

TELECOMMUNICATION SERVICES AND UNIFIED COMMUNICATIONS REQUEST FOR PROPOSAL

Issued by:

The Fairfield County Board of County Commissioners
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GENERAL OVERVIEW

The Fairfield County Board of County Commissioners (FCBCC) are now accepting proposals from companies to spec, configure and implement a new telecom services / unified communications system to be utilized by over 20 departments in 21 different locations throughout the county. Due to the COVID-19 pandemic, the necessity to enable staff to work remotely while continuing to serve citizens has placed challenges on the existing telecommunications system. In response to the COVID-19 pandemic Fairfield County intends to replace the existing Avaya premise-based PBX with a Unified Communications as a Service model.

Fairfield County seeks proposals that will outline managing the project from discovery through implementation. The FCBCC team shall score proposals in compliance with the scoring chart provided in Appendix A and the respondent with the highest scored proposal will be initially selected. The FCBCC team will then negotiate with the selected Vendor prior to awarding the contract to ensure that Fairfield County has obtained the best value for the services solicited under RFP. The successful Vendor may be required to provide, at no additional cost, a demonstration of their platform, as provided for in their proposal for evaluation, to the FCBCC selection team as part of the negotiation process. If the negotiations with the selected Vendor are unsuccessful, the FCBCC team will then select the next highest scored proposal and begin the negotiation process over anew with the next highest Vendor.

The selected company shall begin implementation in the 3rd quarter in calendar year 2022 with a proposed completion by the end of the first quarter in calendar year 2023.

The awarding of the contract for services shall be determined on various factors, including but not limited to:

- The breadth and depth of services proposed to be rendered
- Timeliness and completeness of the project plan
- Demonstrated experience in projects of a similar scope and type
- References to clients of similar size to Fairfield County
- Pricing – both amount and structure for the project and including professional services fees as well as ongoing fees

IMPORTANT DATES

PROPOSED TIMELINE

Upon selection of vendor, a team from Fairfield County will be assembled to be the project sponsors. The work is expected to begin right away with a total projected completion by the end of the first calendar quarter of 2023. Respondents will perform exploration and discovery throughout the first several weeks of the project to understand the needs of the offices and departments with intentions to be ready to migrate the first offices and/or departments by the last calendar quarter of 2022. Subsequent offices and departments will migrate shortly after 2023 begins and final project steps will occur through that first quarter with a projected completion of March 31, 2023.

DETAILS AND DATES TO REMEMBER

RFP NOTIFICATION:

RFP Released..... March 28, 2022 at 10am EST

Question & Answer period begins.....	April 7, 2022 at 8am EST
Last Day for Questions.....	April 14, 2022 by 2pm EST
Last Question Responses Posted.....	April 18, 2022 by 11am EST
Proposal Due Date.....	May 2, 2022 by 2pm EST
Tentative Finalist Presentations	Week of May 9, 2022
Contract Signing Estimate.....	June 2022
Project Completion.....	March 31, 2023

Dates listed are subject to change

PROJECT DETAILS

CURRENT ENVIRONMENT

- Avaya premise based PBX
 - Gateway equipment in 21 locations
 - Avaya site administration 6.0
 - 1200 extensions, ~1000 voice mailboxes, ~2100 registered numbers from telco
 - Call center deployments, hunt groups, call vectoring
 - Physical Avaya handsets at each extension
 - Soft-phone capability – requires VPN
 - 10 agent call center with call reporting
- Microsoft 365 communications ecosystem
 - Microsoft Teams (currently without dial in capability)
 - Microsoft Outlook email, calendar, contacts/people
 - Microsoft Teams rooms conference technology
- Faxing
 - Traditional fax system with single pair dial-tone
 - ~20 fax lines forwarding to Fax2Mail through CBTS NGTS
- Fire Alarming and Elevator Services
 - 20 Buildings across the county all containing fire alarm systems
 - 6 buildings operate elevators
 - All require traditional telephone lines

REQUIREMENTS

The following are features that must be included in the proposed solution

- Mix of physical handsets, software phone, and mobile app option
- Hosted system administration
- Call queueing
- IVR capabilities
- Overhead paging
- Answer groups
- Voicemail – available with web access, transcription to email
- Corporate Directory Integration
- Call recording

- Single Sign On with Azure Active Directory

Respondents must show capability of "Microsoft Teams Direct Routing (without operator connect)" and clearly define what costs would be required above and beyond a typical license

Respondents must show the capability to provide within their solution a shared virtual fax mailbox and clearly define what costs would be incurred

Respondents must show the capability to provide within their solution the ability to provide a code approved method of emergency reporting and alerting for fire and elevator.

Respondents must provide a detailed project plan and include a project timeline that includes aspects of the following:

- Breakout of project management meetings and frequency
- Detail for the discovery meetings to be held with each of the departments. What is expected to be learned?
- Information regarding the engagement with existing telco for number porting. What will this process look like?
- Organization chart from respondent for those staff on the project
- Indication of any sub-vendor relationships required to complete the project and those vendor contacts
- Work responsibility matrix to indicate tasks the respondent will perform and those FCBC are expected to perform

Respondents should list the experience and/or qualifications of all key personnel who will work on the project.

Respondents should describe how they will ensure the project is completed on time and how they will manage the challenges of hardware procurement.

Respondents must provide detail regarding what they offer for the ongoing support for a period of 5 years and include any associated costs.

The proposed compensation for products and services should be clearly established in the respondent's proposal. The pricing will include any proposed hardware and any project related fees in addition to a breakdown of recurring monthly fees. Include pricing for Polycom VVX-450 desk phones or similar model at quantity 900.

Discussions and/or negotiations may be conducted with respondents who submit proposals for the purpose of clarification and/or correction, including any clarification relating to a revision that may occur during negotiation to promote full understanding of and responsiveness to the requirements, terms, conditions, and specifications of the RFP.

Proposals must be received no later than 2:00 p.m. EST on May 2nd, 2022.

RESPONSE PROCESS AND DETAILS

All questions must be submitted via email to unifiedcommunicationsrfp@fairfieldcountyohio.gov with the subject line *question – (insert your vendor name) – Fairfield County Unified Communications RFP*

All responses to questions will be posted to <https://www.fairfieldcountyohio.gov> within the COUNTY NEWS section and under the item *Telecommunications Services and Unified Communications Request for Proposal*

Finalized proposals must be submitted via email to unifiedcommunicationsrfp@fairfieldcountyohio.gov with the subject line *final proposal – (insert your vendor name) – Fairfield County Unified Communications RFP* by May 2, 2022 at 2:00pm EST

APPENDIX A

SCORING CHART

Description	Component Score	Running Total
Breadth and depth of services offered Are the telephone capabilities sufficient? Integrations with directory structure Features included	Maximum 50 points	
Project Plan Is it complete, does it involve the necessary components? Are the timelines aggressive and attainable? Do they provide support from staff resource standpoint?	Maximum 50 points	
Previous Experience Multiple sites Call center setup Similar size	Maximum 50 points	
Customer References Provided references Your confidence in ability to execute	Maximum 50 points	
Pricing Project costs include all aspects Scope comparable to other respondents Recurring fees and/or rates Hardware costs	Maximum 50 points	
		Total: