

**Lackawanna County Board of Commissioners**  
**Request for Proposals**  
**ID# 300-2016-117**  
**For Integrated County-Wide VOIP Phone System**

**NOTICE IS HEREBY GIVEN:** that pursuant to a fair and open process, sealed submissions will be received by the County of Lackawanna (the "County) Board of Commissioners ("Board of Commissioners") at its offices at 200 Adams Avenue, 6<sup>th</sup> floor, Scranton, Pennsylvania 18503, on Friday, December 9, 2016 at 4:00 p.m., prevailing time for a VOIP phone system.

A. **PURPOSE:** The purpose of this Request for Proposals is to solicit interest from qualified firms and/or individuals to provide professional services for the County. A qualified firm and/or individual will be selected through a fair and open process at the sole discretion of the County.

B. **PROCEDURES FOR RESPONDING TO REQUEST FOR PROPOSALS:**

1. The original and (4) four copies of the submission, inclusive of all information required at Section D hereof, shall be provided. Proposals must be submitted to the Procurement Office, c/o Kevin Mitchell, 200 Adams Avenue, 6<sup>th</sup> Floor, Scranton, Pennsylvania 18503. Submissions must be submitted in a sealed envelope with the name of the firm or individual submitting the Proposals clearly marked with the Proposal ID# on the outside of the envelope. The County assumes no responsibility for delays in any form of carrier, mail, or delivery service causing the submission to be received after the above-referenced due date and time. Submission by fax, telephone, or email is not permitted. The final selection shall be made in the sole discretion of the Board of Commissioners.
2. All questions regarding this RFP shall be made in writing to Jeff Mando at [mandoj@lackawannacounty.org](mailto:mandoj@lackawannacounty.org) no later than Wednesday, November 23, 2016 at 4:00 p.m. Responses to these questions will be posted on the County website [www.lackawannacounty.org](http://www.lackawannacounty.org) by Tuesday, November 29, 2016.
3. ***There will be a mandatory site visit held on:*** Wednesday, November 16 2016 at 10am until noon that all firms looking to submit a proposal will be required to attend. The site visit will include a walkthrough of existing County facilities to get a better understanding of the challenges associated with the legacy systems, infrastructure, and other special requirements or applications of Lackawanna County.

C. **CRITERIA FOR EVALUATION OF PROPOSALS:** The Committee tasked by the Board of Commissioners will independently evaluate each submission and the selection will be made upon the following criteria:

1. Experience and reputation in the field;
2. Knowledge of the subject matter of the services to be provided to the County;
3. Knowledge of the County, its affairs and operations;

4. Ability to meet timelines and schedules for completion as set forth by the County;
5. Availability to accommodate any required meetings of the County;
6. Compliance with the minimum proposals established by the County for the service;
7. Other factors determined to be in best interest of the County.

D. **QUALIFICATION REQUIREMENTS:** The Board of Commissioners is requesting Proposals for a qualified company or firm to provide a complete VOIP phone system solution on behalf of the County in coordination with the Department of Information Technology., which shall include:

1. **Scope of Services** – The Board of Commissioners is requesting proposals to provide professional services for the County. All submittals shall detail the firm’s or individual’s qualifications and price to provide that type of service.

*The minimum qualifications established by the County for the professional appointments are as follows:*

**Lackawanna County VOIP Phone System Specifications:**

- a) Lackawanna County is asking for proposals for a VOIP phone system to deploy across our network. Our current network extends out to 31 buildings throughout the county including magistrate offices, parks, museums and various county offices. We currently extend VOIP to nine buildings.
- b) Timeline: Our current phone count stands at (1,184) one thousand one hundred eighty four. The County is looking to make major changes and office moves over the next few years. The Lackawanna County Network Operations Center will be moving from 200 Adams Avenue to the new Lackawanna County Government Center (LCGC) formally known as the Globe Store at 125 Wyoming Ave, Scranton, PA. We require that the VOIP phone system project is completed well before the datacenter move.
- c) Lackawanna County Department of Information Technology will provide a Cisco Network with POE switches throughout the county network via wired and wireless connections. Phones must be 10/100/1000 POE or adapter, and support CDP or LLDP with preference given to CDP. Phones may have computers plugged into them in series with one cable run to each workstation where required. The vendor is responsible for installation of all hardware and software at all sites except for phones.
- d) The phone system and vendor shall be recognized with an established reputation in the industry. The vendor shall have an engineering support capability traceable back to the manufacturer. There shall be warranty, support, and maintenance information in the quote to reflect a minimum of (4) four scheduled – (4) four hour training sessions, and all warranties shall begin following a county signed-off acceptance of phone system once testing/commissioning has been completed. Warranty information shall show specific term(s) and budgeted future warranty costs. There shall be administrative and first line support training. For phone users there shall be a “train the trainer” and user information clear enough to make classes unnecessary.

- e) The phone system shall be on county supplied virtual servers and have disaster recovery built in with two sites set up as hot swappable with both live; The Lackawanna County Government Center (LCGC) and (911) Public Safety Center. An automatic fail-over redundancy requiring no intervention in the event of the failure of any primary system component is mandatory.
- f) We currently have 5 PRIs from Level 3 but any system must be hardware SIP ready less any licensing. We are seeking to split the PRIs between the two disaster recovery sites since they would be live and operating.
- g) For disaster recovery these sites will need to be survivable with CO lines for 911 calling and analog ports:
  - LCGC – 601 phones, 24 analog ports, 21 CO lines, 6 PRIs
  - Prison – 77 phones, 24 analog ports, 8 Cos
  - Courthouse – 130 phones, 16 analog ports, 8 Cos
  - Brixx Building – 68 phones, 5 analog ports, 3 Cos
  - Jefferson Ave. Building – 65 phones, 5 analog ports, 3 Cos
  - (911) Public Safety Center – 120 phones, 24 analog ports, 2 PRIs, 8 Cos
- h) This phone system shall be a complete full featured system with voice mail, 3 or 6 person conferencing, Conference Bridge, call accounting, basic ACD, soft phone, presence, mobile twinning and mobile apps. Note that it is very important that we can trace a phone threat and archive a voice mail to disk.

#### Trunks

We currently have 5 PRIs sending 4 digit DID numbers. We also have 21 Centrex lines in a backup route. We would like to keep 3 at our main site and move 2 to our backup site. The backup site will also have a provided PRI that currently serves them.

#### TIE Circuits

We have a tie line PRI between the main county system and the (911) Public Safety Center. We need a transitional PRI between the new system and our Current NEC for 4 digit dialing.

## VOIP Phones

Total (1,300) thirteen hundred phones:

### Phones for Main County (LCGC) Proposal:

- 144 - Executive and all features.
- 24- 16 line Secretary and Voice Mail, Directory
- 190 -8 line and voice mail, Directory, Twinning, mobile apps.
- 664 – 8 line just voice mail.
- 113 – Single line
- 30 – Conference Room
- 12 – Large Conference Room (Courtrooms)
- 3 – PC Consoles (2 - Prison, 1 - CYS)

### Phones for (911) Public Safety Center Proposal:

- 6 - Executive and all features.
- 1- 16 line Secretary and Voice Mail, Directory
- 10 -8 line and voice mail, Directory, Twinning, mobile apps.
- 10 -8 line just voice mail.
- 4 – Conference Room
- 2 – Large Conference Room
- 87 – Single line

The (911) Public Safety Center (120 phones, 24 analog ports, 2 PRIs, 8 Cos) will be live on our backup virtual server. It will have a PRI tied to the 911 system equipment that is currently tied to an admin switch that is going away. We will keep as primary the PRI that feeds the DID numbers and out calling. When advisable we seek to add two PRIs from the LCGC to the (911) Public Safety Center. The system should act as one.

### Notes:

- We have a convoluted 4 digit dialing plan with DIDs, Centrex, and PBX extensions.
- Many departments use a square line button setup with main and hunt lines.
- Every phone has a unique extension number.
- We need to light a button on multiple phones for shared mail boxes.
- We restrict certain phones at the prison from calling non-prison extensions.
- We forward certain DID numbers to external numbers.
- Call waiting, stacking, or the ability to make or take a second call will turn some 8 line phones into single line.
- We have plans to implement E911 with our PSAP.
- We want a 32 port conference bridge.
- Phones must do paging and have multiple groups with each group having 24 phones.
- We need music on hold.
- Phones must have a headset option.
- We want to use VOIP ATAs to convert some analog devices. (70)

The proposal shall contain any possible buy back for our old NEC and Nortel equipment.

***Proposals must include pricing based on the above items.***

2. **Resume** – All resumes submitted to the County shall include the following:
- a) Name and address of your firm and the corporate officer authorized to execute agreements;
  - b) A brief description of your firm’s history, ownership, organizational structure, location of its management, and applicable license(s) and registration(s) to do business in the Commonwealth of Pennsylvania;
  - c) The names, experience, proposals, and applicable licenses held by the individual primarily responsible for servicing the County and any other person(s), whether as employees or subcontractors, with specialized skills that would be assigned to service the County.
  - d) A listing of government clients with which you have similar contracts; include the name, address and telephone number of the contact person.
  - e) A statement of your firm’s insurance coverage. Firms must provide an insurance certificate specific to the County in responding to this RFP.
  - f) A statement of assurance that your firm is not currently in violation of any regulatory rules and regulations that may have any impact on your firm’s operations.
  - g) A statement that your firm is not involved in any current litigation with the County.

3. **Facilities – Office Locations**

- a) For your firm’s facilities which will service this project:
  - i. The location;
  - ii. Firm personnel assigned to this location; and
  - iii. Activities of the firm performed at this location.
- b) For those facilities and activities located elsewhere, please explain the activities performed elsewhere and why these are best performed at a different office. Firms where all activities are performed at one location shall clearly indicate there is only one location.

E. **RESERVATION OF RIGHTS:** The Board of Commissioners of reserves the right to reject any and all submissions, in whole or in part and to waive any immaterial defect or informality in any proposal as may be permitted by law.