

Housing Authority of the City of Lumberton Request for Quotation

Avaya Telephone System

Introduction

The Housing Authority City of Lumberton (HACL) is located in Southeast North Carolina approximately 96 miles south of Raleigh, North Carolina. The HACL offices were flooded out in 2016 during Hurricane Matthew and is currently in a temporary office environment split amongst two locations (407 Sycamore St and Rozier Homes Community Building).

RFP Objective

This is a “brand specific” RFQ that is to replace the Avaya telephone system that was lost to damage during Hurricane Matthew in October 2016. The HACL staff is familiar with the system and its capabilities and is replacing the damaged system.

The HACL is seeking proposals for a turnkey solution for Voice Over IP Phone System. The scope of this RFQ is for turnkey solution for VoIP desktop, handheld, and conference phones, VoIP PBX appliance, software, and training. The system will be implemented in a scheduled rollout by building. Equipment must be usable in the temporary office environment with seamless transferability to permanent location.

Project Description

It is the desire of the HACL to consolidate this management under one partner with a qualified firm or group to provide a turnkey telephone system that meet and/or exceeds the below specifications that matched the system which was lost during Hurricane Matthew in 2016. This support includes, but not limited to the following:

- 1. Equipment** – Vendor will provide the following equipment:

QTY	Description
1	IPOIP500 WALL MNTG KIT V3 PRODUCT
1	IPO R9 ESSNTL ED ADD 2CH ADI LIC LICENSE ONLY
2	9600 Button Module BM12
1	IP500 V2 Control Unit – with power cord
20	9508 TELSET
1	9504 TELSET
1	IPO R9 ESSNTL ED ADI LIC LICENSE ONLY - RFA
1	IP400 CABLE
1	IP500 V2 System SD Card MU-LAW

1	COMBO CARD 4x6x2
2	DIGITAL 8 STATION CARD
1	IPO R9 AV IP ENDPT 1 ADI LICENSE
1	AVAYA IPO R9 SIP Trunk 20 ADI License
1	IP Phone Single Port POE Injection 96X1 Series
2	D100 IP DECT Base Station
2	D160 IP DECT Handset

2. **Installation Equipment** – Installation shall include listed equipment, battery backup, surge protector, shipping and handling, miscellaneous installation hardware, configuration and all support hardware. Contractor shall deliver and install equipment onsite.
3. **Setup** – The contractor will assist the HACL in the initial setup up to ready for service of all services offered by the system.
4. **Specific Requirements** – Embedded voice mail with up to three configurable auto-attendants.
5. **Training Plan**- As part of the Project Scope, selected vendor will develop, provide, and manage a detailed plan for training to include the following:
 - a. The role and responsibility of the system and/or roll-out vendor in the design and implementation of the training plan.
 - b. R/R of the HACL staff in the design and implementation of the training plan.
 - c. Overview of the training plan/strategy, including options for on-site training services, for the core project personnel, end-users, and technology personnel.
 - d. Knowledge transfer strategy proposed by the software and/or roll-out vendor to prepare HACL staff to maintain the system after it is placed into production.
 - e. Detailed description of system documentation and resources that will be included as part of the rollout by the vendor including, but not limited to, detailed system user manuals, “Quick Reference” guides, online support, help desk support, user group community resources, and others as available.
6. **System Documentation** – Selected vendor will develop and provide documentation that describes the features and functions of the proposed application software. The documentation shall be provided for both users and the technical personnel who will administer and maintain the system. It is desirable that differing levels of documentation (user documentation and technical documentation) exist. The selected vendor shall provide documentation in web-based, CD and PDF forms for each application module.

- 7. System Support** – Summary description of the support system’s operations and capabilities and any potential limitations. The purpose of this is to ensure the HACL has a high-level understanding of the support process.

Current Network:

The HACL is currently operating off of three phone lines for up to 26 personnel and two shared fax machines spread throughout two locations. The main HACL office is in a temporary space after Hurricane Matthew in 2016. The HACL runs a Windows 2012 Edition server. Wired and wireless internet connectivity via Spectrum Business (formerly Time Warner Cable). 20 workstations consisting of 20 Dell OptiPlex desktops with Windows 10 each with an MFP are used.

Deadline for Response

Qualified firms must submit proposals is by 4:00 p.m., Friday, January 5, 2018 to be considered. Late proposals will NOT be considered. Instructions/guidelines for submission are as follows: Proposals are to be submitted via USPS to:

RFQ for Avaya Telephone System
407 N. Sycamore St
PO Box 709
Lumberton, NC 28358

Or, via email to chiefoperoff@hac1014.com

Please mark the envelope of your mailed proposal with “**Proposal for Avaya Telephone System**” and for an emailed proposal place in the subject line of your email “**Proposal for Avaya Telephone System**”, if applicable. Proposals received following the deadline will not be considered.

All proposals shall include a statement indicating that the submitter is authorized to offer this proposal by his/her company and may bind the company under contract if selected.

Timeline

HACL intends to finalize the vendor selection and award the contract for work to begin no later than Friday, January 12, 2018.

Selection

The HACL is using a competitive negotiation process to award a contract to the successful proposer. Although cost is a significant criterion for selection, the HACL will be awarding based upon a number of criteria evaluated based upon the proposal.

IT Environment

The successful bidder will have experience and/or knowledge with the components of HACLS technical environment. Providers may visit the office to review the current configuration or hardware and software applications.

Questions for Proposer

Please respond to the following in your proposal. Please use the same order and titles to help facilitate scoring your proposal.

1. General Company Information

Describe qualifications and experience in the installation, training and service for the proposed telephone system. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties.

Provide references of similar sized or larger agencies that proposer is currently managing or has managed.

2. Service Levels

Describe service levels you will provide to HACL, to include warranties by manufacturer and contractor on installation and support.

3. Documentation and Records

Describe how you would document and record maintenance, installation, performance, and changes to the system. Describe the documentation that you would make available to HACL at the end of the contract period. Describe how you would maintain confidentiality in strict conformance with HIPPA and other confidentiality laws and regulations.

4. Fees

Please provide all fees associated with the proposed contract for services. The following should be included in your base bid:

- Fees for service initiation
- Ongoing monthly fees and what is included and excluded.
- Fees for connectivity to support site

Optional fees:

- Extra work which is outside the proposal
- Optional ongoing services
- Ad-hoc services

5. Significant Evaluation Factors

Responses shall be reviewed on these critical factors with the indicated relative importance factors.

1. Company experience, certifications, expertise, references from similar agencies.

30%

2.Fees

30%

3.Service levels

30%