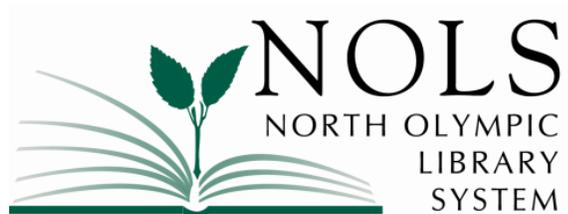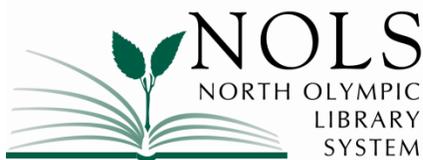# REQUEST FOR PROPOSALS FOR

IP TELEPHONY SYSTEM

Released: Friday, January 27, 2012

Closes: Friday, March 2, 2012

Paul Carter, IT Specialist

North Olympic Library System

2210 South Peabody Street

Port Angeles, WA 98362

360-417-8522 • pcarter@nols.org

1.   INTRODUCTION AND GENERAL INSTRUCTIONS

A.   The North Olympic Library System (NOLS, or the "Library"), announces requirements for a centrally managed VoIP telecommunications system capable of providing advanced features and using Voice over Internet Protocol (VoIP) between all locations.

B.   All qualified individuals and firms interested in providing these services to the Library are invited to respond to this Request for Proposals.

C.   The Library reserves the right, without penalty, to add, remove, modify or otherwise update the RFP, in any way the Library sees fit, provided that such modifications shall be submitted with due notice prior to the deadline for submission.

D.   This invitation does not commit the Library to pay any costs incurred in the preparation of proposals nor commit the Library to select any proposer that responds.

E.   The Library reserves the right to waive any irregularities or informalities in procedure, and to reject any or all proposals without penalty. Any and all submissions may be rejected for any cause. Further, the Library reserves the right to cancel the project with or without reason.

F.   Vendors and consultants shall comply with all management and administrative requirements established by the Washington Administrative Code (WAC), and the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

2.   HOW TO RESPOND TO THIS RFP

A.   Questions about this RFP. All questions should be directed to Paul Carter, Library IT Specialist, at 360-417-8522 or pcarter@nols.org. NOLS reserves the right to share its answers to questions with other proposers if it is determined that the answer would give unfair advantage to one proposer. Questions may be submitted no later than Wednesday, February 15, 2012.

B.   Proposal submission. To be considered for selection, proposers must submit a complete response to the RFP as defined in this section. Please avoid bindings, glossy covers and other superfluous additions. Proposals should be sent or delivered to:

Library Director
North Olympic Library System
2210 South Peabody Street
Port Angeles, WA 98362

or, Director@nols.org

C.   Proposal must be received on or before 4:00 pm Pacific Standard Time on Friday, March 2, 2012. Confirmation of receipt of email submissions are the responsibility of the vendor.

3.   TIMELINE   The Library intends to begin using a new interconnected Voice over Internet Protocol communications system in July 2011, and requires the contract and/or service start date/s to be on or after July 1, 2011.

4.   PROPOSAL CONTENT

A.   Proposals should be brief, concise and responsive to the specific requests in this section.

B.   Include a brief summary about your company's qualifications, reputation and examples of having successfully provided similar services in other similar situations.

C.   Proposals should fully address all requirements under item 5. SCOPE OF WORK.

D.   Provide itemization of system costs including cost of annual maintenance for the first three years of the life of the system, along with a description of annual maintenance service.

5.   SCOPE OF WORK

A.   **Context.** The North Olympic Library System is a public library system providing services at four locations in Clallam County: Port Angeles, Sequim, Forks, and Clallam Bay. Currently, the library uses a Nortel Meridian Norstar Plus ICS Phone System and StarTalk Flash Voicemail unit at the Port Angeles location, and various off-the-shelf telephone sets at the other three locations. Limited functionality of legacy systems inhibits the Library's ability to operate with maximum efficiency throughout the organization. The combination of aging equipment, limited access to parts and support, and administrative burden on technical staff has led to excessive ongoing costs and risk at the Port Angeles location. The Library is seeking a centralized IP Telephony solution that will allow it to consolidate hardware and support at four locations, streamline day-to-day administration, and deliver better communication and collaboration features to end users. The new interconnected VoIP telecommunications solution must be easy to use, operate within the Library's current wide area network infrastructure, offer advanced integration via open industry standards, and meet the requirements as described herein.

B.   **Existing telecommunications environment.** The following is a listing of the Library's existing network and telephony environment.

1. Port Angeles:
    a. Four (4) DID trunks with 40 numbers. Most numbers are digital and some numbers are designated for analog uses.
    b. Five (5) WA State DIS SCAN lines for outgoing connections.
    c. Four (4) POTS lines. Local code requires two analog lines for alarm systems, and outgoing/incoming automated library telephony notification system cannot use DIS SCAN lines.
    d. Nortel Meridian Norstar Plus ICS Phone System with a StarTalk Flash Voicemail unit. Thirty (30) Norstar M7310 telephones.
    e. 10Mbps fiber connectivity MDF of system WAN.
    f. 100Mbps fiber Internet connectivity.

2. Sequim:
    a. Three (3) POTS lines with a Comswitch 5500 for fax sharing. Local code requires one analog line for alarm system.

     b.   Panasonic KX-TG4500 5.8 GHz expandable digital cordless phone system with eight KX-TGA450 cordless handsets.

     c.   10Mbps fiber VLAN connectivity to Port Angeles location WAN.

3. Forks:

     a.   Three (3) incoming POTS lines. Local code requires one analog line for alarm system.

     b.   Radio Shack Model 43-3704 5.8GHz expandable 2-line digital cordless phone system.

     c.   10Mbps fiber VLAN connectivity to Port Angeles location WAN.

4. Clallam Bay:

     a.   Two (2) POTS lines with a Comswitch 5500 for fax sharing. Local code requires one analog line for alarm system.
         One isolated analog line necessary by code for alarm system.

     b.   Uniden 1.9 GHz DECT 6.0 1580 Series expandable cordless telephone system with two cordless handsets.

     c.   T1 routed connectivity to Port Angeles location WAN.

C.   **New requirements, location-specific.**

1. Port Angeles: 48 endpoints - some of these could be wired, some softphones, some for fax, auto-dialer; and 2 or 3 cordless handsets.

2. Sequim: 10 endpoints - 8 wired handsets or softphones and 2 cordless handsets.

3. Forks: 5 endpoints - 4 wired handsets or softphones and 1 cordless handset.

4. Clallam Bay: 3 endpoints - 2 wired handsets or softphones and 1 cordless handset.

D.   **Vendors tasks.** Vendors that can demonstrate the ability to deliver the proposed system, and can provide references and examples of similar installed systems are asked to submit a proposal with a detailed price quotation for a complete solution that includes the following:

1. Provide a hardware and software solution that meets the functional and technical requirements defined in this document.
2. Provide information on items cited in **Section 6** (**COMMUNICATIONS FEATURES**).
3. Define all hardware, software and interconnectivity that the Library will need for complete installation of the system. It is expected that vendors will propose an intelligent network design to contain the proposed system within the Library's environment.
4. Work with Library staff to test the solution in accordance with a plan mutually agreed upon, working under the direction of designated NOLS staff.
5. Provide for end user training.
6. Provide complete operating manuals for the system. This must include, but is not limited to training materials for internal technical staff as well as materials suitable for nontechnical end users. End user manuals must be delivered to NOLS at the time of initial training, along with the Technical/System Administrator manuals.
7. Provide ongoing and responsive support for the installed system for all users of the management system, including technical support and system manager support.

8. Provide software maintenance and upgrades as needed.
9. Provide the following information.
   a. The Library intends to request Universal Service Administrative Company (USAC) Schools and Libraries Program discounts commonly known as E-Rate. What is the vendor's USAC Service Provider Identification Number (SPIN)?
   b. Who manufactures the proposed system?
   c. Does the proposer install the product or use business partners?
   d. Does the proposer maintain the product or use business partners?
   e. Does the proposer maintain a support call-in center for problems?
   f. Does the proposer provide on-site assistance if required?
   g. Submit three customers that NOLS may contact for references. Customers organizations of a size and configuration similar to NOLS are preferred, as are customers who are using a system similar to the one being proposed for NOLS. Reference information must include company name, name, telephone number and email address of contact person. Please provide a brief description of the installed system at each reference site.

E. **Technical requirements**. Any solution proposed should meet the following technical requirements.

1. Connectivity across multiple locations
   a. Uniform dialing plan to any telephone at any of the Library's locations.
   b. Centralized system administration.
   c. Network (telco) services sharing between locations.
   d. Capability to provide a variety of interfaces to the PSTN, and choice of analog or IP phones for endpoints including for users, modems, fax machines, [tele]conference rooms, etc.

2. Reliability
   a. Ability to provide a highly reliable and available system without a significant single point-of-failure.
   b. Ability to provide PSTN access during power outage.
   c. Capability to backup voice messaging and configurations.

3. Voice Quality
   a. Must be toll quality voice. Latency must not exceed 35 milliseconds in one direction. QOS must not require infrastructure upgrades.
   b. Must not limit current network traffic handling capacity; both internal and between locations.

4. Capacity and Scalability -- Allows modular, cost-effective growth in both phones and applications over the next ten years.

5. Support for Open Systems Standards
   a. The vendor should be committed to supporting open system industry standards, such as SIP 1.0/SIP 2.0; H.323; H.248; MGCP Protocol; and G.722, G.711, G.729 codecs etc.
   b. IP handsets should use a standard signaling protocol, such as MGCP; and be compatible with 802.3af PoE (standard), or Class 2 PoE.

6. Simplicity of Installation -- Ease of installation and configuration will be important. Vendor should provide system project management implementation plan.

7. Training and usage -- System must be easy to use, learn, and administer.

8. Systems Administration
    a. Single point of management from any point on the network for all components.
    b. Maximum flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment.

9. Security -- Vendor must follow appropriate security guidelines as approved by the North Olympic Library System to include:
    a. Physical access to system hardware
    b. Changing of default passwords
    c. Security of remote access to the common telephony and messaging systems
    d. Security from unauthorized internal or external access of the telephony system and messaging systems.

10. Provide Support and Maintenance
    a. A complete maintenance and warranty agreement must be included as part of the vendor's proposal to provide support during all operating hours.
    b. When providing price information, describe the level of maintenance support you provide, stating response times, priorities, and other factors of each support level. Specifically, describe maintenance options available to the Library, and the prices of each option. Prices of any maintenance agreement must include updates to and manual changes as a result of such maintenance or system enhancements. All prices must be stated for a one-year period beginning at the date of expiration of applicable warranties.
    c. Vendor should provide the address and contact information of local service/support center.

6.   COMMUNICATIONS FEATURES

Address each item listed below indicating relevant details, and whether a feature is unavailable or is an add-on option.

1. Caller ID/Caller ID customization (Carrier dependent)

2. Speed dial numbers

3. Redial last call

4. The ability to forward calls to any telephone at any location

5. The ability to transfer a call directly to any telephone at any location

6. Mute function

7. Hands free (speaker capability)

8. Headset capability (wired and wireless)

9. Softphone

10. At least 3-way conference calling on any phone, for internal and external numbers

11. Call parking – ability to put a call on hold in one location and pick it up in another

12. Ability to pick up a call on any line from any phone in a defined group

13. Ability to setup/cancel call forwarding to any phone inside or outside the system

14. Dial by name directory

15. Visual indication of messages waiting, including the number

16. Remote mailbox access from inside or outside the system

17. Auto attendant to allow callers to get quickly to phone number/extension they need, and for staff within system to quickly and easily send calls into voice mail boxes

18. Ability to take call during voice mail greeting or caller leaving message (i.e. can take call even though it's gone to voice mail)

19. Send voice mail by groups

20. Call history/logging

21. Capability to store and choose from multiple alternate voice mail greetings

22. "Available/not available" option, i.e. push a button to have calls go directly to voice mail, for example when you're in a meeting

23. Voice mail boxes for people even if they don't have a phone

24. Voice mail integrated with email (Outlook/Exchange)

25. Ability to get voice mail remotely via smartphone, (cell phone integration)

26. Voice mail Web access

27. Voice mail callback

28. Internal calling within all branch offices
    (i.e. local number/extension to call from Sequim to Forks)

29. Unlimited number of extensions/mailboxes

30. Extension call recording

31. On-the-fly recording

32. Time of day routing

33. Cordless/mobile phones with basic capabilities

34. Public announcing (paging) capabilities

35. Analog phone support

36. FAX support/FAX to email

37. PSTN failover

38. 911 emergency call capability

7.   SELECTION

A.   Proposals will be evaluated by a committee consisting of IT Specialist Paul Carter, several public service Library staff representatives, and the Library IT Manager. Proposals will be evaluated on the basis of vendor qualifications and capacity to deliver the proposed system; how well the proposed system fulfills the Library's communications needs; flexibility and usability for staff; vendor's ability to deliver a system that is operating successfully, on schedule; and any other factors deemed relevant and in the best interests of the Library.

B.   Final selection will be based on the evaluation of proposals, and vendors may be requested to provide additional information after submitting proposals and prior to final selection. A negotiation phase of this process may commence prior to final selection. The vendor selected by the committee will be recommended to the Library Board of Trustees for contract award.