



NOTICE OF RFP #2020-15

The Polk County Commissioners Court is requesting sealed proposals for “VOIP TELEPHONE SYSTEM”. Eligible proposals must be sealed, identified on the exterior of the envelope as “RFP #2020-15” and submitted to Stephanie Dale, Assistant to the County Auditor - 602 E. Church St. Suite 108, Livingston, Texas 77351 prior to 3:00 p.m. on Monday, February 3, 2020. No facsimile transmittal of Proposals will be accepted. Proposals will be opened and publicly read in the office of the County Auditor at 3:00 p.m. on the deadline date. A copy of the Request For Proposals (RFP) may be obtained by contacting the Polk County Auditor’s Office at (936)327-6811 or from the “Bid Notices & Proposals” tab of the County’s website - www.co.polk.tx.us. Proposals will be reviewed by the Polk County Commissioners Court and considered in a regular session to be held on Tuesday, February 11, 2020 at 10:00 a.m. The Polk County Commissioners Court reserves the right to reject in whole or in part any or all proposals, or to accept the proposal deemed to serve the best interest of the County, and reserves the right to negotiate any final contract which may result from a successful proposal.



REQUEST FOR PROPOSALS

VOIP TELEPHONE SYSTEMS




Submission Deadline: 3:00 p.m., Monday – February 3, 2020

Submission Location: Office of the County Auditor
602 E. Church St., Suite 108
Livingston, Texas 77351

Date of Award: **Monday, February 10, 2020**

Contact: Stephanie Dale
Assistant County Auditor
(936)327-6811



Issued by the Polk County Commissioners Court
On January 14, 2020
Notices published on January 19 & January 26, 2020.

Polk County is an equal opportunity employer. Minority business enterprises are encouraged to submit proposals.

Requestor: Polk County, Texas
c/o County Judge Sydney Murphy
101 W. Church Street, Suite 300
Livingston, Texas 77351

Polk County, Texas is a Texas County, a political subdivision of the State of Texas, with Livingston, Texas as the county seat. The Commissioners Court of Polk County is composed of four Commissioners and the County Judge. Each Commissioner is elected from a discrete political jurisdiction known as the Commissioners Court Precinct. The County Judge is elected at large from the county as a whole. Together, the Commissioners Court is the executive, legislative and in some cases, judicial body responsible for county budgets and the administration and implementation of state and federal law delegated to the counties.

This Request for Proposals seeks qualified vendors for the supply, installation, configuration, and training of a high quality, integrated Voice over Internet Protocol (“VoIP”) or hybrid telephone system, with voice messaging included, which will serve the Polk County Judicial Center and the Polk County Tax Assessor/Collector’s Office.

The VoIP or hybrid telephone solution should:

- Offer reliable mainstream products with strong manufacturer commitment and vendor support.
- Be easy to use and maintain.
- Meet industry standards.
- Be cost effective.

REQUIREMENTS FOR BID SUBMISSION

Submission of Proposal

Eligible proposals must be sealed, identified on the exterior of the envelope as “RFP #2020-15” and submitted to:

Stephanie Dale, Assistant to the County Auditor
602 E. Church St. Suite 108
Livingston, TX 77351

prior to 3:00 PM on Monday, February 3, 2020.

Proposals must be received NO LATER than the date and time specified herein and submitted to the County Auditor’s Office at the address identified above. A proposal received at the designated address after the exact time specified will not be considered. Proposals received after the due date and time will be held for a period of 10 days to provide the Respondent an opportunity to collect the material. After the 10-day period, the County Commissioners Court will dispose of the proposal.

Sealed bid proposals will be opened and publicly read on February 3, 2020 at 3:00 PM at the Polk County Auditor’s Office.

Acceptance of RFP Terms

A proposal submitted in response to the RFP shall constitute a binding offer. The proposer shall identify, clearly and thoroughly, any variation between its offer and this RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance.

Once sealed proposals containing pricing information are received, the County Commissioners Court will make a decision regarding which, if any, of the responding proposals will be awarded.

Proposal Validity Period

Each proposal shall be valid for a period of thirty (30) days from the proposal due date.

Selection Criteria

Proposals will be evaluated based on the following criteria:

- Responsiveness of the proposal to the scope of services requested. Commitment to satisfying the County's needs and requirements as specified in this RFP.
- Quality of the product and service.
- Three year total cost.
- Relevant industry experience and client references.

Please note: The order of evaluation criteria is not intended to imply an order of importance.

Award of Contract

The Polk County Commissioners Court is scheduled to award a contract during the regularly scheduled meeting to be held on Monday, February 10, 2020 at 10:00 A.M.

The County Commissioners Court reserves the right to modify non-material terms of the RFP prior to execution of the Contract resulting from this RFP when such modification is determined to be in the best interest of the County Commissioners Court. Such modifications shall be made only after consultation and consent by the Respondent.

The County Commissioners Court is not responsible for any costs incurred by the Respondent in responding to this Request for Proposal.

All dates in this procurement and other requirements are subject to change. Modifications to the schedule or changes to the Request for Proposal will be provided through amendments.

This Request for Proposal may be cancelled, or any or all proposals may be rejected when the County Commissioners Court, at their sole discretion, deem it is in the best interest of Polk County, Texas.

All questions regarding this Invitation must be in writing and be sent to the Requestor.

Respondent Employees, Officers and Other Agents – The Respondent and its officers, agents and employees are independent contractors and are not employees of Polk County. The Respondent and its agents and employees shall not accrue leave, retirement, insurance, bonding, use of County vehicles or any other benefits afforded to employees of Polk County as a result of this Contract.

Indemnification – The Respondent shall be fully liable for the actions of its officers, agents, employees, partners, or representatives, and shall fully indemnify, defend, and hold harmless the County Commissioners Court, its officers, agents, and employees, from suits, actions, damages,

and costs of every name and description, including attorneys' fees, arising from or relating to personal injury and damage to real or personal tangible property alleged to be caused in whole or in part by the Respondent, its agents, employees, partners, representatives.

Negotiation Process

Using, at a minimum, the evaluation criteria specified above, the County Commissioners Court will rank responses and, at the County Commissioners Court's sole discretion, proceed to negotiate with one or more Respondent on the following basis:

- The focus of the negotiations will be to achieve the solution that provides the best value to the County Commissioners Court.
- The County Commissioners Court reserve the right to negotiate with all responsive and responsible Respondents, serially or concurrently, to determine the best solution.
- The County Commissioners Court may request revisions to the approach submitted by Respondent until it is satisfied that it has negotiated a contract that will serve the County Commissioners Court' needs and provides the County Commissioners Court with the best value.
- Before award, the County Commissioners Court reserves the right to request clarifications and/or revisions and to request any additional information deemed necessary for proper evaluation of responses. Respondent may be requested to make a presentation and/or provide additional references.
- The County Commissioners Court may request a Best and Final Offer (BAFO) from Respondent to ensure that the selected offer provides the best value to the County Commissioners Court.

Federal, State, and Local Laws and Regulations

The Contractor will comply with all laws and regulations on taxes and licenses.

Contractors will comply with all applicable laws, regulations, codes, standards, and ordinances in force during term of the Contract.

REQUIREMENTS FOR PROPOSAL CONTENT AND FORMAT

To provide a degree of consistency in review of the written proposals, Proposers are required to prepare their proposals in the format described below:

Proposal Response Form

An individual having full authority to execute the proposal and to execute any resulting contract for services ("authorized representative") must complete and submit the attached Proposal Response Form (**ATTACHMENT A**).

Summary of the Product Recommended

Describe the product recommended, including hardware, software, major features, and services available regarding the phone system and phones. Please provide selected product brochures, picture of the phones, quick reference and user guides, etc.

System Design and Implementation

Describe your system design and implementation process in detail.

Experience, Expertise, and Capabilities of the Manufacturer and Vendor

Give a background of the manufacturer's and vendor's experience and qualifications. This should include a brief history, the date founded, ownership, and subsidiary relationships. Also list the types of services the vendor is qualified to perform.

Use of Subcontractors

The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. The County may factor this information into the evaluation of the service approach of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under the contract.

Service Scope and Approach

Submit a clear and detailed response to accomplish the scope of services that reflects your understanding of the County's requirements as described in this RFP. Proposers must complete and submit the attached Scope of Services Checklist (ATTACHMENT B).

Cost/Charges

The proposal must contain a fee schedule that includes, but not limited to, line items for equipment, licenses, warranties, installation, and training.

The proposal also must include a quote on three-year total cost, with the charges for the 1st, 2nd and 3rd year listed separately.

All costs associated with the proposal must be included in the quote submitted. The County relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the County.

No additional fee will be paid for a reasonable number of changes or minor additions to the scope of work during the implementation process.

No payments will be made for any other services unless written authorization is received from the County prior to the commencement of any such work.

Please attach a Standard Purchase Agreement from your company.

Warranty, Service, and Support

Submit information about the warranties available for any equipment and services provided by the manufacturer and/or the vendor. List terms for hardware replacement and software upgrades. Clearly enumerate any charges associated with any service that will be billed to the County.

Please attach a Standard Maintenance Agreement from your company.

References

Submit information regarding a minimum of three (3) comparable projects that the vendor has completed as the prime contractor within the last three (3) years. The projects shall indicate the start and completion dates, services and equipment provided, project costs, contract term, and warranty. Please provide contact information for each reference.

III. REQUIREMENTS FOR THE TELEPHONE SYSTEM

Polk County is seeking proposals for a VoIP Telephone System, with voice messaging included. The VoIP System will include 69 desktop phones at the Polk County Judicial Center and 24 desktop phones at the Polk County Tax Assessor/Collector's Office.

i. The County's Infrastructure and Phone Needs

External Connection

The County is currently using PRI trunking at the Judicial Center and POTS lines at the Tax Office.

The County is equipped with LivCom fiber Internet connection with sufficient bandwidth (100 MBPS).

Should the vendor require the County to be compliant with a certain network requirement, please specify. Please include a cost estimate, whenever possible.

Internal Connection

The County is equipped with RJ11 ports at both locations.

Should the vendor require the County to be compliant with any additional requirement(s), please specify.

Phone System Needs

The County currently has a hybrid on premise telephone system that needs to be replaced with a complete VoIP or hybrid solution.

Phone Needs

The County is looking to have 93 new IP desktop phones to start with. County must be allowed to add additional phones at any time.

ii. Required Phone System and Phone Features

Existing Phone Numbers

The solution must keep the County's existing phone numbers.

Call Routing

The solution must be capable of routing inbound, outbound, and internal calls. A call rings at a phone. After 4-6 rings, an unanswered call forwards to the corresponding voice mailbox.

Voice Quality

The solution must provide high quality voice with minimal latency.

Voice Menu

The solution must allow County staff to design a simple and easy-to-use voice menu.

Call Pickup

The solution must allow a user to pick up an external call, internal call, or a call on-hold. The solution must allow a user to pick up a call on-hold from any internal extension.

Group Pickup

The solution must allow a user to collect a call from any ringing phone that is in the same pickup group.

Call Transfer

The solution must allow a call to be transferred to another internal extension.

Call Forward

The solution must allow a call to be auto-routed to another internal extension.

Call On Hold

The solution must allow a call to be put on hold, and then be answered from the same or different internal extension.

Capability of Handling Two Lines on Any Individual Phone

The solution must allow any individual phone to handle two lines simultaneously. For example, while County staff puts a call on hold on Line 1, he can use Line 2 to place another call to get more information for the caller waiting on Line 1.

Phone Display

The phone must display date, time, extension name, and extension number in idle state. The phones must provide visual display of most incoming call numbers/extensions, and activated features such as DND (Do Not Disturb), Call Forward.

Standard Phone Buttons

Transfer/Conference, Hold, Speaker, and Redial functions need to have their own designated buttons on all phones.

Volume Control

The solution must allow County staff to adjust the volume level on individual phones.

Speakerphone

The solution must provide the speakerphone feature on all phones.

Voicemail

The solution should support voicemail for each desktop phone. The service should be able to automate open and closed greetings as well as holiday and other business greetings.

Please list voicemail recording time allowed for each occurrence.

Please list the total number of message minutes that can be stored in a user's voice mailbox.

The solution must have a light indicator on the phone to notify a user of a new message in the user's voice mailbox.

Each individual voice mailbox is password-protected.

The solution should also allow an end user to remotely check his voice mailbox via access code.

Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments if needed.

DID (Direct Inward Dialing)

The solution must allow external callers to dial directly to individual phone numbers without intervention by a live operator or automated attendant.

DND (Do Not Disturb)

The solution must allow County staff to turn on/off the DND feature for any individual phone, as needed.

Internal Dialing

The solution must allow County staff to dial an extension on an internal phone to reach another internal line.

Caller ID

The solution must allow users to view the phone number and its associated staff name for all internal calls. The solution should also allow users to view the phone number of the caller regarding most inbound calls.

911 and E911 Compliance

The solution must support placing calls to 911 from any phone within the County building. The service must be E911 compliant. Dialing 911 from any County phone should allow a 911 dispatcher to identify the location (floor/room/area) where the call originated. The service should notify designated County staff (via email and/or phone) of the phone extension and location from which the 911 call originated.

Conference Call

The solution should allow a phone user (conference leader) to establish a Telephone Conference among three or more parties, with the conference leader included.

Music On-Hold

The solution is required to offer or support Music On-Hold.

Web-based Administration and Programming Capability

The solution must allow multiple, designated County staff to use a web interface for phone programming, management of account creation, deletion, and changes in settings. The solution must allow multiple, designated County staff to record and manage the voice menu, business, and holiday greetings. The solution must provide manuals and documentations for multiple, designated County staff to be trained.

Statistics Reporting

The solution must allow multiple, designated County staff to view basic historic call reporting for phone extensions, hunt groups, mailboxes, etc.

Implementation

Vendors should plan the implementation in such a manner as to provide no downtime during the County's operation hours. The County's operation hours are:

Monday – Friday: 8:00 am – 5:00 pm

Vendors are required to provide a summary of their implementation plan, with a timeline included from equipment ordering to system design/configuration to final cutover.

Maintenance Services and Technical Support

Vendors are required to offer maintenance services and technical support for a minimum of three (3) years. Vendors are required to provide remote and on-site assistance when needed. During an emergency, remote and on-site assistance need to be available from vendors after regular business hours.

Please list response time about technical support.

iii. Preferred Phone and Phone/Voicemail System Features**Bi-directional Synchronization of Unified Messaging**

It is preferred that the solution provides bi-directional synchronization of deletion and read / heard messages. A user only needs to listen/read/delete a message once, either from a phone or from an email account, with unified messaging turned on.

Rerouting Callers to a Pre-recorded Message Offsite

It is preferred that callers be automatically rerouted to a pre-recorded message offsite during any phone system downtime.

Built-in Redundancy for Minimal Downtime

It is preferred that the solution has built-in redundancy for reducing system downtime to the minimum.

ATTACHMENT A
Proposal Response Form

DATE _____

Proposal of: _____, (herein after called Vendor), a Corporation/Partnership doing business as _____.

TO: Polk County

The Proposer, in compliance with your Request for Proposal for the VoIP solution having examined the RFP and being familiar with all of the conditions surrounding the work, hereby agrees to perform the work required by the project, within the time set forth in the Proposal Submission Instructions, and at the price stated therein. These prices are to cover all expenses incurred in performing the work required by the contract documents, of which this proposal is a part.

Proposer acknowledges receipt of the following addenda in the event subsequently issued.

Proposer agrees to provide the VoIP system and services described in the RFP Scope of Services.

Submitted by authorized representative:

Firm

FEI

Signature

Typed Name & Title

Address

City, State, Zip Code

ATTACHMENT B
Scope of Services Checklist

	Scope of Services Checklist	Does Your Solution Meet the County's Requirement or Preference?		
		Yes	No	Additional Comments (if needed)
1	Keeps the County's existing phone numbers			
2	Routes inbound, outbound, and internal calls			
3	Has high quality voice with minimal latency			
4	Has simple, easy-to-use voice menu customizable by multiple, designated County staff			
5	Users may pick up external, internal, and on hold calls from any internal extension			
6	Multiple phones can be grouped together			
7	Multiple extensions can be programmed onto the same physical phone, with voicemail included.			
8	Call transfer to internal extensions supported			
9	Call forwarding to internal extensions supported			
10	Calls may be placed on hold and be picked up from the same or different extension			
11	Extensions each have two lines, which may be active simultaneously.			
12	Phone displays date, time, extension name, extension number, incoming call numbers/extensions, and activated features			
13	All phones have Transfer/Conference, Hold, Speaker, and Redial buttons			
14	All phones have individual volume control			
15	All phones have speakerphones			
16	Supports voicemail on each desktop phone			
17	Voicemail supports automated open, closed, holiday, and prerecorded event greetings. County staff is allowed to record ad hoc greetings for surprise closures – on site and remotely.			
18	Different greetings can be scheduled to play on different calendar days and at different time of the day.			
19	Phones have new voicemail light indicator			
20	Individual voicemails are password protected			

21	Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments			
22	Supports DID by external callers			
23	Individual phones may be set to DND by staff			
24	County staff may dial an extension for internal calls			
25	Phones list Caller ID for all internal and most external calls			
26	Is 911 and E911 compliant			
27	Allows conference calls of 3 or more parties			
28	Supports Music On Hold			
29	Allows staff to use web interface for phone programming, management of account creation, deletion, and changes in settings			
30	Allows County staff to record and manage the voice menu, business, holiday, and ad hoc greetings.			
31	Staff may view historic call reporting for phone extensions, hunt groups, mailboxes, etc.			
32	Implementation will occur with no downtime during County business hours.			
33	Maintenance services and technical support for a minimum of 3 years			
34	Bi-directional synchronization of deletion and read / heard messages regarding Unified Messaging			
35	Calls are automatically rerouted to a pre-recorded message offsite during any phone system downtime			
36	Solution has built-in redundancy for reducing system downtime			

END