



Village Of Alsip

A Great Place to Live

REQUEST FOR PROPOSAL VOIP Phone System/Services

Schedule of Major Events

RFP Release	October 5, 2021
Deadline to Submit Questions & Answers	October 26, 2021
Responses to Q&A Posted	October 28, 2021
RFP Proposals Due	November 1, 2021
Notice of Award	November 15, 2021
Contract Begin Date	December 1, 2021
Project Completion Date	April 30, 2022

Village of Alsip
4500 West 123rd St
Alsip, IL 60803
708-385-6902
rharding@villageofalsip.org

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PART ONE – GENERAL INFORMATION

1.1 INTRODUCTION

The Village of Alsip is located in Cook County and borders the City of Chicago with a population of approximately 19000 residents and employs 150 people.

1.2 SCOPE OF WORK

The Village of Alsip is requesting proposals to replace a 20+ year old Nortel digital phone system with an on premise VOIP phone system. While the system has performed well it is long past its life expectancy and does not have the feature set that today's operations require.

The system should:

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

Current Setup

The current system is a Nortel Meridian Option 11 which was originally installed in early 1998 and was upgraded approximately twelve years ago with CS1000 and CallPilot Mail. The system covers 4 total buildings with one being directly connected by multipair cable to the main municipal building. The remaining two buildings which are the firehouses currently are connected via point-to-point T1 circuits. The system also has multizone paging covering each of the buildings through a Valcom paging module located at the municipal building. Inbound and outbound calls are converted from PRI to SIP at the municipal building.

Alsip Municipal Building
4500 West 123rd St
80 Phones
Ancillary Services: Overhead Paging
ISP: Comcast
Bandwidth: Download - 500Mbps / Upload - 40Mbps

Alsip Public Works Building
12221 Orchard St
8 Phones
Ancillary Services: Overhead Paging
ISP: Connection to municipal building through fiber connection running at 1Gbps

Alsip Fire Station 1
12600 S Pulaski Road
14 Phones
Ancillary Services: Overhead Paging
ISP: Comcast
Bandwidth: Download - 100Mbps / Upload - 20Mbps Upload Speeds

Alsip Fire Station 2
11946 S Laramie Ave

8 Phones (Line requirements, cordless, conference)
Ancillary Services: Overhead Paging
ISP: Comcast
Bandwidth: Download – 100Mbps / Upload – 20Mbps

1.3 ACTIVITIES AND SERVICES SOLICITED

VoIP System Requirements (Basic requirements for all users)

Phone system must support 150 users, and 24 simultaneous calls with the ability to scale up if required. It must include support for 4 locations and include a comprehensive voice messaging system. The ability to use cordless phones in some instances is highly desirable.

- Regulatory Compliances (HIPAA, PCI, CCPA, Kari's Law/Baum's Act etc.)
- Automated Attendants
- Receptionist Attendant Consoles
- Four (4) Digit Extension Dialing to all phones on system
- Corporate Directory (Listing all Users Names & Extensions, sortable by first name, last name, extension, group, location)
- Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality
- Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)
- Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using
- Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)
- Busy Lamp Field (line monitor)
- Call Forwarding (user activated) Always/Call Forward Busy
- Call Forward (user activated) No Answer
- Call Forward (user activated) Not Reachable
- Call Forward (user activated) Selective Call
- Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC or mobile application (IOS and Android)
- Call Hold
- Call Park
- Call Pickup Groups
- Call Transfers
- Call Waiting
- Calling Name & Number (Caller ID)
- Custom Holiday Mode Greetings (Single program point, companywide effect)
- Conference Calling (Up to 10 Participants)
- Dedicated "All Call" Extension - Programmed to page all extensions per office by dialing a dedicated extension
- Distinctive Ringing
- Do Not Disturb
- Selective call recording capabilities enabled or disabled by managers for users, queues or groups

- Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)
- Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)
- E-911 Registration
- 911 Location Identification (911 operator will know what address the call is coming from.)
- Directory listing (411/white pages)
- Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability
- Music/Message on Hold Capability (Vendor-Provided Source Recordings)
- Mobile application integration for IOS and Android
- Hunt Groups
- Soft Phone PC integration compatible with Windows 7, Windows 10 and the current Edge and Internet Explorer browsers.
- Priority Alert - make your phone ring differently based on specific call.
- User Portal & Admin Web Portal
- Voicemail to email
- Return call from voicemail - being able to quickly and easily call a client back from their recorded voicemail on the handset (without dialing the phone number)
- Simultaneous Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Dialing 4 Digits or less requested
- Solution must include both Administrative Portal for MACD (Moves, Adds, Changes, and Disconnects) functionality.
- TLS Call Encryption
- Active Directory Integration
- Required Integrations to other software (Outlook, Office365).

Maintenance & Support Requirements

Vendors are required to provide standard chat, email, and telephone support services Monday thru Friday, 8:00 am to 5:00 pm (CST) for routine service requests. 24/7/365 support service will be required for issues deemed as urgent.

Software Upgrades

All planned end-of-life or obsolescence must be listed in Vendor's response.

Software upgrades, patches or system revisions which are subsequently developed to correct problems or malfunctions must be provided at no additional charge, regardless of the inclusion of enhancements, for the full term of the contract.

1.4 ELIGIBLE PROPOSERS

We will review all proposals for completeness and compliance with the terms and conditions of the RFP. Proposals clearly inconsistent with the RFP requirements will be eliminated from further consideration.

Designated Contact

The individual listed below may be contacted for clarification of the proposal submission process. All questions must be submitted and emailed to:

Village Clerk Renee Harding
rharding@villageofalsip.org
708-385-6902

Submission of Technical Questions

Technical questions regarding the Request for Proposal must be submitted in writing October 26, 2021 no later than 4:30 PM CT. Questions must be sent in email format to rpf@villageofalsip.org.

Proposal Due Date and Delivery Method

All responses must be submitted via email to the designated contact above by November 1, no later than 4:30 PM CT.

Withdrawal of Proposal

A proposal may be withdrawn at any time prior to the selection announcement by writing to the Designated Contact listed above.

Acceptance of RFP Terms

A proposal submitted in response to this 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. Proposer's authorized representative may withdraw proposals only by written request received before the proposal due date.

Proposal Validity Period

Each proposal shall be valid for a period of ninety (90) days from the proposal due date.

Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the Village of Alsip.

Amendment of Proposal

A proposal may be amended at any time after submission but prior to the due date by writing to the Designated Contact listed above.

Changes and Amendments

We reserve the right to amend, withdraw or otherwise amend this RFP at any time by notifying each potential proposer of record via email and distribution through the village website.

Award and Finalization

When a selection decision is made, the designated contact will notify all responsive proposer(s) of the decision by email.

Timeline

An estimated timeline is on the cover page. The village reserves the right to make changes to this schedule at any time.

Inventory Availability

Inventory must be available within the timeline and scope of work being completed. The village reserves the right to cancel the contract without penalty if the required inventory to be installed isn't available within the set installation date.

1.5 CRITERIA FOR EVALUATION OF PROPOSALS

A proposal must meet the following minimum standards to be reviewed. Proposals not meeting these minimum standards are considered non-responsive and will not be reviewed or scored. The proposal must:

- Have been submitted by the deadline of November 1, 2021 at 4:30 PM CST.
- Be complete with all required attachments
- Be for specific services requested and described in the RFP packet.
- Contain no evidence of real or apparent conflict of interest.

All proposals will be screened for inclusion of all required information prior to release to the evaluation team. We may exclude from further consideration for contract award any non-responsive proposal or portion of a proposal.

All proposals will be evaluated under the following structure:

- Technical system requirements: (30%)
- Quoted Price (40%)
- Interview and Customer References (10%)
- Statement of Work (10%)
- Proposal Qualifications and Experience (10%)

PART TWO - INSTRUCTIONS FOR SUBMITTING A PROPOSAL

2.1 GENERAL INSTRUCTIONS

- Emphasis must be placed on addressing all the requirements of this RFP in a clear and concise manner.
- All applicable attachments must be submitted as part of the proposal.
- Any proprietary information should be clearly marked as confidential.

2.2 VENDOR OVERVIEW

- Please describe your company’s history and values
- Please provide contact information for a main point of contact submitting this RFP on behalf of your company
- Notable Awards or Recognitions

2.3 PROPOSAL CONTENT

- Proposal and Signature Sheet (ATTACHMENT A)
- References (ATTACHMENT B)
- System design and implementation
Describe your design and implementation in detail
- Summary of the product recommended
Describe the product recommended, including software, hardware, major features and services available regarding the phone system and phones. Please provide product brochures, pictures of the phones, etc.

2.4 TECHNICAL CHECKLIST

Requested Features/Services	Feature Included in Service Yes/No	Notes, Disclaimers or Caveats
1. CRITERIA #1 - Basic System Requirements (All Users)		
The VoIP System must be sized to accommodate (at minimum) 150 handsets/seats, with the ability to increase in size if needed in the future.		
Core onsite and offsite hardware must be configured for high availability failover (providing for redundancy)		

Automated Attendants		
Receptionist Attendant Consoles		
Four (4) Digit Extension Dialing to all phones on system		
Individual DID #'s provided for all nodes?		
Corporate Directory (Listing all User Names & Extensions, sortable by first name, last name, extension, group, location)		
Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality		
Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)		
Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using		
Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)		
Busy Lamp Field (line monitor)		
Call Forwarding (user activated) Always/Call Forward Busy		
Call Forward (user activated) No Answer		
Call Forward (user activated) Not Reachable		
Call Forward (user activated) Selective Call		
Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC or mobile application (IOS and Android)		
Call Hold		
Call Park		
Call Pickup Groups		
Call Transfers		

Call Waiting		
Calling Name & Number (Caller ID)		
Custom Holiday Mode Greetings (Single program point, companywide effect)		
Conference Calling (Up to 50 Participants)		
Dedicated "All Call" Extension - Programmed to page all extensions per office by dialing a dedicated extension.		
Distinctive Ringing		
Do Not Disturb		
Selective call recording capabilities enabled or disabled by managers for users, queues or groups		
Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)		
Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)		
E-911 Registration		
911 Location Identification (911 operator will know what address the call is coming from.)		
Directory listing (411/white pages)		
Electronic Fax Capability / Inbound & Outbound Fax Messaging		
Electronic Fax to Email		
Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability		
Music/Message on Hold Capability (Vendor-Provided Source Recordings)		
Mobile application integration for IOS and Android		
Hunt Groups		
SoftPhone PC integration compatible with Windows 10 and the current Edge browser.		
Priority Alert - make your phone ring differently based on specific call.		
User Portal & Admin Web Portal		

Voicemail to email		
Simultaneous Ring		
Selective Call Acceptance		
Selective Call Rejection		
Speed Dialing -4 Digits or less requested		
Solution must include both Administrative Portal for MACD (Moves, Adds, Changes, and Disconnects) functionality.		
Solution must also include an End-user portal for approved end user changes.		
2. CRITERIA #2 - Installation		
Onsite installation of all hardware/software?		
Testing and system conversion included?		
Publicly listed phone and fax number porting included?		
3. CRITERIA #3 - Training		
Onsite session for local system administrators		
6 individual onsite session (per office) for end users		
Online computer based training (CBT) included for ongoing and follow-up training		
4. CRITERIA #4 - Maintenance & Support		
Terms provided for "In scope" and "out of scope" maintenance and supports service?		
Support services provided Monday thru Friday, 8:00 am to 5:00 pm (CST) for routine service requests?		
24/7/365 support service provided for issues deemed as urgent?		
5. CRITERIA #5 - Software Upgrades		
Generation and version number of all applicable software being proposed included?		
Software and revisions presented as latest "stable" release?		

Software upgrades, patches or system revisions subsequently developed to correct problems or malfunctions provided at no additional charge, regardless of the inclusion of enhancements, for the full term of the contract?		
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Agree to provide software updates and enhancements throughout the full term of the contract?		
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ATTACHMENT A

PROPOSAL AND SIGNATURE SHEET

_____ (the "Vendor"), hereby submits the following proposal for the Project in an aggregate amount of \$_____. The aggregate amount referenced above consists of the following, making up the total cost for the System for years one (1) through three (3):

Item	Number	Unit Cost	Total
Telephones			
Standard			\$
Six-button programmable			\$
Other Hardware*			\$
Software*			\$
Installation/Labor			\$
<u>Support/Maintenance/Training</u>			\$ _____
Total First Year Costs			\$
Total Second Year Costs			\$
Total Third Year Costs			\$ _____
Total Costs Years 1-3			\$

* Contractor shall identify such other hardware and the software necessary to operate the VoIP telephone system as required by the Contract Documents on a separate sheet. For each such item, Vendor shall identify the number of units required, and the unit cost therefor. Only the total cost should be listed above.

In submitting its proposal, Vendor certifies that it has reviewed all of the Contract Documents and its proposal reflects compliance with the terms and provisions thereof without exception or qualification. Enclosed with this proposal and signature sheet is Vendor's original executed (1) Response to Questionnaire, (2) Vendor's Certification, (3) Bid Bond, (4) an unexecuted copy of the Contract with all other information filled in, as appropriate; and, (5) any information and/or documentation (i.e., maintenance agreements, certifications, warranties, etc.) required to be submitted by the Vendor as a part of its proposal as specified by the Contract Documents.

By: _____
 Name: _____
 Its: _____

Dated: _____, 2021

ATTEST:

By: _____
 Name: _____
 Its: _____

ATTACHMENT B

REFERENCES

Vendors must provide a minimum of two (2) references for installed systems of at least 100 seats or larger with a set of features as proposed. Failure to provide the following information at the time and date this RFP closes could affect proposer's evaluation score under the qualifications evaluation criteria.

REFERENCE 1.

Name of the firm and point of contact to which the service was provided

System Size _____ Telephone Number _____

Email _____

REFERENCE 2.

Name of the firm and point of contact to which the service was provided

System Size _____ Telephone Number _____

Email _____