

EASTERN SHORE PUBLIC LIBRARY
ACCOMAC, VIRGINIA

REQUEST FOR PROPOSALS FOR A
VOIP TELEPHONE SYSTEM

Proposals accepted until
11:00 a.m. (Local Time) Friday, October 4, 2019



The Eastern Shore Public Library (“Library”) serves Northampton and Accomack Counties, a community of about 45,000 residents located on Virginia’s Eastern Shore peninsula. The Library is seeking bids from 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 serves the needs of the Library.

The main library is in Accomac, Virginia and will be moving to Parksley, Virginia in December 2020. A branch location is in Nassawadox, Virginia.

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.
- Define how the move of phone service to the new location will be executed.

I. REQUIREMENTS FOR BID SUBMISSION

Submission of Proposal

Proposals must be submitted in the format of one (2) print copies.

Proposals must be received by the Library no later than 11:00 a.m. (Local Time), Friday, October 4, 2019. Submission of Bid and related questions should be addressed to the following Library Contact:

Eastern Shore Public Library
Attn: Cara Burton, Library Director
PO Box 360
Accomac, VA 23301

Sealed and electronic bid proposals will be opened on October 4, 2019 at 11:00 am at the Eastern Shore Public Library, 23610 Front Street, Accomac, Virginia.

Intent to Respond

Bidders are required to submit an Intent to Respond Form (ATTACHMENT A) by the end of September 20, 2019. The Intent to Respond Form can be submitted via email, cburton@espl.org, or mail to the Library Contact as listed above.

RFP Modification

The Library reserves the right, without penalty, to add, remove, modify, or otherwise update the RFP, in any way the Library sees fit. Modification of RFP, if any, will be distributed to participating vendors who have submitted an Intent to Respond form by the end of September 20, 2019.

Timeline

An estimated timeline is listed below. The Library reserves the right to make changes to this schedule at any time.

September 9, 2019	RFP announcement on the Library website
September 20, 2019	Intent to Respond due
	Questions regarding RFP due
October 4, 2019 at 11:00 a.m.	RFP response due at the Library
October 4 - 11, 2019	Evaluation of all proposals
October 11 - 13, 2019	Potential interviews of finalists Selection of a qualified proposal
November 12, 2019	A recommendation made to the Library Board for approval

December 2019	Contract signing and order placing
1 st quarter 2020	Implementation

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 Library.

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 Library’s needs and requirements as specified in this RFP.
- Quality of the product and service.
- Ease of use of the system and client training.
- One year cost and three-to-five year total cost and the cost of transferring the system to a new location.
- Relevant industry experience and client references.

Award of Contract

The Library will accept the lowest responsible bid meeting bid requirements and specifications or may reject one or all bids without disclosure of a reason.

The Library reserves the right to make an award or a partial award.

The Library also reserves the right to reject any and all submitted proposals without penalty.

Award of a one year contract does not guarantee the contract will be extended once the library moves to Parksley.

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.

II. 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:

Intent to Respond Form

Vendors are required to submit an Intent to Respond Form (ATTACHMENT A) by September 20, 2019.

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 B).

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 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 Library 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 Library's requirements as described in this RFP.

Proposers must complete and submit the attached Scope of Services Checklist (ATTACHMENT C).

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 five-year total cost, with the charges for the 1st, 3rd, and 5th year listed separately.

Additionally, the proposal should include a second itemized quotation including the costs to transfer the system to the new Parksley location.

All costs associated with the proposal must be included in the quote submitted. The Library 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 Library.

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 Library 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 Library. 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

The Eastern Shore Public Library is seeking proposals for a VoIP Telephone System, with voice messaging included. The Library will have a total of 13 desk phones initially.

i. The Library's Infrastructure and Phone Needs

External Connection

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

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

Internal Connection

The Library will be using Gigabit Ethernet and PoE (Power Over Ethernet) switches, purchased under a separate contract.

Additional Ethernet cables may need to be installed and should be indicated in the proposal.

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

Phone System Needs

The Library currently has will need a complete VIOP hybrid solution. Existing POT phone lines for fax and security systems will remain. The VOIP system must be transferrable to the Parksley location.

The transfer of service to the new location

Phone Needs

The Library is looking to have 13 new IP desk phones initially. It is preferable that one of them comes with a cordless handset.

The Library must be allowed to add additional phones within the next five years.

Required Phone System and Phone Features

Existing Phone Numbers

The solution must keep the Library's existing phone numbers as specified below:

- The Library currently uses **757-787-3400** as its main phone number in the Accomac library.
- The Library currently uses the following additional voice lines that are accessible from any phone in Accomac library:
 - 757-787-3458 (line 2) - which also serves for security system. Another number may need to be created for the voice service.
 - 757-787-3551 (line 3) - which currently acts as a toll-free number for our Chincoteague patrons.
 - 757-787-2241 fax
- Nassawadox library:
 - 757-414-0010 main number
 - 757-414-0099 (line 2)
 - 757-414-0424 fax

Nassawadox has the following dedicated phone line:

- 757-414-0300 (fire system) This number needs to remain as is.

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. The solution must require Library staff to press “9” before calling an external phone number.

Capacity of Simultaneous Phone Conversations

The solution must allow a minimum of six (6) simultaneous phone conversations.

Voice Quality

The solution must provide high quality voice with minimal latency.

Voice Menu

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

Automated Attendant

During business hours,

- Calls to the main phone number will be answered by an automated attendant. The automated attendant must allow a caller to press “0” for the operator.
- Calls to the remaining phone numbers will be answered by Library staff. When a call is not answered, the caller will be given the option to leave a voicemail if applicable.

After hours, calls to all listed phone numbers will be answered by an automated attendant. A caller will be given the option to leave a voice message if applicable.

The automated attendant must provide callers with a directory by various library functions and by staff members’ names.

The automated attendant must allow Library staff to pre-record multiple messages for different calendar dates, days of the week, and time of day announcements to support the Library’s business and holiday schedule – with no requirement to “record over” standard greetings. The system must allow Library staff to remotely change and/or re-record these business and holiday greetings/messages.

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.

The solution must allow two Front Desk phones (x101, x102, and x103) to be grouped together at the Accomac location. The Nassawadox location has one front desk phone.

Call Rollover

When the main/Accomac library number (757-787-3400) is called, line 1 will ring. Library staff can pick up the call from any phone at that location. If x101 is busy, the call will rollover to line 2 (787-3458) or line 3 (787-3551)

When the Nassawadox main number (414-0010) is called, line 1 will ring. Library staff can pick up the call from any phone at that location. If x101 is busy, the call will rollover to line 2 (414-0099).

If all lines are busy, the call is to rollover to be placed on hold for the next available line, if possible, or to the voicemail system.

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 Library 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.

Programmable Phone Button

All phones except for one must have 8 -10 programmable buttons with designated features. One phone must be equipped with 12 programmable buttons.

Most phones will have 6 buttons programmed. Namely:

- Line 1
- Line 2
- Line 3
- Pickup extension
- Page
- Voicemail Access
- DND (Do not Disturb)

Three (3) phones will have 8 buttons programmed. The final 2 buttons, in addition to the 6 common buttons listed above, are:

Group Pick

Director. This button needs to automatically turn on its light indicator when DND (Do Not Disturb) is enabled on x300.

Two (2) extra buttons are required on each phone for possible future programming needs.

Distinctive Ringtone

The solution must allow Library staff to distinguish calls with different ringtones when more than one phones are located in the same area.

Volume Control

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

Speakerphone

The solution must provide the speakerphone feature on all phones.

Voicemail

The solution must support a minimum of 30 voicemail subscribers. The voicemail system should be able to provide unified messaging and integrate with Outlook, Google Application Suite, and Office 365 Exchange Online. 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 Library staff to turn on/off the DND feature for any individual phone, as needed.

Internal Dialing

The solution must allow library staff to dial a three-digit 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 Library building.

The service must be E911 compliant. Dialing 911 from any library phone should allow a 911 dispatcher to identify the location (floor/room/area) where the call originated.

The service should notify designated library staff (via email and/or phone) of the phone extension and location from which the 911 call originated.

Paging

The solution must allow paging announcements to be broadcast simultaneously via an overhead speaker system, to be installed in the future, and idle desk phones.

Unified Messaging

The solution must allow a voicemail message to be automatically converted into an audio file and sent to a user's email account. Please specify in what format the audio file will be (e.g., wav.) and what types of emails accounts are compatible (e.g., Gmail, Outlook).

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 proposal should indicate whether it is compatible with music-on-hold systems.

Web-based Administration and Programming Capability

The solution must allow multiple, designated Library staff to use a web interface for phone programming, management of account creation, deletion, and changes in settings.

The solution must allow multiple, designated Library staff to record and manage the voice menu, business, and holiday greetings.

The solution must provide manuals and documentations for multiple, designated library staff to be trained.

Statistics Reporting

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

Implementation

Vendors are required to plan the implementation in such a manner as to provide NO downtime during the Library's operation hours. Installation must take place during hours of operation (see espl.org) unless prior arrangements are made with the Library Director.

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 five (5) 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.

Preferred Phone and Phone/Voicemail System Features

Pre-recorded Paging Announcements

It is preferred that the solution allows Library staff to pre-record certain paging announcements, such as the opening and closing announcements. It is preferred that these paging announcements can be automatically scheduled to play or be played by Library staff via pressing a button.

Cordless Handset

It is strongly preferred that some phones come with integrated cordless handsets.

Please specify the signal range, length of talk time, length of standby time, and battery recharge time, for cordless handsets.

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.

Analog Device Support

If the system has built-in analog ports, please specify. We will have two (2) analog fax machines integrated into the system.

ATTACHMENT A
Intent to Respond Form

Company Name _____

Address _____

Contact Name _____

Contact Position _____

Telephone Number _____ Email Address _____

The company named above intends to submit a proposal in response to this Telephone System RFP by 11:00 a.m. (Local Time), October 4, 2019.

Signature of authorized representative: _____

Date: _____

Submit by September 20, 2019 by email or mail to:

Cara Burton, Library Director
Eastern Shore Public Library
PO Box 360
Accomac, VA 23301
cburton@espl.org

Phone: (757) 787-3400

ATTACHMENT B
Proposal Response Form

DATE _____

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

TO: Eastern Shore Public Library

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 C

Scope of Services Checklist

Please complete the Scope of Services Checklist below.

	Scope of Services Checklist	Does Your Solution Meet the Library's Requirement or Preference?		
		Yes	No	Additional comments (if needed)
1.	Keeps the Library's existing phone numbers			
2.	Utilizes a PRI trunk			
3.	Utilizes SIP trunk			
4.	Routes inbound, outbound, and internal calls			
5.	Allows simultaneous phone conversations			
6.	Has high quality voice with minimal latency			
7.	Has simple, easy-to-use voice menu customizable by multiple, designated Library staff			
8.	Includes an automated attendant			
9.	Requires users to dial "9" to make an external call			
10.	Callers may press "0" to reach the operator and exit the automated attendant			
11.	During non-business hours, automated attendant allows callers to leave voice messages			
12.	Automated attendant includes a Dial by Type of Service directory			
13.	Automated attendant includes a Dial by Name directory			
14.	Automated attendant supports multiple pre-recorded messages			
15.	Automated attendant supports remote management by Library staff and by vendor			
16.	Users may pick up external, internal, and on hold calls from any internal extension			
17.	Multiple phones can be grouped together			
18.	Multiple extensions (English, Spanish, and Polish) can be programmed onto the same physical phone, with voicemail included.			
19.	Call transfer to internal extensions supported			
20.	Call forwarding to internal extensions supported			
21.	Calls may be placed on hold and be picked up from the same or different extension			
22.	Extensions each have two lines, which may be active simultaneously.			
23.	Phone displays date, time, extension name, extension number, incoming call numbers/extensions, and activated features			
24.	All phones have Transfer/Conference, Hold, Speaker, and Redial buttons			
25.	All phones except for one have between 8 and 10 programmable buttons, matching configurations outlined in Required Phone Features			
26.	One phone has 12 programmable buttons available, with 10 buttons programmed initially, matching configurations outlined in Required Phone Features			
27.	Phones are capable of multiple, distinctive, ringtones			
28.	All phones have individual volume control			
29.	All phones have speakerphones			
30.	Supports a minimum of 30 voicemail subscribers			

31.	Voicemail integrates with Google Application Suite, Outlook, and/or Office 365 Exchange Online			
32.	Voicemail supports automated open, closed, holiday, and pre-recorded event greetings. Library staff is allowed to record ad hoc greetings for surprise closures – on site and remotely.			
33.	Different greetings can be scheduled to play on different calendar days and at different time of the day.			
34.	Phones have new voicemail light indicator			
35.	Individual voicemails are password protected			
36.	Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments			
37.	Supports DID by external callers			
38.	Individual phones may be set to DND by staff			
39.	Library staff may dial a 3 digit extension for internal calls			
40.	Phones list Caller ID for all internal and most external calls			
41.	Is 911 and E911 compliant			
43.	Allows unified messaging			
44.	Allows conference calls of 3 or more parties			
45.	Accommodates existing analog fax machines			
46.	Supports Music On Hold			
47.	Allows staff to use web interface for phone programming, management of account creation, deletion, and changes in settings			
48.	Allows Library staff to record and manage the voice menu, business, holiday, and ad hoc greetings.			
49.	Staff may view historic call reporting for phone extensions, hunt groups, mailboxes, etc.			
50.	Implementation will occur with no downtime during Library business hours.			
51.	Maintenance services and technical support for a minimum of 5 years			
52.	Allows Library staff to pre-record paging announcements. Allows these paging announcements to automatically play based on a schedule. Or, allows these paging announcements to be manually played by Library staff via pressing a button.			
53.	Cordless handsets supported for requested lines			
54.	Bi-directional synchronization of deletion and read / heard messages regarding Unified Messaging			
55.	Calls are automatically rerouted to a pre-recorded message offsite during any phone system downtime			
56.	Solution has built-in redundancy for reducing system downtime			
57.	Specify the number of built-in analog ports, if any, to accommodate existing analog fax machines.			