

**Request for Proposal # 19/20-005**  
**Bee County Voice Over IP system**  
**Responses July 1,2020**

**SEALED PROPOSAL PACKAGE TO BE DIRECTED TO:**

April Cantu

Bee County  
111 S. St. Mary's Suite 101  
Beeville, TX 78102

(Clearly Marked)  
Request for Proposal #19/20-005  
Bee County Voice Over IP System  
Do not open until: July 1,2020 after 10:15a.m.

**(Sealed proposal packages will include 1 original and 6 copies of the packet)**

Sealed proposals are being solicited for a Voice Over IP system with a three year service and maintenance contract beginning October 1,2020, with two one-year renewable option periods. Completed proposals, (1) original and six (6) copies must be received by the Auditor's office, 111 S. St. Mary's St., suite #101, Beeville, Texas 78102, no later than 10:00 a.m. July 1,2020.

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## I. PURPOSE

The purpose of this RFP is to solicit proposals for the purpose of entering into a contract through competitive negotiations for ongoing services for a phone system Voice Over IP to install, maintenance and services.

The successful bidder shall make every effort to complete all requirements of the awarded contract.

The firm shall provide professional services for the project described in Part IV of this RFP, any addendum to this RFP and as determined through the firm's pre-bid evaluation.

## II. SCOPE OF SERVICE

Bee County is seeking proposals for a communications system with a Voice over Internet Protocol (VoIP) integrated voice and data system. Bee County has existing equipment for 84 phone units. Each location will be able to access all the features and functionality available. Reliability and performance must meet public safety answering point. The selected vendor will be expected to work directly with the Bee County IT department to ensure compatibility/call quality/reliability. Bee County prefers the functional and cost benefits of a VoIP system that is premise based. Each respondent's proposal shall articulate the benefits their system provides including, but not limited to: increased efficiencies that staff will realize; reliability; redundant capacity and flexibility of functionality. The successful respondent for this contract will be the sole authority and responsible party for this installation. Bee County's goal is to establish a relationship with a single point of contact for all support and maintenance necessary for the lifespan of this project.

If the vendor utilizes any sub-contractors for any part of the system architecture, design, planning, installation or support the successful respondent will be held accountable and responsible for the performance of any/all sub-contractors as the sole responsible party for all activities. It is the intent of this Request for Proposal (RFP) that the responder shall provide a complete, end to end, solution for the proposed installation. The vendor shall provide all design, planning, system architecture (if applicable), installation, network analysis, training and post-installation support for the project. The Bee County staff will act in an oversight and advisory capacity only.

### Vendor response should cover the following general topics:

- IP-based Voice capabilities and Intelligent Network Infrastructure
- Reliability
- Voice Quality
- Experience and References
- Voice Messaging
- System Administration
- Support/Service Capabilities
- Scalability
- System longevity

- Simplicity of Installation
- Training and Usage
- Product lifespan
- Product warranty
- Maintenance Contracts and Anticipated Costs during product lifespan
- Service plan(s)

### III. PROPOSAL REQUIREMENTS

#### **Handsets:**

- Automatic call back
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer
- Caller ID Name and Number
- Speaker Phone Capable
- Auto / Speed Dial (directory and user entered)
- Programmable Buttons w/ paperless labels
- Extension Dialing between Locations
- Custom Call Routing (CCR)Four digit dialing to all sites on the network
- Compatibility with Remote Handsets
- Voicemail

#### **Management:**

- Remote management through a web interface with the ability to make internal changes such as renaming of extensions, voicemail configurations and changes to the auto attendant, reset password, etc.
- Allow various levels of calling privileges such as long distance and international calling to be programmable by extension.
- Ability to reroute to alternative phone backup system on failure of system.

Bee County currently routes faxes to fax machines, (some “efax”) but features like Fax/eFax Management/Fax to email/Fax Server may be presented as options for us to consider. The vendor is welcome to present other options in their proposal that may be advantageous to the county. The vendor must provide a complete system design showing the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality throughout the system.

## **Redundancy/Failover:**

It is the intent of this proposal to have a hosted system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Please provide your solution to assure the hosted system is operational 24/7.

Bee County's IT staff will administer the system. Installation of the new VOIP system will include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent is to supply all additional equipment and software needed for the system programming and operation.

## **Transition Plan:**

Bee County expects the installation of the new system to have little or no impact to ongoing operations. Vendor is expected to have experience in this area and to provide Bee County with a plan to accomplish this as follows:

- Respondent to create a design to move the units off the old system to the new system with minimized disruption to staff and to create a preplanned schedule for notification purposes.
- Respondent to provide how the parallel process will migrate old to new.
- All documentation, installation, reports and materials must be provided to Bee County prior to commencement of installation.

## **Insurance:**

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and Bee County against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor. Bee County will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance and workers' compensation insurance coverage as needed. Such Coverage must be provided by an insurance company (ies) authorized to do business in the State of Texas. Certificates must name Bee County as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by Bee County and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to Bee County.

## Telephone locations and count:

- 1) County Courthouse
  - a) County Judge's office: (5) extensions (1) fax line
  - b) County Clerk's office: (10) Extensions and (1) fax line
  - c) Justice of the Peace Court 1: (3) Extensions (1) fax line
  - d) Justice of the Peace Court 3: (3) Extensions (1) fax line
  - e) Human Resource Office: (3) Extensions and (1) fax line
  - f) District Clerk's office: (8) Extensions and (1) fax line
  - g) District Judge's office: (2) Extensions
  - h) Commissioner Precinct 1: (1) Extension
  - i) Commissioner Precinct 2: (1) Extension
  - j) Commissioner Precinct 3: (1) Extension
  - k) Commissioner Precinct 4: (1) Extension
  - l) Bailiffs office: (2) Extensions
  - m) Maintenance office: (1) Extension
  - n) Commissioner's Courtroom conference phone: (1) Extension
- 2) Justice of the Peace Court 2: (2) Extensions and (1) fax line
- 3) Justice of the Peace 4: (3) Extensions (1) fax line
- 4) Expo Center (1) Extension
- 5) Bee County Justice Center
  - a) Auditor's office: (8) and (1) fax line
  - b) County Attorney: (5) and (1) fax line
  - c) District Attorney : (5) and (1) fax line
  - d) Emergency Mang : (5) and (1) fax line
- 6) Elections Administrator :(3) and (1) fax line
- 7) Daugherty Building:
  - a) Bee Agri-life Extension: (4) Extensions (1) fax line
  - b) Community affair: (5) and (1) fax line
  - c) Veterans Affair: (1) Extension
- 8) Bee County Tax office:
  - a) Tax office: (11) Extensions
  - b) I.T. : (3) Extensions
- 9) Road and Bridge: (7) extensions and (1) fax line
- 10) Probation office: (8) Extension and (1) fax line
- 11) Juvenile office: (7) Extension and (1) fax line

Total Extensions: 120

Total fax lines : 18

Total e911 :11

#### **IV. EVALUATION AND AWARD OF CONTRACT**

Evaluation Criteria: Proposals shall be evaluated by the Agency using the following criteria:

1. Expertise, experience, and qualifications of the Firm for providing the services described in Section II, Scope of Services.
2. Respondent must have proven ability of the requested in this RFP.
3. Expertise, experience and qualifications of any sub-consultants proposed for providing the services described in Section II, Scope of Services.
4. Current and projected work load, plan to complete the work and ability to complete the work in a timely manner.

Please fill out:

Name and Address of Proposer:

Date:

By: \_\_\_\_\_  
(signature in ink)

Printed name:

Zip:

Title:

FEIN/SSN# \_\_\_\_\_  
Telephone#: (\_\_\_\_) \_\_\_\_\_