

## **INVITATION TO RFP**

Sealed RFPs, subject to the conditions contained herein, will be received by ONEIDA COUNTY CENTRAL SERVICES until 3:00 P.M., local time on Tuesday July 24, 2018:

### **Oneida County Unified Communications & VoIP Phone System**

#### **RFP- # 2018-245**

Specifications MUST be RECEIVED from Oneida County Central Services, phone AnneMarie Ambrose, Central Services Director at 315-798-5822, or mail request to Oneida County Central Services, 6th Floor, 800 Park Avenue, Utica, NY 13501, or download from the Oneida County website at <http://www.ocgov.net> (Public Notice Section.)

Copies of the described RFP may be examined at no expense at the department of Oneida County Central Services.

The return envelope must be clearly marked with the RFP # and addressed to the department of Oneida County Central Services.

Oneida County reserves the right to reject any or all proposals received.

The County of Oneida, in order to promote its established Affirmative Action Plan, invites sealed bids from minority groups. This policy regarding sealed bids and contracts applies to all persons without regard to race, creed, color, national origin, age, sex or handicap.

AnneMarie Ambrose  
Director of Central Services

Dated: July 9, 2018

**Oneida County Information Unified Communications & VoIP Phone System**  
**RFP - #2018-245**

**GENERAL INFORMATION**

The County of Oneida, New York is seeking a Unified Communications & Voice over Internet Protocol (VoIP) integrated voice and data system. The new system shall include Unified Messaging and integrate with Oneida County's Exchange 2013 e-mail system. All existing telephones should be replaced with equivalent IP phones that support basic telephony features. Some areas may require side cars or other phone variations. An employee should be able to log in anywhere on or off the company network (home phone, cell phone or computer) and automatically receive calls without administrative intervention.

Oneida County requires that any system have the capability to service remote locations with the same features and functionality as the main office should the need arise. Each location should be able to access all the features and functionality available at the main site even in the event of a service interruption. System directories, class of service for telephony capabilities, trunk group access, should apply to all locations.

The proposer will be expected to work directly with Oneida County's IT Staff and our service provider to ensure compatibility/call quality/reliability.

Oneida County also requires the ability to install a "failover/backup system" that will work in tandem with the main system to process calls as needed, either due to emergency, power outage or capacity issues. This "failover/backup system" will reside in an Oneida County location previously selected by the County.

Oneida County, in requesting this type of system, wishes to take advantage of the benefits that a VoIP system will bring. Each respondent should include in their response the benefits that their system will provide including, but not limited to, the increased efficiencies that staff will realize.

The successful proposer for this contract will be the sole authority and responsible party for the equipment and installation. The telephony brand to be installed will be CISCO. Oneida County's goal is to establish a relationship with a single point of contact for all support necessary for the project. If the vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support it should be understood that the successful respondent will be the sole responsible party for all activities.

It is the intent of this Request for Proposal that the responder shall provide a complete, end to end solution for the installation. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post installation support for the project. The County of Oneida staff will act in oversight and advisory positions only. The system installation shall be rolled out with 1 to 2 key buildings immediately and then throughout the county over a 3-year plan. This plan shall be described in the response to this proposal request. The first installation will take place immediately in 2018 at an Oneida County specified building and the vendor will work with Oneida County Central Services to roll out the agreed upon system to each of the County

Buildings with an end result of one unified comprehensive, integrated voice and data system.

The vendor is also expected to provide a comprehensive training plan for all employees. It is expected that Oneida County Central Services staff will require technical training at various levels and that line staff will require training on the new systems. Oneida County Central Services staff will work with the vendor to develop a training plan that achieves these objectives. The vendor is expected to plan and conduct the installation of the project with minimal impact to daily operations and staff. Staff will work closely with the vendor to create a working project plan that will achieve these goals.

Vendor Response to this RFP should cover the following general topics:

- IP-based Voice capabilities and Intelligent Network Infrastructure
- Reliability
- Voice Quality
- Experience
- Voice Messaging
- System Administration
- Support/Service Capabilities
- Scalability
- System longevity
- Simplicity of Installation
- Training and Usage
- Failover/emergency backup option
- Interoperability to existing Avaya currently installed at various office spaces within Oneida County including 4 digit dialing.

\*only during installation. 3 years plan to include complete replacement plan of Avaya system.

Requirements from vendor:

1. Vendor shall create one (1) original responses (labeled “original”) with original signature and one (1) copy of that response. One (1) digital PDF copy for a total of three (3) responses.
2. The submission shall be sent to the contact at the address listed on the RFP, on or before the date shown.
3. The original submission shall be indexed with tabs as follows:
  - a. Section 1: RFP Cover Sheet (1page) & Summary Letter (1 page only)
  - b. Section 2: Scope of services
  - c. Section 3: Answers to Questions
  - d. Section 4: Pricing Schedule
  - e. Section 5: Additional Support Materials of Vendor A proposal must be in writing, and must be delivered by mail or in person. Oral, telephonic, facsimile, telegraphic, or electronically transmitted proposals are invalid and the County will not accept or consider them.
  - f. Proposals may be filed in person or by mail, but in any case must be received in the Oneida County Central Services Office by 3:00 p.m. on

Tuesday July 24, 2018. Late proposals or postmarks will not be accepted. All proposals received will be retained by Oneida County. Proposals should be submitted in a sealed envelope bearing the name “Unified Communications and VOIP Systems” and be submitted to AnneMarie Ambrose, Director of Central Services, 800 Park Ave, Utica NY 13501. Oneida County reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarifications, to accept or negotiate any modifications to any proposal, following the deadline for receipt of all proposals, and to waive any irregularities, if such would serve the best interest of the County, as determined by the County Council.

#### RFP Evaluation:

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to Oneida County with price and other factors considered. These include, responses to the RFP questions; demonstrated technical ability and expertise; financial stability; reference calls and/or recommendations; memberships, licenses, certifications or any other applicable memberships; presentations to the evaluation team (if applicable); on-site visits at vendor’s site (if applicable), product samples which Oneida County may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by the County which would lend itself to establishing the Service Provider’s viability to perform the work as outlined in this RFP. Ongoing service agreements included with the RFP must include specific response times and financial penalties for the vendor if Service Level Agreement commitments are not met.

Oneida County will require all vendors to provide cost estimates for required software upgrades and maintenance for the next **five years** if these expenses are not included in an ongoing service agreement. If they are included, they need to be specified.

#### Evaluation Criteria:

1. **Qualifications of Firm** – Strength and stability of the firm; strength, stability, experience and technical competence of sub-consultants; logic of project organization; adequacy of labor commitment.

2. **Qualifications of Personnel** – Qualifications, education and experience of project staff; key personnel’s level of involvement in performing related work.

3. **Completeness of Response** – Completeness of response in accordance with RFP instructions; exceptions to or deviation from the RFP requirements; inclusion of required licenses and certifications.

5. **Reasonableness of overall Cost and Price** – Reasonableness of the individual firm-fixed prices and/or hourly rates, and competitiveness of quoted firm-fixed prices with other proposals received; adequacy of the data in support of figures quoted; basis on which prices are quoted. Reasonableness of ongoing support cost and price.

#### Acceptance of Proposal Content:

Vendor understands that Oneida County reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon Vendor. Upon acceptance of the Proposal by Oneida County, the successful proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted proposal.

Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to Oneida County.

**No Obligation to Buy:**

Oneida County reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Oneida County to purchase.

**Withdrawal of Proposals:**

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

**Cost of Preparing Proposals:**

Oneida County is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP.

**Damage Liability:**

The successful proposer is liable and responsible for any damage to the premises (floor, walls, etc) caused by vendor personnel, subcontractors or equipment during installation and is responsible for the removal of all project- related debris.

**Summary of Requirements:** The new Telephone, Voicemail and Unified Messaging system design should provide a uniform communication system for all Oneida County facilities and shall be expandable at the convenience of Oneida County Central Services. The new system must provide a single system in terms of dialing, feature access and administration. The system installation shall be rolled out with 1 to 2 key buildings immediately and then throughout the county's 23 buildings over a 3-year plan. This is subject to change.

**Network Assessment/needs assessment:**

The estimated total number of handsets, endpoints, and ports needed for each location will be determined by the proposer upon walkthrough which can be scheduled with Oneida County Central Services staff.

**Cable:**

The successful proposer will provide cable from and to locations determined by the assessment

The proposer will be responsible for wiring connections from the VoIP system to any communications equipment utilizing the VoIP system. Proposer is responsible for re-termination from existing system to new VoIP system.

Any additional cabling/wiring needed by the proposer to complete the installation should be included as part of the RFP response.

Required Services:

- Unified Messaging: Oneida County wishes to implement Unified Messaging and integrate the VoIP system with the Exchange E-Mail system. Oneida County is currently on Exchange 2013. The proposer shall propose the best way to achieve this with full functionality and with minimal impact on services. Proposer shall also provide any costs necessary for licensing that may be required to achieve this.
- Enterprise Mobility - Oneida County wishes to enable our highly mobile workforce to communicate on the device of their choosing regardless of location (office, field, home etc.). The goal is constant connectivity and mobile unified communications no matter the location where staff may be. The solution should essentially extend the features of the desk phone to the mobile device.
- Call Accounting System - A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound and internal calls and usage reports for all types of inbound, outbound and internal calls. Specifically, Oneida County has an interest in metrics for call length, number of calls unanswered, going to voicemail and dropped calls. Please describe your solution to the Call Accounting System and attach sample reports. Proposer should also provide training for up to 3 employees in the administration, maintenance, programming and daily operation of the Call Accounting System.
- 911 Services - Emergency 911 Services may be mandated for this system. The vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result. Additional capabilities expected from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within Oneida County.

Feature Set: The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. Oneida County expects the successful vendor will have had experience with corporations and other businesses of Oneida County's size and scope and will be able to provide consulting advice, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are standard and which are added cost. Note that there are some features below which are not mandatory.

- Automatic call back (optional)
- Unified Communication
- Call Waiting
- Busy signal on call
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release

- Call Park / Pickup
- Call Transfer
- Call Waiting
- Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Call Waiting Caller ID Name and Number
- Prime Line Select
- Shared Extension on Multiple Phones
- Bridged Call Appearances
- Speaker Phone Capable
- Auto / Speed Dial
- Programmable Buttons w/ paperless labels
- Paging & Group Paging
- Direct Inward Dial (DID)
- Extension Dialing between Locations
- Automatic Call Distribution (ACD) Groups
- Custom Call Routing (CCR)
- Find Me/Follow Me
- Group Call Pickup
- Fax/eFax Management/Fax to email/Fax Server
- Remote Maintenance / Administration
- Voice Mail
- Voice Mail forward to Email
- Night/ After Hours Service
- Soft phone features
- Consistent and excellent voice quality
- Toll Charges, classes of service for Toll restriction
- Make/ Drop Conference
- Add On Conference
- Conference bridging for internal and external
- Automatic alternate routing
- Call forward capability to external numbers
- SMDR (Station Message Detailed Report)
- Music on Hold
- Voice Mail Light Indicator
- Remote Handsets
- Voice over VPN
- Integration with leading smart phones & tablets (enterprise support & products for mobile)
- SIP Client Capable
- Call Recording

**Single Point of Responsibility:** Oneida County expects to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. Oneida County will not enter into any agreement that does not provide a single point of accountability for the installation of the system

**Technical Requirements:** The proposer must provide a complete system design showing the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality throughout the system. Core system servers, switches, call managers and other equipment will be installed in the Oneida County Data Center. Remote site equipment will be installed in secure data closets at each remote site. Proposer will provide recommendations and drawing showing the placement of the equipment in the appropriate network racks or cabinets. If the amount of rack space is insufficient, proposer shall make sure additional racks or cabinets are included in the proposal. Respondent shall provide detailed specifications for all switching equipment, pricing and placement for the equipment. Maintenance costs of this equipment shall be reflected in the maintenance section of the response.

**Redundancy/Failover.** It is the intent of this proposal to have a system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Please provide your solution to

assure the system is operational 24/7. It is our intent to explore the possibility of installing another “backup” system at another location that calls can be automatically rerouted to in the event of a main system failure. This system may reside in data center Oneida County Central Services has selected for this purpose or within the County of Oneida. It must also be able to process additional calls during peak times.

**System Administration:** Oneida County Central Services staff will administer the system. Installation of the new VoIP system will include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent to supply all additional equipment and software needed for the system programming and operation.

**System Design Requirements:** Oneida County uses a 4-digit internal dialing plan. There are disparate systems using different dialing schemes. These systems must be reformulated to be unified on the same 4-digit dialing exchange. Proposer will provide assistance in developing the new plan and assuring correct operations. Interoperability with the Avaya phone system currently installed at several departments throughout the County must be included in the design. 4 digit dialing and the ability to see if users are online or available through 3rd party software or other proposed hardware/software is desired. **Security:** The system should have security set features built in that allow the administrator to remotely administer security levels of users. It should fully integrate with Oneida County’s Active Directory and should allow the administrator to control class of service and class of restriction. The winning proposer will also supply ALL system level passwords to Oneida County Central Services.

**Vendor Requirements:** The successful proposer will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches and routers, as well as any other relevant equipment.

**Project Management:** Proposer is expected to provide a Project Manager for this installation that will interface with the Project Manager from Oneida County Central Services who will be the main contact with the vendor for the duration of the project. This

Project Manager will be assigned to Oneida County throughout the life of the project. Oneida County reserves the right to request a change in project management based on performance.

**Maintenance and Support:** Vendor shall provide Oneida County Central Services with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

- An itemized list of services for each site.
- Ongoing Maintenance cost
- Forecast any increase for 2-3 years for hardware, software maintenance, licensing needs
- Respondent to provide detail of local support, hours or limits of coverage for service and repairs.
- Respondent to provide their maintenance plan options with one hour or less response times.
- Provide software upgrade plans inclusive in Maintenance.

**Transition Plan:** Oneida County Central Services expects the installation of the new system to have little or no impact to on- going operations. The proposer is expected to



have experience in this area and to provide Oneida County Central Services with a plan to accomplish this as follows:

- Respondent to create a design to move the units off the old system to the new system with minimized disruption to staff and to create a preplanned schedule for notification purposes.
- Respondent to provide how (and validate procedure) the parallel process will migrate old to new.
- All documentation, installation, reports and materials must be provided to Oneida County Central Services prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC)

**Other Costs:** Proposer must list any and all charges, expenses and/or costs to be incurred by Oneida County that are not included in this section. Failure to do so may result in disqualification.

## CONTRACT CONSIDERATIONS

1. Oneida County intends to award a single contract for these services. The contract is anticipated to be for 36 months with two 12 month options.
2. Interested vendors are encouraged to contact AnneMarie Ambrose, Director of Central Services, 315-798-5822, to clarify the requirements of this RFP or to arrange a walk-thru prior to proposal submission.
3. This RFP and the successful proposal will become attachments to the resulting contract or agreement. Oneida County takes the issue of privacy and confidentiality very seriously and values the trust you place in us. Please be advised that, all information contained within County contracts is a public record once you provide it, and may be subject to public inspection and copying if not otherwise protected by federal or state law.
4. All proposers are hereby advised that Oneida County intends to contact references provided as a part of any proposal and may solicit and secure background information based on the information, including references, provided in response to this RFP. By submission of a proposal, all Proposers agree to such activity and release Oneida County from all claims arising from such activity. Proposals will be evaluation based on the County's analysis and ranking of each firm's responses relative to the activities described in this RFP.
5. Scoring Criteria and Weights are as follows:

CRITERIA	MAXIMUM POINTS
a. Experience of key personnel	30
b. Completeness of description	20
c. Demonstration of understanding	20
d. Strength of references	20
e. Cost	<u>10</u>

TOTAL

100