

REQUEST FOR PROPOSAL (RFP)



PHONE SYSTEM

SECOND HARVEST FOOD BANK OF NORTHEAST TENNESSEE
1020 JERICHO DRIVE
KINGSPORT TN 37663

MARCH 25, 2022

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SUMMARY AND BACKGROUND

Second Harvest Food Bank of Northeast Tennessee is currently accepting proposals for the acquisition of new desktop phones with voice messaging included and maintenance of the phone system. We are considering being hosted for a VOIP system. The purpose of this Request for Proposal (RFP) is to solicit proposals from various telephone suppliers, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best fulfills the RFP requirements.

The Food Bank currently has 5 telephone lines and 1 fax line. We need to maintain our current phone numbers for these lines. We would like to obtain additional phone lines to allow for staff availability and growth. The Food Bank currently has 32 desktop telephones in place. These phones are becoming obsolete and need to be updated. We are considering acquiring up to 35 desktop phones to fulfill current and future needs.

1. PROPOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until **4/29/22 at 4:00 pm EST**. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced and/or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the Food Bank and will include scope, budget, schedule, and other necessary items pertaining to the project.

Experience, Expertise, and Capabilities of the Manufacturer and Vendor

The Proposer must provide a background of the manufacturer's and vendor's experience and qualifications. This should include a brief history, the date founded, ownership, and subsidiary relationships. Also list the types of services the vendor is qualified to perform.

Use of Subcontractors

The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. Second Harvest Food Bank of Northeast Tennessee may factor this information into the evaluation of the service approach

of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under the contract.

Service Scope and Approach Submit

A clear and detailed response to accomplish the scope of services that reflects your understanding of Second Harvest Food Bank of Northeast Tennessee's requirements as described in this RFP.

2. PROJECT SCOPE

The project is the acquisition of a desktop, VOIP or hybrid telephone solution that:

- Offers reliable mainstream products with strong manufacturer commitment and vendor support.
- Is easy to use and maintain
- Meets industry standards
- Is cost-effective

Please describe the product(s) recommended, including hardware, software, major features, and services available regarding the phones and phone system. Please provide selected product brochures, picture of the phones, quick reference and user guides, etc.

Required Desktop Phone / Fax features

- Advise whether a standard phone system or VOIP would work best for us and why.
- The phones must be priced separately *and* with the VOIP package. A determination will be made by the Food Bank which option would be best suited for us.
- The Food Bank will need up to 35 desktop phones to start with. Some of the phones must have the ability to see all the extensions. Fifteen of the phones need to have ear phone/head set, hands-free capabilities. Please specify the signal range, length of talk time, length of standby time, and battery recharge time, for cordless hands-free options.
- The proposed solution must maintain our existing phone numbers as specified below: (5 lines plus a separate line for faxing). 423-279-0430, 423-279-0670, 423-279-0678, 423-279-0741, and 423-279-0693, and 423-279-0590 (fax).
- We must be able to maintain our existing extension numbers. Staff must be able to dial a three-digit extension on any internal phone to reach another internal line.
- The proposed solution must support placing calls to 911 from any phone within the Food Bank building. The service must be E911 compliant. Dialing 911 from any Food Bank phone should allow a 911 dispatcher to identify the location where the call originated.
- The solution must be compatible with existing systems like a Fax machine, the front door intercom system, and the fire alarm system. They will continue to be served over analog systems.
- The solution must be compatible with our existing control unit, located in the server room, to connect to all new phones.
- The solution must be capable of routing inbound, outbound, and internal calls.
- Internal and external call numbers should be visible on a display. (Caller ID)

- The proposed solution must allow a user to pick up an external call, internal call, or a call on-hold from any internal extension.
- The solution must allow for call holding: the ability to put a caller on hold and make another call or answer another incoming call. It must also allow the call to be answered from the same or different internal extension.
- The phone must display date, time, extension name, and extension number in idle state. The phones must provide visual display of incoming call numbers/extensions, and activated features such as DND (Do Not Disturb) and Call Forward. Staff must have the ability to turn on/off these features for any individual phone, as needed.
- Standard Phone Buttons such as Transfer/Conference, Hold, Speaker, and Redial functions need to have their own designated buttons on all phones.
- The proposed solution must allow Food Bank staff to distinguish external and internal calls with different ringtones.
- The proposed solution must allow the ability to adjust volume level on individual phones.
- The proposed solution must provide the speakerphone feature on all phones.
- The proposed solution must allow us to Page the office and Page the warehouse. We need to improve current intercom system in warehouse and/or purchase and install more speakers. If a new proposed system needs to be installed, it must be able to be used for other events.
- The proposed solution must require Food Bank staff to press “9” before calling an external phone number.
- The proposed solution must provide high quality voice with minimal latency.
- The proposed solution should allow a phone user (conference leader) to establish a telephone conference among three or more parties, with the conference leader included.
- For VOIP options, the proposed solution must allow multiple, designated Food Bank staff to use a web interface for phone programming, management of account creation, deletion, and changes in settings.
- The proposed solution must allow multiple, designated Food Bank staff to record and manage the voice menu, business, and holiday greetings.
- The proposed solution must provide manuals and documentations for multiple designated Food Bank staff to be trained.
- The proposed solution must allow multiple, designated Food Bank staff to view basic historic call reporting for phone extensions, hunt groups, mailboxes, etc.
- The proposed solution must allow staff to continue sending and receiving faxes.
- The proposed solution must allow staff to continue to scan to emails through fax.

Voicemail

- The proposed solution must support a minimum of 35 voicemail subscribers.
- After **5** rings, an unanswered call forwards to the corresponding voice mailbox.
- The proposed solution must allow a call to be transferred to another internal extension or voicemail.
- The proposed solution must allow any individual phone to handle two lines simultaneously. For example, while Food Bank staff puts a call on hold on Line 1, that person can also use Line 2 to place another call to get more information for the caller waiting on Line 1.

- The proposed solution must allow staff to design a simple and easy-to-use voice message.
- The proposed solution must allow staff the ability to easily retrieve voice messages onsite and while away from the office via an access code.
- Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments if needed.
- The voicemail system must offer the option to provide unified messaging and integrate with Outlook, Google Application Suite, and Office 365 Exchange Online.
- Please list voicemail recording time allowed for each occurrence.
- Please list the total number of message minutes that can be stored in a user's voice mailbox. (Is there a limit on the # of voicemails stored within the system at one time?)
- The proposed solution must have a light indicator on the phone to notify a user of a new message in the user's voice mailbox.
- Each individual voice mailbox must be password-protected.
- The proposed solution provides bi-directional synchronization of deletion and read / heard messages.

External Connection

Second Harvest Food Bank of Northeast Tennessee is currently using PRI trunking. The cost or savings of switching from PRI to SIP will be factored in, if applicable. Second Harvest is equipped with Charter Cable Internet connection. We also have CenturyLink Internet as a backup provider. Should the vendor require the Food Bank to be compliant with a certain network requirement, please specify. A cost estimate must be included, if applicable.

Internal Connection

Second Harvest Food Bank of Northeast Tennessee uses some PoE (Power Over Ethernet) switches. The Food Bank is equipped with RJ45 ports for IP phones to connect at all locations. When needed, the IP phones can also be plugged into desktop computers. The ports must provide 1 gb passthrough the PC. Should the vendor require the Food Bank to be compliant with any additional requirement(s), please specify.

Automated Attendant

After hours, calls to all listed phone numbers will be answered by an automated attendant. A caller will be given the option to leave a voice message, if applicable.

The automated attendant must provide callers with a directory of staff members' names and/or titles and extensions. The automated attendant must allow Food Bank staff to pre-record multiple messages for different calendar dates, days of the week, and time of day announcements to support the Food Bank's business and holiday schedule – with no requirement to “record over” standard greetings. The system must allow Food Bank staff to remotely change and/or re-record these business and holiday greetings or messages.

Required Specifications for new system

- The price breakdown of the desktop / hands free phone options must be listed separately **and** included with the VOIP package. A final determination will be made by the Food Bank which option would be best suited for us.
- The Proposer must inform us of any additional equipment, supplies, porting features and requirements on our end that we would have to acquire **prior** to installation and set-up.
- The Proposer must provide us with a demo to display how your system would work.
- The Proposer must provide a Maintenance agreement listing which products and services are covered and for how long.
- The Proposer must provide the Food Bank with a timeline of planning, installation, and onsite training.

Desired but nonessential features for new system

- Chat / IM capabilities – The Proposer should provide information on this feature if it is available.
- Call forwarding – The Proposer should provide information on this feature if it is available.
- Webex – The Proposer should provide information on this feature if it is available.
- DID (Direct Inward Dialing) The Proposer should provide detailed information on this feature if it is available and the costs involved with this feature.
- It is preferred that the proposed solution has built-in redundancy for reducing system downtime to the minimum.

Implementation

Proposers are required to plan the implementation in such a manner as to provide NO downtime during the Food Bank's operation hours. The Food Bank operation hours are: Monday – Friday: 8:00 am – 4:00 pm Saturday & Sunday: Closed

Proposers are required to plan the implementation in such a manner as to provide redundant telephone capabilities for those operations during the implementation process. This is to be coordinated with the Food Bank prior to implementation. Vendors are required to provide a summary of their implementation plan, with a timeline included from equipment ordering to system design/configuration to final cutover.

Maintenance Services and Technical Support

Proposers are required to offer maintenance services and technical support for a minimum of five years. Vendors are required to provide remote and on-site assistance when needed. During an emergency, remote and on-site assistance need to be available from vendors after regular business hours. Please list response time about technical support.

3. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Request for Proposal Timeline:

All proposals in response to this RFP are due no later than **4/29/22**.

Evaluation of proposals will be conducted from **5/2/22 through 6/17/22**. If additional information or discussions are needed with any bidders during this window, the proposer(s) will be notified.

Second Harvest Food Bank of Northeast Tennessee reserves the right, without penalty, to add, remove, modify, or otherwise update the RFP, in any way we see fit. Modification of RFP, if any, will be distributed to participating proposers.

The selection decision for the winning bidder will be made no later than **6/30/22**.

Upon notification, the contract negotiation with the winning bidder will begin immediately. Contract negotiations, if deemed necessary, will be completed by **7/29/22**.

Notifications to bidders who were not selected will be completed by **8/12/22**.

Project Timeline:

Phones and VOIP service, if applicable, must be delivered to the Food Bank and in place by **10/3/22**.

4. BUDGET

The proposal must contain a fee schedule that includes, but not limited to, line items for equipment, licenses, warranties, installation, and training. All costs associated with this project must be included in the proposal submitted to Second Harvest Food Bank of Northeast Tennessee. Any additional options for the Food Bank should be listed separately. Second Harvest Food Bank of Northeast Tennessee relies on the Proposer to assure all charges to complete the scope of work are submitted in the proposal and there are no hidden costs or charges that will be incurred by the Food Bank.

No additional fee will be paid for a reasonable number of changes or minor additions to the scope of work during the implementation process. No payments will be made for any other services unless written authorization is received from Second Harvest Food Bank of Northeast Tennessee prior to the commencement of any such work. Please attach a Standard Purchase Agreement from your company.

Warranty, Service, and Support

The Proposer must submit information about the warranties available for any equipment and services provided by the manufacturer. List terms for hardware replacement and software upgrades. Clearly enumerate any charges associated with any service that will be billed to Second Harvest Food Bank of Northeast Tennessee.

Pricing for each of the following items in accordance with the format below:

Desktop and hands free phone options (including all upgrades)

Proposer's fees and fee schedule

Third party vendor fees and fee schedule, if applicable

VOIP fees

Maintenance agreement listing which products and services are covered and how long

Warranty Service and support guidelines

Fax capability options

Alarm system capability options

Is insurance required for this phone system?

NOTE: All costs and fees, and the timing of each, must be clearly described in each proposal.

5. PROPOSER QUALIFICATIONS

Proposer should provide the following items as part of their proposal for consideration:

- Description of experience in providing phone service (standard and VOIP).
- List subcontractor companies that will work in conjunction with bidder on project.
- Timeframe for delivery of product and services, set up and training.
- References: Submit information regarding a minimum of three comparable projects the bidder has completed as the prime contractor. The projects shall indicate the start and completion dates, services and equipment provided, project costs, contract term, and warranty. Please provide contact information for each reference.

6. PROPOSAL EVALUATION CRITERIA

A proposal submitted in response to this RFP shall constitute a binding offer. The proposer shall identify, clearly and thoroughly, any variation between its offer and this RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance. Proposer's authorized representative may withdraw proposals only by written request received before the proposal due date.

Second Harvest Food Bank of Northeast Tennessee will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- **Organizational Experience:** Bidders will be evaluated on their experience as it pertains to the scope of this project.
- **Value and cost:** Bidders will be evaluated on the total cost of the phone and service, as well, as the suitability of any proposed substitutions of products or services included in project scope section of this RFP.
- Proposals will be evaluated based on the following criteria:
 - Responsiveness of the proposal to the scope of services requested.
 - Commitment to satisfying the Food Bank's needs and requirements as specified in this RFP.

- Quality of the product and service.
- Total cost.
- Compatibility with existing telephone infrastructure.

Second Harvest Food Bank of Northeast Tennessee may accept the lowest responsible bid, meeting bid requirements and specifications or may reject one or all bids without disclosure of a reason. The Food Bank reserves the right to make an award or partial award. The Food Bank also reserves the right to reject any and all submitted proposals without penalty. The Proposers will comply with all applicable laws, regulations, codes, standards, and ordinances in force during the term of the contract.

Each bidder must submit **3** hard copies of their proposal to the address below in addition to sending electronically by **4/29/22** at 4:00 pm EST. Submission of bid and related questions should be addressed to:

Second Harvest Food Bank
1020 Jericho Drive
Kingsport TN 37663

Contact: Beth Tanner
btanner@netfoodbank.org

Each proposal shall be valid for a period of one hundred twenty (120) days from the proposal due date.