

Southwestern College

Request for Proposal 2022

Voice Over Internet Protocol Telephone Communications System

Southwestern College (SC) is requesting proposals from qualified firms interested in providing a Voice Over Internet Protocol (VoIP) telephone communications system. This request for proposal does not obligate Southwestern College to award a contract, to pay for costs by any firm in the preparation of a proposal, or to procure or contract the services or equipment. The College reserves the right to accept or reject any or all proposals received.

Background

Southwestern College is a private liberal arts college, with locations in Winfield, Kansas and Wichita, Kansas, but serving populations all around the world through our Professional Studies program. SC has internet connectivity via ten gigabit (10Gbps) fiber with Windstream as the internet service provider.

The system purchased will replace an existing phone system in Winfield and link to the present VoIP system in Wichita, and must be capable of handling all current types/devices of communication including fax, credit card, fire alarm, fire suppression, security alarm, elevator phone, and postage as well as porting all our existing Direct Inbound Dialing (DID) numbers. Proposals for a premise-based or hosted system will be considered. A firm wishing to propose more than one basis of system is invited to submit separate proposals for each, with each proposal being considered on a stand-alone basis.

The company chosen with this proposal will provide all dial tone services (Winfield only) required by SC, whether directly or through partnership with another company, thus the proposal should include a projected monthly cost for such service along with other related charges as may be applicable. Any variable charges should be priced at a per minute/unit rate.

All equipment supplied shall be new, available within 120 days, and in current production for the foreseeable future.

It will be the responsibility of the responding firm to work with our Telecommunications Specialist to survey the campus and discern the current usage of the existing telephone system, including the numbers of handsets, multiple-line handsets and locations, and peripheral equipment connected. Appointments to complete this survey can be scheduled upon receipt of this request for proposal by contacting Tad Humphrey, IT Telecommunications Specialist, at tad.humphrey@sckans.edu or by phone (620) 229-6123.

Scoring

Proposals will be scored as outlined below. Failure to respond to any specific area of request will result in zero points being awarded for the specific area only.

References (9 points)

Proposals shall include at least three industry equivalent references with up-to-date contact information.

Required Documentation (6 points)

All required documents (see attachments) shall be included with proposal submission

Insurance (2 points)

All firms responding to this request should furnish a certificate of insurance outlining the firm's liability and worker's compensation coverage. A certificate naming SC as an additional insured may be requested upon award of any contract.

Company Capability (8 points)

The company should demonstrate a thorough knowledge of the college's current situation and objectives, and demonstrate the ability to fulfill those objectives with technical expertise and support. Include:

1. A brief outline of the vendor/company and services offered, including:
 - Full legal name of the company
 - Year business was established
 - Number of people currently employed
2. An outline of the product line-up and/or services currently supported.
3. A description of the company's geographic reach.
4. Information on current clients, including:
 - Total number of current clients.
 - A list of clients with similar needs using similar products and/or services.
 - Evidence of successful completion of a project of a similar size and complexity, preferably higher education.

Features (35 points)

The following minimum features are requested:

- Comply with Title 2, Subtitle A, Chapter II, Part 200, Subpart C, Section 200.216 CFR (referenced as appendix D)
- 1000 baseT pass-through Handsets
- Four-digit dialing between all extensions, including between Winfield and Wichita
- True caller ID
- Visual "missed call" notification
- Call forwarding between extensions
- Call forwarding to extensions outside the network
- Voice mail for each extension
- Voice mail stamped with date and time
- Voice mail able to be forwarded to another extension after review
- Voice mail able to be auto forwarded to email (SC uses Office 365 Mail)
- Voice mail customizable with primary and alternate answer messages
- Voice mail access from any extension in the network
- Voice mail access remotely from outside the network
- Voice mail with visual "message waiting" notification
- If Voice mail notification is also audible, it must be able to be turned off

- Text messaging capability
- Call and text messaging detail reports
- Deployable auto attendant (main campus phone or specific office use)
- Multi-line answering
- Ability for calls to defined areas to "hunt" for an available/open extension
- Phone conferencing inside and outside network
- Ability to "twin" an extension with a cell phone or similar device also known as "Soft phone", with softphone support for PC, MAC, iPhone, Android
- Speaker phone
- Cordless capability
- Camp-on capability
- On-hold "ring back" capability
- Support for Direct Inward Dialing
- Failover dial tone backup for both in network and outside network calling
- Ability to failover connection both internet and/or SIP
- Ability to program advanced features by extension
- Capability to easily provide a security notification to all extensions simultaneously
- 911 access during power outages
- Ability for SC to perform moves, adds, or changes with nominal training
- Enhanced 911 support
- Analog device support POTS

Price (40 points)

Because options exist in the structure of payment for proposed solutions, cost will be evaluated as best as possible from a long-term perspective. With that, costs should be detailed and segregated based on one-time costs and recurring costs. Initial up-front costs will be added to recurring costs and a "total life cost" will be calculated based on 7, 10, and 15 years.

Presentation (25 points)

Based on the scores of the above sections, the top three proposals will be invited to present their proposal to a review team.

Each invited firm will be allowed one hour to present their organization and expand upon their written proposal. Included in this presentation, each firm should respond to the following:

- What differentiates your organization from other potential responders?
- What differentiates your solution from other potential solutions?
- As best as possible, provide a master project schedule (assuming approval as noted below), including a work responsibility matrix: identify tasks to be performed by the vendor and list any tasks SC will be expected to perform. All network requirements shall be fully defined. All space requirements shall be fully defined (size, temperature; power, etc.).
- Describe the warranty coverage and ongoing maintenance and administration of the system once in place. What will the vendor handle going forward, what will SC do?
- How will training for the SC system administrators and end users be conducted?

- Describe network security as related to the phone system. Supplemental handouts will be allowed during the presentations.

Total Points Available, including presentation, equals 125.

Timeline

Southwestern College wishes to complete this process by April 15, 2022. To meet that schedule, the following timeline is proposed:

February 21, 2022: Release of RFP

March 28, 2022: Proposals due by 3:30pm.

April 4, 2022: Initial proposal evaluation completed, presenters notified

April 11-14, 2022: Presentations to review board

April 15, 2022: Final selection and awarding of project

Project will not begin until the financing associated with the new residence hall is closed and funded, which is expected to be sometime between April 15, 2022 and June 30, 2022. This project is funded by a direct loan from the United States Department of Agriculture, Rural Development.

Correspondence

Five copies of any proposal in response to this request must be received by the above deadlines at the below designated location:

Zakary Larson
Director of IT
Southwestern College
100 College Street
Winfield, KS 67156

All other correspondence may be sent to the above address or may be directed to the Director of IT at zak.larson@sckans.edu or (620) 229-6347.

Enclosures:

- Appendix A: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion, Lower Tier Covered Transactions: AD-1048
- Appendix B: Lobbying Certification: 1940-Q
- Appendix C: Compliance Statement: RD 400-6
- Appendix D: Title 2, Subtitle A, Chapter II, Part 200, Subpart C, Section 200.216 CFR
- Appendix E: W-9
- Appendix F: Questions and Answers

Appendix A
Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion, Lower Tier Covered
Transactions: AD-1048

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Appendix B
Lobbying Certification: 1940-Q

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Appendix C
Compliance Statement: RD 400-6

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Appendix D
Title 2, Subtitle A, Chapter II, Part 200, Subpart C, Section 200.216 CFR

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Appendix E
W-9

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Appendix F

Questions and Answers

1. In reference to "call & text detail reporting", how far back in time should these records go? 1 day, 30 days, months, years?

A. Southwestern College is interested in generating call & text history reports up to 1 year.

2. What is the desired failover dial tone backup capacity? Complete solution redundancy? 1,5, 10, 20,50 current calls?

A. SC would like to maintain normal operation as a failover dial tone. Plans to be capable of a failover secondary connection need to be developed and discussed.

3. In reference to "911 access during power outages", are we expecting 100% coverage with generators, or temporary battery backup? In either case, can the college provide redundant power or is vendor expected to include in bid?

A. SC requests temporary battery backup with some expectation of a defined time of service, such as a quarter hour, half hour, hour, etc. The vendor should provide plans for the redundant power in the IDFS.

4. Are all handsets to be the same model or will there be a functional breakdown (executive, mainstream, etc.)?

A. It is our desire to minimize the variety of handsets offered. There will be areas that receive a different handset to meet a requirement of the specifications (multi-line phone answering, for example), in which case we expect the vendor to recommend the appropriate equipment.

5. Does the college prefer to allow use of existing servers for software installation and data storage, or should vendor include in their bid?

A. SC feels like we can adequately provide server space for installation and storage of data. The vendor should evaluate our server space and functionality. If necessary, the vendor should include a new server in their bid. Additionally, if not necessary, SC would consider installation of a separate server for phone and request this be included as an alternate.

6. Can the college allow use of existing network infrastructure for VoIP network deployment or should vendor's bid be provisioned to keep VoIP separate from data network?

A. SC expects to use our existing infrastructure.

7. What Unified Communications features should be licensed on the new system and how many?

A. SC is seeking the basic features outlined in the RFP. Any features beyond may be considered and evaluated during the face-to-face presentation, with appropriate points awarded at that time.

8. What contract term length can the college commit to?

A. SC will commit to a three-year contract, but will review and evaluate longer-term proposals.