

HRCSB REQUEST FOR PROPOSAL: VOIP PHONE SYSTEM

HARRISONBURG-ROCKINGHAM
COMMUNITY SERVICES BOARD



HARRISONBURG-ROCKINGHAM COMMUNITY SERVICES BOARD

REQUEST FOR PROPOSAL

FOR

VOIP PHONE SYSTEM

Issue Date: Monday, August 24 2020

The Harrisonburg-Rockingham Community Services Board (HRCSB) requests qualified firms to submit proposals for implementation and maintenance services for a VOIP Phone System at a new structure that will be serving as the HRCSB's primary office location at 1241 North Main Street, an existing building located on the same property with an address of 1353 North Main Street called Arbor House, newly renovated location of the McNulty Center for Children and Families at 463 East Washington Street, our Summit House location at 1888 Pear St, and 2 residential facilities all located in Harrisonburg Virginia.

Proposals will be received until 4:00 PM on Friday, September 18th.

Questions concerning this Request For Proposal (RFP) and/or requests to tour the properties should be directed to:

Andrew Hahn, IT Manager
itmanager@hrcb.org
540-434-1941

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Offer and Agreement:

In compliance with this Request For Proposal (RFP) and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon subsequent negotiation.

Virginia Contractor License #: _____

Class: _____ Specialty Codes: _____

Name of Firm: _____

Address: _____

City: _____

Zip Code: _____

Telephone Number: _____

FAX Number: _____

FEI/EIN Number: _____

Completed By (Print): _____

Date: _____

Signature In Ink: _____

- * Contractor _____ **DOES** _____ **DOES NOT** consider the firm to be a minority owned business.
- * Contractor _____ **IS** _____ **IS NOT** certified as a minority business by the Virginia Department of Minority Business Enterprise.
- * Contractor _____ **DOES** _____ **DOES NOT** consider the firm to be a woman owned business.
- * Contractor _____ **IS** _____ **IS NOT** certified as a woman owned business by the Virginia Department of Minority Business Enterprise.

*Optional Information: Minority contractors are encouraged to submit proposals; however, minority or woman-owned status does not influence award.

HRCBSB does not discriminate against small and minority businesses or faith-based organizations in accordance with the Code of Virginia 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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I. PURPOSE

Harrisonburg-Rockingham Community Services Board (CSB) is seeking proposals and intends to award one contract to a qualified vendor for a VOIP Phone System in the soon to be constructed primary office building for the CSB located at 1241 North Main Street, the Arbor House facility located on the same lot as the primary office with an address of 1353 North Main Street, and the McNulty Center for Children and Families at 463 East Washington Street, Summit House at 1888 Pear St, and two (2) residential facilities, all locations being in Harrisonburg Virginia. The current phone system will not accommodate the agency's growing needs. The current construction time-line has the new building at 1241 North Main Street completed in March of 2021.

II. BACKGROUND

The Harrisonburg-Rockingham Community Services Board is a public agency providing community-based mental health, developmental, and substance use services to local residents since 1972.

Continued significant growth in staff and services and completion of a feasibility study in 2017 led to a contract for construction of a new building at 1241 North Main Street of approximately 51,300sf and additions at 463 East Washington Street adding approximately 1,480sf to an existing structure of approximately 7,800sf. Arbor House is not adding additional space or being renovated. All other current Main Street structures, except for Arbor House, will be demolished at the completion of the construction project.

HRCSB desires to have a VOIP Phone System that provides many features and functions to best meet the agency's growing needs, along with making staff more efficient. The CSB's current phone system is outdated, it not supported by the original manufacturer, and is coming to end of life.

The selected vendor will need to be able to start discussions and work with both the General Contractor (LANTZ) and HRCSB to coordinate best efforts for ordering and implementing the equipment prior to the agency opening the new building in the spring of 2021.

III. INQUIRY PERIOD

Vendors shall contact HRCSB IT Manager, Andrew Hahn, at itmanager@hrcsb.org with the subject line "HRCSB VOIP System RFP", in order to ensure timely receipt of all questions. The inquiry period opens upon release of the RFP, and closes at 4:00 PM on Friday, September 4th. HRCSB reserves the right to disregard any questions that are not properly or timely submitted. Any questions or answers deemed to be material to all vendors will be sent to all vendors at the email address the RFP was initially distributed to; any other questions or answers will not be distributed to all vendors. All questions need to be submitted by 4:00 PM on Friday, September 4th. HRCSB may conduct discussions with potential vendors who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure fully understanding of, and responsiveness to, the requirements specified in the RFP.

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IV. BUSINESS REFERENCES

Interested vendors' proposals shall include a list of at least three (3) companies or organizations with which it has had access control system contracts or agreements within the past two (2) years. The contracts must not have been terminated prior to the end date due to poor performance and/or acts of negligence. This list shall include the name and phone number of a contact person who is familiar with the vendor's job performance. HRCSB may not be used as a reference. HRCSB may verify the vendor's experience based upon the list of business references submitted and any other sources which HRCSB deems appropriate.

V. DEMONSTRATION OF EXPERIENCE

Interested vendors shall submit with its proposal demonstration of previous experience in delivering this, or similar, services. Vendor shall include descriptions and examples of at least two (2) projects or contracts completed in the past five (5) years that demonstrate appropriate experience – do not simply provide the name of the project or customer. Examples can be from the same projects for which business references are provided.

VI. HOW TO SUBMIT A PROPOSAL

Vendor shall prepare a written proposal statement that addresses how all parts of the Scope of Work section below will be provided, and completely fill in a copy of the three (3) page response sheet and forms included below. The forms can be completed electronically and printed for signature or printed and completed by hand. Original signatures shall appear on pages 1-3 of the response forms in vendor's submitted proposal. Vendor may attach additional sheets if necessary to fully provide information regarding quote and scope of work.

Return an electronic copy via email to itmanager@hrcsb.org – AND one (1) original hard-copy of the written statement of work and pricing proposal, all three (3) required forms, and any other documentation necessary to fully respond to this RFP, to;

Harrisonburg-Rockingham Community Services Board
ATTN: IT Manager
1241 N Main St, Harrisonburg, VA 22802

on or before 4:00 PM on Friday, September 18th. Proposals can be mailed or hand delivered to the receptionist at 1241 North Main Street building. Mailed proposals must be received by the stated deadline. Due to the current COVID-19 pandemic, emailed copies of the RFP will also be accepted until the deadline above. Proposals shall be clearly marked on the outside of the envelope in the lower left hand corner as follows: "HRCSB VOIP RFP". The name and address of the vendor submitting the proposal shall also appear on the outside of the envelope. Late proposals will NOT be accepted.

VII. SCOPE OF WORK

HRCSB expects a recommendation for a VOIP Phone System that meets the current needs and future growth of the agency. It will be expected that if the Vendor provides, both, an On-Prem PBX and Hosted PBX solution, that both solutions be quoted. Any recommended system

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components should provide HRCSB with maximum flexibility for expansion now and in the future. The components should be upgrade-able and swappable without requiring mass replacement of all components or fragmented system control. The system components should be open protocol. The system should have ease of use and maintenance for users and system administrators. Once in place, the system should provide HRCSB administrators with multi-platform access management that provides system status, simple access programming capabilities, remote programming, scheduling, and detailed reports. Timeliness will be of important and Vendor shall be able to provide the system and train prior to, or in conjunction with, the occupancy of the new building in March.

CONTRACT TERM: Two (2) year initial term with up to three (3) additional one-year extensions by and through written amendment executed by, and at the discretion of, HRCSB.

SCOPE OF SERVICES SUMMARY:

- A) The new telephone, voicemail and unified messaging system design shall provide a uniform communication system for all HRCSB facilities and shall be expandable at the convenience of HRCSB.
- B) The new system must provide a single system in terms of dialing, feature access, and administration.
- C) HRCSB intends to have the new system administered by the HRCSB IT Department.

IX. VOIP PHONE SYSTEM PRODUCTS

- 1) HRCSB will need approximately 250 desktop phones with approximately 10 conference phones, with final count subject to change based on changing needs.
- 2) The client workstation (or portable laptop) shall be used by the Vendor to program all necessary information into the VOIP Phone System for this project.
- 3) The Vendor shall perform all necessary tests of system operations and shall monitor systems activity and functionality during the installation. Documentation of tests shall be provided to HRCSB.
- 4) The network appliance shall be capable of running on an existing TCP/IP network and shall be accessible, configurable and manageable from any network connected PC with a browser. Browser access for configuration and administration of the system shall be possible from a PC on the same subnet, through routers and gateways from other subnets, and from the Internet. Control and management of the system shall therefore be geographically independent.
- 5) Security of the data communicated over the network to and from the browser, network controller and nodes shall be protected.
- 6) VOIP Phone System features shall include:
 - a) Call park.
 - b) Call pickup.
 - c) Call return.
 - d) Hunt group.
 - e) Do not disturb.
 - f) Intercom/Paging.
 - g) Call forwarding from an extension to a cell phone.
 - h) Call transferring from one extension to another.
 - i) Individual voicemail accounts per extension.

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- j) Placing calls on hold.
 - k) Softphone capabilities for both laptops and smartphones.
 - l) Ability to see availability of other staff members.
 - m) Call recording.
- 7) Desktop Phone Hardware shall have;
- a) HD voice quality.
 - b) Compatible with gigabit Ethernet network.
 - c) Digital Enhanced Cordless Telecommunications (DECT) capabilities on certain models.
 - d) High resolution displays on certain models.
 - e) Cordless phones, Bluetooth and wireless headset options.
- 8) Conference Phone Hardware shall have;
- a) HD conferencing
 - b) 20 foot range

X. TRAINING

1. The Vendor shall provide a minimum of four (4) copies of Operation and Maintenance manuals for all equipment furnished. These manuals are to be available during training.
2. Provide a minimum of eight (8) hours of scheduled training for the equipment furnished under this Section, including programming, operation, service, and maintenance.
3. Training shall be by engineers or technicians highly skilled in the systems and certified by manufacturer as qualified to train in the particular systems.
4. Training shall be conducted at dates and times directed by HRCSB. Training shall be provided for designated personnel.

XI. PROGRAMMING

1. Vendor shall provide initial programming for all applicable systems. Vendor programming shall include, but not be limited to;
 - a. English-language description.
 - b. Programming of the central call manager software.
 - c. Programming of the endpoint headsets.
2. The Vendor shall coordinate with the HRCSB IT Department staff to update the system software to the most recent version available during the warranty period at NO ADDITIONAL COST.

XII. TEST AND REPORTS

1. The Vendor shall perform system tests using personnel who have attended a manufacturer's training school for installation and testing of the systems as described herein. The Vendor shall perform testing with the test instruments as specified/directed by the manufacturer.
2. Upon completion of the installation of the VOIP Phone System, the Vendor shall submit written reports including, but not limited to, the following information:
 - a. A complete list of all equipment installed, including serial numbers of major components.
 - b. Certification that all equipment is properly installed, programmed, functional, 100% operational, and in conformance with specifications herein.

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- c. Test report of all devices, and equipment.
- d. Test technician's name, company and date of test.
3. Following review of the test report(s) by HRCSB, the Vendor shall perform a test of the VOIP Phone System equipment in the presence of the HRCSB IT Department staff and the Vendor. Test(s) shall include performance tests of all equipment and material listed herein. The Vendor shall be responsible for all additional costs to HRCSB if retesting is required.
4. Sixty (60) days prior to the expiration of warranty, Vendor shall retest all systems as described herein, and submit a test report of findings. The scheduling of the retest shall be coordinated with HRCSB. All items covered by warranty shall be corrected immediately. The warranty shall remain in effect until the Vendor corrects 100% of defective items.

XIII. PRICING

1. Vendor shall indicate pricing for all categories specified on Response Sheet page 2, below. No costs other than those specified in vendor's proposal will be paid by HRCSB unless agreed to in writing in advance of purchase or work being completed. All costs for each project, whether or not included below, must be approved by HRCSB prior to the start of any work.

EVALUATION CRITERIA

Proposals will be evaluated based on: proposal thoroughness and quality of product, availability for the project within time constraints, experience with similar projects, past performance/references, and cost consideration.

SELECTION PROCESS

The review committee may engage in individual discussions with two or more offerors deemed fully qualified, responsible and suitable on the basis of initial responses and with emphasis on professional competence and experience and ability to prioritize the project. Offers will be ranked in order of evaluation scoring. The CSB may, but is not required to interview any or all offerors. At any time during the interviews/negotiations, the CSB may terminate all and re-advertise.

After proposals are reviewed and, if recommended, approved by management, HRCSB will make a selection of one vendor. All vendors who submit a proposal will receive a Letter of Intent at the email address provided on the Response Sheet, regardless of vendor selected

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**THE FOLLOWING THREE (3) PAGES MUST BE INCLUDED AS PART OF
VENDOR'S RESPONSE.**

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RESPONSE SHEET 01 OF 03

VENDOR NAME & CONTACT INFORMATION

Vendor Name: _____

Contact Name: _____

Address: _____

Email Address: _____

Phone Number: _____

VENDOR'S FEDERAL TAX ID NUMBER: _____

THREE PROFESSIONAL REFERENCES (include address, email address and phone):

1. _____

2. _____

3. _____

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RESPONSE SHEET 03 OF 03

PRICING: Vendor shall indicate pricing for all categories herein. No costs other than those specified in vendor's proposal will be paid by HRCSB unless agreed to in writing in advance of purchase or work being completed. All costs for each project, whether or not included, must be approved by HRCSB prior to the start of any work. *Attached additional sheets as necessary to provide accurate information about how your company will fully meet the specifications and provide all the services requested by HRCSB.*

Provide the following information.

Number of years your company has been in business:

Typical response time for service calls:

Warranty provided for work completed, if any:

Check which of the following your organization offers in terms of PBX solutions:

Hosted PBX _____

On-Prem PBX _____

Both _____

PLEASE INCLUDE A COPY OF ANY CURRENT LICENSES OR CERTIFICATIONS WITH YOUR PROPOSAL.