**WVNET REQUEST FOR PROPOSAL (RFP) 01402**

**VOICE OVER INTERNET PROTOCOL TELEPHONE SYSTEM AND PROFESSIONAL SERVICES**

**FOR**

**WEST VIRGINIA HIGHER EDUCATION POLICY COMMISSION**

**WEST VIRGINIA COUNCIL FOR COMMUNITY AND TECHNICAL COLLEGE EDUCATION SYSTEM**

**Section 1 General Information**

1.1 The West Virginia Network for Educational Telecomputing (WVNET), on behalf of the West Virginia Higher Education Policy Commission (HEPC) and the West Virginia Council for Community and Technical College Education (CCTCE), is requesting proposals from qualified vendors to provide a Voice over Internet Protocol (VoIP) telephone system. This VoIP system will serve the offices located at 1018 Kanawha Boulevard, East, Charleston, West Virginia, and will replace an existing Private Branch Exchange (PBX) system. The HEPC/CCTCE is seeking to replace the existing telephone equipment, related hardware and software, and voicemail configuration with a VoIP system configured and installed as described in this Request for Proposal. The new VoIP system must be designed to satisfy future growth (up to double the present capacity) and portability.

The existing Toshiba DK280 telephone system, consisting of the PBX and all handsets, is located in one geographical location. The system is comprised of approximately 110 operational multi-line handsets with corresponding phone extensions and voicemail boxes. In addition, the system supports more than 50 incoming, analog Plain Old Telephone System (POTS) lines using the state Centrex system. Existing equipment includes the following:

* two attendant consoles, with expansion modules allowing users to see all 110 extensions and whether they are in use (i.e., Busy Light Fields, or BLFs),
* numerous handsets with 10 and 20 programmable buttons,
* one wireless handset,
* and three Polycom teleconference units.

The existing system of current Direct-Inward-Dialing (DID) assignments are to the department/division level only.

The new system will be required to match the functionality of the old system. This includes 110 handsets total, with at least 15 handsets offering 20 programmable BLF buttons, whether part of the base handset unit or an expansion module. All handsets must have a minimum of 6 programmable buttons and 6 line appearances.

The new system will need to support DID assignments down to individual users.

The new system also will be required to support field-based staff and teleworkers with handsets at remote locations, as well as mobile device users (minimally supporting Android and iOS-based devices, but optionally Windows Mobile, Blackberry OS, and others as well).

* 1. The HEPC/CCTCE seeks a VoIP system that will achieve the following key goals:
1. Provide a complete solution with standards-based Voice over IP capability, supporting at a minimum the Session Initiation Protocol (SIP) for both endpoint registration and trunking services. The SIP trunking feature is expected to support both IP-based and username/password-based trunking.
2. Support analog, digital, and SIP-based trunks, with any necessary on-premise hardware such as a Session Border Controller (SBC) being part of the solution and providing local survivability/functionality in the event the trunk(s) is(are) down. The solution is expected to be flexible in allowing for call routing via multiple, disparate trunks if so desired. Porting of the Centrex lines to any new trunks is to be part of the installation.
3. Implement a system that is compatible with the HEPC/CCTCE existing IT infrastructure with limited modifications. The existing facility has a 100Mbps WAN connection, and the LAN consists of Netgear ProSafe GS724TPS managed switches (to be replaced with Cisco 3750G switches in the near future), which support IEEE 802.3af-2003 Power over Ethernet (PoE) and port-based Layer 3 QoS (DSCP).
4. Include VoIP handsets which provide 1Gbps Ethernet network pass-through to any PC equipment attached to the handsets. All existing locations that require a handset have a minimum of Cat5 cabling or better.
5. Include integrated voicemail services.
6. Acquire a system that is easily configured and installed with minimal disruption to users and current operations and systems.
	1. The proposed VoIP system will be implemented with a centralized voicemail system and automated attendant feature. The voicemail system shall offer information only mailboxes that will assist with high volume, non-emergency calls as well as frequently asked questions. The system shall have the capacity to support unique automated attendants for each division/unit independently. There are currently 14 separate divisions.
	2. The ideal proposal is to be all-inclusive, providing hardware, software and services sufficient to enable a turnkey solution. Optionally this turnkey solution may include recommendations for the most cost-effective way to provide incoming trunk lines, not necessarily the present configuration.
	3. Questions may be submitted in writing until 5:00 PM, Eastern Time, October 1, 2013, to the Chief Procurement Officer as follows, who is the point of contact for questions and clarifications concerning this RFP:

Chief Procurement Officer

West Virginia Network for Educational Telecomputing

837 Chestnut Ridge Road

Morgantown, WV 26505

Phone: (304) 293-5192 X288

Fax: (304) 293-5540

Email: gkidder@mail.wvnet.edu

1.6 This RFP, any addenda issued, answers to questions or any additional information will be posted on the website address below. It is the vendor’s responsibility to check this website for current information concerning this RFP. Please acknowledge receipt of addenda in the proposal.

<http://wvnet.edu/purchasing?id=169>

**Section 2 Proposal Procedure and Instructions**

2.1 It is the policy of the HEPC/CCTCE to encourage the participation of small businesses and women and minority owned business in the State of West Virginia procurement activities.

2.2 In order to assure the integrity of the evaluation and unbiased commentary, no employees of WVNET/HEPC/CCTCE will be considered for a contract award or as a subcontractor or consultant to the successful vendor.

2.3 A proposal in response to this RFP should contain four components as outlined below. Please note that proposals will be scored on each of the sections (excluding the conflicts section) with a maximum possible amount of points being 100. This proposal must not exceed 50 double-spaced pages with one inch (1”) margins using Times New Roman, 12 point font.

2.4 Conflicts (0 points) (This requirement is either met or not met. If it is not met, the vendor will not be considered)

* Affirm that your firm and all individuals, including subcontractors, who will be assigned to this project, are free from obligations and interests that might conflict with WVNET/HEPC/CCTCE and the State of West Virginia.
* Disclose any information about you or your firm which presently or in the future could impair you or your firm’s ability to provide the level of services outlined in the RFP.

2.5 Provide a description of the firm’s experience developing, implementing and installing a VoIP system. (25 points maximum)

2.6 A detailed timeline for the project: (Project end date 60 days from the award of the bid) (10 points maximum)

2.7 A detailed budget that addresses costs: (25 points maximum)

2.8 A detailed sustainability plan that identifies the expected warranty/maintenance and licensing costs as well as the number and type of staff who will be needed to sustain the operation of the system over time on an annual basis. (40 points maximum)

2.9 Please deliver an original and one (1) copy of the proposal, plus one complete electronic copy on a CD or a flash drive. The original should be bound in a three-ring, loose-leaf binder. This proposal must not exceed 50 double spaced pages, using Times New Roman, 12 point font. Proposal must be submitted in a sealed opaque envelope or package. Proposals will be received until 1:00 PM, Eastern Time, October 21, 2013, by:

Chief Procurement Officer

RFP 01402 VoIP Project

West Virginia Network for Educational Telecomputing

837 Chestnut Ridge Road

Morgantown, WV 26505

2.10 Faxed or electronically submitted proposals will not be accepted.

2.11 All expenses incurred and associated with preparing and submitting proposals are the exclusive responsibility of the vendor. The proposals and all other documents submitted to this solicitation will become a matter of public record and subject to the West Virginia Freedom of Information Act.

**Section 3 General Requirements**

3.1 System Requirements

The VoIP system must function as a centralized system and appear as a single system to the end user. The following minimum features are to be available:

* Unified dial plan support for three or four digit dialing of internal extensions.
* Local survivability and 911 support in case of WAN connectivity problems.
* E911 support.
* Ability to route inbound calls to selected handsets.
* Handsets with Caller ID name/number support.
* Usual calling features such as call forward, call waiting, Do Not Disturb (DND), etc.
* Ability to transfer calls transparently to any endpoint--whether an internal extension, external phone number, mobile number, etc.--for all users, whether on-site, teleworkers, or mobile users.
* Ability to relay internal and external Caller ID information to the handset.
* Ability to set and provide Caller ID information to the outside.
* Ability to define user groups by divisions / units, etc.
* Ability to create “hunt groups”, auto attendants, cover answer groups, and pickup groups.
* Unified messaging / Voicemail, including such features as voicemail-to-email capability and computer-telephony integration (e.g., web-browser plugins which permit a user to click a phone number on a webpage and have the system dial the number for them, add-ons which integrate the phone system address book with such systems as MS Exchange, and separate desktop applications which provide telephony functions).
* Ad hoc and predefined call conferencing and management.
* Individual, group, and speakerphone intercom/paging through the handsets. (Paging service is currently provided through the existing PBX.)
* Multi-protocol VoIP support (e.g., SIP, SCCP, IAX, MGCP, H.248, etc.), with at the very minimum SIP support for both endpoint registration and trunking services.
* Multi-codec support (e.g., G.711, ADPCM, G.722, G.723.1, G.729, etc.).
* Support for 911/Emergency call-out to the physical address, the main reception area.
* Additional calling features, though optional, will be taken into consideration, such as call recording, dial-by-name directory, hot desking, music on hold, personal parking, valet parking, white/blacklisting, time-of-day routing, etc.
* Optional support for integrating videoconferencing capabilities (e.g., ENUM/E.164 support, H.323 and/or SIP video, etc.)

3.2 System Administration

 System administration requirements include:

* OS and browser agnostic, Web-based system administration, with the ability to allow administrators to perform adds, moves, or changes and software upgrades.
* Capability to provide diagnostic tools for local administrators to diagnose problems.
* Call Detail Record (CDR) accounting system features to track call information that is easy to administer and includes built-in reporting capabilities so that each unit/division may be charged for their share of the costs.

3.3 Telephone Handset Units

 The following minimum features are to be available:

* Easy single button access to standard features including redial, speed dial, hold, transfer, conference, volume, mute, send to voicemail, and speaker.
* Ability to dial internal extension(s).
* Display of internal user name and extension.
* Headset port integration and designated on/off button on the handset.
* Minimum three-way conferencing.
* Clear audio, hands-free speaker.
* Message Waiting Indicator (MWI).
* Busy Light Field (BLF) support.
* Ability to forward calls to an extension or outside number.
* Bridged Line Appearance (BLA) support (also known as Shared Appearances, Shared Line Appearances, etc).
* Do Not Disturb (DND) feature.
* Speed dial capability.
* Integrated IEEE 802.3af-2003 Power over Ethernet (PoE) support, with an option to power the handset from an A/C adapter if necessary.
* Support of the American Disability Act (ADA) requirements.
* 110 handsets total, with at least 15 handsets offering 20 programmable BLF buttons, whether part of the base handset unit or an expansion module. All handsets must have a minimum of 6 programmable buttons and 6 line appearances.
* Four (4) conference units with usual mic/speakerphone features for use in conference rooms. They should offer expansion mic support and support similar VoIP protocols and features as other handsets.

3.4 Other Hardware Requirements

* Gigabit Ethernet PoE switches are currently deployed across the shared HEPC/CCTCE network. The proposed system must be compatible with the existing IT infrastructure with limited modifications as outlined previously. (Existing equipment is Netgear ProSafe GS724TPS managed switches distributed across multiple floors, utilizing a ring topology between floors.)
* Hardware necessary to implement the system must be sufficient to support the current user base, with the capacity to support double the number of users in order to accommodate potential agency growth.
* Backup power service (e.g., UPS) to the phone system should be part of the proposed hardware solution. It should provide a minimum of six (6) hours of backup time with a graceful shutdown at the end of that time of any affected on-premise equipment.

3.5 Power and Reliability

The vendor must identify how the system provides power to the handsets and the necessary power draw requirements to achieve this function. The VoIP system must include a minimum of six (6) hours of backup power service as part of the overall equipment package to support the system in the event of a power outage.

The VoIP system must be evaluated for reliability in terms of uptime to redundant operations and should provide redundancy options / alternatives to ensure that critical sites remain functional in the event of a power outage.

3.6 Training

Extensive administrative training will be required for selected staff to administer the system. General training will be required for all employees. Written instructions and documentation is required for each user / handset.

3.7 Warranty/Maintenance

The VoIP system must include full-service warranty and maintenance for three (3) years. The proposal must outline projected maintenance costs beyond the warranty/maintenance period.

**Section 4 Schedule and Administrative Information**

4.1 The following schedule is provided as a timeline for vendors to consider in preparing a proposal:

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| * Official RFP Release
 | September 20, 2013 |
| * Deadline for written questions
 | 5:00 PM, Eastern Time, October 1, 2013 |
| * Written responses to questions issued
 | October 8, 2013 |
| * Proposals due
 | 1:00 PM, Eastern Time, October 21, 2013 |
| * Evaluation of proposals complete by (estimated)
 | November 1, 2013 |
| * Complete negotiations and discussions with selected Firm (estimated)
 | November 15, 2013 |
| * Contract effective date (estimated)
 | November 29, 2013 |

4.2 With respect to information provided and answers to questions, only written information, interpretations and instructions issued by the Chief Procurement Officer will be considered official. Vendors shall not rely on oral interpretations, information and instructions.

4.3 Only questions or requests for information received by the Chief Procurement Officer in writing will be considered official and receive a written response.

4.4 Proposals will be evaluated by a committee of WVNET/HEPC/CCTCE staff in accordance with higher education purchasing rules and regulations, based on the criteria and points awarded pursuant to Section 2.

* 1. Evaluations will be based on overall services, qualifications and costs. Award will not necessarily be made to the vendor submitting the lowest cost.
	2. By submitting a proposal in response to this RFP, the vendor shall be deemed to have accepted all the terms, conditions, and requirements set forth herein unless otherwise clearly noted and explained in writing. Any exception(s), additional terms and conditions a vendor wishes to offer for consideration must be clearly itemized and explained in a separate section of the proposal. Otherwise, the RFP in total shall be incorporated into the contract by reference.
	3. The State’s Agreement Addendum (WV-96) is attached to identify applicable State law and the guidelines which must be adhered to in any contract presented to the Commission for execution. A copy of additional terms and conditions that a firm wishes to offer for consideration should be enclosed with the proposal.
	4. The successful vendor must be a registered vendor with the Purchasing Division, West Virginia Department of Administration, and have a valid vendor number.
	5. Payment of fees and expenses, not to exceed the maximum in the agreement and purchase order, may be made monthly upon satisfactory completion of the services being invoiced. The HEPC/CCTCE will not make advance payments.
	6. The vendor’s proposal shall be deemed to provide complete and total compensation to the vendor for the services requested in this RFP. Should the HEPC/CCTCE request additional services, or should the vendor believe that additional services are required to complete the engagement, then the vendor shall: (a) notify WVNET’s Chief Procurement Officer; (b) identify in writing the proposed additional service and the requested compensation; and (c) secure the written approval of the Chief Procurement Officer before commencing the additional service. Failure to secure such approval in advance may result in forfeiture of any additional compensation that may otherwise be due. If the additional service and the additional compensation are approved by the Chief Procurement Officer, a change order to the contract will be issued authorizing the service. Payment for services cannot be made until a purchase order for the change is issued. If authorized according to this paragraph, additional services may be negotiated and paid on an hourly or stipulated fee basis.
	7. The following exhibits are incorporated into and are a binding part of this RFP:
* Exhibit A, Instructions to Bidders
* Exhibit B, Terms and Conditions
* Exhibit C, Agreement Addendum, WV-96
* Exhibit D, Amendment Receipt Form
* Exhibit E, No Debt Affidavit
* Exhibit F, Vendor Registration and Disclosure Statement
* Exhibit G, Drug Free Workplace
* Exhibit H, Vendor Preference