



Wythe County Request for Proposals Appalachian Regional Exposition Center (APEX) Telephone System, Telecommunications Service Provider, Internet Services Information Sheet

1.0 Scope of Project

The Wythe County Board of Supervisors is seeking sealed proposals for a telephone system and telecommunications services that will serve the Appalachian Regional Exposition Center (APEX). Because of the close tie-in between telephone and internet services, Wythe County is additionally requesting proposals for internet connectivity for this facility.

The APEX is a 90,000 SF facility which includes a 45,000 SF arena floor and seating for 2,500 patrons, expandable with arena floor seating. The facility also has 6 meeting rooms, 4 concession stands, a ticket booth and staff offices. An estimated total of 9 phones and 6 facsimile lines will be needed for this building.

The proposal will include all telephones, equipment and labor necessary to complete the installation. The building is currently being wired with CAT6 cabling for the telephones which will be labelled but left unterminated in 2 wiring closets.

Internet service will serve the meeting rooms, staff, and event organizers only. Internet service will specify download / upload speeds. Proposal will include all equipment and labor necessary for installation. Demark location will be in the network patch panel in one of the wiring closets. This RFP does not provide internet access for event patrons.

2.0 Criteria for Award

The criteria for award will be based on a complete analysis of each proposal. Specifically, each proposal will be judged on its pricing and overall ability to meet the county's needs and technical feature requirements listed herein. Further, the proposer's proven ability to service an installation of this size and proven references of a similar installation will also be part of the evaluation process.

In conjunction with the system hardware/software specifications submitted by proposers, confirmation of the ability to provide the following services/capabilities should be included in the proposal:

- Recurring maintenance contract availability/cost. Please include cost of recurring (annual) maintenance contract separately.
- Indicate minimum response time to repair/replace a component that experiences a critical failure that renders the system inoperable.

- Indicate minimum response time to repair/replace a component failure that renders that component inoperable.
- Description of customer-directed administration of the system and training availability and cost
- Training for all system users and follow-up support when needed.
- Description of owner’s manuals and end user documentation

2.1 Questions

There will not be a pre-proposal meeting. All requests for information shall be submitted in writing by email to William E. Vaughan, PE, County Engineer at 340 South 6th Street, Wytheville VA 24382. All requests for information must be received by close of business June 15, 2018 and responses will be provided for all requests.

2.2 Submittal

One original and three copies must be received by 2 PM on June 29, 2018. Proposals shall be sealed and addressed to:

Wythe County Administration Office
Attn: Martha Collins
340 South Sixth Street
Wytheville, VA 24382

Outside of sealed envelope must be identified as “**APEX Telephone System Proposal**”

3.0 Specifications

Only newly manufactured unused equipment of the latest design, including the latest software version available and in current production by manufacturer with experience in this field shall be considered.

3.1 System Features (to include but not be limited to the following)

1. 911 Support – At default, the system shall automatically contact the local Public Safety Answering Point (PSAP) when 911 is dialed.
2. Alphanumeric Display – Phones requested with an alpha-numeric display must have a minimum of an available 2-line, 16 character alphanumeric backlit liquid crystal display.
3. Automatic Outside Line Answer/Hold – The user must be able to answer a second inbound line call while on another call by pressing the HOLD or PARK button. This one-touch operation automatically will place the first call on hold and the second call will be automatically connected to the user.
4. If a station user encounters a busy signal when attempting to call another station, the user shall have the ability to alert the busy station user that they are trying to reach them. Tone signal and display information shall be provided to the busy station user,

- indicating what station is trying to call them. This feature shall be allowed or denied on a per station basis through system programming.
5. Call Transfer – The system shall provide for calls to be transferred to any station in the system utilizing the TRANSFER button. The call will be placed on temporary hold by pressing the transfer button, and then the transferring station user will dial the station number of the person to receive the call. The transferring station user may announce the call or simply hang up to complete the transfer.
 6. Call Forwarding – The system shall provide for a minimum of fixed and flexible call forwarding. Fixed call forwarding shall allow for station to have a default forward destination and style of forwarding defined in the system programming. Flexible call forwarding shall allow the user to change their default fixed forwarding setting.
 7. Call Park – The system shall provide for calls to be place on hold and retrieved from hold through a PARK or HOLD button.
 8. Call Park/Swap – The system shall allow the user of a PARK/HOLD button to have a call on hold and be on a second call and then place the second call on hold and at the same time retrieve the first call, thus alternating between the two calls, with one always being live and the other always on hold.
 9. Call Pick-up – The system shall allow for answering calls that are ringing at other stations by a station user using a PICK UP button. The system shall allow at a minimum the ability to have a direct call pick-up or an internal group call pick up.
 10. Conference – The system shall provide for an adequate amount of conference capability
 11. Direct Inward Dialing – The proposed system should support DID trunks from the local phone company. This service allows any number of telephones to be called directly from the outside without the need of having a dedicated outside line for every telephone.
 12. Voice Mail/Automated Attendant Integration – The proposed system must be designed to provide full integration with voice mail and automated attendant machines. The system should allow for the transfer and forwarding of calls to a mailbox and provide you with a unique voice mail message waiting indication.
 13. Built in “phone book” that will allow searching for a particular extension

3.2 Telephone features (to include but not be limited to the following)

- Alphanumeric Display
- Built-in speakerphone
- Call Forwarding
- Call Park
- Call Pick-Up
- Call Transfer
- Caller ID
- Distinctive Ringing
- Intercom capability
- Last number redial
- Message Indicator for voice message
- Speed Dialing

3.3 Multi Line Phones

- Automatic Outside Line Answer/Hold
- Call Park/Swap
- Do Not Disturb capability
- Conferencing Capability

3.4 System Capacities

1. Participant capacity of conference calls and number of conference calls that can occur simultaneously.
2. Number of ports for telephones and outside lines in the system at its maximum capacity.
3. Indicate the maximum number of analog connections that can be supported per system.
4. Indicate the maximum number of digital phones that can be supported per system
5. Please indicate the maximum number of IP terminals that can be supporter per system (if applicable)

4.0 Licensing

1. Indicate how software and/or user licenses are handled
2. Indicated which devices require software and/or user licenses
3. Indicate how voice mail is licensed if applicable
4. Indicate if there are additional licenses that are required

5.0 Redundancy

1. What type of power redundancy is provided with system? (Note server room will not be served by an emergency generator)

6.0 Reliability/Warranty

1. How does your product ensure continuous uptime?
2. Indicate warranty provided on hardware and software.

7.0 Scalability

1. How scalable is your system? How many phones or devices can be supported by each call management server?
2. How many ports are available for analog, digital and/or IP connections within a given server?
3. Can the system be expanded to accommodate a new location or expansion of an existing location?

8.0 System Management

1. What services can be administered locally?
2. What are your system's management solutions and features?
3. Is your system capable of remote administration?

9.0 Telephones

1. What models of phones are supported by this system?
2. What user features are available with these phones?
3. Does the system support other vendor's phones?

10.0 Voice Messaging System (to include but not be limited to the following)

1. Indicate the maximum number of mailboxes and maximum hours of message storage space.
2. The voice mail system should provide security code access to individual mailboxes.
3. The voice mail system should support multiple message folders.
4. System should activate a message waiting indicator when a new message is received.
5. System should date and time stamp all incoming messages
6. Mailbox user should be able to:
 - a. Change passwords/personalize greetings
 - b. Control message playback
 - c. Delete message
 - d. Forward to another mailbox with option of appending comments
 - e. Retrieve message from internal and external to phone system
 - f. Reply to messages from other users in the voice mailbox system
 - g. Save messages for future reference
 - h. Check the status of a mailbox
 - i. Switch between multiple greetings

10.1 Voice Mail Administration

1. How is system configured and what locally can be administered
2. Who can enable system features?
3. Does system have remote access?
4. Reporting features available (use of mailboxes, use of system memory, volume of telephone traffic, etc.)
5. Set up of mailbox parameters
6. Set up of security, system functions and applications
7. Tracking system usage

11.0 Security

1. Is vendor's operating system susceptible to computer viruses? (if applicable)
2. What protections are enabled to protect from viruses?

12.0 Maintenance Support

1. Two hour emergency response and 24 hour standard response is a requirement.
2. The proposed system must have remote diagnostic capability. Please explain your procedure for monitoring the system remotely.

13.0 Other Questions

1. What is typical timeframe from order to installation? Please provide a timeline of events.
2. Maximum capacity of phone system
3. Maximum capacity of voice mail system
4. Please include copies of standard purchase and maintenance contracts.
5. Please include physical dimensions of proposed system and other environment characteristics
6. Does installation price include all coordination with the telecommunications service providers?
7. Please provide a list of at least 3 customers using the proposed system.

14.0 Internet Service

1. Specify proposed download and upload speeds
2. Indicate higher speed availability and costs
3. Specify any service bundling discounts
4. Specify contract length discounts
5. Include any additional included products or services (i.e. security software, email accounts, etc.)

15.0 Contract and Proposal

Proposals for phone system should include costs for system, telephones, software, training, maintenance, etc. Proposals for telecommunication services should include bandwidth capability, connection information, costs including costs for local/IN-LATA and long distance calls, etc. Proposals for internet service should include all monthly recurring costs including connectivity, equipment rental, access fees, etc.

The proposal submitted must be valid for sixty (90) days. The vendor whose proposal is deemed favorable shall enter into a contract with the Wythe County Board of Supervisors or the Appalachian Regional Exposition Center Authority (ARECA) within 30 days of being notified that it was selected.