

Request for Quotation: Phone Service Delivery and Phone System/Service

Vermillion County Indiana Government, is seeking to update its existing Phone Service Delivery and aging phone system.

It is the recommendation that there be a two-part or two separate Request for Quote(s) (RFQ) created upon which vendors can submit quotes against. The quoting process will need to be open for no less than thirty (30) days.

Part One:

Submit a quote for providing an equal or greater service than currently provided with the current PRI circuit meeting the equivalent lines and channels of current service.

- Provide IP/SIP or equivalent service for Dial Tone Delivery of existing servicing numbers.
 - If the Service is provided from elsewhere from the current service, existing numbers will need to be ported into the suggested service.
- If a different service than the incumbent Telco provider is selected, a separate data line must be provided for this service.
 - The cost of this service/line must be presented to the county as the county would likely be the subscriber of this service, with the exception of this service is included in the Phone System/ Unified Communication as a Service (UCaaS) service.

Part Two:

Submit a quote for an on-premise Phone System or Unified Communication as a Service (UCaaS) that provides, at minimum, the following features:

Required:

- Modern Telephony equipment including but not limited to On-Premise or Hosted PBX/ UCaaS platform that will accept modern connectivity handoff via IPflex/SIP
- Highly Available System/Service to provide little to no downtime
- No less than a two-line commercial-grade handset for end-user equipment (desk phone), with the exception of Conference room speakerphone(s), and Multi-line (Four or more lines) devices in designated areas.
 - o If the devices are IP connected, then the device must connect at no less than 1Gb Network Connectivity, with Passthrough and be PoE powered.
- Integral Voicemail with the ability to email to end-user messages
- Ability to accept e-Fax and convert to file format such as .pdf for end-user email delivery. As well as the ability to have outbound e-Fax from a supported file type
- If a VoIP/UCaaS platform, the System/Service must be able to operate with 802.1q QOS restrictions for top network priority.
- For VoIP/UCaaS platform, all end-user equipment must be able to support HD-Voice/Digital Handset and Wideband Communications for Headset connectivity

- The ability to have remote access and/or applications in the event of a Disaster Recovery scenario would be given additional consideration in the decision making process.

An open period of 30 days from ___June 1st, 2020_____, providers will be able to meet with the County's Information Technology provider to schedule an examination of the existing service(s) and equipment to gain counts and services in which to properly provide the correct quotation for services.

Once the open period is completed, the Commissioners will work to review each quote submitted and then they may request an interview about said quote.

Considerations that will be taken into the totality of the final decision will include the following:

- Price
- Reputation
- Presentation
- Content
- Value of Service(s) Offered

To schedule a time, please send an email to info_tech@vermillioncounty.in.gov and the service provider will then work with you for scheduling and questions in regards to this RFQ.

Respectfully,

Tim Wilson, Commissioner President

Harry Crosley, Commissioner

Tim Youcum, Commissioner