

Request for Proposal FY12-0421
Voice over IP Telephony System

(Pages 1-12)

Request for Proposal (“RFP”): No. FY12-0421
RFP Title: Voice over IP Telephony System

RFP Publication: As follows:

<http://www.orangeburgcounty.org>
☐ 04/05/2012 bulletin board, 3rd Fl.,
Administrative

RFP Composition: RFP No. FY12-0421 is composed of the following:
☐ Title and Summary pages
☐ Code Articles 1 through 5 and 7
☐ Scope of Work
Subparts:
a. Specifications
b. Other Information/Deliverables
☐ Vendor Qualifications and Information
☐ Evaluation Criteria
☐ Proposal Cost Option
☐ Certification of No Exceptions
☐ Certification of Preferences
☐ Acknowledgement of RFP Amendments Form

RFP Amendments: If any, will be published/posted on the following:
☐ <http://www.orangeburgcounty.org/>
☐ Bulletin boards located in/on
3rd Floor Administrative Centre,
Procurement Office

Contracting Entity: Orangeburg County in its capacity as the governing body. 1437 Amelia Street
Orangeburg, S. C. 29115

Procurement Coordinator: Procurement Director Jannella Shuler
Orangeburg County Procurement Office
1437 Amelia St. (“Administrative Center”) Orangeburg, S. C. 29115
(803) 533-6121 Office phone number
(803) 535-2307 Office fax number
jshuler@orangeburgcounty.org

Pre-Submission of Proposals

Requirements:

Proposers are strongly recommended to attend site visit and pre-proposal conference April 10, 10:00 A.M. in the Carolina Conference Room on the 3rd floor at the Orangeburg County Health Services Bldg, 1550 Carolina Avenue, Orangeburg, S. C. 29115

☒ Questions:

If Proposers have questions, same shall be directed to Procurement Director
Mode of Communication via e-mail only
jshuler@orangeburgcounty.org
No later than April 12, 2012 by 10:00 a.m.

Proposals:

☒ Submission Composition:

Each submitted proposal is required to be composed of the following, including fully completed and executed forms:

- ☒ Code and Articles Form
- ☒ Cost Proposal Sheet
- ☒ Certification of No Exceptions
- ☒ Vendor Qualifications Responses
- ☒ Certification of Preference(s)
- ☒ Acknowledgment of RFP Amendments Form

☒ Submission Deadline:

2:00 p.m. on April 21, 2012

☒ Submission Location:

Administrative Centre, 3rd Floor
Procurement Office, 1437 Amelia Street,
Orangeburg, S. C. 29115

☒ Opening Time:

2:00 p.m. on April 21, 2012 (Only names of proposers to be read aloud)

☒ Opening Location:

Administrative Centre, 3rd Floor
Procurement Office, 1437 Amelia Street
Orangeburg, S. C. 29115

Special Conditions Intent/Award/Contract: The intent to award, award, and the contract regarding FY12-0421 is subject to the following special conditions: Only as stated in the documents that compose the Proposal

Code and Articles
RFP No.FY12-0421

Articles 1 through 5 and 7 of the Code are incorporated by reference as if set forth verbatim in this RFP. As stated in the Code, by submitting a proposal, the vendor agrees that the Code governs this procurement from solicitation through completion of the resulting contract, including disputes, if any.

ACCESS TO CODE. On November 16, 2009, Orangeburg County Council, the governing body of Orangeburg County, repealed all aspects of its procurement policy and enacted the **Orangeburg County Procurement Code** (the "Code"). The Code may be accessed online without charge at <http://www.orangeburgcounty.org/Purchasing/code.html> In addition, a copy of the Code is available for review without charge at the Office of the Procurement Director. If neither of those options meets your needs, a hard-copy of the Code is also available for purchase at the Office of the Procurement Director.
<http://www.orangeburgcounty.org>

Method of Source Selection.

The source selection method applicable to this procurement is Competitive Sealed Proposals, §5-304 of the Code. The undersigned vendor understands and agrees to be bound to the Code in all matter arising from the RFP identified above.

Printed Vendor Name

Signature of Vendor's Authorized Agent

Printed Name of Vendor's Authorized Agent

Title with Vendor of Vendor's Authorized Agent Scope

Scope of Work
Request for Proposal FY12-0421

The successful vendor shall provide to replace a multiple key telephone system with a centrally-managed, distributed Voice over IP telephony system. Implementation is expected to be phased within the next 2 to 3 months. Telephones, system components, and services will be purchased as a result of the RFP. Exact quantities and sizes will be determined during the project. Orangeburg County will provide all required infrastructure services.

In carrying out the Scope of Work, the successful vendor shall have the following specific duties for which the successful vendor will bear sole responsibility. This RFP is for the VoIP-specific servers/appliances and telephones, and the services and training necessary to make them operational.

Vendors responding to this RFP are expected to use the basic requirements outlined in this document as a guideline for the proposed solution. The vendor will use its knowledge and experience to provide the best and most fiscally responsible, scalable, reliable, and maintainable solution possible. The design must be an end-to-end Unified Communications (UC) design that will provide 99.99% uptime annually.

Unified Communications (UC) is the integration of real-time communication services such as instant messaging (chat), presence information, telephony (including IP telephony), video conferencing, call control and speech recognition with non-real-time communication services such as unified messaging (integrated voicemail, e-mail, SMS and fax). UC is not a single product, but a set of products that provides a consistent unified user interface and user experience across multiple devices and media types.

Specifications

Vendor shall provide VoIP telephone sets – display type with speaker phone and user programmable speed-dial keys.

Additional Requirements:

Be part of a hunt group or call pickup group

Bridged appearances

Group paging through speaker

Hold with multiple call capability

Conference call and forwarding capability

DND – Do not disturb – call goes directly to voicemail

Keys light indicating busy line

If any other software components are required to allow the County full use of the proposed VoIP functionality, these should be identified and all associated costs should be provided.

System to include hardware and labor to provide following features and abilities

1. Auto Attendant (English and Spanish)
2. Voice mail system support for all phone sets
3. Switches (switches would need to be purchased and set up through DHEC Central Office)
4. Gateway
5. Assessments
6. Wiring
7. Installation (all labor, programming and testing to ensure programming of each telephone meets department needs.)
8. Telephone Sets
9. Training – On site on telephone usage
10. On-site follow-up as needed to make minor programming changes
11. Ability to expand the system
12. UPS (To provide at least one (1) hour of operation)
13. Mailbox reset, password change, etc. programmable by assigned staff.
14. Switchboard with multiple holds and call transfer ability
15. All necessary interface hardware for required connectivity.
If any other hardware components are required to allow the County full use of the proposed VoIP functionality, these should be identified and all associated costs should be provided.

Other Information and Deliverables

Currently have a 20 year FORTRAN System in place and a PA system

The current system has:

- 13 fax lines
- 2 modem line
- A paging system
- 9 voice mail only lines
- 150 phone lines (some digital and some analog)
- 1 main switchboard
- 2 smaller switchboard areas

All vendors shall submit descriptive literature and/or complete specifications for all equipment offered in their proposal.

The successful vendor shall provide (with the consent of Orangeburg County Health Department) all equipment (i.e. phones, processor, etc.) required to provide service to the Orangeburg County Health Department.

System should include a minimum three (3) year on-site warranty on all equipment to be all inclusive at no charge and a response time of 24 hours or less.

Schedule and Transition Procedure

The successful vendor shall work with an Information Technology representative designated by the Health Department, to ensure the least impact to the public of unavailable service. Project must be complete with forty-five (45) days for the date of the Notice to Proceed which includes weekends and holidays. The installation/transition will be coordinated with the IT representative. Vendor must be available for troubleshooting for at least three (3) days after system is installed. Training is required within a week of installation.

VENDOR INFORMATION AND QUALIFICATIONS SHEET
Request for Proposal FY12-0421

Vendor shall provide with its proposal, the following which should be collated, fastened together and clearly labeled "Vendor's Certification of Qualifications and Information for RFP No. "FY12-0421" One (1) original and 3 copies.

1. Documentation of vendor's general comparative experience(s) to demonstrate vendor has a minimum of three (3) years experience in implementing similar proposed system. Proposals should include a minimum of two (2) installations in the last three (3) years of projects that are similar in size and scope.
2. Documentation of vendor's specific comparative experience to demonstrate that vendor has a minimum of one successfully completed, one-year period of being the exclusive provider of VOIP services. The minimum specific comparative experience required for this procurement is one successfully completed, one year period of being the exclusive provider of VOIP services. The description of vendor's experience(s) should highlight whatever parallels vendor's actual experience(s).
3. Documentation of a contractual relationship between vendor and a client for a current or recent contract pursuant to which vendor has been the exclusive provider.
4. Three positive client references with all applicable contact information.
5. Documentation of the qualifications of vendor's proposed staff assigned to this project.
6. Documentation of the vendor's financial stability, such as a copy of its most recent annual report.
7. All licensing requirements for the State of S.C.
8. A description of any litigation within the last 10 years to which vendor has been a party.
9. Vendor's copy of General Liability Certificate with Comprehensive General liability, Automobile Liability, Statutory Worker's Compensation Coverage.
10. Any other information vendor can provide on qualifications (limit to 3 typewritten pages.)

Evaluation Criteria

Request for Proposal No. FY12-0421

If Orangeburg County decides to go forward with the procurement, the award shall be made to the vendor whose request for proposal it determines to be the most advantageous to the County taking into consideration the evaluation factors stated in this section. The following person is hereby designated as the County's designee, the Project Manager of DHEC to substitute for the Procurement Director in the evaluation and ranking duties. The evaluation shall be based in part on the Project Manager review and/or verification of the Vendor Qualifications Responses. The factors to be considered in evaluating proposals are as follows and are list in order of relative importance. (see footnote)

Demonstrated experience with providing and installing similar systems described in the Scope of Work

Competitive pricing

Demonstrated ability to comply with the provisions of this solicitation and responsiveness to the Request for Proposal.

Past history and references

Level of service and comparative experience of proposed key staff and support

Compliance with specifications listed.

System Proposed

Vendor's financial stability

1 The method of selection, Competitive Seal proposals, does not require a numerical weighting for each factor. See Code 5-304.7.

Certified Cost Proposal Sheet
Request for Proposal FY12-0421

Vendor proposes to perform the Scope of work and shall provide a detailed price list with a grand total. Any taxes or fees must be listed separately. Please attach detailed price list to this sheet of all costs of labor, installation, equipment, software, licenses etc. with product names.

Total Cost (See detailed prices attached)

\$ _____

By signature below, the submitting vendor certifies the foregoing proposal in the following respects: proposal prices are firm for a minimum of 90 days from the date of opening; this proposal is made without prior understanding, agreement, or connection with any other submitting vendor; and this proposal is in all respects fair and without collusion or fraud.

Printed Vendor Name

Signature of Vendor's Authorized Agent

Date of Signature

Printed Name of Vendor's Authorized Agent

Title with Vendor of Vendor's Authorized Agent

Certification of No Exceptions
Request for Proposal FY12-0421

The Code requires vendors to give written notice with a submission if vendor will not accept a term of the Invitation to Bid and the incorporated Code as a contract term. See Code §4-302. In connection with that requirement, a vendor must complete this certification and include it in its submission.

Vendor certifies the following regarding its bid:

1. Vendor AGREES to all of the terms of the Invitation to Bid (including the incorporated Code terms) and takes NO EXCEPTIONS:

Yes

No

2. Vendor does NOT AGREE to all of the terms of the Invitation to Bid (including the incorporated Code terms), and a COMPLETE LIST OF VENDOR'S EXCEPTIONS to same are listed and described below:

Yes

No

Identification
Of Excepted
Term

	Vendor's Initials
Description of vendor's substituted term	
Exception 1:	
Exception 2:	
Exception 3:	
Exception 4:	

The undersigned vendor hereby certifies that the above-listed exceptions comprise the only exceptions vendor has to the Invitation to Bid (including the incorporated Code terms). The undersigned vendor understands and agrees that if it is the successful vendor, its attempt to claim any exceptions other than those listed above, shall result in the County having the right to claim the bid security bond, retract the intent to award or award, award to another vendor, and suspend and/or debar the vendor.

Printed Vendor Name

Signature of Vendor's Authorized Agent

Printed Name of Vendor's Authorized Agent

Title with Vendor of Vendor's Authorized Agent

Certification of Preference(s)

Request for Proposal FY12-0421

The Code authorizes specific preferences. See Article 3. If a vendor is qualified for one or more preferences and desires to exercise the preference(s), then the vendor must complete and submit this form with its proposal. If a vendor is either (1) not qualified for any preference OR (2) is qualified, but does not desire to exercise any preference, then the vendor does not need to complete or submit this form with its proposal.

Vendor is qualified for and desires to exercise the following preference(s) as vendor has marked, below:

Preference 1. Vendor is a resident of the State of South Carolina:

 Yes No

Preference 2. Vendor is a resident of Orangeburg County, SC:

 Yes No

Preference 3. Vendor is an MBE:

 Yes No

The undersigned vendor hereby certifies that vendor is qualified for the preference(s) above to which the vendor has indicated "Yes". In addition, the undersigned vendor understands and agrees that if it is not qualified for a preference, but claims to be qualified for a preference on this form, the County shall have the right to suspend and/or debar the vendor in accordance with the Code.

Printed Vendor Name

Signature of Vendor's Authorized Agent

Printed Name of Vendor's Authorized Agent

Title with Vendor of Vendor's Authorized Agent

Addendum Acknowledgement

Request for Proposal No. FY12-0421

Vendor acknowledges receipt of the follow Addendum to the above-described procurement, agrees that same is/are hereby incorporated and made a part of the above-described procurement as if the Addendum had been included in the original procurement documents:

<u>Addendum No.</u>	<u>Addendum Date</u>	<u>Initials of Vendor's Authorized Agent</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

Printed Vendor Name

Signature of Vendor's Authorized Agent

Printed Name of Vendor's Authorized Agent

Title with Vendor of Vendor's Authorized Agent

Vendor shall submit a completed Addendum Acknowledgement form with its submission. **Vendor may be disqualified from this procurement unless vendor submits a completed Addendum Acknowledgement form referring to this Addendum with vendor's proposal.**