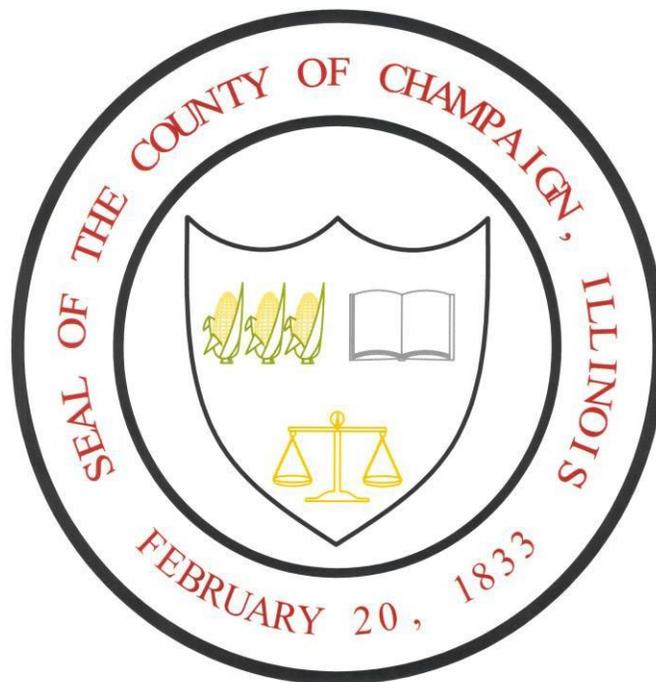


Request for Proposals

Countywide Phone System/Services



RFP 2023-001

Issued Date: January 12, 2023

Sealed Proposal Due Date: February 14, 2023 – 2:00 p.m.



REQUEST FOR PROPOSALS (RFP 2023-001)

Countywide Phone System/Services

January 12, 2023

The County of Champaign invites you to submit proposals in accordance with the general requirements and proposal format as documented within this Request for Proposal ("RFP"). Carefully read the attached information and follow the procedures as outlined to be considered for evaluation and selection.

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PURPOSE

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply a phone system for the County of Champaign, Illinois.

The County is seeking to implement a modern and unified on-premise VoIP or VoIP hybrid system to replace the obsolescent phone systems servicing its multiple buildings/locations. In doing so, the County seeks to address several challenges in the current environment, including but not limited to:

- Limited or inadequate functionality in current systems;
- Limited or inadequate support from vendors (including technical, hardware & software support);
- Difficulties in procuring equipment (e.g., obtaining replacement parts).

In order to address these challenges and others, the County has initiated a County-wide project to adequately plan for, select, and implement a VoIP telephone system. The *Scope of Services* section of the RFP (page 7), outlines the features and functionality desired in a replacement telephone system.

When preparing their solutions for handling and improving upon Champaign County's current telecom capabilities and uses, vendors should keep in mind that the County's objectives for this project include implementing:

- A cost-effective replacement for the existing office phone services;
- A resilient system with redundancy to eliminate single points of failure;
- A telephony solution that is easy to maintain and administer by County personnel, both on-site and remotely;
- A system that includes prompt support/service response when there are issues that cannot be resolved by County personnel.

Do note:

- Voice over IP is the desired technology for the proposed phone system.
- Proposals for this project should include the configuration, installation/deployment, training, and required ongoing maintenance/support for the recommended phone system.
- It is to the benefit of the respondent to provide an explicit, detailed, and complete outline/breakdown of the needed work to implement and maintain the proposed phone system.
- Both "required features" and "desired supplemental features" will be factored into vendor scoring during the selection process.
- A turn-key solution is desired.

PROPOSAL PREPARATION INSTRUCTIONS

1. All questions regarding the proposal shall be directed in writing to (e-mail accepted):

M.C. Neal, Chief Information Officer
Champaign County Administrative Services
Brookens Administrative Center
1776 E. Washington Street
Urbana, IL 61802
RFP_Phones@co.champaign.il.us

All unique substantive questions regarding the proposal submitted by vendors or their agents during the proposal process, if answered, will be posted along with any answers provided thereto at <http://www.co.champaign.il.us/bids>.

2. All Proposals must be submitted to:

M.C. Neal, Chief Information Officer
Champaign County Administrative Services
Brookens Administrative Center
1776 E. Washington Street
Urbana, IL 61802

3. All responses to this RFP must be delivered in a sealed envelope clearly labeled “**SEALED PROPOSAL – RFP 2023-001 – Countywide Phone System/Service**”. Sealed proposals are due and must be received by 2:00 p.m. (central standard time) on or before Tuesday, February 14, 2023. One (1) original and one (1) hard copies of your response, along with one digital/electronic copy of your response to this RFP must be submitted. Proposals will not be accepted after the deadline.
4. Proposals should be prepared simply and economically, providing a straight-forward, concise description of provider capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content
5. All material submitted regarding this RFP becomes property of Champaign County and will only be returned to the vendor at the County’s option. Any restrictions on the use of data contained within a proposal and all confidential information must be clearly stated at the top and bottom of each page of the proposal. Proprietary information submitted in a proposal, or in response to the RFP, will be handled in accordance with applicable Illinois statutes.
6. To the extent permitted by law, it is the intention of Champaign County to withhold the contents of the proposals from public view until such time as competitive or bargaining reasons no longer require non-disclosure, in the opinion of Champaign County. At that time, all proposals will be available for review in accordance with the Illinois Freedom of Information Act.

7. An authorized representative of the vendor must complete and sign the proposal.
8. The Chief Information Officer, or representative, will notify appropriate agents if the County wishes to interview them and will establish the timeline for those interviews.
9. Failure to comply with any part of this RFP may result in rejection of the proposal as non-responsive.
10. Champaign County reserves the right to amend, modify or cancel this RFP at any time. An addendum to the RFP and any additional information will be posted at:
<http://www.co.champaign.il.us/bids>

PROPOSAL FORMAT

The proposal must be presented in the order as requested. To be considered, the proposal must respond to all requirements of this part of the RFP. Any other information thought to be relevant but not applicable to the enumerated categories should be provided as an appendix to the proposal.

1. **Cover Letter** – The cover letter shall be signed by an authorized officer of the firm or joint venture or by another person with the authority to act on behalf of and bind the entity. Indicate contact person for the project.
2. **Table of Contents**
3. **Executive Summary** – Provide a summary of the proposal.
4. **Scope of Services** – A response to each item as set forth in the “Scope of Services” contained herein and how your firm will approach delivery of those services.
5. **Phone System Implementation Process** – Provide a step-by-step work plan of the company’s implementation process, including planning, programming, installation/implementation, and project management approaches (including time management, communication management, etc.).
6. **Proposed Innovations** – The proposer may suggest technical or procedural innovations that have been used successfully on other similar projects that may provide the County with better service delivery. Discuss any ideas, innovative approaches or specific new concepts included in the proposal that would benefit the County.
7. **Company’s Relevant Qualifications** – Include a narrative statement articulating the company’s key features and structures.
8. **Key Team Members** – Include a description of the key members of the firm and the organizational structure.
9. **Project Schedule** – Include a milestone schedule for the entire project from authorization through all stages.
10. **Project Cost** – All costs should be broken down into unit prices. Total cost of ownership must be included and should be computed on an assumption of both a 5-year and 10-year life cycle, which includes all one-time purchase costs, and monthly / annual recurring costs. If feasible, include an itemized schedule that includes the task, job title of the individual expected to complete the task, the estimated number of hours per task, and the total cost per task.
11. **References** – Provide a list of government agencies—preferably in the Midwest region—for which similar services have been provided. Vendor Reference Form (page 15) must be utilized.

BACKGROUND

County's Current Phone System:

The current primary phone system is a Toshiba Strata Digital Phone PBX; phone service is provided to the County by Consolidated Communications via one (1) ISDN PRI circuit at the Brookens Administration Building (housing one Toshiba CIX 670) and one ISDN PRI circuit at the Courthouse (also housing a Toshiba CIX 670). Both sites have their own voicemail server/system.

At present, the County has approximately 600 voice lines/extensions (including 350 DIDs) and 30 miscellaneous analog lines serving fax machines, elevators, and building alarms.

County Facilities:

Champaign County's phone system services ten facilities:

1. Brookens Administration Building
2. County Plaza (est. Q1 2024)
3. County Courthouse
4. Sheriff's Office
5. County Jail
6. Juvenile Detention Center
7. Animal Control Office
8. Coroner/Physical Plant/Election Supply Building
9. County Highway Building
10. Emergency Management Agency

There are a total of 20 County offices/departments, spread throughout these ten facilities, utilizing the phone system. The ten facilities/buildings are connected via private fiber with at least 1 Gbps connections.

SCOPE OF SERVICES

Warranty Requirements:

Minimum One-Year Warranty—The telephone system and all associated equipment in the proposal must be warranted by the bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover and acceptance.

Optional Extended Warranty—The telephone system and all associated equipment in the proposal should have the option of being covered under an extended warranty from years two to five.

Documentation:

As part of the Project Scope, the selected vendor will provide documentation that describes the usage and administration of the features and functions of the proposed solution. It is desirable that differing levels of documentation exist, including user documentation and technical documentation (for the personnel who will administer and maintain the system).

Required and Desired Features

The below charts provide a listing of required and desired/supplemental features requested by the County for the proposed telephone service, phone equipment, and voicemail.

| REQUIRED FEATURES | |
|-------------------|---|
| SERVICE | |
| S1 | Voice redundancy |
| S2 | Support - Business days/hours (Monday - Friday, 8a - 5p CST), with 2-hour response time |
| S3 | Unique four-digit internal phone extensions |
| S4 | Enhanced 911 service |
| S5 | DID numbers for extensions |
| S6 | Caller ID |
| S7 | Three-way calling |
| S8 | Call waiting |
| S9 | Unconditional call forwarding |
| S10 | Auto attendant/phone trees (with scheduling) |
| S11 | Hunt groups - Ring all (all available agents) |
| S12 | Hunt groups - Round-robin (longest idle) |
| S13 | Hunt groups- Linear hunt- (available agents in predefined order) |
| S14 | Hunt groups - Linear cascade – (groups of agents in predefined order) |
| S15 | Music on hold |
| S16 | Message on hold |
| S17 | Unified messaging |
| S18 | Support for analog devices |
| S19 | Phone twinning |
| S20 | Conference Calling - up to 5 participants |
| S21 | Ability to configure outbound Caller ID |
| S22 | Softphone/application support (for Windows and mobile OS) |

| PHONE | |
|--------------|---|
| P1 | Built-in speakerphone |
| P2 | Headset compatibility |
| P3 | Unheard voicemail message indicator (by light or display) |
| P4 | Staff directory |
| P5 | Call hold |
| P6 | Call parking |
| P7 | Do not disturb |
| P8 | Distinctive ringing |
| P9 | Speed dial/memory buttons |
| P10 | Redial button |
| P11 | Call pickup for different extension |
| P12 | Call pickup for hunt group |
| P13 | Call transfer to a phone extension |
| P14 | Call transfer directly to an extension's voicemail |

| VOICEMAIL | |
|------------------|--|
| V1 | Announce and/or display time and date of call |
| V2 | Announce and/or display extension or number of caller |
| V3 | Ability to save/archive message |
| V4 | Ability to delete message |
| V5 | Ability to forward/copy message to different extension/user |
| V6 | Ability to forward/copy message with annotation to different extension/user |
| V7 | Ability for recipient to receive email notification of voicemails w/ audio file attached |
| V8 | Ability to retrieve voicemail remotely |

| TRAINING | |
|-----------------|----------------------------------|
| T1 | Training – End users |
| T2 | Training – System Administrators |

| DESIRED SUPPLEMENTAL FEATURES | |
|-------------------------------|---|
| SERVICE | |
| Opt-S1 | Support - 24/7, with 4-hour response time |
| Opt-S2 | Conference Calling - up to 10 participants |
| Opt-S3 | Ability to record phone calls |
| Opt-S4 | Ability to record conference calls |
| Opt-S5 | Find me/follow me |
| Opt-S6 | Call queues - Round-robin (longest idle) |
| Opt-S7 | Call queues - Linear hunt- (available agents in predefined order) |
| Opt-S8 | Call queues - Linear cascade – (groups of agents in predefined order) |
| Opt-S9 | Conditional call forwarding - Busy |
| Opt-S10 | Conditional call forwarding - No answer |
| Opt-S11 | Extension/group paging and announcements |
| Opt-S12 | Faxing |
| Opt-S13 | Auto-dialer |
| Opt-S14 | Interactive voice response (IVR) system |
| Opt-S15 | Office-level/department-level billing |
| Opt-S16 | Automated Callback Service |

| | |
|--------------|--|
| PHONE | |
| Opt-P1 | Busy light/lamp |
| Opt-P2 | Extension monitoring by light/display |
| Opt-P3 | Ability to configure number of rings before an action (e.g., send to voicemail) |
| Opt-P4 | Hearing aid compatible |
| Opt-P5 | Ability for proposed system to support wireless/cordless phones, allowing roaming throughout buildings |
| Opt-P6 | Ability for staff members to take office phone home and use it remotely |

| | |
|------------------|---|
| VOICEMAIL | |
| Opt-V1 | Forward/copy message to multiple extensions |
| Opt-V2 | Forward/copy message with annotation to multiple extensions |
| Opt-V3 | Ability for recipient to receive email notification of voicemails w/ audio file attached and with transcription of message. |

Ancillary Questions

Proposals should address the below questions.

A. Platform Questions

1. Does the vendor develop and maintain the platform solution in-house, or does it resell another vendor's solution?
2. What is the product name and version/level being supplied?
3. On average, how often are updates/upgrades for the software released?
 - a. Are there any costs associated with the upgrades?
4. How and where is voicemail stored?
 - a. How is it secured?
 - b. What is the maximum storage capacity (per user and for the entire system)?
5. If applicable, how and where are recorded calls stored?
 - a. How are the recorded calls retrieved?
 - b. How are they secured?
6. What are the different reporting options available on the system (e.g., usage, billing, call history, etc.)?
 - a. Please include samples.
 - b. Does the system allow for department-level/office-level reporting?

If the platform is hosted:

1. Where is the infrastructure located?
2. Is it centrally hosted or geographically distributed?
3. What is the historical up-time over the last 36 months?
4. What business continuity / system survivability options are in place?
 1. E.g., what happens to customer's phone service in the event of a local power or WAN outage at your location?
5. Please describe platform security measures. How is call data protected?

B. Support Questions

1. What are your technical support hours?
 - a. If not included, is there an option to upgrade to 24/7 support?
2. Do you provide a Service Level Agreement?
 - a. If so, please summarize and/or include a copy.
3. What is your average resolution time for incidents, events, and problems?

C. Equipment Questions

1. Do the provided phones offer pass-through Ethernet ports?
 - a. If so, please include the specifications (e.g., port speeds, etc.)
2. Are additional phones procured in the future only able to be obtained through the vendor?
3. Does the solution/system being proposed require specialized networking features/functions?
 - a. If so (e.g., PoE, QoS, etc.), please include specifications.

4. How does the equipment accommodate those with disabilities (e.g., vision/hearing/mobility impairment)?

D. System Management

1. How is the system managed/administered?
 - a. Please include screenshots of the administration interface.
 - b. Please describe/provide an exhaustive listing of what tasks can be performed through the systems administration interface.
2. Is self-service supported?
 - a. If so, please include screenshots of the self-service portal
 - b. If so, please describe/provide an exhaustive listing of what can be performed through the self-service portal.
3. If not described above, how are moves, adds, and changes performed?
4. How are system-wide phone services added, removed?

Additional RFP requirements:

In addition to the above, proposals should be sure to factor in:

- Assistance in gathering needed end-user information to be used in programming the new system.
- Conducting system “failover” testing.
- Providing any needed on-site “post-cutover” support.

SELECTION PROCESS

Proposals are sought from all qualified vendors; firms owned by women and minorities are encouraged to apply. Local businesses and businesses that use local workers will be given preference in scoring. The *Selection Committee* will review the proposals submitted and rank each firm’s proposal by evaluating each firm’s qualifications, experience, and price for the scope of work outlined in the RFP. Based on this evaluation, the County may choose to invite up to three (3) firms to participate in an interview/presentation session. The selected firms will be allowed sixty (60) minutes to present on their firm’s experience and project approach, as well as demo their solution.

At the conclusion of the evaluation process, the *Selection Committee* will make a recommendation to the County Executive for negotiations and award of contract.

TERMS AND CONDITIONS

1. Champaign County reserves the right, at its sole discretion, to terminate this process at any time, or reject any or all proposals without penalty, prior to the execution of a contract acceptable to the County. Final selection will be based on the proposal which best meets the requirements set forth in the RFP and is in the best interest of Champaign County.
2. The County reserves the right to request clarification of information submitted and to request additional information of one or more applicants.

3. Any proposal may be withdrawn up until the date and time set above for the opening of proposals. Any proposal not so withdrawn shall constitute an irrevocable offer, for a period of 90 days, to provide the County the services set forth in the attached specifications, or until one or more of the proposals have been approved.
4. Champaign County reserves the right to enter into discussions and/or negotiations with one or more qualified bidders at the same time. Firms whose proposals are not accepted will be notified as soon as the awarded contract has been approved.
5. A vendor may use disclosed sub-contractors; however, awarded vendor shall not transfer the resulting contract or performance of contract to another individual or firm; nor shall the awarded vendor change or subcontract any portion of the awarded contract during the contract period without consent of the County.
6. INDEMNIFICATION: Any agreement or contract approved by the County shall include indemnification terms containing the following or similar language: The Vendor shall indemnify the County, agents, servants, employees and all elected officials of the County, and shall defend, save and hold the Indemnitees harmless from and against any claim, suit, legal proceeding, judgment, decree, loss, cost, damage or expense (including, but not limited to, reasonable attorney's and other costs and expenses incident to the investigation or the defense of any claim, suit or legal proceeding) arising from or growing out of the injury to or death of any person or the damage to any property (including, but not limited to, property of the Vendor) caused by the negligent acts or omissions of the Vendor, any subcontractor of Vendor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be responsible or liable, except to the extent caused by the sole negligence of the County, its elected officials, officers, employees and agents. The obligations of the Vendor described in this paragraph shall not be construed to negate, abridge or otherwise reduce any right or obligation of indemnity which would otherwise exist as to any party or person described in this paragraph. In any and all claims against the County or any of their servants, agents or employees, and elected officials by any employee of the Vendor, any subcontractor of Vendor, any person or organization directly or indirectly employed by any of them to perform or furnish any of the work or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount of type of damages, compensation or benefits payable by or for Vendor or any such subcontractor or other person or organization under workers' or workmen's compensation acts, disability benefit acts or other employee benefit acts.
7. Any agreement or contract resulting from the acceptance of a proposal shall be on forms either supplied or approved by the County and shall contain, as a minimum, all applicable provisions of the RFP. The County reserves the right to reject any agreement that does not conform to the RFP and any County requirements for agreements and contracts.
8. The County is not liable for any costs incurred in preparing, submitting, or presenting a response to this RFP.

9. Champaign County requires all bidders to comply with the Equal Opportunity Affirmative Action and Fair Employment Practices regulations of the State of Illinois and federal government.
10. The County is exempt from all federal, state and local taxes.
11. INSURANCE: The successful proposer will be required to provide evidence of insurance for:
 - a) General Liability, b) Employer’s Liability, c) Professional Liability, and d) Cyber Liability, as outlined below. The County needs to be named as additional insured on the policies across all four coverage areas. The vendor will also be required to provide Workers’ Compensation Insurance in accordance with Illinois State Law.

Limits for coverage should meet or exceed the following:

- General Liability - \$1,000,000 per Occurrence/\$2,000,000 Aggregate
- Professional Liability - \$1,000,000 Occ/Agg
- Cyber Liability - \$1,000,000
- Workers Compensation/Employer’s Liability – Statutory limits and \$1,000,000/\$1,000,000/\$1,000,000

SCHEDULE OF EVENTS

The County has established the following timetable, which should result in the award of contract no later than March 17, 2023. The following schedule is tentative and is subject to revision during the process of review and selection by the County.

| Event | Date |
|--|--|
| Request for Proposals Issued | Thursday, January 12, 2023 |
| Deadline for Questions From Vendors | Monday, January 30, 2023 @ 5pm CST |
| Answers to Vendor Questions Posted | Wednesday, February 1, 2023 |
| Proposals/Submissions Due & Bid Opening | Tuesday, February 14, 2023 @ 2pm CST |
| Requests for Vendor Demonstrations | Weeks of February 20th & February 27th |
| Award of Contract | Week of March 13th |

VENDOR REFERENCE FORM

Vendors shall complete a Vendor Reference Form for each provided reference.

1. General Background

Company/Client Information:

Name:

City/State:

Number of Employees:

Annual Operating Budget:

Project Manager/Contact Information:

Name:

Job Title:

Phone Number:

Email Address:

2. Summary of Project and Current Status:

Please provide a concise description of the project, project budget, and project status including project start date and end date (or, if in progress, estimated end date).

3. Project Scope

Please indicate all modules/components/services that were implemented as part of the project:

4. Additional Information

Please include any additional information as attachments.