Voice Services & Phone System Request for Proposal

PART I: INTRODUCTION

All bids are due at 10:00 AM EST, Monday, June 22, 2020. The Northern Kentucky Area Development District (NKADD, www.nkadd.org), a Kentucky local government and 501(c)(3) non-profit organization, is soliciting proposals for voice services and a phone system solution at the following locations:

Headquarters (HQ)
22 Spiral Drive
Florence, KY 41042

Georgetown Employment Connections
751 Slone Drive
Suite 16
Georgetown, KY 40324

Covington Location
1324 Madison Ave.
Covington, KY 41011

1. GENERAL INFORMATION

NKADD is inviting Vendors to provide Proposals for Voice Services and Phone System, which will be utilized across the three locations of NKADD. Vendors will be required to provide, at no additional cost, a demonstration of their platform, as quoted in their RFP response, for evaluation by the NKADD selection team. Demos will be held on June 23rd & 24th. When responding to the RFP, please advise on the date(s)/time(s) demos will be available. If a Vendor’s proposed product is rejected for functionality reasons, NKADD reserves the right to negotiate with that Vendor to define an alternate configuration or award the contract to another Vendor of its choice. Additionally, if a proposed product is rejected for functionality reasons, NKADD reserves the right to not host a demo for the product/vendor.

Headquarters: NKADD has a legacy VoIP premise-based phone system that is housed at the headquarters with 90 total phones on site. This facility currently has a PRI with 23 channels and 100 DIDs. Network hardware at this site includes Cisco Meraki Router & managed POE Switches which will stay in place with the new solution.

Covington: The Covington site has 2 analog lines. Total number of phones at this location is 2. Network hardware at this site includes Cisco Meraki Router & managed POE Switches which will stay in place with the new solution.

Georgetown: Facility has four business voice lines. Total number of phones at this location is 4; location also has one fax line. This site connects back to corporate via VPN. Network hardware at this site includes Cisco Meraki Router & managed POE Switches which will stay in place with the new solution.
2. **RIGHT OF REJECTION**  
The NKADD reserves the right to reject bids from any vendor who does not satisfy NKADD as to their reliability and technical capability. The NKADD also reserves the right to reject any bid from any vendor for any reason.

3. **SUBMISSION & TIMELINE**  
Proposals must be submitted in a sealed envelope plainly marked on the outside "SEALED PROPOSAL FOR NKADD VOICE SERVICES AND PHONE SYSTEM RFP - DO NOT OPEN WITH REGULAR MAIL."

SEALED PROPOSALS MUST BE MAILED OR PHYSICALLY DELIVERED TO:  

NKADD  
c/o Clay Beyer  
Voice Services and Phone System RFP  
22 Spiral Drive  
Florence, KY 41042

**RESPONSES MUST BE SUBMITTED BY: 10:00 am EST on June 22, 2020**

<table>
<thead>
<tr>
<th>PROPOSAL SCHEDULE</th>
<th>DATE</th>
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<tbody>
<tr>
<td>Issuance of RFP; Solicitation for Proposals</td>
<td>June 1, 2020</td>
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<tr>
<td>Deadline for Vendor Questions or Clarification</td>
<td>June 15, 2020 @ 5PM EST</td>
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<tr>
<td>Deadline for Submission</td>
<td>June 22, 2020 @ 10AM EST</td>
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<tr>
<td>Public Bid Opening</td>
<td>June 22, 2020 @ 3PM EST</td>
</tr>
<tr>
<td>Anticipated Award Date</td>
<td>Contingent upon NKADD Board Approval</td>
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4. **BID PRICES TO REMAIN IN EFFECT**  
Vendors agree that all prices submitted in their response to the RFP from the Bid Proposal will remain in full effect for a period of not less than 90 days following the day of bid proposals opening.

5. **RIGHT TO AMEND**  
The NKADD reserves the right to amend or supplement the Request for Bid Proposals giving equal information and cooperation to all vendors.

6. **COMPLIANCE WITH REGULATIONS**  
The selected vendor shall comply with all rules, regulations, ordinances, codes and laws; shall secure and pay for permits and licenses necessary for initiation and completion of work and shall adhere to any provisions of Social Security, Worker’s Compensation or Unemployment Insurance Laws (local, state or federal). Offerors must disclose any fines, sanctions, debarment or litigation involving the company or its employees during the last five (5) years; or violations of KRS 136, 139, 141, 337, 338, 341 and 342 if they apply to company.
7. PROCUREMENT
Vendor shall be responsible for delivery of all services included within their proposal.

8. QUESTIONS
Any questions pertaining to the specifications shall be submitted to:

9. ANSWERS
All vendor answers to vendor questions will be posted on the website:

PART II: SCOPE OF WORK
You will see below the minimum specs for the voice and phone system services. To increase your odds of winning this bid, please do not only bid the minimum specs, but also put forth multiple bids with specs that exceed the minimum.

1. GENERAL REQUIREMENTS
- NKADD is currently under contract with their existing telecom service vendor. To migrate to a new service provider in August 2020 as planned, the new service provider will need to fully alleviate NKADD of termination penalties assessed by the current service provider. The estimated termination penalties are $8,500 based on an August 2020 deployment date.
- Proposed solution must be hosted or cloud based
- Proposed solution must be provided by a vendor that owns the full UCaaS Solution stack.
- Proposed solution must include a 24x7 help desk for end user issues included at no cost. NKADD plans to utilize their own help desk for Tier 1 and will rely on vendor’s help desk for Tier 2 and Tier 3 tickets.
- Proposed solution must provide the NKADD co-management access to all Unified Communications.
- Proposed solution must provide next day replacement of any device that fails at no additional cost to client.
- Proposed solution provider must be able to portray their ability to deploy solutions for clients like NKADD.
2. **Specific Telecom Services Requirements include, but are not limited to:**

- See Appendix A for site addresses and all voice telecom service requirements.
- All Alarm Lines are to remain analog. Fax lines can be migrated to a hosted fax solution if service provider offers such a capability.
- Service Level Agreement must be 99.9% or better & include a 4-hour response time or less.
- Entire network must include proactive monitoring and notification for all nodes on the network. Proactive alerts are to be sent via phone call or text for any site being down hard.
- Network service to be provided by existing relationship with Cincinnati Bell. Network includes a dedicated Fiber internet circuit at 22 Spiral Drive and an existing layer 2 connection between 22 Spiral Dr. and 1324 Madison Ave. 751 Slone Dr network service is provided by Spectrum with a VPN connection between 22 Spiral and 751 Slone Dr.

3. **Specific Unified Communications Feature Requirements include, but not limited to:**

- See Appendix A for site addresses and quantities of end points and profiles per site
- Onsite training must be included with proposed solution at each location
- Hold, Do not Disturb (DnD), Call Waiting, Consultative Transfer, Blind Transfer, Call Parking, Directed & Group Pickup, Voicemail, Zero out of Voicemail, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Selective, Sequential Ring, Simultaneous Ring and Find Me Follow Me are required features
- Auto Attendants, Hunt Groups/ACDs, Dial by Name Directory included at each location
- Voicemail to Email Functionality
- Greetings - flexible main greetings for holidays, inclement weather announcements, and emergency situations
- Ad Hoc Conferencing up to 4 Additional Parties
- Presence, Instant Messaging & Collaboration – ability to see if someone is on the phone or not. Ability to message, video conference and share documentation with a person through an application on a PC, tablet, or smartphone app
- Integration with Microsoft Teams & Office 365 included
- Soft Phone Capability - Android & Apple Compatible
- Must provide either sidecar and/or software for receptionists to see all extensions and monitor phones status
- Call Reporting for Non-ACD Users – reporting software to provide data on incoming and outgoing call volume per phone, number of voicemails received, and other reports
- Over the phone paging available
- Any Cloud-based solution with replicated instances in at least one other location at least 100 miles away and provide near-instant failover in the event of an outage.
- Solution provider must own the entire product stack on the UCaaS solution.
- A listing of wired and wireless headsets compatible with the system must be provided
- Handsets must include full duplex speakerphones and provide gigabit passthrough capabilities. Preferred phone end point is Polycom VVX450.

For all specifications: “or equal” items may be permitted in accordance with KRS 45A.415.
PART III: SELECTION CRITERIA

NKADD will evaluate the bid proposals once received. In evaluating the bid proposals, a final decision will be made based on the selection criteria outlined below. Proposal must include documentation that supports these key areas for the proposed solution.

1. GENERAL CRITERIA & WEIGHT CHART

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weight</th>
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</thead>
<tbody>
<tr>
<td>Reliability of Service &amp; Service Provider</td>
<td>25%</td>
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<tr>
<td>Ease of Use for End Users</td>
<td>15%</td>
</tr>
<tr>
<td>Ease of Management for Admin</td>
<td>15%</td>
</tr>
<tr>
<td>Total Cost of Ownership for Solution</td>
<td>30%</td>
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<tr>
<td>Ability to Meet or Exceed Service Level Requirements</td>
<td>15%</td>
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2. QUALIFICATIONS OVERVIEW

Proposal is to include responses to each of the below criteria.

- Solution Provider’s History & Qualifications
- Overview of Proposed Solution
- Details on End Points Included in Proposal
- Overview of Receptionist Software
- Overview of IM, Presence & Collaboration Application(s)
- Overview of Softphone Client
- Overview of Network Monitoring & Notification
- Overview of Admin & End User portals
- Provide a Copy of Sample Terms & Conditions
- Local Client References (Minimum of Two)
APPENDIX A: SITE ADDRESSES & SERVICE REQUIREMENTS

Fill in the attached spreadsheet for the proposed solution.