

**2215 Langhorne Road \* Lynchburg VA 24501 \* (434) 455-1767**

**RFP # 11199(VIOP Enterprise Premise Based Phone System)**

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**Technical Specifications for a Replacement**

**Enterprise Phone System**

**Section 1 - Introduction**

Background Information:

Horizon Behavioral Health is requesting detailed specifications and proposals to replace our current Comdial (Vertical) PBX and several smaller independent key systems, 2 VOIP independent Avaya phone systems as well as Verizon business landlines and analog lines. This is an enterprise phone system replacement project.

The Comdial digital system services the following locations;

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **Fagan Administration Bldg.**  **2241 Langhorne Road**  **Lynchburg, VA 24501 –**  **Site has a PRI T1 for external calls** | **Landover Wellness Center**  **2235 Landover Place**  **Lynchburg, VA 24501**  **Direct fiber connect to Fagan for data, external calls and voice mail.** | **Langhorne Road Wellness Center**  **2215 Langhorne Road**  **Lynchburg, VA 24501-**  **Site has 2 PRI T1 circuits for external calls.**  **Direct fiber connect for data and voice mail.** | | **Bedford Wellness Center**  **1409 Ole Dominion Blvd.**  **Bedford, VA 24523-**  **Site has a PRI for external calls and a point to point T1 back to the Fagan Bldg. for 4 digit dialing and voice mail.** | **Campbell Wellness Center**  **37 Village Highway**  **Rustburg, VA 24588-**  **Site has a PRI for external calls and a point to point T1 back to the Fagan Bldg. for 4 digit dialing and voice mail.** | **Courtland Wellness Center**  **620 Court Street**  **Lynchburg, VA 24504-**  **Site has a PRI for external calls and a point to point T1 back to the Fagan Bldg. for 4 digit dialing and voice mail.** | |
| The 6 referenced sites above also share the same voice mails system located in the Fagan Administration Bldg. These sites have 4 digit extension dialing and these sites represent 73% of the phone handsets for Horizon. The Fagan Administration Bldg., Landover Wellness and Langhorne Road Wellness are connected via customer owned fiber for data and voice mail use. The PRI’s at these locations allow direct dial out of those buildings. The Comdial digital PBX has the following features;  Caller ID  Call forwarding  Conference calling  4 digit extension calling  Routing and regular voice mail boxes  Voice mail trees or auto attendant features  Front reception console units  Intercom features within each building  Paging features within each building  Programmable 12 and 24 button digital phone sets  Call monitor features  Speed dialing features  Answering calls ringing at another location  Adjustable height phone sets  Volume level for both ringing and in call volume control  Do not disturb feature  Oh hold features  Last number redial features  Conference room phones  Hunt group enabled  **Current VOIP Installed Phone Locations;**  **Amherst Wellness Center**  **120 W. Commerce Street**  **Amherst, VA 24521**  This site has an Avaya IP Office installation with voice mail. The VIOP system is connected through Horizons Fiber Optic connection via SIP trunks through Lumos. The site has 70 DID numbers assigned on those SIP trunks. Here are the features for this system;  Caller ID  Toggle calls  Hold call waiting  Hold music  Park  Automatic callback  Transfer  Message waiting  Visual voice mail  Voice mail to text  Call tagging  Hunt group enable  Call waiting  Do not disturb  Paging Intrude  Inclusion  Private call  Hot Desking  Soft phone capable  **Current Key Systems Phone locations;**  Appomattox Wellness Center  226 Clover Lane  Appomattox, VA 24522  Hudson House  2420 Woodrow Street  Lynchburg, VA 24501  **Current Verizon Business Telephone Locations:** |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **Altavista ICF** | | **101 Avoca Lane** | | **Altavista, VA 24517** | | |  | | --- | | **Horizon Bethany ICF** | | **3009 Roundelay Drive** | | **Lynchburg, VA 24502** | | |  | | --- | | **Horizon Timothy ICF** | | **3011 Roundelay Drive** | | **Lynchburg, VA 24502** | | | |  | | --- | | **Horizon Bowyer ICF** | | **529 Riverview Road** | | **Madison Heights, VA 24572** | | |  | | --- | | **Horizon Warren ICF** | | **527 Riverview Road** | | **Madison Heights, VA 24572** | | |  | | --- | | **Horizon Powell ICF** | | **722 B Graves Mill Road** | | **Lynchburg, VA 24502** | | | |  | | --- | | **Horizon Pearson ICF** | | **722 A Graves Mill Road** | | **Lynchburg, VA 24502** | | |  | | --- | | **Horizon Forest Hills UCF** | | **3018 Forest Hills Circle** | | **Lynchburg, VA 24502** | |  | |
|  |

**Horizon VLAN setup:**

Horizon Behavioral Health’s data network is currently designed so vLANs are setup by site differentiating each location. Horizon wants the current vLAN setup to continue and will provide appropriate vLANs for the proposed telephony system.

**Horizon Fiber Optic Expansion Project 2018:**

Horizon Behavioral Health started a major fiber optic expansion project in July 2018 replacing and/or upgrading current T1 circuits with MPLS fiber optics. Once these are completed, the WAN will be fully capable to add voice communications to its network. The following sites will have fiber optic connections for data and voice use combined;

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **Altavista ICF** | | **101 Avoca Lane** | | **Altavista, VA 24517**  **30MB Fiber** | | |  | | --- | | **Horizon Bethany ICF** | | **3009 Roundelay Drive** | | **Lynchburg, VA 24502**  **30MB Fiber** | | |  | | --- | | **Horizon Timothy ICF** | | **3011 Roundelay Drive** | | **Lynchburg, VA 24502**  **30MB Fiber** | | | |  | | --- | | **Horizon Bowyer ICF** | | **529 Riverview Road** | | **Madison Heights, VA 24572**  **Type 2 30MB Fiber** | | |  | | --- | | **Horizon Warren ICF** | | **527 Riverview Road** | | **Madison Heights, VA 24572** |   **Type 2, 30MB Fiber** | |  | | --- | | **Horizon Powell ICF** | | **722 B Graves Mill Road** | | **Lynchburg, VA 24502**  **30MB Fiber** | | | **Horizon Pearson ICF**  **722 A Graves Mill Road**  **Lynchburg, VA 24502**  **30MB Fiber** | |  | | --- | | **Horizon Forest Hills UCF** | | **3018 Forest Hills Circle** | | **Lynchburg, VA 24502**  **30MB fiber** | | **New ICF home in Lynchburg**  **Future 30MB fiber connection**  **Ready summer of 2019** | | **Longwood Wellness Center**  **1615 Longwood Ave**  **Bedford, VA 24523**  **10 MB fiber and 13 telephone numbers in the fiber optics** | **Horizon Hudson House**  **2420 Woodrow Street**  **Lynchburg, VA 24501**  **30MB fiber** | **Concord Wellness Center**  **7777 Village Highway**  **Concord, VA**  **Type 2, 30MB fiber** | | **Amherst Wellness Center**  **120 W. Commerce Street**  **Amherst, VA 24521**  **25MB fiber to increase to 30MB fiber. SIP trunks installed currently.** | **Future new site**  **Appomattox Wellness Center**  **171 Founders Way**  **Appomattox, VA**  **50MB fiber connection – in the planning stages now** |  | |
|  |
| **The other locations that will receive fiber upgrades and/or increases will be:** |

|  |  |  |
| --- | --- | --- |
| **Bedford Wellness Center**  **1409 Ole Dominion Blvd.**  **Bedford, VA 24523-**  **Current 10MB fiber to 50 MB fiber** | **Courtland Wellness Center**  **620 Court Street**  **Lynchburg, VA 24504-**  **100MB fiber** | **Campbell Wellness Center**  **37 Village Highway**  **Rustburg, VA 24588**  **Current 10MB fiber to 50MB fiber**  **Replacing installed fiber with Lumos owned fiber** |

**Existing fiber connected locations (Horizon Owned Fiber)**:

|  |  |  |
| --- | --- | --- |
| **Fagan Administration Bldg.**  **2241 Langhorne Road**  **Lynchburg, VA 24501** | **Landover Wellness Center**  **2235 Landover Place**  **Lynchburg, VA 24501** | **Langhorne Road Wellness Center**  **2215 Langhorne Road**  **Lynchburg, VA 24501** |

**RFP Purpose and Scope**

Horizon Behavioral Health seeks a solution that integrates its communications system with an on premise Voice over Internet Protocol (VoIP) integrated voice and data system or an equivalent type system. The new system shall include Unified Messaging and integrate with Horizon’s Exchange 2007 (Soon to be replaced with Exchange 2016) E‐mail System. All existing telephones should be replaced with equivalent IP phones that support basic telephony features. An employee should be able to log in anywhere on or off the company network (home phone, cell phone or computer) and automatically receive calls without administrative intervention.

Horizon requires that any system have the capability to service remote locations with the same features and functionality as the main office should the need arise. Each location should be able to access all the features and functionality available at the main site even in the event of a service interruption. System directories, class of service for telephony capabilities, trunk group access, should apply to all locations.

The network path for the remote locations for Horizon is our Lumos Networks MPLS fiber optic network with one GB connection and a 300MB Internet port speed. The winning bidder will be expected to work directly with Horizon’s IT Staff and Lumos Networks provider to ensure compatibility/call quality/reliability.

Horizon also requires the ability to install a “failover/backup system” that will work in tandem with the main system to process calls as needed, either due to emergency, power outage or capacity issues.  This “failover/backup system” may reside in Horizon’s Administration Building where the Data Center is located.

Horizon, in requesting this type of system, wishes to take advantage of the benefits that a VoIP system will bring. Each respondent should include in their response the benefits that their system will provide including, but not limited to, the increased efficiencies that staff will realize.

The successful respondent for this contract will be the sole authority and responsible party for this installation. Horizon’s goal is to establish a relationship with a single point of contact for all support necessary for the project.

If the vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support it should be understood that the successful respondent will be the sole responsible party for all activities.

It is the intent of this Request for Proposal that the responder shall provide a complete, end to end solution for the installation. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post installation support for the project. Horizon staff will act in oversight and advisory positions only.

The vendor is also expected to provide a comprehensive training plan for all employees. It is expected that Horizon’s staff will require technical training at various levels and that line staff will require training on the new systems. Horizon technical staff will work with the vendor to develop a training plan that achieves these objectives.

The vendor is expected to plan and conduct the installation of the project with minimal impact to daily operations and staff. Staff will work closely with the vendor to create a working project plan that will achieve these goals.

**Vendor Response to this RFP should cover the following general topics:**

• IP‐based Voice capabilities and Intelligent Network Infrastructure

• Reliability

• Voice Quality

• Experience and References

• Voice Messaging

• System Administration

• Support/Service Capabilities

• Scalability

• System longevity

• Simplicity of Installation

• Training and Usage

• Failover/emergency backup options

• 4 digit dialing to all Horizon locations across the WAN

**Section 2 – RFP INSTRUCTIONS, RESPONSE AND SUBMITTAL CHECKLIST**

**Vendor shall submit a response in the following format:**

1. Vendor shall create four (4) original responses (labeled “original”) with original signature and one (1) digital PDF copy for a total of 5 responses.
2. The submission shall be sent to the contact at the address listed on the RFP in Section 6, on or before the date shown.
3. The original submission shall be indexed with tabs as follows:
   1. Section 1: RFP Cover Sheet (1page) & Summary Letter (1 page only)
   2. Section 2: Scope of services
   3. Section 3: Answers to Questions
   4. Section 4: Pricing Schedule
   5. Section 5: Additional Support Materials of Vendor

**RFP Evaluation:**

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to Horizon Behavioral Health with price and other factors considered. These include, responses to the RFP questions; demonstrated technical ability and expertise; financial stability; reference calls and/or recommendations; memberships, licenses, ISO Certifications or any other applicable membership or certifications; presentations to the evaluation team (if applicable); on‐site visits at vendor’s site (if applicable), product samples which Horizon may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by Horizon which would lend itself to establishing the Service Provider’s viability to perform the work as outlined in this RFP.

Horizon may require all vendors to provide financial statements for the past two years to determine each vendor’s financial ability to provide long term service for Horizon. Proposals will become public record and those documents that are confidential or trade secrets must be marked accordingly.

RFP’s that include the option of 0% financing/lease, whether manufacturer or self‐financed will receive priority consideration.

Ongoing service agreements included with the RFP must include specific response times and financial penalties for the vendor if Service Level Agreement commitments are not met.

Horizon will require all vendors to provide cost estimates for required software upgrades and maintenance for the next five years if these expenses are not included in an ongoing service agreement.

**Evaluation Criteria:**

1. Qualifications of Firm –   Strength and stability of the firm; strength, stability, experience and technical competence of sub‐consultants; logic of project organization; adequacy of labor commitment.

2. Qualifications of Personnel –   Qualifications, education and experience of project staff; key personnel’s level of involvement in performing related work.

3. Related Experience –   Experience in providing services similar to those requested herein; experience working with public agencies; assessment by client references.

4. Completeness of Response –   Completeness of response in accordance with RFP instructions; exceptions to or deviation from the RFP requirements; inclusion of required licenses and certifications.

5. Reasonableness of Cost and Price – Reasonableness of the individual firm‐fixed prices and/or hourly rates, and competitiveness of quoted firm‐fixed prices with other proposals received; adequacy of the data in support of figures quoted; basis on which prices are quoted.

**False or Misleading Statements:**

Vendors must take great care to ensure that sufficient information has been provided to allow Horizon to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.

Vendors understand that if, in the opinion of Horizon, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, Horizon reserves the right, in its sole discretion, to reject the proposal. Vendors also understands that if the information provided does not support a function, attribute, capability or condition as proposed by the vendor, Horizon may reject the proposal. Vendor understands that any modifications to the questions in this RFP by the bidder may result in immediate rejection of that proposal.

**Acceptance of Proposal Content:**

Vendor understands that Horizon Behavioral reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon Vendor. Upon acceptance of the Proposal by Horizon, the successful Proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted Proposal.

Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to Horizon.

**No Obligation to Buy:**

Horizon Behavioral Health reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Horizon to purchase.

**Withdrawal of Proposals:**

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

**Cost of Preparing Proposals:**

Horizon Behavioral is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP.

**Damage Liability:**

The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, existing software and hardware installations, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project‐related debris.

**Permits:**

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to Horizon.

**Insurance:**

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and City of Horizon against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

Horizon will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance and workers’ compensation insurance coverage as needed.

Such Coverage must be provided by an insurance company (ies) authorized to do business in the State of Virginia. Certificates must name Horizon as an Additional Insured and shall provide that contractor’s policy is primary over any insurance carried by Horizon and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to Horizon Behavioral Health. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless Horizon Behavioral Health, its officers, agents and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated buy its proposal or to persons who may be injured or damaged buy the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established contractually.

**Vendor Responsibility:**

Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

**RFP Responses:**

All materials submitted by the vendor in response to this RFP become the sole property of Horizon Behavioral Health upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor. Horizon Behavioral Health shall not reimburse any vendor for the cost of responding to this RFP.  Any documentation that is to be considered confidential must clearly be identified as confidential or it will become part of the public records of Horizon Behavioral Health.

**Section 3- SCOPE OF SERVICES;**

**Summary of Requirements:**

The new Telephone, Voicemail and Unified Messaging system design should provide a uniform communication system for all Horizon facilities and shall be expandable at the convenience of Horizon. The new system must provide a single system in terms of dialing, feature access, and administration. Horizon intends to have the new Telephone System administered from the Fagan Administration Building.

Horizon believes that a Voice over Internet Protocol (VoIP) solution would be advantageous and wishes all respondents to make their proposals accordingly.   The estimated total number of handsets, endpoints, and ports needed for each location can be found on Appendix A. (Current locations and existing phones.)

**Network Assessment:**

Horizon Behavioral Health understands and expects that the respondent will need to conduct a full network assessment to determine the viability of integrating and installing the new voice system onto the existing data network. The needs and expectations of a converged network do place different requirements on the network in terms of Quality of Service (QOS), packet prioritization, cable quality, termination specifications, etc. Although Horizon believes that the network will be Voice ready once the fiber optic upgrade is completed, we desire the Vendor to perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new Converged Data/Voice system. Respondent will provide all results of the assessment including necessary network maps, specification thresholds, specific problem areas and the recommended solution and cost for each.

**Cable:**

The network assessment should include the cost to test existing network cabling. Vendor will provide cable from the wall to the phone. Additional cabling will be provided by the vendor. The respondent will be responsible for wiring connections from the VoIP system to any communications equipment utilizing the VoIP system. Respondent is responsible for re‐termination of services from existing system to the new VoIP system.

**Required Services:**

• Unified Messaging ‐ Horizon also wishes to implement Unified Messaging and integrate the VoIP system with the Exchange E‐Mail system. Horizon is currently on Exchange 2007, but Horizon will be upgrading their email system this fiscal year to Exchange 2016. The vendor shall propose the best way to achieve this with full functionality and with minimal impact on services. Vendor shall also provide any costs necessary for licensing that may be required to achieve this. If the vendors proposed solution does not have the ability to integrate with Microsoft Exchange 2007, it must integrate with the new version of Microsoft’s Exchange 2016. Please provide detail about both versions, if possible.

• Enterprise Mobility ‐ Horizon wishes to enable our highly mobile workforce to communicate on the device of their choosing regardless of location (office, field, home etc.). The goal is constant connectivity and mobile unified communications no matter the location where staff may be. The solution should essentially extend the features of the desk phone to the mobile device.

• Call Accounting System ‐ A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound and internal calls and usage reports for all types of inbound, outbound and internal calls.  Specifically Horizon is very concerned about the metrics for call length, number of calls unanswered, going to voicemail and dropped calls.   Please describe your solution to the Call Accounting System and attach sample reports. Vendor should also provide training for up to 3 employees in the administration, maintenance, programming and daily operation of the Call Accounting System.

• Automatic Call Distributor (ACD) ‐ Representatives should be able to log in to their phone/workstation and have calls routed to them in a design that Horizon and vendor agree upon.

• 911 Services ‐ Emergency 911 Services are mandated for this system. 911 calls must be able to be “traced” from the location they are made from, so that emergency responders know exactly what location, by address, the emergency is taking place. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result. Additional capabilities expected from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within Horizon.

**Feature Set:**

The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. Horizon expects the successful vendor will have had experience with corporations and other businesses of Horizon’s size and scope and will be able to provide consulting advice, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are standard and which are added cost.

* Automatic call back
* Unified Communication
* Call Waiting
* Call Forward Busy / No Answer / All Calls
* Call Redirect
* Call Hold / Release
* Call Park / Pickup
* Call Transfer
* Call Waiting
* Calling Line ID Name and Number
* Multiple Calls per Line Appearance
* Call Waiting Caller ID Name and Number
* Presence indication (on phone, in a meeting, away)
* Shared Extension on Multiple Phones
* Bridged Call Appearances
* Speaker Phone Capable
* Auto / Speed Dial
* Programmable Buttons
* Paging & Group Paging
* Direct Inward Dial (DID)
* Extension Dialing between Locations
* Automatic Call Distribution (ACD) Groups
* Custom Call Routing (CCR)
* Find Me/Follow Me
* Group Call Pickup
* Remote Maintenance / Administration
* Voice Mail – distributed voice mail vs. centralized voice mail
* Voice Mail forward to Email
* Night/ After Hours Service
* Soft phone features
* Consistent and excellent voice quality
* Toll Charges, classes of service for Toll restriction
* Make/ Drop Conference
* Add On Conference or Ad-Hoc conferencing
* Conference bridging for internal and external
* Automatic alternate routing
* Call forward capability to external numbers
* SMDR (Station Message Detailed Report)
* Music on hold or information on hold
* Voice Mail Light Indicator
* Remote Handsets
* Voice over VPN
* Integration with leading smart phones & tablets (enterprise support & products for mobile) Single Number Reach – allowing both cell phone and desk phone to ring simultaneous.   Allows for mobility.  Can answer call on cell then walk back into office and pick up on desk phone.
* Point to point video capability to aid in reducing travel between offices.  (Option to add on to allow for external to Horizon video calls)
* Streamline move, ads, and changes.  No need for cabling changes etc.
* Hunt Pilots
* Hunt Groups
* Attendant Console capability
* Unified Inbox with Exchange (Voice Mail in email and managed from phone or email client)
* Forced Authorization codes (optional)
* Time of Day call routing
* SIP Client Capable
* Call Recording
* Ability to phase in new system with migrated approach.
* 911 capability
* Support for analog devices
* Call center setup for Horizon’s just in time scheduling project
* Paging integration (overhead paging systems and phone to phone)
* Soft phone capability for IM client
* WebEx video conferencing, WebEx meeting rooms etc.  (hosted by WebEx)
* Voice Mail and Instant Messaging Archiving
* Enhanced Call Detail Reporting
* Contact Center Express (licensing) limited amount of agents
* Conferencing room setups for large meetings to include microphone and speakers distributed throughout the room for complete coverage for meetings and presentations. (rooms are of varying size)

**Single Point of Responsibility:**

Horizon expects to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. Horizon will not enter into any agreement that does not provide a single point of accountability for the installation of the system.

**Technical Requirements:**

The vendor must provide a complete system design showing the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality throughout the system.

Core system servers, switches, call managers and other equipment will be installed in the Horizon Data Center.  Remote site equipment will be installed in secure data closets at each remote site. Vendor will provide recommendations and drawing showing the placement of the equipment in the appropriate network racks or cabinets. If the amount of rack space is insufficient, Vendor shall make sure additional racks or cabinets are included in the bid.

Horizon proposes a switching solution based on Power over Ethernet (POE), respondent shall provide detailed specifications for the switching equipment, pricing and placement for the equipment. Currently, Horizon has been upgrading their switched environment and the respondent will review existing installed switches to ensure their proposal will work. Maintenance costs of this equipment shall be reflected in the maintenance section of the response.

**Redundancy/Failover.**

It is the intent of this proposal to have a system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Please provide your solution to assure the system is operational 24/7.  It is our intent to explore the possibility of installing another “backup” system at another location that calls can be automatically rerouted to in the event of a main system failure.  This system may reside in data center. It must also be able to process additional calls during peak times. The vendor may propose a possible “failover” system or process for Horizon to evaluate as part of their proposal.

**System Administration:**

Horizon Behavioral Health Information Technology staff will administer the system. Installation of the new VoIP system will include training for technical support staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent to supply all additional equipment and software needed for the system programming and operation.

**System Design Requirements:**

Horizon uses 4‐digit internal dialing plan to most locations and wants this feature set to be available for all locations for this proposal. Horizon has DID numbers from their telecommunications provider (Lumos Networks) and will have to request new DID numbers for new sites that are added to this system.

**Security:**

The system should have security set features built in that allow the administrator to remotely administer security levels of users. It should fully integrate with Horizon’s Active Directory and should allow the administrator to control class of service and class of restriction.

**Vendor Requirements:**

Respondent will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches and routers, as well as any other relevant equipment.

**Project Management:**

Vendor is expected to provide a project manager for this installation that will interface and become the main contact with the vendor for the duration of the project. This project manager will be assigned to Horizon throughout the life of the project. Horizon reserves the right to request a change in project management based on performance.

**Maintenance and Support:**

Vendor shall provide Horizon with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

• An itemized list of services for each site.

• Ongoing Maintenance cost.

• Forecast any increase for 2‐3 years for hardware, software maintenance, licensing needs

• Respondent to provide detail of local support, hours or limits of coverage for service and repairs.

• Respondent to provide their maintenance plan options with one hour or less response times.

• Provide software upgrade plans inclusive in Maintenance.

**Transition Plan:**

Horizon expects the installation of the new system to have little or no impact to on‐ going operations. Vendor is expected to have experience in this area and to provide Horizon with a plan to accomplish this as follows:

• Respondent to create a design to move the units off the old system to the new system with minimized disruption to staff and to create a preplanned schedule for notification purposes.

• Respondent to provide how (and validate procedure) the parallel process will migrate old to new.

• All documentation, installation, reports and materials must be provided to Horizon prior to commencement of installation, followed by submission of any Moves, Adds, and Changes (MAC).

• Horizon currently works with Lumos Networks for their data service needs and other local vendors for support of the multitude of phone system environments installed currently. Respondent will be expected to interface as needed with these companies to ensure a seamless installation and integration of the voice system.

**Distributed Voice Mail System:**

Horizon has a centralized voicemail system at present with the Comdial digital system, it is the goal of this RFP to have a distributed voice mail system to prevent a single source of failure.

**Section 4 – Pricing Schedule:**

Provide a pricing matrix similar to the one found below for all equipment and services, including switches, telephones, telephone cabling, labor, etc. All prices on equipment must be itemized as shown. The pricing must also reflect the cost of Taxes, Shipping and Handling or any other costs of implementation. Additionally, Horizon reserves the right to purchase all or some of the proposed solution.

Horizon wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all‐inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, the percentage of mark up on any materials.

**Training**‐ also indicate training that will be at no additional charge.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item | Description | # of Classes | Cost per class | Total (Must include all costs or other charges) |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 | (Vendor add additional lines as needed) |  |  |  |

**Maintenance:**

Provide Annual Maintenance costs. If discounts are available for multi‐year support agreements, please provide this information regarding the length of term and the net discount percentage.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item | Description | Discount | Length of Term | Total (Must include S&H or other charges) |
| 1 | Full maintenance: supporting hardware and software 7am‐6pm Mon‐Fri with 4 hour onsite response |  |  |  |
| 2 | Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hour on site response |  |  |  |
| 3 | What is your plan for emergency response in case of critical failure? Do you have an emergency response plan with one (1) hour or less response? If so please explain and include pricing. If not, so indicate. |  |  |  |
| 4 | If Horizon chooses time and materials coverage, what is the rate for standard business hours and after hours? State your definition of business hours. |  |  |  |
| 5 | Will your company support a maintenance contract that covers core components only (e.g. servers, software, switch’s and common control cards) with no peripherals, or station sets? |  |  |  |
| 6 | Propose the maintenance you believe would best serve Horizon |  |  |  |

**Other Costs**:

Respondent must list any and all charges, expenses, and/or costs to be incurred by Horizon that are not included in this section. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

**Section 5 – QUESTIONS TO VENDORS**

Please include in your application your responses to the questions asked below:

1. **Introduction**
2. Describe the full network assessment you will provide.
3. Indicate your ability to perform the cable installation and connections.
4. **Required Services**
5. Describe your solution to the Call Accounting System
6. Describe your solution to comply with Horizon’s proposed Unified Messaging and migration to VoIP and Exchange 2007, soon to be Exchange 2016. If the vendor’s solution will not integrate with Microsoft Exchange 2007, it must be able to integrate with Microsoft Exchange 2016.
7. **Training**

**a)** Indicate your comprehensive training solution to train Horizon employees. Indicate if this is a “train the trainer” implementation.

**b)** Indicate your comprehensive training solution to train employees, with recommendations relative to staff time requirements.

**c)** Provide a complete list of off‐premise training classes including description, time required, location and target audience. Are the costs for these serviced in the Pricing Schedule?

**d**) Provide a summary of in‐house training for end users.

**e)** Indicate the number of manuals and operation handbooks to be provided to each employee on site at each location, at no additional cost to Horizon

**f)** Indicate the method that Horizon will use to obtain additional manuals and /or handbooks.

1. **Feature Set**
2. A list of features was provided in Section 3, Scope of Service that outlined the “Feature Set.” Please indicate your inability to furnish a feature by listing it out. In addition, as this is not a complete list, please indicate any additional features that you feel are important for Horizon to note.
3. **Single Point of Responsibility / Accountability**
   1. Horizon’s expectation is to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. This is of a critical nature for this RFP; a contract will NOT be awarded to a vendor who does not have this single point of accountability. Indicate your understanding and compliance with this requirement.
4. **Technical Requirements**
   1. Provide required / recommended connectivity to implement the proposed solution and pricing for recommended connectivity.
   2. Provide a complete system design and methodology for assuring system wide voice quality
   3. Recommend and illustrate equipment to be installed by Horizon
   4. Provide a solution to redundancy / failover in case of system wide failure, ensuring that the system is operational.
   5. VoIP will require specialized training for system administration staff. Vendor will supply ALL additional equipment and software for system programing and operation. Indicate your solution to this requirement.
   6. Horizon will use the existing DID numbers that are assigned by Lumos at the Comdial digital locations and Horizon will acquire new DID numbers for the new locations and/or port the existing numbers that are install to date. This will be a Horizon responsibility to determine.
   7. System security features need to be built in allowing the administrator to remotely assess all levels of users. Indicate your ability to provide this level of security.
   8. Provide documentation showing call handling and device addressing schemas, initial equipment inventory for each location including model/serial numbers, switches, routers and other relevant equipment
   9. The vendor provided project manager for installation and continuing contact with the vendor is a critical position. Horizon wishes to be able to meet and interview this person as part of any finalist interview. Please indicate concurrence with this philosophy.
   10. Vendor will provide below a complete listing of maintenance and support services indicated and the range of services offered
5. **General Questions**
   1. How many years has your company been in business? How long have you been providing telephone systems? What is your company’s primary line of business?
   2. Provide a brief overview of your company (furnish your business philosophy, mission statement, management structure, organization chart, etc.).
   3. How many employees do you have? What is the total years’ experience your employees have in this profession; what is the average?
   4. State the type of ownership of your company. Give the State and date of your incorporation if applicable. List headquarters and regional / full‐service /office locations, and website address.
   5. Provide the key contact name, title, address, telephone and fax numbers. Also identify the person(s) authorized to contractually bind the organization. Provide resumes for owners and key sales personnel.
   6. Please provide status of any current or pending litigation against your company that might affect your ability to deliver the services that you offer.
   7. Do you anticipate that your company will be acquired in the foreseeable future? Is your company planning to acquire any other companies? If yes, please provide the names of the companies and the nature of the business.
   8. Include names of three (3) current customers (title and phone numbers) that have had installations similar to that described in this RFP and a letter of recommendation from each.
   9. Please include reference names of former customers, if any, (title and phone numbers) and the reasons for disengagement of your services.
   10. What type of insurance coverage do you carry? Describe the amount of coverage.
   11. Describe any other value‐added services your company is capable of providing.
6. **Summary**
   1. Explain in one page or less how your solution will differentiate you from other vendors and why we should choose you as our successful vendor. List the unique features that give your company a competitive edge in the telephony industry

**Section 6. - TIMELINE**

**a) Quote Issuance Date**

**Tuesday, January 15, 2019**

**b) Question Deadline & Contact Information**

Send questions concerning this RFQ to [michael.dix@horizonbh.org](mailto:michael.dix@horizonbh.org%20) or by phone at (434) 455-1767. Any revisions to the solicitation will be made by email addendum issued by the Procurement Office only.

**c) Quote Deadline**

**February 15, 2019, prior to 1 P.M.**Any quote received after that time will not be considered. When applicable, postmarks are not taken into consideration.

Hard copy Quote Materials are to be sent in binders to:

Horizon Behavioral Health

2215 Langhorne Road

Executive Office

Attn: Michael J. Dix – Procurement Agent

Lynchburg, VA 24501

Digital PDF copies are to be sent to:

[michael.dix@horizonbh.org](mailto:michael.dix@horizonbh.org)

**Section 7. - Liability Coverage**

Vendors that will be performing services at a HORIZON site must be able

to present Certificates of Insurance stating a minimum of 1 million dollar General Liability and Workers Compensation in the statutory amount. Such certificates will only be required of the successful firm.

**Section 8. - General Terms and Conditions**

1. Offering parties who submit a quote in response to this RFQ may be required

to give an oral presentation of their quote to the agency. This will provide an opportunity for the offering party to clarify or elaborate on the quote. The agency will schedule the time and location of these presentations. Oral presentations are an option of the agency and may not be conducted. Therefore, quotes should be complete.

1. No member of the governing body, officer, or employee of Horizon Behavioral Health during his/her tenure or for one (1) year thereafter shall have any interest, direct or indirect, in this contract or the proceeds thereof.
2. The agency reserves the right to accept any quote or to reject any or all quotes.
3. Horizon Behavioral Health may make such reasonable investigations as

deemed proper and necessary to determine the ability of the offering party to perform the work, and the offering party shall furnish to the agency all such information and data for this purpose as may be requested. The agency reserves the right to inspect offering party’s physical plant prior to award to satisfy questions regarding the offering party’s capabilities. The agency further reserves the right to reject any offer if the evidence submitted by, or investigations of, such offering party fails to satisfy the agency that such offering party is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.

1. All quotes submitted under the RFQ will become the property of Horizon Behavioral Health and

will not be returned. In accordance with the Virginia Public Procurement Act: " Trade secrets or proprietary information submitted by an offering party contractor in connection with a

procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offering party or contractor must invoke the protections of this section prior to or upon submission of the data or other materials, and must identify the dat a or other mat erials to be protected and state the reasons why protection is necessary."

1. Horizon Behavioral Health will not be responsible for any expenses incurred by a potential offering party in preparing and submitting a quote.
2. Quotes received after the date and time stated will not be considered. It is

the responsibility of the offering party to see that their response is received via email based upon the

specified time and date in MS Outlook. This date and time postmark will be the time we will be

utilizing. Telephone and facsimile quotes are not acceptable.

1. It is understood and agreed between the parties herein that the agency

shall be bound hereunder only to the extent of the funds available or which may hereafter

become available for the purpose of this agreement.

1. By submitting a Quote, the Offering party covenants and agrees that they has satisfied themselves, from their own investigation of the conditions to be met, that they fully understand their obligation and will not make any claim for, or have right to cancellation or relief from the contract because of any misunderstanding or lack of information.
2. Payment shall be made upon 30 days receipt of accurate and complete

monthly statements.

1. By signature on this solicitation, offering party certifies that it does not and will not during the performance of the Contract, employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.
2. By written notice to the Contractor, HBH may from time to time make changes, within the general scope of the Contract, in the services provided by the Contractor. The Contractor shall promptly comply with the notice and shall perform services in conformity to the notice. If any

such change causes an increase or decrease in the Contractor’s cost of performance, an equitable

adjustment in the payment rate shall be negotiated and the contract modified accordingly by

written supplemental agreement.

1. The Contractor shall adhere to the rules and regulations proclaimed by the Purchasing Agency regarding the confidentiality of client related information during and after the term of the contract.
2. Failure to submit a Quote on the form provided for that purpose shall be a cause for rejection of the Quote. Return of the complete document is required. Modification of or additions to any portion of the solicitation may be cause for rejection of the Quote; however, HORIZON reserves the right to decide, on a case-by-case basis, in its sole discretion, whether or not to reject such a Quote as nonresponsive.
3. HORIZON reserves the right to conduct any inspection it may assume advisable to assure supplies and services conform to the specifications.
4. Any payment terms requiring payment in less than thirty (30) days will be regarded as requiring payment thirty (30) days after invoice ordelivery, whichever occurs last. However, this shall not affect offers of discounts for payment in less than thirty (30) days.
5. In case of failure to deliver services in accordance with the contract terms and conditions, HORIZON, after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs.
6. A contract shall not be assignable by the Contractor in whole or in part without the written consent of the Executive Director of HORIZON.
7. By submitting their proposals, all Offering parties certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offering party, supplier, manufacturer or subcontractor in connection with their Quote, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
8. The agency reserves the right to cancel any subsequent contract at any time the agency, in its sole discretion, deems it to be in the agency’s best interest to do so by giving the contractor 30 days written notice. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver or perform on all outstanding orders issued prior to the effective date of cancellation.
9. By submitting their quote, all offering parties certify to Horizon Behavioral Health that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, The Americans with Disabilities Act, Section 11-51 of the Virginia Public Procurement Act, and the Lynchburg Procurement Ordinance.

1. During the performance of this contract, the contractor agrees as follows:

a. The contractor will not discriminate against any employee or applicant for employment

because of race, religion, color, sex or national origin, age, disability, or other basis

prohibited by state law relating to discrimination in employment, where there is a bona fide

occupational qualification reasonably necessary to the normal operation of the contractor. The

contractor agrees to post in conspicuous places, available to employees and applicants for

employment, notices setting forth the provisions of this nondiscrimination clause.

b. The contractor, in all solicitations or advertisements for employees placed by or on behalf

of the contractor, will state that such contractor is an equal opportunity employer.

c. Notices, advertisements and solicitations placed in accordance with Federal L aw, rule or

regulation shall be deemed sufficient for the purpose of meeting the requirements of this

section.

2. The contractor will include the provisions of the preceding paragraph a, b and c in every

subcontract or purchase order of over $10,000, so that the provisions will be binding upon

each subcontractor or vendor.

1. By submitting their quote, all offering parties certify to Horizon Behavioral Health that: During

the performance of the contract, the contractor agrees to: (i) provide a drug-free workplace for the contractor’ s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor’ s workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

1. HORIZON reserves the right to award a contract to an offering party based on “ best value” (as defined in the Virginia Public Procurement Act, July 2015), which means the overall combination of quality, price and various elements of required services that in total are optimal relative to the needs of HORIZON.