REQUEST FOR PROPOSAL (RFP) 11168

VOICE OVER INTERNET PROTOCOL TELEPHONE SYSTEM AND PROFESSIONAL SERVICES
FOR
WEST VIRGINIA HIGHER EDUCATION POLICY COMMISSION
WEST VIRGINIA COUNCIL FOR COMMUNITY AND TECHNICAL COLLEGE EDUCATION SYSTEM

Section 1 General Information

1.1 The West Virginia Higher Education Policy Commission (HEPC) and the West Virginia Council for Community and Technical College Education (CCTCE) are jointly requesting proposals from qualified vendors to provide a Voice over Internet Protocol (VoIP) telephone system. This VoIP system will serve the offices located at 1018 Kanawha Boulevard, East, Charleston, West Virginia and will replace an existing Private Branch Exchange (PBX) system. The HEPC/CCTCE is seeking to replace the existing telephone equipment, related hardware and software, and voice mail configuration with a VoIP system configured and installed as described in this Request for Proposal. The new VoIP system must be designed to satisfy future growth and portability.

The existing telephone system is comprised of approximately 110 operational extensions and corresponding voice mail boxes. In addition, the system supports more than 50 incoming telephone lines, including analog fax lines. Existing equipment includes two attendant sets with a combination of numerous 10 and 20 button telephone sets.

1.2 The HEPC / CCTCE seeks a VoIP system that will achieve the following key goals:

1. Provide IP-based voice capability. The new system will provide a VoIP solution that can be leveraged for current and future application.
2. Acquire a system that is easily configured and installed with minimal disruption to users and current operations and systems.
3. Implement a system that is compatible with the HEPC / CCTCE existing IT infrastructure with limited modifications.
4. The VoIP system must include telephones which provide 1GB network pass through to any PC equipment attached to the phones.
5. The VoIP system must include integrated voice mail services.
6. Provide high quality voice with minimal voice latency.
7. Complete and self-supported with minimal maintenance.

1.3 The proposed VoIP system will be implemented with a centralized voicemail system and automated attendant feature. The voice mail system shall offer information only mailboxes that will assist with high volume non-emergency calls as well as frequently asked questions. The system shall have the capacity to support automated attendant for multiple divisions/units independently.
1.4 The ideal proposal is to be all inclusive to provide hardware, software and services sufficient to enable a turnkey solution.

1.5 Questions may be submitted in writing until 5:00 PM, Eastern Time, April 14, 2011, to the Chief Procurement Officer as follows, who is the point of contact for questions and clarifications concerning this RFP:

Chief Procurement Officer  
West Virginia Higher Education Policy Commission  
1018 Kanawha Boulevard, East, Suite 700  
Charleston, WV 25301  
Phone: (304) 558-0277 Ext. 212  
Fax: (304) 558-0259  
Email: CPO@hepc.wvnet.edu

1.6 This RFP, any addenda issued, answers to questions or any additional information will be posted on the website address below. It is the vendor’s responsibility to check this website for current information concerning this RFP. Please acknowledge receipt of addenda in the proposal.

https://wvhepc.org/purchasing/

Section 2 Proposal Procedure and Instructions

2.1 It is the policy of the HEPC / CCTCE to encourage the participation of small businesses and women and minority owned business in the State of West Virginia procurement activities.

2.2 In order to assure the integrity of the evaluation and unbiased commentary, no employees of the HEPC / CCTCE will be considered for a contract award or as a subcontractor or consultant to the successful vendor.

2.3 A proposal in response to this RFP should contain four components as outlined below. Please note that proposals will be scored on each of the sections (excluding the conflicts section) with a maximum possible amount of points being 100. This proposal must not exceed 50 double-spaced pages with one inch (1") margins using Times New Roman, 12 point font.

2.4 Conflicts (0 points) (This requirement is either met or not met. If it is not met, the vendor will not be considered)

- Affirm that your firm and all individuals, including subcontractors, who will be assigned to this project, are free from obligations and interests that might conflict with the HEPC / CCTCE and the State of West Virginia.
• Disclose any information about you or your firm which presently or in the future could impair you or your firm’s ability to provide the level of services outlined in the RFP.

2.5 Provide a description of the firm’s experience developing, implementing and installation of a VoIP system. (25 points maximum)

2.6 A detailed timeline for the project: (10 points maximum)

2.7 A detailed budget that addresses costs: (15 points maximum)

2.8 A detailed sustainability plan that identifies the expected warranty/maintenance and licensing costs as well as the number and type of staff who will be needed to sustain the operation of the system over time on an annual basis. (50 points maximum)

2.9 Please deliver an original and four (4) copies of the proposal, plus one complete electronic copy on a CD. The original should be bound in a three-ring, loose-leaf binder. This proposal must not exceed 50 double spaced pages, using Times New Roman, 12 point font. Proposal must be submitted in a sealed opaque envelope or package. Proposals will be received until 3:00 PM, Eastern Time, April 26, 2011, by:

Chief Procurement Officer
RFP 11168 VoIP Project
West Virginia Higher Education Policy Commission
1018 Kanawha Boulevard, East, Suite 700
Charleston, WV 25301

2.10 Faxed or electronically submitted proposals will not be accepted.

2.11 All expenses incurred and associated with preparing and submitting proposals are the exclusive responsibility of the vendor. The proposals and all other documents submitted to this solicitation will become a matter of public record and subject to the West Virginia Freedom of Information Act.

Section 3  General Requirements

3.1 System Requirements

The VoIP system must function as a centralized system and appear as a single system to the end user. The following minimum features are to be available:

• Unified dialplan support for three or four digit dialing to all sites on the network.
• Local survivability in case of WAN connectivity problems.
• Ability to route inbound calls to selected phones.
• Ability to publish and identify presence information.
• Ability to transfer calls transparently to any location on or outside the network.
• Ability to relay internal and external caller ID information to the phone set; provide and control caller ID to the outside.
• Ability to define user groups by divisions / units, etc.
• Ability to create “Hunt” groups, auto attendant, cover answer groups, and pickup groups.
• Unified messaging / Voicemail, including voicemail-to-email capability, and computer-telephony integration.
• Call conferencing and management.
• Individual, group, and overhead intercom/paging.
• Traditional telephony and ISDN protocol support.
• Multi-protocol VoIP support (i.e. SIP, SCCP, MGCP, IAX, etc).
• Multi-codec support (i.e. G.711, ADPCM, G.722, G.723.1, etc).
• Support for 911/Emergency call-out.

3.2 System Administration

System administration requirements include:

• Web-based system administration, with the ability to allow administrators to perform adds, moves, or changes and software upgrades.
• Capability to provide diagnostic tools for local administrators to diagnose problems.
• Call accounting system features to track call information that is easy to administer and includes built-in reporting capabilities.

3.3 Telephone Units

The following minimum features are to be available:

• Telephones providing easy single button access to standard features including redial, speed dial, hold, transfer, conference, volume, mute, send to voicemail, and speaker.
• Ability to dial internal extension(s).
• Display of internal user name and extension.
• Headset port integration and designated on/off button on the telephone.
• Minimum three-way conferencing.
• Clear audio, hands-free speaker.
• XML/XHTML microbrowser support.
• Advanced SIP functionality.
• Message waiting indicator.
• Ability to forward calls to an extension or outside number.
• Bridged (multi-line appearance).
• Do not disturb feature.
• Speed dial capability.
• Integrated Power over Ethernet (PoE) support.
• Support of American Disability Act (ADA) requirements.

3.4 Other Hardware Requirements

• GigE PoE switches are currently deployed across the shared HEPC / CCTCE network. The proposed system must be compatible with the existing IT infrastructure with limited modifications.
• Hardware necessary to implement the system must be sufficient to support the current user base, with the capacity to support double the number of users in order to accommodate potential agency growth.
• Backup power service (UPS) should be part of the proposed hardware solution.

3.5 Power and Reliability

The vendor must identify how the system provides power to the telephone sets and the necessary space requirements to achieve this function. The VoIP system must include a UPS as part of the overall equipment package to support the system in the event of a power outage.

The VoIP system must be evaluated for reliability in terms of up time to redundant operations and should provide redundancy options / alternatives to ensure that critical sites remain functional in the event of power outage.

3.6 Training

Extensive administrative training will be required for selected staff to administer the system. General training will be required for all employees. Written instructions and documentation is required for each user / telephone set.

3.7 Warranty/Maintenance

The VoIP system must include full-service warranty and maintenance for three (3) years. The proposal must outline projected maintenance costs beyond the warranty/maintenance period.

Section 4 Schedule and Administrative Information

4.1 The following schedule is provided as a timeline for vendors to consider in preparing a proposal:
4.2 With respect to information provided and answers to questions, only written information, interpretations and instructions issued by the Chief Procurement Officer will be considered official. Vendors shall not rely on oral interpretations, information and instructions.

4.3 Only questions or requests for information received by the Chief Procurement Officer in writing will be considered official and receive a written response.

4.4 Proposals will be evaluated by a committee of HEPC / CCTCE staff and the HEPC / CCTCE’s RFP Consultant in accordance with higher education purchasing rules and regulations, based on the criteria and points awarded pursuant to Section 2.

4.5 Evaluations will be based on overall services, qualifications and costs. Award will not necessarily be made to the vendor submitting the lowest cost.

4.6 By submitting a proposal in response to this RFP, the vendor shall be deemed to have accepted all the terms, conditions, and requirements set forth herein unless otherwise clearly noted and explained in writing. Any exception(s), additional terms and conditions a vendor wishes to offer for consideration must be clearly itemized and explained in a separate section of the proposal. Otherwise, the RFP in total shall be incorporated into the contract by reference.

4.7 The State’s Agreement Addendum (WV-96) is attached to identify applicable State law and the guidelines which must be adhered to in any contract presented to the Commission for execution. A copy of additional terms and conditions that a firm wishes to offer for consideration should be enclosed with the proposal.

4.8 The successful vendor must be a registered vendor with the Purchasing Division, West Virginia Department of Administration, and have a valid vendor number.
4.9 Payment of fees and expenses, not to exceed the maximum in the agreement and purchase order, may be made monthly upon satisfactory completion of the services being invoiced. The HEPC / CCTCE will not make advance payments.

4.10 The vendor’s proposal shall be deemed to provide complete and total compensation to the vendor for the services requested in this RFP. Should the HEPC / CCTCE request additional services, or should the vendor believe that additional services are required to complete the engagement, then the vendor shall: (a) notify the HEPC / CCTCE’s Chief Procurement Officer; (b) identify in writing the proposed additional service and the requested compensation; and (c) secure the written approval of the Chief Procurement Officer before commencing the additional service. Failure to secure such approval in advance may result in forfeiture of any additional compensation that may otherwise be due. If the additional service and the additional compensation are approved by the Chief Procurement Officer, a change order to the contract will be issued authorizing the service. Payment for services cannot be made until a purchase order for the change is issued. If authorized according to this paragraph, additional services may be negotiated and paid on an hourly or stipulated fee basis.

4.11 The following exhibits are incorporated into and are a binding part of this RFP:

- Exhibit A, Instructions to Bidders
- Exhibit B, Terms and Conditions
- Exhibit C, Prompt Payment Act of 1990 (W. Va. Code §5A-3-54)
- Exhibit D, Agreement Addendum (WV-96)
- Exhibit E, Vendor Registration and Disclosure Statement
- Exhibit F, No-Debt Affidavit