

## REQUEST FOR PROPOSAL - PHONE SYSTEM

### SPECIFICATIONS

#### INTRODUCTION

This Request for Proposal (RFP) is being issued by Pine Valley Health Care and Rehabilitation for the purpose of procuring hardware and software solutions for an IP based phone system for Pine Valley Health Care located at 25951 Circle View Dr Richland Center WI 53581. The purpose is for the procurement of services, software and hardware in order to provide for efficiency in telecommunications throughout these offices. The successful proposing firm will have experience in furnishing, maintaining, and installing such systems for government entities and other organizations of similar size and complexity and have the staff capacity and expertise to do so for Pine Valley Health Care.

An RFP is used for procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the offeror offers a solution to the objectives, problems, and needs specified in this RFP, and defines how it intends to meet (or exceed) the RFP requirements.

Pine Valley Health Care welcomes suggestions related to design, setup and configuration of the phone system to insure proper redundancy, thereby minimizing downtime and future issues.

The information contained in this RFP is a suggested configuration. Pine Valley Health Care would invite the vendor's suggestions for an improved and/or a more cost effective solution. Any model, brand, or specification listed in this request establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by Pine Valley Health Care at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the quality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

#### 1.0 PROPOSAL FORMAT

Four signed proposals shall be submitted in a sealed envelope to the advertised location. The sealed envelope shall be identified on the face with the following:

- Name and address of the Firm
- Project Name
- Date and time proposal is due
- Mailing address for delivery to Pine Valley Health Care

Proposals shall be as thorough as necessary to establish firm's ability to complete the project in a timely and successful manner.

All proposals shall address the following information:

- Cover letter from an authorized individual who can commit to the terms and conditions of the proposal.
- A technical summary of the included Scope of Services outlining the work to be performed, summarizing the proposed work effort.
- A price proposal that includes the price for services provided under the Contract, and shall be signed by an individual authorized to bind the Proposer contractually.

## **2.0 PROPOSAL SUBMISSION**

Proposals shall be submitted by 3:00 P.M., Friday, April 29, 2016 to the following address:

Richland County MIS  
Attn: Barbara Scott  
221 W Seminary St  
Richland Center WI 53581

Or Email to [Barbara.scott@co.richland.wi.us](mailto:Barbara.scott@co.richland.wi.us)

Deadline changes and any addenda shall be transmitted by e-mail.

Submittal of a proposal indicates acceptance by the proposer of the conditions contained in this request. Richland County reserves the right to reject without prejudice any or all responses.

Proposals shall be valid for ninety (90) days following the opening date. No proposal may be withdrawn or changed during this period.

Submitted proposals shall be available to the public for review for a period of ten (10) days after award of contract.

## **3.0 DESCRIPTION OF CURRENT TECHNOLOGY**

Pine Valley Health Care and Rehabilitation is currently using a Nortel phone system. The Nortel system has reached the end of its life cycle.

## **4.0 SCOPE OF SERVICES**

- Proposals shall assume that the vendor will provide the labor to design, furnish, install and provide administrative and end user training.
- The phone system must include all the standard feature sets for a typical phone system including, but not limited to, caller ID display, intercom, voicemail services Capacity of 24 Hours or more, call recording and integration with various computers as well as Microsoft Outlook.
- All materials and equipment supplied to Pine Valley Health Care must be new and unused. The contracted firm shall supply all of the necessary hardware, server solutions, software, licenses, maintenance, and warranties (per the BOM) for the IP phone solution; the installation and configuration of the hardware and software; training of employees; and training for the IT staff to ensure that QoS and the IP solution is successfully deployed.

- The contracted firm shall validate the data and voice environments; develop a detailed design (including system, dial plan, and QoS design for the IP phone solution; and develop a Bill of Materials (BOM) for hardware, software, licenses, maintenance, and warranties.
- Post-Implementation Training and Support – involves post-implementation system training and 50 hours of post-implementation support to be used for issue resolution and follow-up, as needed
- Once the phone system is installed and setup Richland County MIS Staff would prefer to maintain the system in-house, performing basic setup of extensions and voicemail as needed without a call for further support

## 5.0 SYSTEM REQUIREMENTS

The County is seeking an IP based phone system. The system and applicable related components shall meet the following criteria:

- **Modular** – The system shall be modular such that Richland County can enable and/or add additional features, as needed.
- **Scalable** – The system shall be able to scale to meet Richland County enterprise size requirements.
- **Redundant** – Please explain any redundancy that your system can provide.
- **Reliable** – The system shall be tested and proven to be reliable with the ability to make and receive telephone calls, which is considered to be a mission-critical function.
- **Interoperability** – The system shall be capable of integrating with Pine Valley Healthcare's existing network infrastructure.
- **Secure** – The system shall provide secure method(s) for administration via local/remote logon, administrative software, and/or web interface. Additionally, the system shall support secure/encrypted signaling and media transmission.
- **Recoverable** – The system shall support backup and the restoration of operations. Backup operations shall be automated such that the most recent copy of data can be restored (e.g., system crash, disaster recovery, etc.).
- **Reporting** – The system shall have reporting capabilities that include but are not limited to detailed call reports, infrastructure performance, etc... If there is additional cost for this please list as a separate line item.
- **Voicemail** – The phone system must include a voicemail system for all extensions as well as mailboxes for employees that have no extension. A minimum of 200 mailboxes would be required. A minimum 12-port voicemail system is required. Once the initial voicemail system is configured, Richland County would like to be able to maintain it, setup new voicemail boxes or remove voicemail boxes. The voicemail system needs to have the option of forwarding the appropriate message recording to each user via email and/or other electronic transmission when received.

➤ **Call Recording** –It may be necessary to record calls received by any phone system user.

Pine Valley Health Care would like to have the ability to press a button on the handset that will record the current call and forward it to the user in an electronic file via email or some type of electronic transmission.

➤ **Management and system software virtualization:** Richland County employs VDI solutions whenever possible. A preference would be given to a solution where the management and system software could be utilized in a virtual setting.

➤ **Mobility:** The new phone system needs to employ mobility services where each user could forward their calls to voicemail, another extension or another number or any combination of them. Additionally, a system where multiple extensions or phone numbers could ring at the same time would be preferred.

➤ **Call Accounting:** Please quote as an option: a call accounting system to include but not limited to tracking incoming and outgoing calls, length of time spent on a call, numbers called, extensions called as well as customized reports for all call accounting.

➤ **Integration with computers and Outlook:** Richland County Windows based PC's. A preference would be given to a system where calls can be made from the users' computer by either highlighting a phone number on the computer screen or through Microsoft Outlook. The system needs to support Outlook 2007 and above.

Additionally, Richland County would prefer a system that can allow each user to know other users presence and/or status.

➤ **Intercom:** The phone system shall allow for communication between any phone numbers as well as any connected extension and voicemail.

➤ **Service and Warranty for 3 years:** The proposal needs to include all licensing and appropriate hardware and software support for the initial 3 years or 5 years. Costs involved beyond the first 3/5 years shall be disclosed but not included in the initial pricing.

## 6.0 HANDSET REQUIREMENTS

The following handsets are required. All handsets for each location must be a current production model.

51 Wired Handsets – Must have the following:

- Speaker phone that can be used for paging
- Digital Display with a minimum of 24 Buttons
- Must be able to log onto the desk phone as any users and get personal settings and voicemail to that phone.

12 Staff Wireless Phones –

- Must be WIFI Solution – no DECT solutions are acceptable.
- Please specify a cost for a wireless phone model and a cost for a Smartphone application option
- If carrying clips are not included in pricing please specify cost
- Please list battery replacement cost for phone and an option for charging station if available
- Please specify average time that a phone can be used before a charge is needed.

40 Resident Phones – These may be owner supplied but please submit bids

- Analog phones
- Large Button
- Ring Light Indicator
- Cordless
- Easily Cleaned
- Speaker phone

4 Conference Disk Units

- Explain number of microphones in unit
- Detail any licensing expense

## **7.0 TRUNKING**

Pine Valley Health Care will have (1) PRI trunk. All network switches will be supplied by Pine Valley and will be POE. Pine Valley does have emergency generator power, but please include requirements for UPS equipment.

## **8.0 ANALOGUE EXTENSION NEEDS**

All of the 40 resident phones will be analog back to the PRI

There are 4 Analog Fax Lines

There is 1 Fire system line, 1 Elevator line, and 1 Analog line to monitor the sewer plant.

## **9.0 ADDITIONAL HARDWARE, SOFTWARE, LICENSING**

Richland County is looking for a complete solution. The awarded vendor should provide in their proposal any additional hardware, software and licensing in support of the entire phone system (i.e. Microsoft Windows servers, voicemail server(s) etc., appropriate licensing for the proposed phone system and options).

## **10.0 MAINTENANCE PLAN REQUIREMENTS**

The awarded vendor shall provide Pine Valley Health Care with a response time for all system related service calls. The response time shall not exceed two (2) hours from the time the initial service call is placed.

The awarded vendor shall also provide Pine Valley Health Care with a timeframe as to how long it will take to resolve the issue.

The vendor shall also provide Pine Valley Health Care with a history report containing all system related issues and resolutions.

The vendor shall provide Pine Valley Health Care with an annual maintenance plan. Utilization times and coverage must be specified.

## **11.0 PROPOSAL FORMAT**

Each offeror is responsible for examining and understanding this RFP prior to submitting a proposal. Offerors assume all risk of errors contained in this procurement process and no contract awarded will be increased to cover costs that should have been anticipated by the offeror in examining the documents.

Each bidder shall demonstrate its ability to timely deliver the requested IP phone solution. Pine Valley Health Care reserves the right to request verification, validation or clarification of any information contained in a proposal.

Pine Valley Health Care reserves the right to waive any informality in a proposal.

**Specific Technical Requirements:**

The proposal should set forth a work plan, including a timeline that specifies the implementation schedule of the project.

The bidder shall include a detailed description of the annual maintenance plan relating to the proposed IP phone solution.

**12.0 PROPOSAL EVALUATION CRITERIA**

Proposals shall be as thorough and detailed as possible so that Pine Valley Health Care may properly evaluate the capabilities of respective firms to provide the required services. Pine Valley Health Care will look at the complete package suggested by each offeror. The proposals will be evaluated in accordance with the criteria listed below:

➤ Total cost of ownership for 3 years – 25%

This shall include the overall system cost, cost for each system, including interfaces to other systems, license fees, modification costs if denoted to satisfy a requirement, implementation, training and support services costs, Annual System maintenance cost for 5 years broken out by the yearly cost, and other anticipated costs (i.e. travel, training, integration, etc.)

➤ Offeror's total years of experience in phone/mobility services – 25%

➤ Additional features, as well as functionality of proposed IP solution – 20%

➤ Meeting technical requirements of proposed system – 25%

➤ Overall completeness, clarity and quality of proposal – 5%

**13.0 COMPETITIVE NEGOTIATION**

This request for Proposal indicates, in general terms, the nature of the program and services being sought.

The specific requirements for the contents of proposals are contained in the RFP. Offerors are encouraged to provide additional information not specifically identified as a requirement if that additional information enables the proposal to better suit the needs of Pine Valley Health Care.

In order to procure the program that best suits the needs of Pine Valley Health Care, the competitive negotiation process and evaluation criteria consider factors other than costs.

**14.0 AWARDING OF CONTRACT**

The award of a contract shall be determined in the sole discretion of Pine Valley Health Care Construction Subcommittee based upon evaluation of all information as Pine Valley Health Care may request. Pine Valley Health Care reserves the right to waive any informality in proposals submitted in response to this RFP when such waiver is in the best interest of Pine Valley Health Care.

The evaluation process shall be based upon the evaluation criteria stated in the Request for Proposals. A selection committee shall review the proposals submitted.

Negotiations shall then be conducted beginning with the firm ranked first. If a contract satisfactory and advantageous to Pine Valley Health Care can be negotiated at a price considered fair and reasonable, the award shall be made to the offeror. Otherwise, negotiations with the offeror ranked first shall be formally terminated and negotiations shall then be conducted with the offeror ranked second, and so on until such a contract can be negotiated at a fair and reasonable price.

Pine Valley Health Care reserves the right to reject any and all proposals submitted, and to waive any informality in the proposals. The rights are also reserved to award the contract where it appears to be in the best interest of t Pine Valley Health Care.

#### **15.0 PUBLIC INSPECTION OF PROCUREMENT RECORDS**

Proposals submitted shall be subject to public inspection.

#### **16.0 ETHICS IN PUBLIC CONTRACTING**

By submitting their proposal, all offerors certify that their proposal is made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or sub-contractor in connection with their proposal, and that they have not conferred with any public employee having official responsibility for this procurement transaction, any payment, loan, subscription, advance, deposit of money, services or anything more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

#### **17.0 INDEPENDENT CONTRACTOR**

The Service Provider understands and agrees that its relationship with Pine Valley Health Care arising out of the Contract shall be that of independent contractor. It is understood that the Service Provider, or its staff and employees, are not employees of Pine Valley Health Care and are, therefore, not entitled to any benefits. The Service Provider shall be responsible for reporting and accounting for all State, Federal, Social Security, and local taxes where applicable.

#### **18.0 ANTI-DISCRIMINATION**

By submitting their proposals, bidders certify they will conform to the provisions of the *Federal Civil Rights Act of 1964*, as amended.

During the performance of the contract, the Service Provider agrees as follows:

- a. The Service Provider will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Service Provider. The Service Provider agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- b. The Service Provider in all solicitations or advertisements for employees placed by or on behalf of Service Provider will state that Service Provider is an equal opportunity employer.
- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- d. The Service Provider agrees to provide a drug-free workplace for the Service Provider's employees; to post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Service Provider's

workplace and specifying the actions that will be taken against employees for violations of such prohibition; and state in all solicitations or advertisements for employees placed by or on behalf of the Service Provider that the Service Provider maintains a drug-free workplace. For the purpose of this paragraph, "drug-free workplace" means a site for the performance of work done in connection with the contract awarded to a Service Provider in accordance with this procurement transaction.

The Service Provider will include the provisions of the foregoing paragraphs a, b, c and d in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

## **19.0 COMPLIANCE WITH FEDERAL IMMIGRATION**

The Contractor does not, and shall not during the performance of the Contract for goods and services in the State; knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.

## **20.0 TERMINATION FOR CAUSE**

The Contract may be terminated by Pine Valley Health Care upon five (5) days written notice to the Service Provider to the address first named above in the event of substantial failure or default of the Service Provider to perform in accordance with the terms hereof through no fault of Pine Valley Health Care.

## **21.0 INSURANCE**

Service Provider shall procure and maintain the general liability insurances shown below, with Pine Valley Health Care named as Additional Insured, for protection from claims arising out of performance of services caused by negligent, reckless, or willful error, omission or act for which the Service Provider is legally liable. The Service Provider shall deliver to Pine Valley Health Care, upon execution of the Contract, certificates of such insurance. Insurance shall provide for coverage effective through the date of the end of the Project. Insurance maintained shall at a minimum include coverage as:

- Comprehensive General Liability Insurance, *naming Pine Valley Health Care as Additional Insured*
- Automobile Liability
- Worker's Compensation
- Professional Liability

## **22.0 AMOUNT OF INSURANCE REQUIRED**

Comprehensive General Liability Insurance - \$1,000,000 Minimum per Incident  
Automobile Liability Insurance - \$1,000,000 bodily injury and \$1,000,000 property damage  
Worker's Compensation – As required by the State of Wisconsin.  
Professional Liability - \$1,000,000 per occurrence and \$3,000,000.00 for occurrences in one year.  
Umbrella Liability (as necessary) minimum amount \$1,000,000.00. The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation upon request.

## **23.0 INDEMNIFICATION**

Service Provider agrees to defend, indemnify and hold harmless Pine Valley Health Care for any and all actions, claims or disputes that may arise as a result of Service Provider's negligence, any sub-contractor's negligence and/or any joint negligence of Pine Valley Health Care, Service Provider, or sub-contractor.



## **24.0 ENTIRE CONTRACT**

The Contract constitutes the entire agreement between the parties pertaining to the subject matter of the Contract and supersedes all prior or contemporaneous agreements and understandings of the parties in connection with the subject matter. No modification of the Contract shall be effective unless made in writing and signed by both parties.

## **25.0 STANDARD OF CARE**

Service Provider shall perform the services herein described expeditiously and diligently and in accordance with the standard of care and skill ordinarily exercised under similar conditions by reputable members of its profession or trade practicing in the same or similar locality within the State of Wisconsin existing as of the date such services are provided and in accordance with all applicable laws, codes, and regulations in effect as of the date such services are provided. If the Service Provider fails to deliver and install the system in accordance with this proposal, it is understood, and the Service Provider hereby agrees, that the amount of \$500 per day for a period of up to 90 days shall be deducted from the monies due the Service Provider for each intervening calendar day any work remains incomplete, not as a penalty, but as liquidated damages. However, the Service Provider shall not be liable if failure to perform arises out of causes beyond the reasonable control of the Service Provider and without the fault or negligence of the Service Provider (Acts of God, the public enemy, fires, floods, strikes, freight embargoes, etc.). After 90 days, Pine Valley Health Care reserves the right to mitigate agreement and cancel contract.

## **26.0 ENFORCEMENT**

The Contract shall be governed by the laws of the State of Wisconsin. Any action maintained by either party for the enforcement or interpretation of the terms of the Contract shall be filed in the courts of Richland County, Wisconsin.

## **PROPOSAL QUESTIONNAIRE**

### **System Overview**

1. Provide the name of the vendor providing each controller/module or service in your proposed solution. The information should reflect any third party vendors proposed for this project.
2. Provide a detailed overview of the proposed system.
3. Discuss all system modules, describe the administrator interface.
4. Describe the system's customization capabilities.
5. Describe the backup and restoration capabilities for your system, including the amount of automation available for routine backups.
6. Do backups require any portion of the system to be offline or actively removed for LIVE environment or placed into a degraded mode of operation for routine backup? If so, please describe.
7. Can MIS Administrators easily establish security privileges and permissions within the system? If so, please describe.
8. Can the system created supply both preformatted and ad hoc reports? Describe the system's reporting capabilities. If there are any additional cost for these capabilities list them.
9. Is the proposed system developed with a widely accepted development environment? Please

describe all development languages utilized, including any proprietary toolsets.

10. Please describe all third-party software required or recommended for the solution you are proposing.

11. Describe the system's integration with handsets, wireless headsets, or any other components.

## **Implementation**

The proposer shall provide a project schedule that depicts the start and stop dates and logical relationships for all tasks and which shows major project events and milestones. The project schedule shall begin with Pine Valley Health Care Notice to Proceed, and shall end upon final system acceptance. The project schedule shall include all project tasks performed, including all tasks that are the responsibility of Pine Valley Health Care and Richland County MIS as part of the implementation process.

The vendor must outline a preliminary schedule for the implementation of their proposed system. The vendor must indicate the timeframe in which they are capable of installing the system and having it fully operational. These dates must be subject to change based on Pine Valley Health Care requirements.

- System Implementation – Length of time required from contract signing
- Preliminary Acceptance – Length of time required from completion of System Implementation
- System Training Begins – Length of time required from Preliminary Acceptance
- System Goes Live – Length of time from start of Training
- System Acceptance – Length of time from cutover to Final Acceptance

1. Discuss the process to port over numbers by department, keeping in mind that Pine Valley Health Care will need to stay operational during the implementation process.

## **User Licenses**

1. Describe the proposed licensing structure (handsets, extensions, voicemail, user, concurrent, Conference Bridge, Smartphones, etc.).

2. Provide the following information for each proposed component that requires a license. (Add rows as needed)

- Licensed component or module
- License Type (user, voicemail, extension, etc.)
- Number of proposed licenses

3. If the County would expand, or incorporate other buildings, will there ever be any additional charges for extensions, voicemail, licenses etc.?

4. Detail all licensing requirements.

5. Provide a sample of the proposed License Agreement.

## **Warranty, Maintenance, Support, and Reliability**

Pine Valley Health Care intends to enter into a relationship with a vendor that can maintain the latest IP phone system functionality for Pine Valley Health Care, with minimal disruption. Proposers must provide sufficient detail for Pine Valley Health Care to fully consider future costs rather than any substantial future costs.

### **Warranty**

1. What is the length of the warranty? When does the warranty begin?
2. Does the warranty include both maintenance and support services?
3. Describe internal performance metrics used to quantify key customer support responsiveness, such as: issues resolved on first call, average call duration, average time to reach issue resolution, etc.

All equipment, software, and services furnished by the vendor under the resulting contract shall be warranted free from defects in material and workmanship, and shall conform to this RFP and the Vendor's response thereto, with any and all exceptions agreed to by Pine Valley Health Care. In the event any such defects in equipment, software, or services become evident within the warranty period, the vendor shall correct the defect by (1) repairing any defective component of the equipment; (2) otherwise correcting any reproducible and/or recurring software defects; or (3) redoing the faulty services. The vendor is responsible for all charges incurred in returning defective parts to the vendor's, subcontractor's, or suppliers' plants, and in shipping repaired or replacement parts to Pine Valley Health Care. Labor to perform warranty services will be provided at no charge during the warranty period.

The vendor further warrants that during the warranty period that any equipment and software furnished under the contract shall operate under normal use and service as a complete system, which shall perform in accordance with this RFP and the vendor's response thereto, with any and all exceptions agreed to by Pine Valley Health Care in writing. The warranty period shall be a period of at least 12 months from the date of final systems acceptance as defined herein. Claims under any of the warranties herein are valid if made within 90 days after termination of the warranty period. In addition, the following specific requirements shall apply to the vendor's warranty:

- The vendor will obtain any warranties with subcontractors or suppliers to the vendor give in the regular course of commercial practice, and shall apply the same to the benefit of Pine Valley Health Care.
- The vendor shall remedy at its own expense any damage caused by the vendor to Pine Valley Health Care owned or controlled real or personal property. The vendor shall be liable to Pine Valley Health Care for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to Pine Valley Health Care.
- The "acceptance" of systems/equipment by Pine Valley Health Care shall not limit Pine Valley Health Care warranty rights set forth above with respect to defects in materials or workmanship.

### **Maintenance**

1. Describe what is included in your standard maintenance program including any software updates, enhancements, upgrades and services.
2. When software updates or enhancements become available, how does the Vendor notify customers of such update or enhancement?

3. What is the standard interval and average interval that your company provides software updates, enhancements and upgrades?
4. Does your company provide a time period from the final acceptance where new releases, version updates, or platform changes are made available and automatically installed (with Pine Valley Health Care's approval) free of charge?
5. Are there any other costs associated with system updates, enhancements, bug fixes and upgrades? If so, describe.
6. Does the vendor provide a clearly defined process for customers to influence product enhancements? If so, describe.
7. Will Pine Valley Health Care be required to update their system when a new enhancement is released?
8. When an enhancement becomes available, if Pine Valley Health Care elects to retain a previous release, how long will the vendor provide maintenance for that release?
9. Does the vendor preserve agency customizations to the system during the enhancement process free of charge?

### **Support**

1. Provide a copy of the vendor's standard support agreement.
2. Describe the vendor's standard support services.
3. For telephone support, provide the following information:
  - Does the vendor provide 24-hour support?
  - What is the vendor's average support call duration?
  - What is the vendor's average time to resolve issues?
  - What is the vendor's first-call resolution percentage?
4. Describe what protection you offer clients for their original investment in the event of a platform change considered substantial enough that the vendor requires existing clients to purchase a new IP phone system product or product suite to realize new features. For example, do you offer credit toward the new technology, transfer licenses, only charge for services, provide software free of charge, etc.?

### **Reliability**

Successful operation is defined as the absence of any major failure of equipment, software, equipment or software function, which results in the disabling of a major equipment item, resulting in the inability of the overall system to perform as specified. Minor failures, such as operational problems and adjustments normally encountered during implementation of a new system, shall not constitute a failure in achieving successful operation.

## **General System Design & Functional Specifications**

### **System Design**

Include in your RFP response a system design that addresses the following needs:

#### **IP System**

1. Offerors should describe their ability to provide mobility solutions to enable seamless transfer of calls to staff cell phones when out of the office.

#### **Mobility Solutions**

Please describe how your system may be used to take advantage of mobile application, remote office connectivity and future communication.

#### **Licensing**

Please describe what devices require software and/or user license. Indicate how software and/or user licenses for all potential solutions are packaged for sale, purchased and installed. Also indicate how primary features are licensed i.e. voicemail.

#### **System Capacity and Scalability**

Please describe maximum capacity of the system in the following areas as it is being proposed in the RFP:

- Phone Sets
- Voicemail Boxes
- Concurrent incoming and outgoing line capacity

Describe how the system can be expanded to accommodate a new location or expansion of an existing location.

#### **System Management**

1. Please describe general categories of system administration tasks that internal MIS staff is supported in performing.
2. Please describe general categories of system administrator tasks that vendors /support companies must perform.

#### **Training**

Training on all system functions will be provided by the vendor prior to commencement of the departmental rollout period. Training will include sufficient information and experience to familiarize system administrators, maintenance personnel, and users by department with system features and operations for their particular assignments. Training will include system software and handset features. All training will take place at Pine Valley Health Care.

The selected Vendor will be required to provide any and all instructional materials, media presentation devices, presentation media, and course instructors. Pine Valley Health Care intends to conduct all subsequent line-level training internally. Pine Valley Health Care requires the Vendor to grant permission to Pine Valley Health Care to reproduce any and all training materials for purposes of training Pine Valley Health Care personnel on the systems installed. To the extent possible, all such training materials shall be available in electronic format.

## **Vendor Support**

### IP System

1. Please describe how support will be delivered to our offices.
2. Please describe how support contracts are provisioned and how support is priced.

### **Total Cost of ownership including credits for existing systems**

Pine Valley Health Care requests that all hardware, software, installation, warranty, hardware and software support for 3 years be included in the bid. Any credits for recycling the existing phone system, handsets or hardware need to be disclosed. Any incentives in services, installation, or support services need to be disclosed. Pine Valley Health Care is looking for the best long-term cost effective solution while providing the best service for the next 10 years and beyond.