MASSILLON PUBLIC LIBRARY

REQUST FOR PROPOSAL

FOR A VOIP TELEPHONE SYSTEM

Proposals due: 12:00 noon on June 21st, 2019

The Massillon Public Library ("Library") serves the City of Massillon, a community of about 32,342 residents located in the western portion of Stark County Ohio.

The library system consists of three branches:

Main
208 Lincoln Way E, Massillon, OH 44646

Askren Memorial Branch
1200 Market Street NE, Navarre, OH 44662

Belloni Branch
12000 Navarre Road SW, Navarre, OH 44662-9486

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. This system will be installed at the Main Library only. Expansion to the Askren and Belloni Branches will be made at a later date.

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.

I. REQUIREMENTS FOR BID SUBMISSION

Submission of Proposal
Proposals must be submitted in the format of one (1) electronic or print copy.

Proposals must be received by the Library no later than 12:00 noon (Local Time), Friday, June 21st, 2019.

Submission of Bid and related questions should be addressed to the following Library Contact:

Massillon Public Library
Attn: Jeff Kreger
208 Lincoln Way E
Massillon, Ohio 44646

Intent to Respond
Bidders are required to submit an Intent to Respond Form (**ATTACHMENT A**) by the end of day on Friday, June 7th, 2019. The Intent to Respond Form can be submitted via email 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 a minimum of 3 days prior to the bid due date.

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

May 24th, 2019	RFP announcement on the Library website
June 7th, 2019	Intent to Respond due by end of day
June 10th – 20th, 2019	Site Walkthrough
June 12th, 2019	RFP Questions Due
June 21st, 2019	RFP response due by 12:00 noon (Local Time)
June 24th – 26th, 2019	Evaluation of all proposals
June 27th – 28th, 2019	Potential interviews of finalists Selection of a qualified proposal
July 1st – 5th, 2019	Contract signing and order placing
August 31st, 2019	Implémentation Complete

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.
- Three-to-five year total cost.
- 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.

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.

Contract Language

Please include a copy of your standard contract with your proposal. Listed below are some contract issues that have complicated previous contractual agreements. If any of these items are included in the vendor's standard contract language, they will have to be eliminated or adjusted prior to the signing of a contract.

1. As per ORC 5705.41, the Library unable to sign contracts with open-ended indemnification clauses. This has been confirmed by legal counsels.
2. As per Ohio's Sunshine laws, the Library cannot withhold any public record, if requested. Therefore, they cannot agree to protect any "confidential" (proprietary) information that is also a public record of the Library.
3. As a public entity, the Library is required to have and adhere to a Board-approved Records Retention Schedules. As such, they cannot agree to destroy anything, other than in accordance to

our Records Retention Schedules. Destruction of "confidential" (proprietary) information is not permitted (see #2 above).

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**).

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**) and Pricing Summary (**ATTACHMENT C**) along with responses to questions posed in the body of the RFP as described in the *Service Scope and Approach* section below.

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's 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.

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 maintenance costs as detailed in **ATTACHMENT C**.

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 Massillon Public Library is seeking proposals for a VoIP Telephone System, with voice messaging included. The Library will initially have a total of 41 phones.

i. The Library's Infrastructure and Phone Needs

External Connection
The Library is currently using fiber-optic delivered trunking provided by Massillon Cable.

Internal Connection

The Library uses Gigabit Ethernet and PoE (Power Over Ethernet) switches.

The Library is equipped with RJ45 ports for IP phones to connect at all locations. When needed, the IP phones can also be plugged into desktop computers.

Phone System Requirements
The Library currently has an Asterisk / Free PBX system running on an on-premise Cent O/S Linux server.

The Library prefers the 3CX platform. Alternates can be proposed.

Proposals should include options for installation of:
1. A complete, turnkey system, including server
2. The system installed on a library provided server (please provide server specs)

In either case, the Library owns a Win Server 2016 license that can be used for this installation.

Phone Requirements

The Library has existing Mitel model 6755i and 6731i SIP phones that are compatible with most IP phone systems. These phones may be reused. There is one analog cordless phone used on the existing system. It is the owner's understanding that these phones are compatible with most IP phone systems, but may not be able to be "push programmed" from the system. Setup on a phone-by-phone basis may be required.

As an option, the Library would like to consider replacing these phones. Please provide optional pricing for complete replacement.

The system should allow for 25% growth over the next 5 years.

ii. 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 330-832-9831 as its main phone number.
- The Library does not use DID phone numbers. Call routing is via the auto attendant.

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.

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

The automated attendant is the primary answering point for all calls, both during business hours and closed hours.

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.

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, the user 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) and 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 must have 8 -10 programmable buttons with designated features.

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 60 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.

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. This will NOT be implemented upon initial installation.

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 a speaker in the telephone. Interface to an external paging system is not required.

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 solution is required to offer or support Music On-Hold. Professionally recorded messages are played over music to market the Library's services to a patron while he is put on hold.

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. The Library's operation hours are:
Monday / Tuesday / Wednesday   10 am – 8 pm
Thursday   10 am – 6 pm
Friday / Saturday   10 am – 5 pm
Sunday   1 pm – 5 pm

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.

iii. 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.

Analog Device Support

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

Company Name
Address
Contact Name
Contact Position
Telephone Number
Email Address

ATTACHMENT A - Intent to Respond Form

_____
_____
_____
_____

The company named above intends to submit a proposal in response to this Telephone System RFP by end of day, Friday, June 7th, 2019.

Signature of authorized representative: _____

Date: _____

Submit by email or mail to:

kregerje@massillonlibrary.org

Jeff Kreger
208 Lincoln Way East
Massillon OH 44646

ATTACHMENT B - Proposal Response Form

DATE _____

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

_____.

TO: Massillon 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 _____ Signature _____

Address _____

FEI _____ Typed _____

Name & Title _____

City, State, Zip Code _____

ATTACHMENT C – Pricing Summary

Please complete the Pricing Summary below. Add lines for any materials or services not specifically itemized below.

Description - Installation	Cost (including labor)
Phone system installed on vendor provided server	
Phone system installed on owner provided server (install phone system software on server)	
System programming and installation (routing, voice mail, autoattendant, etc.)	
Re-use, install, and program existing phones	
Optional – install and program new phones	
System Cutover	
Description - Maintenance	
System Maintenance 1 year	
System Maintenance 3 years	
System Maintenance 5 years	
System Maintenance – Time and Materials per hour	
Description – Software	
Phone system software – yearly license	