

REQUEST FOR PROPOSAL (RFP)

Phone System/Service

UNION COUNTY
1106 K Avenue
La Grande, Oregon 97850
(541)963-1001

August 29, 2019

Union County Government (“County”) is seeking proposals for the supply, service, installation, configuration and training of a Voice over Internet Protocol (“VOIP”) or hybrid telephone system, which serves the needs of the County.

Authorized Representative

The following individual is designated as the authorized Union County representative for this RFP:

Annette Powers
Phone System Administrator
Union County
1106 K Avenue
La Grande, Or. 97850
apowers@union-county.org

Table of Contents

I.	Information	3
II.	Services to be provided.....	3
III.	Questions and Addenda.....	3
IV.	Proposal Preparation and Submission Requirements	4
V.	Evaluation Criteria.....	4
VI.	RFP Requirements.....	4
A.	Executive Summary.....	4
B.	Company Information.....	5
C.	Experience and References.....	5
VII.	RFP Response	5
A.	Platform	5
B.	Implementation	5
C.	System Management	5
D.	Survivability / Redundancy	6
E.	Support and Maintenance	6
F.	Pricing.....	6
	Attachment 1 - Pricing Proposal Form.....	7
	One-Time / Non-Recurring Charges.....	7
	Attachment 1 - Pricing Proposal Form (Cont.).....	8
	Monthly Service / Recurring Charges	8

I. Information

Union County currently maintains a traditional Private Branch Exchange (PBX) system serving two locations in La Grande, OR.

The current PBX system is failing, and it is our objective to upgrade the County phone system to a modern VOIP type system.

The County has approximately 150 phones on the existing Telrad Connegy system. The phones are traditional PBX type and not expected to be compatible with a VOIP system.

The County network consists of Cat5 or better cabling with Cat5 being the predominant. The majority of phone locations have a single RJ45 port that would be shared with a computer workstation. (See Attachment 2 for Network Description)

The primary PBX is located on the Main County Campus, 1106 K Avenue in La Grande. A secondary PBX serving the Public Works department is located across town at 10513 N McAlister Road.

The two PBX's are currently interconnected with a T1 line. There is also a 10/10Mbps fiber connection between the two locations of which a portion may be dedicated for phone use.

II. Services to be provided

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Replace existing PBX system.
- Replace existing phones. Provide a range of phones priced, from essential features vs. expanded features
- Keep existing phone numbers
- Intercom capabilities between both Main County Campus and Public Works.
- Minimal phone features shall include a quality speaker phone, Caller ID, voicemail, intercom, Do Not Disturb, Wireless headset capability.
- Conference calling, ability to host calls with 10 or more internal and external callers.
- Simplified Call forwarding to external/internal destinations (including cell phones). Allow for transfer of calls to mobile phone but show office phone number on Caller ID
- Flexibility and easily change/update of phone trees
- Ease of programming internal caller id
- Unlimited local and long-distance dialing

All hardware required, such as switch and wiring requirements, or routers shall be addressed in the proposal.

III. Questions and Addenda

Questions regarding the solicitation may be directed to the Authorized Representative listed above.

Responses to inquiries that substantially or materially change the RFP will be made available by addendum.

Union County shall advertise addenda, if any, at:

<http://www.union-county.org/2019-phone-rfp>

Anyone who has downloaded or received a copy of this RFP will only be alerted to the existence of any addenda by monitoring or downloading from the above website or by checking with the Authorized Representative listed above. Union County is not responsible for sending addenda to any potential proposers.

IV. Proposal Preparation and Submission Requirements

The proposal shall clearly address all 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. The proposal should be thorough yet concise and to be prepared at your own expense.

The proposal shall be delivered to the County Authorized Representative listed above, to be received no later than **4:00 PM local time on Monday, September 30, 2019**. Neither late nor faxed submittals will be acceptable.

V. Evaluation Criteria

Union County is looking for a vendor that will be able to provide the above listed services. The decision to interview/select the respondents will be at Union County's sole discretion based on the evaluation of each respondent's proposal.

It is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work on the proposal.

The following criteria will be used to evaluate the proposals received:

- Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding.
- References to similar customers
- Capability of proposed solution
- Cost of services provided
- Proposal Preparation and Submission Requirements
- Questions and Addenda

VI. RFP Requirements

A. Executive Summary

This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer.

B. Company Information

- Legal name of the company
- Number of years in business
- Headquarters location address, phone number, website
- Company type

C. Experience and References

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Please provide project details for at least three (3) projects of similar scope to that requested by Union County.

Select one project as a contactable reference. Include contact information (name, title, phone, and email) for a customer reference who can speak to project performance throughout the life of the contract.

VII. RFP Response

Proposers should provide responses to all requirements outlined below:

A. Platform

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

If the platform is hosted:

- Where is it located?
- Is it centrally hosted or geographically distributed?
- Please provide a map or list of datacenter hosting locations.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

- What business continuity / system survivability options are available?
- What happens to service in the event of a local power or WAN outage?
- Please describe platform security measure. How is call data protected?

B. Implementation

- Discuss the roles on your implementation team, such as Account Manager, Project Manager, Tester, Trainer, etc.
- What are the typical challenges in this type of implementation?
- What is the typical timeline for an implementation of this nature?

C. System Management

- How is the system managed/administered?
- Is self-service supported?
- How are moves, adds, and changes performed?
- How is service added, removed?
- Please describe reporting options.

D. **Survivability / Redundancy**

- How is the vendor's service delivery platform distributed?
- Are there multiple, redundant instances at geographically dispersed datacenters?
- What happens to service in the event of a public Internet outage?
- What happens to service in the event of a local power or WAN failure?
- What routing options does the vendor provide in the event of an outage?

E. **Support and Maintenance**

- What tiers of service do you offer and what are the details of each level of service?
- Detail the issue resolution process.
- Is support available 24x7?

F. **Pricing**

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section. Please be sure to include any additional hardware or services that you as the industry specialist might suggest or require.

Attachment 1 - Pricing Proposal Form

One-Time / Non-Recurring Charges

Description	Unit Price	QTY	TOTAL
Account setup			
Project Management			
Solution Sales Engineering			
Number Porting			
Solution Configuration / Customization			
Solution Testing / Verification			
Deployment support			
User Training (remote)			
User Training (onsite)			
Administrator Training (remote)			
Administrator Training (onsite)			
Deployment Engineering / Technical Support (remote)			
Deployment Engineering / Technical Support (onsite)			
Hardware			
Standard Handset - Make/Model: _____ (Purchase option)			
Executive Handset - Make/Model: _____ (Purchase option)			
ATA device (for traditional fax, analog interface) (Optional)			

Attachment 1 - Pricing Proposal Form (Cont.)

Monthly Service / Recurring Charges

Description	Unit Price	QTY	TOTAL
Included features/quantities:			
Optional services/quantities:			
Maintenance, Service, and Support:			

Attachment 2 – Network Description

Building A (100M Fiber Internet Feedpoint)				
Closet	Ports	VOIP	Analog	Fax
A-1	72 Gigabit POE	24	1	2

Building B (Gigabit Fiber Feed)				
Closet	Ports	VOIP	Analog	Fax
B-1	16 Gigabit (NO POE)	1	0	0
B-2	48 Gigabit (NO POE)	10	1	1
B-3	24 Gigabit (NO POE)	12	1	1
B-4	24 100M POE	6	8	0
B-5	48 Gigabit (NO POE)	6	8	0

Building C (Gigabit Fiber Feed)				
Closet	Ports	VOIP	Analog	Fax
C-1	16 Gigabit (NO POE)	0	0	0
C-2	24 Gigabit (NO POE)	13	1	2
C-3	24 Gigabit (NO POE)	7	1	1
C-4	24 Gigabit POE	1	0	0
C-5	24 Gigabit (NO POE)	8	1	1
C-6	24 Gigabit (NO POE)	9	6	0

Building D (Gigabit Fiber Feed)				
Closet	Ports	VOIP	Analog	Fax
D-1	72 Gigabit (NO POE)	33	2	2

Building E (Gigabit Fiber Feed)				
Closet	Ports	VOIP	Analog	Fax
E-1	8 Gigabit POE	1	0	0

Building F (Gigabit Fiber Feed)				
Closet	Ports	VOIP	Analog	Fax
F-1	24 100M POE	7	1	1

Building G (10M Fiber Feed)				
Closet	Ports	VOIP	Analog	Fax
G-1	24 100M POE	3	0	0

Buildings interconnect with fiber links

Closets interconnect with 1Gb CAT5e uplinks

VOIP represents new phone counts

Analog represents traditional phones that will still be required independent of VOIP system

FAX represents hardware devices dependent on fax ability over the line