 12 p.m. Noon on Thursday, January 21, 2010.** Five (5) complete copies of the proposal shall be mailed or delivered to the address listed below; faxed proposals will not be accepted. Proposals shall be delivered as follows:
Debbie Laughlin, Executive Assistant
Southeast Iowa Regional Planning Commission
200 Front Street, Ste. 400
Burlington, IA 52601
e-mail: dlaughlin@seirpc.com
- 2. Proposals received after the stated due date and times will not be considered.** Proposals postmarked before the due date but delivered after said date will not be considered.
- 3. On-Site Inspection of Current Configuration:**
All vendors responding to this *Request for Proposal* shall be required to arrange for an on-site inspection of the COG's office prior to submitting their proposal. At such time, the prospective vendor will be given a tour of the existing building and an overview of the current addition project. Vendors should contact Debbie Laughlin at (319) 753-5107 or by e-mail at dlaughlin@seirpc.com to arrange for an appointment.

4. On-Site Presentations following Submissions of Proposals:

Vendors responding to this *Request for Proposal* may be asked to provide an onsite presentation of their proposal to assist the COG in the selection and award process.

4. Anticipated award:

It is anticipated that a contract will be awarded on/before February 1, 2010. Installation of the new system may vary depending on the progress of the building addition project, including phasing of the remodeling of the existing office facility.

5. Vendor questions:

All questions concerning this Request for Proposals, the COG's current telephone system, or the new system requirements shall be directed by telephone or voice mail to the following contact person:

Debbie Laughlin, Executive Assistant
Southeast Iowa Regional Planning Commission
200 Front Street, Ste. 400
Burlington, IA 52601
e-mail: dlaughlin@seirpc.com

Terms and Conditions

1. Vendor Incurred Costs:

Any costs incurred by a vendor in preparing and providing responses to this *Request for Proposal* are solely the responsibility of the vendor, including the on-site inspection detailed above. In addition, should a vendor be requested to provide an on-site presentation of their bid, the costs associated with that presentation are the sole responsibility of the vendor.

2. Acceptance or Rejection:

The COG, at its sole discretion, reserves the right to either accept or reject any and all proposals received in response to this request. The existence of this *Request for Proposal* shall not, in any way, obligate the COG to take any action regarding any response submitted by a vendor to this request.

3. Bid/Proposal Evaluation Criteria:

This *Request for Proposal* is designed to provide the COG sufficient information to determine the best vendor for the COG. Key COG staff members will evaluate vendors based on their ability to do the following:

- a. Meet the Telephony Solution Requirements
- b. Provide operational savings

- d. Provide excellent service and support
- e. Provide outstanding references
- f. Offer highly competitive pricing
- g. Meet the installation timelines desired by the COG, including the phasing of the planned facility expansion that will necessitate flexibility in installing the new system

4. Contract Provisions:

In the event that a proposal is accepted by the COG, it is the intent of the COG to include the response to the Telephony Solution Requirements as well as other supplemental material provided as part of this *Request for Proposal* response into the final contract with the vendor.

5. Responsibilities as Independent Contractors:

Any personnel provided by the vendor shall be considered to be personnel or agents of the vendor. Under no circumstances will said personnel be considered to be agents or personnel of the COG. The COG reserves the right to demand the removal and potential replacement of any one or group of individuals provided by the vendor to work on the project. If the vendor intends to utilize a third party organization or subcontractor to perform any of the tasks associated with any aspect of the proposal, this intent must be identified in the Company Overview - Disclosures section of the proposal and all such third parties or subcontractors must be completely disclosed and identified.

6. Price Protection:

The rates for products and services provided by the vendor in response to this *Request for Proposal* must be valid for a period of forty-five (45) days from the due date of proposals. Furthermore, once a proposal has been accepted, all defined rates for services to be provided under any resulting agreement must be guaranteed at the proposed rate for a period of one (1) year from the date of initiation.

Existing Environment

1. Existing Office - 200 Front Street, Suite 400, Burlington, IA

- 6 Phone Lines plus 1 Dedicated Fax Line
- Biz Phone Model #680 (3 Units)
- Biz Phone Extensions (BF2 & BF3)

Minimum System Requirements

1. Installed at 211 N. Gear Avenue, West Burlington, IA

Common Equipment Capabilities

- Minimum capacity of 48 stations with expansion capabilities
- Minimum of 10 Analog Ports/Extensions for analog equipment, fax, modems, etc.
- 10 Phone/Trunk Lines
- 10 Ports Voice Mail (250 Hrs Storage)

Station Types

- 48-Button Digital Phones or Comparable
- 2 DSS/BLF Display Modules

Peripheral Equipment

- 2 Cordless Headsets
- Minimum of 2 Cordless Handsets
- External paging/speaker system
- Surge Protection (incoming line and electrical surge lightning protectors)
- Battery Back-up (hold system up to four hours)

Cabling

The new telephone system should utilize the existing building cabling to every extent possible. However, some new cabling may be required to connect several auxiliary terminals throughout the existing facility. This basic work will be described in the required onsite inspection.

Additionally, the COG wishes to have proposals include (as alternates) both voice and computer network cabling for the office addition. Details on this work will also be provided at the required onsite inspection.

Please clearly identify any alternates or substitutions you may make in your response.

Proposal Format

***All sections should be answered completely with the properly formatted financial detail included in your response.**

The proposals submitted in response to this *Request for Proposal* will include the following components:

1. Executive Summary

This section will present a high level overview of the Vendor's response to the *Request for Proposal*. The Executive Summary should identify the main features and benefits of the proposed products and services.

2. Project Scope, Approach, Management and Deliverables

This section will communicate the overall project approach that will be used to implement the proposed solution and identify the processes that are used to ensure the project is accomplished on time and on budget. In addition, include the following:

- A. Representative Statement of Work
- B. Sample Project Deliverables – may include status reports, project communication plans, etc.
- C. Approach to User and System Administrator Training – Initial and Ongoing
- D. Any and all assumptions upon which the proposal is based as it relates to services or support provided by the local phone service providers, long distance providers, staff, cable installers, etc.
- E. Any creative opportunities or alternatives identified that might not have been specifically requested but should be considered by the COG.

3. Response to Telephony Solution Requirements

Detailed business requirements for this section are listed in the Solution Requirements section below. Include each requirement, detailing how the proposed solution addresses the proposal requirement. If a requirement is not addressed in the proposal, indicate that as well.

4. Detailed and Itemized Pricing

The COG is a government tax-free organization. Ensure that special pricing is used when available and items are detailed at the lowest level possible. Please Note: Lump sum pricing is not desired and could result in the disqualification of the submitted proposal. Organize pricing into two major categories:

- Core Components and Services – include all base components, implementation fees, and ongoing support and maintenance fees that are required to meet the COG’s “must have” requirements.
- Add-on Components and Optional Features Menu – include add-on components that may be considered to increase capacities and optional features that may increase employee productivity, improve customer service, etc. Identify the impact to implementation, ongoing support and maintenance fees for each item.

Also, provide detail for the following:

- Project Travel Expenses – Estimate for implementation of core components. Also, if additional travel will be required for add-on components and optional features, estimate that travel expense by item as well.
- Expected Contract Provisions – include contract duration, project invoicing and payment schedule, on-going services and maintenance invoicing and payment schedules, etc.
- Warranty – identify warranties for all products proposed.
- Operational Savings – use this area to identify how an investment in your proposed solution may reduce current operational telephony expenses, if applicable.
- Any service order, order processing, hourly or partial hour rates, trip charges and/or any other costs potentially incurred with the provision of future system service and support (i.e. work orders, etc.)
- Any additional costs associated with future system software enhancements, upgrades and bug fixes.

The formatted guideline for this section is provided at the end of this RFP

5. Company Overview

Please include the following:

- Official registered company name, address, main telephone number, toll-free numbers, facsimile numbers, and website.
- Name of key contact person(s), job title(s), and e-mail address(es). Include address, direct telephone number(s) and fax number if different from the above.
- Identify the person authorized to contractually bind the vendor for any proposal against this *Request for Proposal*.
- Provide a brief history, including years established and number of years the company has been offering telephony solutions.

Disclosures

- Intent to Use Third Party Organizations and/or Subcontractors – Identify all third party organizations and subcontractors the vendor intends to use to implement and support the proposed solution.
- Governmental Agency Investigations – Identify any current governmental agency investigations of the company.
- Litigation – Identify whether the company is currently in litigation with any organization regarding fulfillment of contractual obligations.
- Transferability of Contract – Identify options for assigning this contract to another supplier in the event the company goes out of business or is in any other way unable to continue to implement or support the proposed solution.
- Insurance - Include a summary of the insurance coverage(s) maintained by the company.

References

- Include three (3) current corporate references, including company name, contact name, title, address, telephone number, and a synopsis of the client relationship.

Solution Requirements

Solution requirements should be detailed as follows. All equipment proposed shall be new in the box carrying the full manufacturers' warranty. No refurbished or used equipment or components will be considered. Please consider the main location as a stand alone system with all equipment and costs associated with VoIP separately identified for future inclusion and connectivity. Our intent is to:

- Identify the main facility project and its associated cost.
- Identify the costs for providing VoIP telephony for potential future inclusion.

Objective – Install the telephone & voice mail systems at the COG's new office in West Burlington, Iowa.

1. Vendor will include and describe the following central system volumes, capacities, and features:

- Shall provide the ability to service the main location.
- Shall provide the ability to extend service (i.e. future inclusion of VOIP) to satellite offices and locations.
- Shall provide the ability to service the system within a 2-4 hour (max) time frame (or less), 7 days per week.
- Shall provide a solution that out-of-the-box can connect current needs.
- Shall provide a solution that out-of-the-box has space to increase extension capacity

- Shall provide the ability to add on hardware and software to increase total trunk capacity (Please provide “as equipped” and “future” capacities in the format included).
- Shall provide attendant console functionality for the primary location.
- Shall provide the flexibility to perform attendant console functionality on nights and weekends.
- Shall provide a solution that out of the box can connect a minimum of current needs.
- Shall provide the ability to add on hardware and software to increase total trunk capacity.
- Shall provide the ability to initiate conference calls to any combination of a minimum of four internal extensions and outside lines.
- Shall provide the ability to play music on hold from a variety of sources.
- Shall provide the ability to broadcast a special message initially to callers on hold.
- Shall provide the ability to roll over a call from one extension to another after a user defined number of rings.

2. Vendor will include and describe the following productivity tools:

- Shall provide the ability to page from any phone on the system.
- Shall provide support for fax machines.
- Shall provide support for modem use.
- Shall provide support for devices like Polycoms or full duplex conference boxes.
- Shall provide the ability to do a line hold that doesn’t tie up the phone from doing a page, making a call, etc. from the attendant console.
- Shall provide the ability to hunt.
- Shall provide the ability to transfer calls between locations (Centrex or trunk to trunk).
- Should provide a solution that would facilitate sharing a receptionist between locations (future option via VoIP).
- Shall provide intercom/speaker phone capabilities between all offices/rooms.
- Shall provide the following call features:
 - a. Line hold
 - b. Transfer
 - c. Redial
 - d. Internal system wide speed dial
 - e. Internal user specific speed dial
 - f. External user specific speed dial
 - g. Internal park/camp/callback
 - h. Distinct rings for internal versus external calls
 - i. Volume control
 - j. Mute with light indicator
 - k. Caller ID
- Shall provide the following phone features:
 - a. External speaker & microphones
 - b. Wired/wireless headset capability
 - c. DSS/Blf functionality.

3. Vendor will include and describe the following voice mail features:

- Voice mail box for each extension.
- Phone light indicator of messages that have not been listened to – display immediately after a message has been left and keep it on until all messages have been addressed.
- Hours of message storage per voice mail box.
- Both a primary & secondary personal greeting.
- Remote access to voice mail.
- Ability to forward a message before, during, or after listening to a message.
- Distribution lists for recorded messages.
- Provide caller option to zero out of voicemail to receptionist.
- Voicemail boxes for users without unique extensions.

Additional voice mail features required:

- Listen to a message, immediate one button return call, stay in VM after returned call for next message.
- Make new call from within VM.
- Future delivery, based on date and time, of a pre-recorded message.
- Message alert to e-mail.
- Information only “boxes” – no message can be left.
- Provide caller option to skip recorded greeting and go directly to the feature to leave a message.

4. Vendor will include and detail system administration features:

- Shall provide tools that allow staff to easily perform phone system administration activities such as:
 - a. Add, change, and delete trunks
 - b. Add, change and delete extensions
 - c. Add, change, and delete voice mail boxes
 - d. System diagnostics
 - e. Maintenance of Auto Attendant
- Shall provide system administration help documentation – preferably on-line.
- Shall provide ability for users to easily configure their phone and voice mail features.

5. Vendor will include and detail integration features:

- Should provide integration with tools such as Outlook that allow the user to look up a contact and then auto dial. Please provide separate costs.

Additional Notes:

- **Although this document is comprehensive in nature, it should be considered as a constructive guideline. It is not meant to be overly restrictive, but to provide reasonable minimum requirements for both the proposing vendor and the COG organization. The COG encourages all the vendors to propose complete solutions that are capable of making our communications systems more current and more tightly integrating our organization. Our overall objective is to establish a communications platform to address our needs well into the future.**
- **Please provide information on the salvage and/or trade-in value of the COG's current telephony systems if applicable. DO NOT BLEND THIS PRICING AS "TRADE-IN INCLUDED". A SEPARATE VALUE, IF ANY, MUST BE STATED.**

Format Guideline for Proposal Submission:

		Add-Ons / Options	
	Main Location.		
Core Components & Costs		VOIP Solution	
Equipped For:			
Digital Stations			
Analog Stations			
Trunks			
Equipped With:			
		Unified Messaging software	
		Email Option	
Capacity As Configured:		Detailed Pricing	
Stations		<u>Trunk/Station Cards</u>	
Trunks			
Voice Mail			
Voice Mail Storage			
Unused Capacity on Install			<u>Email Software/Unified Messaging</u>
		Cabinet Costs	Base Costs
Digital Stations			
Analog Stations			Per Seat Costs
Trunks			
			Equipment Costs
Surge Protection		<u>General Service Rates</u>	
Battery Back-up		Service Order	
		Order Processing	
Warranty		Hourly Rates	
		Partial hour	
System Total - Installed*		Trip charges	