



Buffalo County

Request for Proposal

VoIP Phone System

August 13th, 2019

Prepared by: Buffalo County Tech Committee

All Communications and questions shall be directed to:

Buffalo County Tech Committee

1512 Central Ave

Kearney, NE 68847

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General Information

This RFP is for the replacement of a Centrex analog telephone system installed in the Buffalo County facilities.

- Voice over IP is the desired technology for phone system.
- Options and/or features to expand unified messaging capabilities during day-to-day operations and/or safety/crisis situations strongly desired.
- Must integrate with existing Centrex so we have 4-digit internal dialing to other city facilities and the Law Enforcement Center that currently exists.
- Must utilize 2B+D channel transfer technology.
- Must be able to integrate with WEST's Positron VIPER 911 Phone Handling Equipment
- Will need to work with our two separate domains/networks using separate VLANs for phone system.
- Proposal for this project must include the installation (as specified), configuration, training and on-going maintenance costs. A turn-key solution is desired.

Specific Information

Locations & Service:

Buffalo County currently operates seven facilities. The Courthouse, Jail, Public Defenders Office, Adult Probation, Fleet Maintenance Facility/Juvenile Probation, Highway/Weed Department and the Extension Building. The Offices in the Courthouse and Jail are connected by 1 GBPS MFP. The Public Defender's Office, Adult Probation, Buffalo County Fleet Maintenance facility/Juvenile Probation, Highway/Weed Department, and the Extension building are all connected by UniFi Wireless PtP-100 MBPS. Those speeds will need to be reviewed to guarantee they will support good call quality or a recommended method of connection should be suggested to allow the best call quality. Buffalo County currently has 167 DID numbers between these facilities.

Future Considerations:

Buffalo County will be looking in the future to include the Kearney/Buffalo County Law Enforcement Center located at 2025 A Ave. This would include approximately an additional 95 DID numbers and 58 phones, 4 fax lines, and 2 conference room phones. The Courthouse/Jail and the Law Enforcement Center are connected via private fiber. Must be able to interface with WEST's Positron VIPER 911 phone handling equipment.

Phone System:

Buffalo County is seeking to implement an on-premise VoIP or VoIP hybrid system to replace existing Centrex system and integrate with other facilities that still will be utilizing Centrex lines. Buffalo County has approximately 249 phones, 27 fax lines, 167 phone lines and 10 conference phones across 7 facilities. Current systems include Centrex, Nortel and a Panasonic PBX. (See Schedule A). Buffalo County will supply 10/100/1000 PoE+ switched data ports (approximately 28) across multiple facilities. These consist of Aruba 2530 48 port PoE+ and Aruba 2930F 48 port PoE+ switches.

1. Phones: Buffalo County would like to standardize on several models of VoIP phones depending upon their use. All VoIP phones must contain a 1 Gb pass-thru port.

a. Administrative Phones (25-35)

- i. Display
- ii. Navigation/selection keys or buttons
- iii. Multi line appearance
- iv. Hold/resume, transfer, conference keys, DND keys
- v. Message and directory keys
- vi. Headset capable
- vii. Programmable line keys
- viii. Soft keys
- ix. Volume control key
- x. Speakerphone
- xi. Ability to add expansion modules

b. Office Phones (30-40)

- i. Display
- ii. Navigation/selection keys or buttons
- iii. Hold/resume, transfer, conference, DND keys
- iv. Message and directory keys
- v. Headset capable
- vi. Line keys
- vii. Soft keys
- viii. Volume control key
- ix. Speakerphone

c. Conference Room Phones (QUANTITY 19)

- i. Provide coverage for at least 8 persons in a conference room
- ii. Support a minimum of 2 outside lines
- iii. Volume and mute buttons
- iv. Full-duplex speakerphone

- d. Basic Phones (190-200)
 - i. Minimum feature phone

2. Voicemail:

- a. Proposed system should provide voicemail for 300 users or voicemail accounts with room for expansion
- b. System at a minimum should support 16 active connections
- c. Users can have a voicemail box whether they are assigned to a phone or not (virtual)
- d. Users assigned to a phones should have a voicemail indicator on the phone
- e. System should have the option to forward voicemail to Buffalo County's email system where the recipient could listen to voicemail directly from email
- f. System should have the option to forward voicemails to another user on the system

3. Users and Non-User Phone Types:

- a. Office phone shall be assigned to users and should have DID option
- b. Conference rooms may use office phone with no user assigned or specialized conference phone
- c. Phones should be placed into groups within the system for assigning similar option and function sets

4. Mobility Options:

- a. Optional wireless phone solutions for select staff
- b. Ability to integrate with 3rd party mobile phones and devices

5. Directory Structure:

- a. Directory should contain local user, extensions, and main listings per local site
- b. A global directory should be available internally that contains all local site directories

6. Auto Attendant:

- a. Global Auto Attendant message should be configurable for county wide messages like facility closings
- b. Each site should have a multi-level Auto Attendant specific to that site's needs
- c. Role based management of Auto Attendant should be limited per site and level of attendant
- d. Authorized user should be able to change Auto Attendant messages off-site

7. Fax Service:

- a. Support for standard fax machine should be maintained
- b. Incoming faxes should be able to be stored on a server or emailed to designated user

- c. Users should be able to send faxes from computer using print option
- d. Ideally, existing Konica Minolta copiers should be able to use the system's fax service over the network without a physical fax line or the system supports analog ports for fax

8. Safety and Survivability

- a. The system must provide basic function of local phones in the event that outside network access is disconnected
- b. Internal calls within the building should continue to work
- c. System must support local to POTS/Centrex lines, PRI, Charter/Magic Jack or other VoIP services in switch for redundancy and continual access to emergency service like 911.
- d. Program system to assign higher class of service to areas such as Emergency Operations Center
- e. Site survey for recommendation for placement of equipment
- f. Phone should be able to be rebooted or powered on after network disconnect and provide above functionality
- g. Internal calls to 911 display users and/or location along with number to 911 dispatcher

9. Dialing:

- a. Internal calls within the system should support four-digit extension dialing
- b. The system shall integrate with Centrex lines
- c. Outside calling should support ten-digit dialing based on phone group restrictions
- d. Supports dialing "8" or "9" for outside line
- e. Restrictions on 900, international, and long distance calls should be set per phone group
- f. Each site should have a DID that allows for multiple incoming calls
- g. Some users should have DID mapped to their extensions
- h. Outgoing calls should have caller ID set to county DID of PRI location based on recommendations from vendor
- i. System should allow for custom caller ID setting/blocking for select users and fax lines

10. Conferencing:

- a. Ability to add a minimum of (5) participants to call
- b. Be able to provide audio web link for scheduled conference
- c. Optional web-based audio conference for larger groups (up to 25)

11. Call Recording and History:

- a. Ability to record conversation by selecting feature key
- b. Create audio file of recorded conversations
- c. Keep historical call data for a minimum of 3 years
- d. Report call data by number and/or group for any time period within logged history

12. Unified Communications:

- a. MS Exchange Integration: Proposed system shall integrate with MS Outlook for voice mail to email.
- b. Calendar integration/Outlook integration
- c. Instant chat feature with other internal users
- d. Simultaneous ringing/Mobile twinning
- e. Team Collaboration features
- f. Soft phone features on PC and mobile device with licensing for at least 35 users
- g. Mobile phone collaboration

13. Paging:

- a. Multiple options for paging zones including, but not limited to all zones, individual buildings, designated areas and/or floors within building, etc.
- b. Page would come over all speakerphones for selected zone
- c. Direct dialed communications to any zone from any VoIP phone in the county with proper access and zone codes

14. Licensing, Support & Warranty:

- a. Licensing for on-site controller(s) with
 - i. 300 phones
 - ii. 300 voicemail boxes
 - iii. Any other licensing requirements required for use of hardware and features of proposed system
- b. Please include licensing and maintenance fees for 1, 3 and 5 year and per year costs after that
- c. A complete warranty agreement must be included as part of the bidder's proposal to support the business between 8 a.m. and 5 p.m. Monday through Friday. 24/7 plan optional
- d. One Year Warranty- The telephone system and all associated equipment in the bidder's proposal must be warranted by the bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover and acceptance

15. Configuration/Pricing:

- a. Bidder must include charges for all components, including all applications, all design charges, telco interface charges, project management and training charges

Implementation of All Proposed Systems

1. Project Management:

- a. Project Plan- Bidders are required to supply a description of the key activities required for the installation of all proposed systems
- b. Transparency- It is essential that the installation of the new systems be as transparent as possible to the users. There should be minimal telephone service interruptions, no interim changes in dialing procedures and no perceived degradation in the quality of service
- c. Bidder will provide a description of tasks the bidder will perform and the tasks Buffalo County is expected to perform to successfully implement the new system

2. Installation:

- a. The bidder is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities
- b. Bidder will provide a description of tasks the bidder will perform and the tasks Buffalo County is expected to perform to successfully implement the new system
- c. Bidder is responsible for review of complete infrastructure to assure proper bandwidth at all facilities

3. Training:

- a. Bidder is required to conduct end-user training on Buffalo County Premises, tailored specifically to Buffalo County's particular requirements
- b. Bidder will also provide a training program and training materials for designated Buffalo County personnel who will train future employees
- c. Administrative Management training for the tele-communications staff

Expectations and Timelines

- RFP posted August 13th, 2019 through September 3rd, 2019
- Members of the Buffalo County Tech Committee will provide Walkthrough tours of Buffalo County facilities to interested bidders by appointment, please provide a minimum of 24-hour notice. (Contact info on front page).
- Buffalo County requests proposals no later than 2:00pm, Sept 9th, 2019
- Buffalo County reserves the right to accept or reject all proposals
- Sealed Proposals are to be sent to the: Buffalo County Clerk, PO Box 1270, Kearney, NE 68848. They should be marked on the front of the envelope "RFP response Buffalo County Phone System"
- Sealed Proposals will be opened at the Buffalo County Board of Commissioner's regular meeting on September 10th, 2019 at 10:15 a.m.
- The Buffalo County Tech Committee will review those proposals and a recommendation will be made to the Buffalo County Board of Commissioners.
- We expect and respect your professional expertise in recommending the best affordable solutions
- Expected install date for this project will be by 1st Quarter of 2020