



**Government Campus Phone System Upgrade**

**REQUEST FOR PROPOSAL  
VoIP Phone System/Services**

Schedule of Major Events

RFP Release	October 8, 2019
Deadline to Submit Questions & Answers	November 1, 2019
RFP Proposals Due	November 12, 2019
Notice of Award	November 26, 2019

**355 South Washington Street  
Danville, IN 46122  
317-745-9203**

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# PART ONE – GENERAL INFORMATION

## 1.1 INTRODUCTION

The Hendricks County Information Technology Department has identified the need to upgrade all existing VoIP and POTS telephone systems and equipment across all Hendricks County Government Campus locations. This will be a rip and replace project. We do not intend to keep any existing desktop phone equipment in service.

## 1.2 ACTIVITIES AND SERVICES SOLICITED

Our goal in writing this RFP is to replace the aging telephone systems in all Hendricks County Government campus locations with an updated IP Phone, Unified Communications Platform. There are currently two separate VoIP phone systems servicing various offices and the need to centralize for efficiency and stability is greater than ever. Campus locations are all connected via a unified network infrastructure (LAN) and include the (Hendricks County) Government Center, Courthouse, Prosecutor’s Office, Probation Department, Museum, Sheriff’s Department, Highway Department, Work Release Center, Animal Control, Parks and Recreation Department, and Fairgrounds. It will be expected the winning bidder will help identify old wiring infrastructure in the various IT/phone closets and punch down locations that are no longer needed. The purpose being that we know what can be removed in the future if space is needed. Actual removal of old wiring or punch down blocks will be at the discretion of the Project Manager. It will also be expected the winning bidder will account for elevator call boxes, fire alarm panels, and other security devices using analog POTS lines and provide solutions for modernizing this equipment.

### **VoIP System Requirements (Basic requirements for all users)**

**Vendor Finalists will be contacted to provide a brief onsite Web Portal and System Demo for the following requirements (preferred demo will be approx. 30 min):**

- Hosted SIP Trunking
- Automated Attendants
- Receptionist Attendant Console
- Four (4) Digit Extension Dialing to all phones on system using existing extensions
- Four (4) Digit Virtual Extensions – (Mapping a 4 Digit extension to corresponding 10 Digit DID numbers on a completely separate phone system).
- Corporate Directory (Listing all User Names & Extensions, sortable by first name, last name, extension, group, location)
- Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality
- Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)
- Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using
- Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)
- Busy Lamp Field (line monitor)
- Call Forwarding (user activated) Always/Call Forward Busy, No Answer, Not Reachable, Selective Call

- Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC or mobile application (IOS and Android)
- Call Hold
- Call Park
- Call Pickup Groups
- Call Transfers
- Call Waiting
- Calling Name & Number (Caller ID)
- Custom Holiday Mode Greetings (Single program point, companywide effect)
- Conference Calling (Up to 50 Participants)
- Dedicated "All Call" Extension - Programmed to page all extensions per office by dialing a dedicated extension (used for building security announcements)
- Distinctive Ringing
- Do Not Disturb
- Selective call recording capabilities enabled or disabled by managers for users, queues or groups
- Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)
- Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)
- E-911 Registration
- 911 Location Identification (911 operator will know what address the call is coming from ANI/ALI)
- Electronic Fax Capability / Inbound & Outbound Fax Messaging (not a requirement but interested in feature)
- Electronic Fax to Email (again not a requirement but interested in feature)
- Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability
- Off-Premise Extension (OPX)
- Music/Message on Hold Capability (Vendor-Provided Source Recordings)
- Mobile application integration for IOS and Android
- Hunt Groups
- Soft Phone PC integration compatible with Windows 7, Windows 10 and the current web browsers
- User Portal & Admin Web Portal
- Voicemail to email
- Simultaneous Ring
- Selective Call Acceptance & Rejection

- **Minimal Call Queue Requirements (Basic)**

- Call queue extension calling
- Round-robin (Longest Idle)
- Ring all (All available agents)
- Linear hunt- (Available agents in predefined order)
- Linear cascade – (Groups of agents in predefined order)
- Call Park- (Places caller on hold until agent can answer)
- Message on hold
- Music on hold (Yes/No)
- Record Calls (Yes/No)
- Dedicated, unlimited and secure FIPS 140-2 cloud-based storage for recorded calls
- Call downloading capability for managers
- Statistical reporting
- Forward if unavailable – forwards to designated extension

### **Maintenance & Support Requirements**

Vendors are required to provide standard email and telephone support services Monday thru Friday, 8:00 am to 5:00 pm (EST) for routine service requests. 24/7/365 support service will be required for issues deemed as urgent.

### **Emerging Technology and Obsolescence**

New technology enhancements that are in the foreseeable future should be provided to the County as options and the County reserves the right to change the Scope accordingly. Any planned end-of-life or obsolescence must be listed in Vendor's response.

### **Software Upgrades**

Software upgrades, patches or system revisions which are subsequently developed to correct problems or malfunctions must be provided at no additional charge, regardless of the inclusion of enhancements, for the full term of the contract.

### **Current Setup**

Two Avaya CS1000 systems service all campus locations except the Sheriff's Department. Handsets include Avaya / Nortel 1120E & 1140E and Meridian Digital Handsets models M2616 & M2008. It is currently possible to dial any internal 4-digit extension within the CS1000's and be connected. The Sheriff's Department's 4-digit extensions cannot be accessed from phones on the CS1000 systems and vice versa. This is due to the Sheriff's Department using a Nortel BCM PRI/PBX with Meridian Digital Handsets models M2616 & M2008.

### 1.3 ELIGIBLE PROPOSERS

We will review all proposals for completeness and compliance with the terms and conditions of the RFP. Proposals clearly inconsistent with the RFP requirements will be eliminated from further consideration.

#### Designated Contact

The individual listed below may be contacted for clarification of the proposal submission process. All questions must be submitted in writing and emailed to:

**Project Manager**  
**John Gramling**  
[jgramling@co.hendricks.in.us](mailto:jgramling@co.hendricks.in.us)  
317-745-9203

#### Submission of Questions

Questions regarding the Request for Proposal must be submitted in writing by November 1<sup>st</sup>, 2019 at 3pm EST. Questions must be sent in email format to the Project Manager contact above. A response will be emailed in return and both the question and answer will be posted to the designated webpage for all parties to see.

#### Proposal Due Date, Delivery Method, & Deposit

All proposals must be submitted via hard copy, either mailed or delivered in person, to the designated contact above by Tuesday November 12, 2019 at 9am EST. Bid packets must be marked 2019 PHONE SYSTEM UPGRADE. Each bid shall be accompanied by the deposit of an acceptable certified check or cashier's check payable to the Board of Commissioners of Hendricks County, Indiana or a satisfactory bid bond executed by the bidder and an approved surety company in an amount not less than ten percent (10%) of the total amount of the bid.

#### Withdrawal of Proposal

A proposal may be withdrawn at any time prior to the selection announcement by writing to the Designated Contact listed above. No bidder may withdraw his bid for a period of sixty (60) days after the opening of the bids.

#### Amendment of Proposal

A proposal may be amended at any time after submission but prior to the due date by writing to the Project Manager listed above.

#### Changes and Amendments

We reserve the right to amend or withdraw this RFP at any time by notifying each potential proposer of record.

#### Award and Finalization

When a selection decision is made, the designated contact will notify all responsive proposer(s) of the decision by email. The successful bidder will be required to furnish a performance bond with good and sufficient surety in an amount equal to one hundred percent (100%) of the total amount of the bid and proof of insurance.

#### 1.4 CRITERIA FOR EVALUATION OF PROPOSALS

A proposal must meet the following minimum standards to be reviewed. Proposals not meeting these minimum standards are considered non-responsive and will not be reviewed or scored. The proposal must:

- Have been submitted by the deadline of Tuesday November 12, 2019 at 9am EST
- Be complete with all required attachments
- Be for specific services requested and described in the RFP packet
- Outline in line item format any charges and/or equipment with model or series numbers and quantities
- All matters subject to federal excise tax and manufacturing tax must be made exclusive of this tax
- Contain no evidence of real or apparent conflict of interest by providing a Non-Collusion Affidavit

All proposals will be screened for inclusion of all required information prior to release to the evaluation team. We may exclude from further consideration for contract award any non-responsive proposal or portion of a proposal.

In submitting this bid, it is understood that the right is reserved by the Board of Commissioners to reject any and all bids and to waive any formalities or irregularities in the bidding. It is agreed that this bid may not be withdrawn for a period of sixty (60) days from the opening thereof.

## PART TWO - INSTRUCTIONS FOR SUBMITTING A PROPOSAL

### 2.1 GENERAL INSTRUCTIONS

- Emphasis must be placed on addressing all the requirements of this RFP in a clear and concise manner.
- All applicable attachments must be submitted as part of the proposal.
- Any proprietary information should be clearly marked as confidential.
- Questions to consider (can be addressed in Attachment D Technical Check Sheet):
  - What is the product name and version/level of the solution you are proposing?
  - What style of phones are being provided for the proposed solution? We'd like to see a range of phone types including: Basic phone, Soft phone, Multiline phones, Expansion consoles for attendants, Wireless phones, and Conference phones.
  - What is the initial upfront cost of the project?
  - What is the ongoing monthly cost including maintenance (add, moves, changes)?
  - What is the contract timeframe?
  - How often is the software upgraded and how will it affect our end users?
  - Is onsite training for end users included in the installation?
  - What is included in the administrative training?
  - What is your service level agreement?
  - What would be the proposed installation timeline and what is your approach to a phased installation across our campus locations?
  - Can you propose an alternative solution to analog systems such as elevator call buttons, emergency call buttons, fire panels, etc.? Perhaps an analog to digital converter, cell backup, or another solution?
  - Can long distance calling be allowed for some users and blocked for others?
  - In case of an emergency, can the phone system be used to page every phone to make an announcement?



**ATTACHMENT A**

**A Proposal Submitted in Response to**

**County of Hendricks  
VoIP Phone System/Services  
for Government Offices**

**Submitted By:**

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(Full Legal Name of Proposer)

**On:**

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(Date of Proposal Submission)

## **ATTACHMENT B**

### **PROPOSER IDENTIFICATION**

Please provide all requested information below in the space provided or attached separately in the proposal:

- Name and contact information of the individual and organization submitting the quote.
- Indicate the type of organization that will be legally responsible for conducting the project. (i.e. corporation, sole proprietorship, partnership, etc.)
- Address, phone number, fax number, website and email address.
- Contact Person

### **PROPOSER IDENTIFICATION**

**Please use this space or attach separate in proposal packet**

## **ATTACHMENT C**

### **BUDGET SUMMARY**

Include a detailed budget including a list of costs for services to be performed and fully explain the nature of these charges i.e., how costs are broken down (i.e., per day, hour, service, associated fees, device, model, seat, license, etc.)

**This part left blank intentionally**  
**Please attach full detailed budget**

## ATTACHMENT D

### Technical Check Sheet

Requested Features/Services	Feature Included in Service Yes/No	Notes, Disclaimers or Caveats
<b>1. CRITERIA #1 - Basic System Requirements (All Users)</b>		
The VoIP System must be sized to accommodate (at minimum) 500 handsets/seats, with the ability to increase in size if needed in the future.		
Core onsite and offsite hardware must be configured for high availability failover (providing for redundancy)		
Data center SSAE 16 SOC 2 Data Center compliance		
Hosted SIP Trunking		
Automated Attendants		
Receptionist Attendant Console		
Long Distance Calls – cost? Can they be blocked to some users?		
Four (4) Digit Extension Dialing to all phones on system		
Four (4) Digit Virtual Extensions – (Mapping a 4 Digit extension to corresponding 10 Digit DID numbers on a completely separate phone system).		
Individual DID #'s provided for all phones?		
Corporate Directory (Listing all User Names & Extensions, sortable by first name, last name, extension, group, location)		
Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality		

Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)		
Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using		

Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)		
Busy Lamp Field (line monitor)		
Call Forwarding (user activated) Always/Call Forward Busy		
Call Forward (user activated) No Answer		
Call Forward (user activated) Not Reachable		
Call Forward (user activated) Selective Call		
Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC or mobile application (IOS and Android)		
Call Hold		
Call Park		
Call Pickup Groups		
Call Transfers		
Call Waiting		
Calling Name & Number (Caller ID)		
Custom Holiday Mode Greetings (Single program point, companywide effect)		
Conference Calling (Up to 50 Participants)		
Dedicated "All Call" Extension - Programmed to page all extensions per office by dialing a dedicated extension.		
Distinctive Ringing		

Do Not Disturb		
Selective call recording capabilities enabled or disabled by managers for users, queues, or groups		
Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)		
Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)		
E-911 Registration		
911 Location Identification (911 operator will know what address the call is coming from.)		

Electronic Fax Capability / Inbound & Outbound Fax Messaging		
Electronic Fax to Email		
Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability		
Off-Premise Extension (OPX)		
Music/Message on Hold Capability (Vendor-Provided Source Recordings)		
Mobile application integration for IOS and Android		
Hunt Groups		
Soft Phone PC integration compatible with Windows 7, Windows 10 and the current web browsers		
Priority Alert - make your phone ring differently based on specific call		
User Portal & Admin Web Portal		
Voicemail to email		
Simultaneous Ring		
Selective Call Acceptance / Rejection		

<b>2. CRITERIA #2 - Installation</b>		
Onsite installation of all hardware/software?		
Testing and system conversion included?		
Publically listed phone and fax number porting included?		
Phased conversion installation method acknowledged?		
Identification and possible removal of old wiring and punch down blocks (old wiring infrastructure may not be removed if not cost effective)		
<b>3. CRITERIA #3 - Training</b>		
Onsite session for local system administrators		
Onsite session for call center end users		
1 individual onsite session (per office) for end users		
Online computer-based training (CBT) included for ongoing and follow-up training		
<b>4. CRITERIA #4 - Maintenance &amp; Support</b>		
Terms provided for "In scope" and "out of scope" maintenance and supports service?		
Support services provided Monday thru Friday, 8:00 am to 5:00 pm (EST) for routine service requests?		
24/7/365 support service provided for issues deemed as urgent?		

<b>5. CRITERIA #5 - Software Upgrades</b>		
Generation and version number of all applicable software being proposed included?		
Software and revisions presented as latest "stable" release?		
Software upgrades, patches or system revisions subsequently developed to correct problems or malfunctions provided at no additional charge, regardless of the inclusion of enhancements, for the full term of the contract?		
Agree to provide software updates and enhancements throughout the full term of the contract?		

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# ATTACHMENT E

## REFERENCES

Vendors must provide a minimum of three (3) references for installed systems of at least 250 seats or larger that have been installed in the past two (2) years with a set of features as proposed. Failure to provide the following information at the time and date this RFP closes could affect proposer's evaluation score under the qualification evaluation criteria.

### **REFERENCE 1.**

Name of the firm and point of contact to which the service was provided

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System Size \_\_\_\_\_ Telephone Number \_\_\_\_\_ Email \_\_\_\_\_

### **REFERENCE 2.**

Name of the firm and point of contact to which the service was provided

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System Size \_\_\_\_\_ Telephone Number \_\_\_\_\_ Email \_\_\_\_\_

### **REFERENCE 3.**

Name of the firm and point of contact to which the service was provided

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System Size \_\_\_\_\_ Telephone Number \_\_\_\_\_ Email \_\_\_\_\_