



## Request for Proposal for VOIP Phone System/Service

Responses Due January 3rd, 2018  
Tillamook Bay Community College  
4301 3<sup>rd</sup> Street  
Tillamook, OR 97141

### **Purpose**

The purpose for this Request for Proposal (RFP) is to evaluate business phone system firms which provide custom solutions and might be requested to provide Tillamook Bay Community College (TBCC) with such services.

Vendor(s) selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

### **Background**

TBCC is a small rural community college on the North Oregon Coast. We pride ourselves in personal services to our students. Tillamook is a town of about 5,000 people in a topographically challenged county with about 25,000 people.

TBCC Fall enrollment is 118.21 FTE with a total student population of about 1676. TBCC is a gathering place for our community so many local events and meetings are held on our campus.

### **Services to be Provided**

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas, and if after review and questions add any additional components deemed necessary to successfully complete the project. System will provide:

- Auto attendant or auto-attendant system to allow callers to be automatically transferred to a user's extension without the intervention of a receptionist. It should have the option to reach a receptionist by pressing 0.

- Dial by Name
- In-house TBCC managed voicemail, extensions, passwords, phone programming, etc via a PC, GUI interface.
- Monitoring software to provide data on incoming call volume, response times, un-listened-to voicemail, and more.
- Flexible main greetings for holiday, inclement weather announcements, and emergency situations.
- Ability to manage a call tree for multiple languages (English and Spanish).
- Check voicemail from an outside line.
- Change voicemail settings from an outside line (like do not disturb, vacation greetings, illness greeting).
- Call-forwarding to external and internal destinations (including cell phones).
- Unified Messaging: Ability to selectively route incoming voicemail to Microsoft Exchange mailboxes.
- Voice Conferencing Technology: The ability to connect to multiple internal and external locations in a conference call structure.
- Ability to host conference calls with 10 or more callers.
- System will have a guaranteed uptime of 99%.
- Ability to add handsets without licensing or software issues.
- Capability to utilize Direct Dial (DID) numbers as needed.
- Caller ID Speaker phones.
- Implementation of new system to be completed by August 1<sup>st</sup> of 2019.

#### **Additional nice to have features**

- Do Not Disturb: A phone can be set to "do not disturb" to forward all calls directly to voicemail without ringing the extension.
- Express Messaging: Express messaging is used when a caller does not want to disturb the user, or is calling a guest mailbox without a phone, to immediately leave a message.
- Message-only information "mailboxes" for business hours, directions, job offerings, and answers to other frequently asked questions. These mailboxes may be forwarded to the receptionist after each message plays, or the user can return to the main menu.
- The ability to configure multiple extensions to a single voicemail box – operators that may receive calls or people waiting in a queue for the ACD can be routed to a common voicemail box that can be checked by yet another operator that may not have an extension connected to the voicemail box.
- Wireless headset capability
- Caller ID when phone call is forwarded to cell phones.
- Ability to send voice mail that converts to text message/e-mail
- Video conference

There are approximately 80 phones currently installed at this location. The proposal should include costs for replacing the handsets currently in use (most are Cisco 7911,

7912, 7940, 7960, or 7941. If on premise solution is suggested please include all costs of backend hardware such as switch requirements, server requirements, and routers.

### **Evaluation Criteria**

TBCC is looking for one company to provide all of the services listed above. Following receipt and review of the proposals by TBCC, selected firm(s) may be invited to an interview or demonstration of services via on-site presentations or webinar of their proposed solution. The decision to interview the respondents will be at TBCC's sole discretion based on evaluation of each respondent's proposal. TBCC reserves the right to reject any and all responses, and to waive any irregularities of information in the evaluation process. The final decision is the sole decision of TBCC and the respondents to the RFP have no appeal rights or procedures guaranteed to them. The selected firm(s) will be given an opportunity to present their proposal in detail. Those directly responsible for the design of this project will be expected to attend.

Although TBCC may conduct interviews to select among the final candidates, it is not TBCC's intent to seek extensive clarification of the proposals received. Therefore, it is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work in the proposal. Proposals will be submitted and reviewed as outlined in the TBCC Board Policy Article number 106. This policy is provided on our website under College Board and Leadership, 2016/2017 Policy Manual.

The successful firm will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate proposals received:

1. Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding.
2. Experience and past performance.
3. Capability of proposed solution.
4. Cost of services provided.

### **Proposal Preparation and Submission Requirements**

The proposal shall clearly address all of the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. Proposals should be thorough yet concise. Proposals are to be prepared at your own expense.

The proposal shall be sent to the official contact listed below, to be received no later than January 3<sup>rd</sup>, 2018 at 4:00 p.m. Pacific Standard Time.

Sheryl Neu  
Tillamook Bay Community College

4301 3<sup>rd</sup> Street  
Tillamook OR, 97141  
sherylneu@tillamookbaycc.edu

Any questions regarding this RFP must be submitted by e-mail to TBCC by 4:00 p.m. December 15, 2017. All questions will be answered promptly. Responses to inquiries that substantially or materially change the RFP will be made available to all prospective vendors that have submitted a formal Letter of Intent.

The proposal shall be organized in the following manner with the subject headings and sequence indicated.

1. Introduction
2. Experience and Past Performance
3. Organization and Personnel
4. Proposed Solution(s) - Based on Description of Services
5. References
6. Pricing, Hourly Rates and Other Fees

Please answer all questions in the format provided.

#### **Selection Process Schedule**

The schedule of the selection process is as follows:

- December 1, 2017 – Release of the RFP
- December 15, 2017 – Vendor RFP Questions Due
- January 3<sup>rd</sup>, 2018 – RFP Responses Due
- January 10<sup>th</sup> to 15<sup>th</sup>, 2018– Invitation to selected firms to demo products
- February 15<sup>th</sup>, 2018– Notification of Selection Results
- Contract start date to be mutually agreed upon by TBCC and Selected Firm

#### **Cost of Preparing RFP Response**

All costs associated with responding to this RFP are the sole responsibility of the responding company.

#### **Additional Information**

Submitted responses to this RFP become the property of TBCC. TBCC reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.