



Request for Proposal

Voice Over IP (VOIP) Phone System

ISSUED DATE: **March 4th, 2020**

SUBMISSION DATE: **April 3rd, 2020 BY 2:00 PM EST**

RFP COORDINATOR:

CHIEF STEVE CAMP
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Hardeeville Request for Proposal

I. Request for Proposal

The City of Hardeeville invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a new Voice Over Internet Protocol (VOIP) system to replace the current Verizon OneTalk solution. The City is looking to replace the current system with a cloud hosted Session Initiation Protocol (SIP) based VOIP solution.

II. About the City of Hardeeville

The City of Hardeeville is located in Jasper County, South Carolina, with an approximate population of 7,000 residents. The City of Hardeeville encompasses approximately 56 square miles. The City of Hardeeville is proud to be the gateway of the Low Country, a connection to the islands, and the place across the Savannah River where Carolina awaits. The City of Hardeeville has rapidly grown in the past years, due in part to major new developments and investments within the community.

The City of Hardeeville provides a range of services to the public including General Administration, Public Works, Community Development, Parks and Recreation, Fire and Police, and Media. City Hall is located at 205 East Main Street, Hardeeville, South Carolina 29927. The City of Hardeeville's website address is www.hardeevillesc.gov.

III. Closing Time and Date

Proposals must be received **no later than 2:00 p.m. – Friday, April 3rd, 2020**.

Any proposal received after the specified closing time will be returned unopened.

IV. Overview of Current VOIP Environment

The City of Hardeeville's current VOIP infrastructure is comprised of 67 Verizon One touch VOIP phones. The breakdown is as follows:

- 55 – Verizon Yealink T41P Desktop phones
- 2 – Verizon Yealink T41S Desktop Phones
- 3 – Verizon Yealink T46G Desktop phones
- 1 – Verizon Yealink T46S Desktop Phone
- 2 – Verizon Yealink CP860 IP Conference Phone
- 5 – Verizon 4G LTE Internet and Home Phone used for Fax lines.

The current Verizon OneTalk solution is operating off of the City's Hargray provided internet service. The City of Hardeeville plans for rapid growth and, in turn, the current VOIP system to expand. The Organization must be able to move the city to a new VOIP solution that uses a Session Initiation Protocol (SIP) based system as well as any expansions made in the future.

V. Scope

As a part of this RFP, the new Telephone, Voicemail, and Unified Messaging system should provide a uniform communication system for all of the City of Hardeeville facilities; with the capability of being expanded at the convenience of the City of Hardeeville. New system shall integrate with existing and provide new equipment for existing infrastructure (desk phones, conference phones, etc). Equipment must be new and current production models. Reconditioned, Remanufactured, or demo equipment will not be acceptable.

The City of Hardeeville requiring the following items to be included within the scope of service and work:

- Fully cloud hosted VOIP service
- Administration Portal
- Port existing numbers from OneTalk Solution to new system
- Call Accounting Systems (CAS)
- Automated attendant for Department Main Lines
- Capability to set business hours and after-hours automated attendant messages for Main Lines
- Capability to store multiple voicemail greeting for Direct Lines
- Capability to set an auto-timed "out of the office" greeting
- Line hold music
- Missed Call Notification
- Call Forwarding
- Computer/Telephony Integration
 - Having a dashboard (HUD) to log into on the computer:
 - Capability to see if someone is already on the phone
 - Capability to see if someone is not available for calls
 - Capability to use computer mouse to place calls on hold, transfer, or drag and drop to voicemail or cell phone
 - Capability to pull up Global Directory on the dashboard (Names, Direct Lines, Cell Phones (Verizon Wireless Provider), and Email Addresses)
 - Capability to customize the dashboard for your needs—only seeing the personnel you transfer to the most but still able to query all staff

- Dial-by-name directory for those that want to bypass the operator and go straight to an individual
- Capability to create Hunt Groups for Departments with Main Phone Numbers; Assign Direct Numbers under Hunt Groups; All assigned phone numbers in Hunt Group to display Hunt Group Main Number when dialing out
- Quicker call transfer time when we need to announce the call. It takes several seconds to ring the individual to announce the call (or better yet not announce calls to staff, just Direct Dials)
- Voicemail
- Voicemail to Email with notifications
- Voicemail forwarding
- Capability to dial into the system from anywhere and check voicemails
- Capability to forward your number to an outside cell phone number; With offset ringing (rings desk phone first before forwarded phone number)
- Capability to send alerts to email address that voicemail is full
- Caller ID
- Capability to see caller ID of person calling when the call is transferred without announcing
- Capability to conference calls
- Capability to see the history of your calls, if we need to go back and find a number
- Capability to put the phone on "Do Not Disturb" or go straight to voicemail
- Capability to speed up a voicemail so you don't have to listen to the whole thing
- Capability to set the number of rings before going to voicemail, either through the desk phone or through the admin menu
- Emergency 911 Services with ability to assign E911 address via admin portal and/or phone settings
- Capability to record calls from handsets
- Office 365 Integration
- Mobile app for Apple and Android to allow off-site access for calling and voicemail using office lines
- Capability to Fax and Fax to Email
- Failover and Backup solution for phone and fax

The City of Hardeeville requires the VOIP Service Provider to be able to use the existing Desktop and Conference Phone infrastructure and provide additional hardware, as needed. Also, the City of Hardeeville requires the addition of 18 desktop phones with specifications matching the Yealink T46S and an additional 1 conference phone with specifications matching the Yealink CP860 to be included in the proposal. The City of Hardeeville will require any hardware necessary to facilitate fax capabilities for 5 Xerox C8055 All-In-One machines to be included in the proposal.

The City of Hardeeville requires the following consultant services:

- Reconfigure of existing hardware for new system. This must be coordinated with the IT Department to minimize downtime of the phone system for each office location.
- Training sessions for City Staff on how to use the new phone system and key features.
- Post-installation technical support services.

VI. Proposal Coordinator Information

For questions regarding this RFP please contact in writing:

Chief Steve Camp
Hardeeville Fire Department / IT Director
Phone: (843) 784-2231
SCamp@HardeevilleSC.gov

VII. Proposal Submission Information:

All proposals must be in conformance with the submittal instructions provided in Section VI of this RFP and received no later than **2:00 pm EST on April 3rd, 2020**.

Mark the parcel with the following **“VOIP RFP RESPONSE”** to ensure proper receipt.

Please submit one (1) original response, four (4) copies, and one (1) electronic copy (CD/DVD or USB drive). The electronic copy shall be submitted in PDF format. The proposal containing the original signatures should be clearly marked “Original.” All responses must be submitted in the form set forth in this RFP, sealed, and delivered to:

Lori Pomarico
Hardeeville City Clerk
205 East Main Street
Hardeeville, South Carolina 29927

All proposals received after the deadline will be considered non-responsive and shall be returned to the Vendor unopened. No faxed or emailed proposals will be accepted.

VIII. Proposal Format and Evaluation Process

A. Proposal Format

To simplify the evaluation process, the proposals shall be submitted in the format outlined below:

i. Letter of Transmittal:

- The proposal letter shall be formed on the organizations letter head, addressed to the coordinator listed, and shall include the name, title, telephone, email, and signature of the primary contact legally authorized to bind the proposal.

ii. Table of Contents:

- Clearly defined sections and pages numbered. Include a clear identification of the material by section and by page number.

iii. Organization Overview and Resume:

- Provide organization overview, including management team, resumes and qualifications of key staff that would be assigned to the implementation of the VOIP system. Provide resumes including the name, title, experience and qualifications of all personnel who will be assigned to the project. Also provide an Organizational Chart of key representatives.
- Also, state the Management Contact (representative authorized to sign an agreement for your organization) and Project Manager (person responsible for day-to-day management of the project), as well as the representative who will be in charge in the absence of the Management Contact and Project Manager.

iv. References:

- Provide at least five (5) references of current clients of similar scope (municipal government entities) with the proposal. Include name, title, jurisdiction, address, phone number and email of contact person.
- List all similar public agencies for which contracts were terminated in the last three years. Provide names, organization, and telephone number of point of contacts. Organization may provide a brief explanation of the reason(s) for termination.

v. Allocation and Resources:

- Provide a conceptual plan for services to the City of Hardeeville that you believe are appropriate for the City of Hardeeville. Indicate features, skills and/or services which distinguish your organization and make it the best choice for the City of Hardeeville. Indicate how the resources of your

organization (e.g., number and type of personnel allocated by hours) will be allocated for this project.

- Also, provide the staff positions that would be expected to serve the City of Hardeeville to include executive, project, and accounting.

vi. Technical Requirements:

- All hardware, software, and application requirements must be provided and itemized.

vii. Implementation Services/Scope of Work

- Submittal of a project schedule is required as part of the Implementation Services. Provide a project management plan including reasonable target dates assuming the implementation of the project starts July 1st of 2020. This section must also outline key activities, work products, and assumptions.

viii. Training:

- Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated timeframe and deliverables for each stage of the project and training documentation provided.

ix. Services and Support:

- Provide a description of support services including provisions of regular updates and new releases, as well as technical consultation and support.
- Provide how your organization will report to the City of Hardeeville contacts and users regarding the status of systems, elicit needs of users, necessary changes, etc.
- Provide how your organization will communicate system conditions and changes to the City of Hardeeville contacts.
- Provide a guaranteed response time frame for issues dependent on severity and time of day. Also, provide average response time for afterhours issues.
- Describe how scheduled down times (if any) are determined and how it is to be communicated to the City of Hardeeville contacts and users.

- Describe how your organization would ensure the City of Hardeeville's Phone and Fax infrastructure maintains its usefulness, viability, compatibility, and dependability.
- Describe your approach to planning for disaster recovery that will meet the City of Hardeeville's needs.
- Describe how major system implementations and upgrades would be applied and what upgrades would require additional fees.

x. Documentation and Records:

- Describe how your organization would provide written reports to the City of Hardeeville on IT planning recommendations.
- Describe how your organization would document and record maintenance, installation, performance, and changes to the system.
- Describe what documentation that your organization would make available to the City of Hardeeville at the end of the contact period.
- Describe how your organization would maintain confidentiality in strict conformance to HIPAA, CJIS, PCI, and other state and federal confidentiality laws and regulations.

xi. Cost Proposal:

- Please provide costs for licensing, implementation, training, maintenance, and any additional services that are typically provided.
- Provide costs for Service Initiation.
- Provide costs for ongoing monthly fees and describe what is included / excluded.
- Provide costs for organization representatives to be on-site.
- Provide costs for additional services (ie., new system implementations, infrastructure audits, etc.) and emergency responses (ie, disaster recovery).

xii. Additional Information – Please provide any other information you feel is important for consideration in our evaluation of proposals.

B. Correspondence

Direct all correspondence to the RFP Coordinator listed in Section IV. Responses will be posted on the Bids and RFPs page on the City of Hardeeville’s website at the following link: <http://www.hardeevillesc.gov/2237/Bid-Opportunities> for all RFP recipients to view. Inquiries received after the stated date and time will not be accepted and shall receive no response.

- **Confidential Material** – Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable in the Public Records Act.

C. Selection and Award

Upon the completion of evaluations, the RFP Coordinator will submit a summary of all evaluated proposals to the City Manager for approval and shall be submitted to the Mayor and City Council along with the recommended proposal. The Mayor and City Council will review the summary and recommendation. The City Council will determine which, if any, proposal to award the contract, or the City Council can determine that additional information is required from any or all Contractors. The decision to award the contract will be made by a majority vote of the City Council.

D. Public Award Announcement

The award of a contract by the City Council will be communicated by a Notice of Award being published by the follow method:

City of Hardeeville Website: <http://www.hardeevillesc.gov>

E. Timetable for Selection and Review

The City has established a preliminary timetable for reviewing the responses. The schedule is subject to change.

Date	Event
March 4 th , 2020	VOIP RFP Issued
March 13 th , 2020	Deadline for requests for clarifications/exceptions
March 24 th , 2020	Responses to requests Due
April 3 rd , 2020 BY 2:00 PM EST TIME	Proposals Due
April 24 th , 2020	Evaluation of Responses Due
May 7 th , 2020	Council Presentation

F. Terms and Conditions

- i. The City of Hardeeville reserves the right to reject all proposals, any proposal not conforming to this Request for Proposal, and to waive any irregularity or informality with reject to any proposal. The City of Hardeeville further reserves the right to request clarification of information submitted and to request additional information from one or more proposers.
- ii. The City of Hardeeville requires that the VOIP Services Provider selected will not discriminate under the contract against any person, in accordance with federal, state and local governments' regulations.
- iii. The City of Hardeeville requires the VOIP Services Provider selected make an affirmative statement to the effect that their retention shall not result in conflict of interests with any party which may be affected under this program
- iv. The City of Hardeeville assumes no responsibility for proposals received after the advertised deadline or at any office or location other than that specified herein, whether due to mail delays, courier mistakes, strikes, mishandling or any other reason.
- v. All proposals become the property of the City of Hardeeville.
- vi. The City of Hardeeville will not reimburse proposers for any costs associated with the preparation and submittal of any proposal.
- vii. Proposer acknowledges all information contained within its proposal is part of the public domain as defined by the State of South Carolina Freedom of Information Laws.
- viii. The organization must possess demonstrated ability, knowledge, and expertise to be awarded the VOIP Services Provider to the City of Hardeeville. It is important that the organization have sufficient depth of talent and able to allow a sufficient amount of time to meet the demands the City of Hardeeville may place upon its VOIP Services Provider. The organization must be available to meet with the City of Hardeeville Staff, retained consultants, and members of the City of Hardeeville on a continuous basis. The organization must also be available to appear at meetings of the City of Hardeeville on a continuous basis as requested.
- ix. The City of Hardeeville reserves the right to enter into contract negotiations with qualified responsive and responsible proposers. If the City of Hardeeville and a proposer cannot negotiate a successful contract, the City of Hardeeville may terminate such negotiations and begin negotiations with another qualified, responsive, and responsible proposer. As a result, the proposer shall indemnify and

hold the City of Hardeeville harmless from any and all claims, demands, damages, and expenses of whatever nature (including without limitation, attorney's fees).