



**PUBLIC HEALTH, DELTA & MENOMINEE
COUNTIES**

REQUEST FOR PROPOSAL

VOIP TELEPHONY SYSTEM

February 3, 2010

Introduction

Public Health, Delta & Menominee Counties (known hereafter as PHDM) is accepting proposals for a VOIP (Voice over Internet Protocol) telephony system. All elements of a VOIP system should be addressed in the proposal; including design, deployment, training, annual maintenance and support, as well as required modifications to existing infrastructure. The intent of the RFP is to allow for a balanced evaluation of all candidates. Telephone or voice mail systems under development, in planning, or at beta test will not be considered.

Background of Organization

PHDM has provided public health services for residents of Delta and Menominee Counties for more than 60 years. PHDM departments include Community Health Services, Community Health Promotion, Environmental Health, Alcohol & Other Drug Services, and the Emergency Preparedness Program. Spanning two counties, communication between the two office sites is crucial for continuing to provide the excellent level of customer service our clients have come to expect.

Project Purpose

PHDM's phone equipment is in need of complete replacement. The current phone system does not provide an adequate feature set or stability, and the phone models used within the system are no longer in production. The goal of this RFP is to replace outdated and costly communication technologies in order to better serve our staff, customers and community members, in a fiscally responsible and efficient manner.

Proposal Guidelines

This RFP is intended to provide a standard base from which to evaluate alternatives for communications systems and to allow the bidder flexibility in proposing the most appropriate and cost-effective system.

An authorized agent of the represented company must provide the proposal, as well as submit proof of authority.

Every stage of the VOIP system integration process must be addressed for the proposal to be considered. These include design, deployment, training, maintenance and support, as well as required modifications to existing infrastructure. Please note: existing infrastructure requirements should be defined as a separate line item.

Including alternate solutions is acceptable, provided all other information requirements have already been met.

Only existing systems and software releases should be proposed. Systems under development or in planning will not be considered. Features that will be available only in future software releases will be considered as not available.

Pricing provided to PHDM must be completely inclusive. If pricing excludes any fees or charges, a detailed list of charges and an explanation of the fees must be provided.

If the described system installation or any component of implementation requires the work of sub-contractors, a detailed description must be provided. The sub-contractor, name, address, phone number, and EIN must be provided. PHDM reserves the right to refuse sub-contractors identified within the proposal, but will not reject a proposal solely on this merit.

All items and pricing described within a successful response are and should be considered permissible in a final contractual agreement. PHDM reserves the right to negotiate all contract terms after departmental and/or legal counsel's review. The project will be awarded only after a comprehensive agreement stating project terms, scope, budget, and any additional items is signed and agreed upon by all parties involved.

System Description

As a public health provider, in times of a public incident or crisis which affects or incites concern regarding the general health and wellbeing of the community, it is imperative that the proposed VOIP system (including any and all infrastructure supporting it) is able to process a large, continuous, and simultaneous call volume.

Addressing reliability concerns by demonstrating system scalability, security, and redundancy is highly encouraged.

Configuration Scenarios

PHDM has three locations: the Delta County office located at 2920 College Ave. Escanaba MI., the Menominee County office located at 909 10th Avenue Menominee, MI (approximately 55 miles from the Escanaba office), and a satellite office located in the Menominee County Annex building at S904 US Hwy 41, Stephenson MI. The Delta office connects to the Menominee office via T1, while the Stephenson office utilizes VPN connection for data, and a single POTS line for voice.

In addition to providing pricing information for converting the Escanaba & Menominee sites to VOIP telephony, it is highly recommended to provide additional information and pricing to include the Stephenson satellite office. Please find the handset requirements for the configuration scenario below.

Delta (main) office.....	70 handsets
Menominee office.....	15 handsets
Total handsets needed.....	85 handsets
 Stephenson office	2 handsets

Scope

All facets of project implementation should be addressed. PHDM has IT staff available to assist in gathering any required information during any phase of the project. However, it is the responsibility of the contracted party to determine any information requirements, and promptly request that pertinent documentation, or statistical data, etc. be provided.

PHDM has envisioned the project in two separate phases: A and B.

Phase A

Phase A will be focused on planning and preparation. The contracted party is responsible for proceeding with the discovery and planning components of Phase A. Planning may include determining device configurations and deployment schedules. Planning must also include any needed modifications to the current network infrastructure to maintain quality of operations with the increased bandwidth demand placed upon it by the VOIP system.

Please note: all planned configurations for system controlling devices, handset devices, or any intermediary devices to be deployed as part of this project must be formally submitted to and agreed upon by PHDM IT staff before Phase B will begin.

Phase B

Phase B will be focused on applying the information from Phase A. In Phase B system controlling devices and handsets will be deployed in a test configuration while the current phone system continues operation. Phase B will culminate with staff training and complete system implementation.

Please find two feature categories listed below. Required features must be present within the proposed system **at the time the proposal is submitted** to receive consideration. The 'highly desired' features are not required, but may be factors in the decision. Highly desired features should be priced individually, and separate from the required features.

Required Features

- Local 911 call routing
*An option **must** exist to allow each site on the network to place a 911 call that will send the correct address for that site.*
- Support for DID (Direct Inward Dial) numbers
- System backup and restore capability
- Advanced call management
- Automated attendant
- Customizable, user-driven menu system
- Voicemail to Email support (Lotus Notes)
- Call conferencing
- Seamless call transfers between remote sites
- GUI for administration

- Loudspeaker page functionality
- System monitoring reports

Highly Desired Features

- Software GUI listing all employees with granular level of presence within system (Away, Busy, DND, custom)
- Fax interface; send & receive
- Music or messaging on hold
- Remote worker phone configuration (VPN phones)
- “Soft phone” or software-only phone capability
- Email playback via phone (Lotus Notes)
- Call forwarding to outside line
- Call transfer to inside from outside line
- Call recording
- Customizable extensions for mobile employees via PIN or other unique identifier
- Wireless Handsets
- Advanced call conference control (mute, boot, etc.)

Please feel free to include any additional system features not listed.

Budget

The pricing information provided to PHDM must be 100% comprehensive. The proposal must include all fees and prices associated. Topics include, but not limited to: design, deployment, training, annual maintenance and support, as well as required modifications to existing infrastructure.

Listing several configurations is highly encouraged, this might include deploying the system at the Delta office as a stand-alone project (see *Configuration Scenarios* above), or comparing pricing using different combinations of handsets regarding models or quantities. Additionally, funding to cover the entire cost of a VOIP system may not be available in one fiscal year, so inclusion of a Governmental Lease option is highly desired.

Preference will be given to the bidder that provides a comprehensive, cost-effective, single vendor solution for current specifications, future capacity requirements, and on-going service and support.

Qualifications and Expertise

1. Provide a description of your organization and a listing of core competencies.
2. Please describe your support staff. How many full-time and part-time support staff? What hours is support staff available?
3. Please discuss the VOIP system support plan in depth.
4. How long has the organization been established?

5. How many staff will be assigned to this project? Please list the job function and a description of each.
6. Please discuss your relationship(s) with VOIP hardware/software vendors.
7. Does your organization maintain the product or use business partners (sub-contractors)?
8. Approximately how many VOIP or PBX systems does your organization currently support?
9. What is the typical size of a telephony implementation for your organization in terms of handset or staff quantity?
10. Has your organization implemented any mission-critical (zero-downtime tolerance) or redundant VOIP configurations?
11. Discuss how the organization plans to handle project management.
12. Discuss the organization's timetable to go-live.
13. How long has your organization been working with VOIP systems? How long has your organization used or represented current supplier's equipment?
14. Please provide a listing of at least five clients which have been VOIP deployments provided by your organization.
15. Please list any additional terms and conditions.

Submission of Proposal

Deadline for Submittal: April 1, 2010 at 5:00 p.m. est

Submit Proposal to: Public Health, Delta & Menominee Counties
Attn: Irene Lenberg
2920 College Avenue
Escanaba, MI 49829

Instructions: Please include four (4) copies of each proposal packet
Please do not include fonts smaller than 10pt
Mail or in-person delivery only
Fax and email proposals will not be accepted

Contact Information: Irene Lenberg, Director of Administrative Support Services
Email: ilenberg@phdm.org
Phone: 906-789-8116

Project Proposal: Must include information and responses to all requirements discussed in System Description, Configuration Scenarios, Scope and all feature categories. Additionally, the proposal must contain a response to the timeline as well as a 100% comprehensive line-item illustrating all expenses related to the project.

Qualifications and Expertise: This section is not optional. Please answer all questions thoroughly. Proposals lacking responses to all requests in this section will not be considered.

Attachments/Addendums: It is highly encouraged to include any additional literature or information regarding hardware/software or system documentation regarding the proposed solution.

Further Questions: E-mail all questions to MIS@phdm.org. All questions will be responded to in writing, and will be posted on Public Health's website, www.phdm.org. A link to the VOIP RFP and vendor questions will be placed on the home page of the website.

Award

No proposals will be considered which have not been received by the deadline, April 1, 2010. PHDM is not responsible for delays in the U.S. Postal Service or any other means of delivery employed by the bidder. Results will be awarded no sooner than 4 weeks after submission deadline.

This request for proposal does not commit PHDM to award a contract, to pay for any costs incurred in the preparation of a proposal, or to procure or contract the services or supplies.