**CITY OF OCEAN SPRINGS**

**Request for Proposal for**

**LEASE - PURCHASE**

**VoIP Telephone System**

## Purpose:

The purpose of the Request for Proposal (RFP) is to evaluate business phone system firms which provide VoIP custom solutions to provide the City of Ocean Springs with such services.

Vendor selected will be evaluated in part on the ability to deliver products on time and within budget, demonstrate understanding of the solution required based on their responses and subsequent interview, references and experience.

## Services to Provide:

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas, and if after review and questions add any additional components deemed necessary to successfully complete the project.

* Automated Attended with integrated Voice Mail: An automated attended (also auto attendant or auto-attendant) system allows callers to be automatically transferred to a user's extension without the intervention of a receptionist. A receptionist, who acts as the telephone operator, can be reached by pressing 0 on most systems.
* Dial by Name Directory: There is often a 'dial-by-name' directory to find a user on a system. The dial-by-name directory is usually set up as last name followed by first name. Once the user name is announced, the caller can ring the extension. The correct extension number can be announced prior to transfer for the caller’s future reference.
* Do Not Disturb: A phone can be set to "do not disturb" to forward all calls directly to voicemail without ringing the extension.
* Be able to tell when someone is on the phone by physically looking at the user’s desk phone.
* Express Messaging: Express messaging is used when a caller does not want to disturb the user, or is calling a guest mailbox without a phone, to immediately leave a message.
* Message-only information "mailboxes" for business hours, directions, job offerings, and answers to other frequently asked questions. These mailboxes may be forwarded to the receptionist after each message plays, or the user can return to the main menu.
* The ability to configure multiple extensions to a single voicemail box – operators that may receive calls or people waiting in a queue for the ACD can be routed to a common voicemail box that can be checked by yet another operator that may not have an extension connected to the voicemail box.
* In-house managed voicemail, extensions, passwords, phone programming.
* Monitoring software to provide data on incoming call volume, response times, un-listened-to voicemail, and more.
* Flexible main greetings for holiday, inclement weather announcements, and emergency situations.
* Check voicemail from an outside line.
* Change voicemail settings from an outside line (like do not disturb, vacation greetings, illness greeting).
* Call-forwarding to external and internal destinations (including cell phones).
* Caller ID
* Voice Conferencing Technology: The ability to connect to multiple internal and external locations in a conference call structure.
* Integration with Email System.
* Implementation of new system to be completed by a date to be determined.
* Need to be able to fax.
* Must have Enhanced 911
* Ability to PAGE throughout building.
* Secured WIFI at 5 locations, Guest WIFI at 2 locations
* If there are services that we may have missed that you feel would benefit the City please feel free to add them and explain what they do.

There are approximately130 phones currently installed. The table below shows the configuration currently in the City:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Polycom Phones** |  |  |  |  |  |  |  |  |  |
|  | Expansion |  |  |  | Voice |  |  | IP | Hosted |
| Location | Mod | 3xx | 5xx | 6xx | Mail | Headset | Conference | Address | Seats |
| City Hall | 5 | 1 | 4 | 27 | 40 | 0 | 0 | 16 | 41 |
| Police Department | 10 | 3 | 19 | 21 | 47 | 1 | 1 | 12 | 48 |
| Fire Department | 1 | 6 | 10 | 1 | 17 | 0 | 0 | 4 | 20 |
| Parks & Leisure | 1 | 0 | 0 | 6 | 6 | 0 | 0 | 4 | 6 |
| Public Works | 3 | 2 | 5 | 4 | 11 | 0 | 0 | 4 | 11 |
| Sports Complex | 1 | 0 | 0 | 3 | 4 | 0 | 0 | 8 | 4 |
| **TOTAL** | **21** | **12** | **38** | **62** | **125** | **1** | **1** | **48** | **130** |

The table below shows the configuration with requested changes to the system:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Analog** | **Polycom Phones** | |  |  |  |  |  |  |  |
|  |  | Expansion |  |  |  | Voice |  |  | IP | Hosted |
| Location | Analog | Mod | 3xx | 5xx | 6xx | Mail | Headset | Conference | Address | Seats |
| City Hall | 1 | 5 | 1 | 4 | 27 | 40 | 1 | 1 | 16 | 41 |
| Police Department | 4 | 10 | 3 | 19 | 21 | 47 | 1 | 1 | 12 | 48 |
| Fire Department | 2 | 2 | 6 | 10 | 1 | 17 | 0 | 0 | 4 | 20 |
| Parks & Leisure | 1 | 1 | 0 | 0 | 6 | 6 | 0 | 1 | 4 | 6 |
| Public Works | 1 | 3 | 2 | 5 | 4 | 11 | 0 | 0 | 4 | 11 |
| Sports Complex |  | 1 | 0 | 0 | 3 | 4 | 0 | 0 | 8 | 4 |
| **TOTAL** |  | **22** | **12** | **38** | **62** | **125** | **2** | **3** | **48** | **130** |

The table below shows the hardware needed by location:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *HARDWARE* |  |  |  |  |
| Location |  |  |  |  |
| City Hall | Router | 2 - 48 Port POE Switches | UPS | 3 AP's |
| Human Resources |  | 24 Port POE Switch | 750 UPS |  |
| Planning/Building |  | 24 Port POE Switch | 750 UPS | 2 AP's |
| Dewey Ave Substation |  | 24 Port POE Switch | 750 UPS | 3 AP's |
| Court Department |  | 24 Port POE Switch | 750 UPS |  |
| Police Department | Router | 2 - 48 Port POE Switches | UPS | 8 AP's |
| Fire Department |  | 1 - 48 Port Switch, 1 - 24 Port Switch | UPS | 4 AP's |
| Civic Center |  | 24 Port POE Switch | UPS | 2 AP's |
| Public Works | Router | 24 Port POE Switch | UPS | 2 AP's |
| Parks and Leisure | Router | 24 Port POE Switch | 750 UPS | 4 AP's |

Additionally, The Police Department will need a wireless LAN controller.

The proposal should include costs for replacing all equipment, replacing all handsets currently in use, installation of phones, and training. The City will consider leasing options for the phone systems.

## Evaluation Criteria:

The City of Ocean Springs is looking for one company to provide all of the services listed above. The decision to interview the respondents will be at the City’s sole discretion based on evaluation of each respondent's proposal. The City reserves the right to reject any and all responses, and to waive any irregularities of information in the evaluation process. The final decision is the sole decision of the City of Ocean Springs. The firm may at the discretion of the City be invited to interview and make presentations.

The successful firm will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate proposals received:

1. Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding for.
2. Experience and past performance.
3. Capability of proposed solution.
4. Cost of Services provided.

## Proposal Preparation and Submission Requirements

The proposal shall clearly address all of the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. Proposals should be thorough yet concise.

The Vendor is required to provide all necessary insurances as mandated by MS State Law.

The proposal shall be organized in the following manner with the subject headings and sequence indicated.

1. Introduction
2. Experience and Past Performance
3. Organization and Personnel
4. Proposal Solutions Based on Description of Services
5. References
6. Pricing, Hourly Rates, and all other fees

The proposal shall be sent to the official contact listed below, to be received no later than June 27, 2017 at 2:00 p.m.

Shelly Ferguson, City Clerk

1018 Porter Ave.

Ocean Springs, MS 39564

Each proposal must be clearly marked “Request for Proposal VoIP Telephone System”.

Any questions regarding this RFP must be submitted by e-mail to [sferguson@oceansprings-ms.gov](mailto:sferguson@oceansprings-ms.gov). We will be unable to answer any questions within 48 hours of the deadline to submit.