

Seminole State College

Request for Proposal 2018

Voice Over Internet Protocol Telephone Communications System

Seminole State College (SSC) is requesting proposals from qualified firms interested in providing a Voice Over Internet Protocol (VoIP) telephone communications system. This request for proposal does not obligate Seminole State College to award a contract, to pay for costs by any firm in the preparation of a proposal, or to procure or contract the services or equipment. The College reserves the right to accept or reject any or all proposals received.

Background

Seminole State College is a community college serving South Central Oklahoma with a campus in Seminole, OK. SSC has internet connectivity via one gigabyte fiber with OneNet as the internet service provider.

The system purchased will replace an existing phone system and must be capable of handling all current types/devices of communication including: fax, credit card, fire alarm, fire suppression, security alarm, elevator phone, and postage as well as porting all our existing Direct Inbound Dialing (DID) numbers. Proposals for premise-based or hosted will be considered. A firm wishing to propose more than one basis of system is invited to submit separate proposals for each, with each proposal being considered on a stand-alone basis.

Seminole State College has limited up-front resources to implement this project. It is expected actual monthly operational cost savings may be used to fund the project. The company chosen with this proposal will provide all dial tone services required by SSC, whether directly or through partnership with another company, thus the proposal should include a projected monthly cost for such service along with other related charges as may be applicable. Any variable charges should be priced at a per minute/unit rate.

SSC has a live attendant to answer Incoming calls. Attendant console for servicing incoming calls shall be included with auto attendant capabilities. All equipment supplied shall be new and in current production.

Because SSC has limited personnel with expert knowledge in this area it will be the responsibility of the responding firm to survey the campus in order to discern the current usage of the existing telephone system, including the numbers of handsets, multiple-line handsets and locations, and peripheral equipment connected. Appointments to complete this survey can be scheduled upon receipt of this request for proposal by calling David Cobb, IT Technician, (405) 382-9265.

Scoring

Proposals will be scored as outlined below. Failure to respond to any specific area of request will result in zero points being awarded for the specific area only.

References (15 points)

Proposals shall include at least three industry equivalent references with up-to-date contact information.

Insurance (10 points)

All firms responding to this request should furnish a certificate of insurance outlining the firm's liability and worker's compensation coverage. A certificate naming SSC as an additional insured may be requested upon award of any contract.

Features (35 points)

The following minimum features are requested:

- 1000 baseT pass through Handsets
- Four digit dialing between all extensions
- True caller ID
- Visual "missed call" notification
- Call forwarding between extensions
- Call forwarding to extensions outside the network
- Voice mail for each extension
- Voice mail stamped with date and time
- Voice mail able to be forwarded to another extension after review
- Voice mail able to be auto forwarded to email (SSC uses Office 365 Mail)
- Voice mail customizable with primary and alternate answer messages
- Mail access from any extension in the network
- Voice mail access remotely from outside the network
- Voice mail with visual "message waiting" notification
- Call and text messaging detail reports
- Deployable auto attendant (main campus phone or specific office use)
- Multi-line answering
- Ability for calls to defined areas to "hunt" for an available/open extension
- Phone conferencing inside and outside network
- Ability to "twin" an extension with a cell phone or similar device also known as "Soft phone"
- Ability to use extension for text messaging
- Speaker phone
- Cordless capability
- Camp-on capability
- On-hold "ring back" capability
- Support for Direct Inward Dialing
- Failover dial tone backup for both in network and outside network calling

- Ability to failover connection both internet and/or SIP
- Ability to program advanced features by extension
- Capability to easily provide a security notification to all extensions simultaneously
- 911 access during power outages
- Ability for SSC to perform moves, adds, or changes with nominal training

Price (40 points)

Because options exist in the structure of payment for proposed solutions, cost will be evaluated as best as possible from a long-term perspective. With that, costs should be detailed and segregated based on one-time costs and recurring costs. Initial up-front costs will be added to recurring costs and a "total life cost" will be calculated based on 7, 10, and 15 years.

Presentation (25 points)

Based on the scores of the above sections, the top three proposals will be invited to present their proposal to a review team.

Each invited firm will be allowed one hour to present their organization and expand upon their written proposal. Included in this presentation, each firm should respond to the following:

- What differentiates your organization from other potential responders?
- What differentiates your solution from other potential solutions?
- As best as possible, provide a master project schedule (assuming approval as noted below), including a work responsibility matrix: identify tasks to be performed by the vender and list any tasks SSC will be expected to perform. All network requirements shall be fully defined. All space requirements shall be fully defined (size, temperature; power, etc.).
- Describe the warranty coverages and ongoing maintenance and administration of the system once in place. What will the vendor handle going forward, what will SSC do?
- How will training for the SSC system administrators and end users be conducted?
- Describe network security as related to the phone system. Supplemental handouts will be allowed during the presentations.

Timeline

Seminole State College wishes to complete this process in time to present the final proposal to the SSC Board of Regents at their regularly scheduled meeting on December 13, 2018. To meet that schedule, the following timeline is proposed:

October 12, 2018	Release of RFP
November 15, 2018	Proposals due by 3:30pm.
November 29,2018	Initial proposal evaluation completed, presenters notified
December 4-6, 2018	Presentations in front of review board
December 13, 2018	Presentation to and approval of contract by SSC Board of Regents

Correspondence

Eight copies of any proposal in response to this request must be received by the above deadlines at the below designated location:

Marc Hunter
Director of IT
Seminole State College
2701 Boren Blvd.
Seminole, OK 74868

All other correspondence may be sent to the above address or may be directed to the Director of IT at m.hunter@sscok.edu or (405) 382-9264.

Enclosures:

Appendix A: Compliance with Oklahoma Statute Title 74, Section 85.7d. Please read the Form 053 Template Instructions then complete Telecommunication Products VPAT Form 053 Section 4.4

Appendix B: A completed State of Oklahoma Form CP-004 is required from all responders to this request.

Appendix C: Please complete Responding Bidder Information-Form CP-076. Additionally, please attach form W-9 and the SSC New Vendor Form

Appendix D: Questions and Answers

Appendix A

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The Voluntary Product Accessibility Template is a tool to assist in making preliminary assessments regarding the availability of electronic and information technology products and services with features that support accessibility.

The VPAT provides a summary view of criteria specific to various types of technologies identified in the Oklahoma Information Technology Accessibility Standards. There are three sections in each table. Section one of the Summary Table describes each section of the Standards. The second section describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third section contains any additional remarks and explanations regarding the product.

Oklahoma EITA Procurement Clause:

Pursuant to Title 74, Section 85.7d and OAC 580:15-6-21 electronic and information technology procurements, agreements, and contracts shall comply with applicable Oklahoma Information Technology Accessibility Standards issued by the Oklahoma Office of State Finance.

EIT Standards may be found at www.ok.gov/DCS/Central_Purchasing/index.html or http://www.ok.gov/OSF/documents/isd_itas.doc.

1) For Information Technology or Communications Products, Systems and Applications not requiring development and/or customization. The Contractor shall provide a description of conformance with the applicable Oklahoma Information Technology Accessibility Standards for the proposed product, system or application by means of either a Voluntary Product Accessibility Template (VPAT) or other comparable document, upon request.

The Contractor shall indemnify and hold harmless the State of Oklahoma and any Oklahoma Government entity purchasing the products, systems, or applications not requiring development and/or customized by the Contractor from any claim arising out of the Contractor's failure to comply with applicable Oklahoma Information Technology Accessibility Standards subsequent to providing certification of compliance to such Standards.

2) For Information Technology or Communications Products, Systems or Applications requiring development and/or customization. The Contractor shall provide a description of conformance with the applicable Oklahoma Information Technology Accessibility Standards for the proposed product, system, or application developed and/or customized by means of either a Voluntary Product Accessibility Template (VPAT) or other comparable document, upon request. Additional requirements and documentation may be required and compliance will be necessary on the Contractor's part. Such requirements will be stated in documents such as State Bids, Request for Proposals, Contracts, Agreements, Purchase Orders, and Amendments.

The Contractor shall indemnify and hold harmless the State of Oklahoma and any Oklahoma Government entity purchasing the products, systems, or applications from the Contractor, from any claim arising out of the Contractor's failure to comply with applicable Oklahoma Information Technology Accessibility Standards subsequent to providing certification of compliance to such Standards. However, the Contractor shall no longer have an obligation to indemnify the State for liability resulting from products, systems or applications developed and/or customized that are not in compliance with applicable Oklahoma Information Technology Accessibility Standards ("Standards") **after** the State has tested and confirmed that the product, system or application meets the accessibility requirements in the Standards.

How to Get Started - Begin with your product's specification or a list of its known features:

1. Determine which subsection(s) of the Oklahoma Information Technology Accessibility Standards (IT Standards) apply to your product. Document the product's ability to meet the standards in the applicable areas, such as software, operating system, and so on.
2. For each standard in the applicable area(s), determine if the product meets or supports the standard.
 - If the product appears to meet or support the standard, then you have the option of providing examples of features that are accessible or of specific accessibility features that exist.
 - If the product appears to not meet the standard, remember that the OK Information Technology Accessibility Standards allow for alternative products provided that they result in substantially equivalent or

greater access. The product can meet the standard as long as the feature performs in the same manner as it does for any other user. This is called "functional equivalency."

3. When the VPAT draft is complete, translate the technical language into language that will be understood by a state agency procurement officer. We encourage use of suggested language noted in the section "Suggested Language for Filling out the VPAT".

4. **Suggested Language for filling out the VPAT**

Suggested language below has been developed for use when filling out a VPAT. All or some of the language may be used. You are encouraged to use consistent language in VPATs throughout the form.

<u>Supporting Features</u>	
Supports	Use this language when you determine the product fully meets the letter and intent of the criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the criteria, but provides some level of access relative to the criteria.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the criteria or when the product does not fully meet the intent of the criteria.
Supports when combined with Compatible AT	Use this language when you determine the product fully meets the letter and intent of the criteria when used in combination with compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the criteria.
Not Applicable	Use this language when you determine that the criteria do not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	Use this language when you determine a fundamental alteration of the product would be required to meet the criteria (see the IT Standards for the definition of "fundamental alteration").

Remarks & Explanations (third section on VPAT)

Providing further explanation regarding features and exceptions is especially helpful. Use this section to detail how the product addresses the standard or criteria by:

- Listing accessibility features or features that are accessible;
- Detailing where in the product an exception occurs; and
- Explaining equivalent methods of facilitation (See Section 3.5 of the IT Standards for definition of "equivalent facilitation").



State of Oklahoma
Department of Central Services
Central Purchasing

Telecommunication Products
VPAT

The following VPAT provides a sample format used to evaluate IT Standards applicable to Telecommunication Products established in Section 4.4 of the official IT Standards. The standards of this section are designed to ensure access to telecommunications products for individuals who are deaf or hard-of-hearing, individuals with speech disabilities and individuals with low vision or motor disabilities. The standards are designed to ensure access to telecommunications products for individuals who may use assistive technology such as hearing aids, cochlear implants, assistive listening devices and teletypewriters (TTYs). TTYs are devices that enable people who are deaf or hard-of-hearing the ability to communicate over the telephone; they typically include an acoustic coupler for the telephone handset, a simplified keyboard and a visible message display. One requirement calls for a standard non-acoustic TTY connection point for telecommunication products that allow voice communication but also provide TTY functionality. Other specifications address adjustable volume controls for output, product interface with hearing technologies and the usability of keys and controls by people who may have low vision or limited dexterity or motor control.

Responses to "Meet Standard and How" and "Not Applicable and Why" should be completed in detail. Simple "yes" or "comply" answers provide insufficient information necessary to conduct an informed assessment.

Product Name/Description: _____

Date VPAT Completed: _____

Supplier Name: _____

Name of Person Completing Form: _____

Telephone Number: _____

**Telecommunications Products - IT Standards Section 4.4
Voluntary Product Accessibility Template**

Criteria: (a) Telecommunications products or systems that provide a function allowing voice communication and do not themselves provide TTY functionality, shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.

Supporting Features:

Remarks and explanations:

Criteria: (b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.

Supporting Features:

Remarks and explanations:

Criteria: (c) Voice mail, messaging auto-attendant and interactive voice response telecommunications systems shall be usable by TTY users either through direct TTY access or through use of the relay service and by Voice Carry over (VCO), Hearing Carry Over (HC), Video Relay Services (VRS) or Speech To Speech users through the relay service.

Supporting Features:

Remarks and explanations:

Criteria: (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval shall give an alert when the time interval is about to run out and shall provide sufficient time for the user to indicate more time is required.

Supporting Features:

Remarks and explanations:

Criteria: (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs and for users who cannot see displays.

Supporting Features:

Remarks and explanations:

Criteria: (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. Notwithstanding gain requirements, maximum output shall not exceed 125 db SPL.

Supporting Features:

Remarks and explanations:

Criteria: (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use if the volume is capable of greater than 18 dB of gain.

Supporting Features:

Remarks and explanations:

Criteria: (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.

Supporting Features:

Remarks and explanations:
Criteria: (i) Products that transmit or conduct information or communication shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation or similar techniques shall not remove information needed for access or shall restore it upon delivery.
Supporting Features:
Remarks and explanations:
Criteria: (j) (1) Products which have mechanically operated controls or keys shall comply with the following: Controls and keys shall be tactilely discernible without activating the controls or keys.
Supporting Features:
Remarks and explanations:
Criteria: (j) (2) Products which have mechanically operated controls or keys shall comply with the following: Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.
Supporting Features:
Remarks and explanations:
Criteria: (j) (3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. The key repeat rate shall be adjustable to 2 seconds per character.
Supporting Features:
Remarks and explanations:
Criteria: (j) (4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.
Supporting Features:
Remarks and explanations:

Appendix B

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Certification for Competitive Bid and/or Contract (Non-Collusion Certification)

NOTE: A certification shall be included with any competitive bid and/or contract exceeding \$5,000.00 submitted to the State for goods or services.

Agency Name: _____ Agency Number: _____

Solicitation or Purchase Order #: _____

Supplier Legal Name: _____

SECTION I [74 O.S. § 85.22]:

A. For purposes of competitive bid,

1. I am the duly authorized agent of the above named bidder submitting the competitive bid herewith, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to said bid;
2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and have been personally and directly involved in the proceedings leading to the submission of such bid; and
3. Neither the bidder nor anyone subject to the bidder's direction or control has been a party:
 - a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
 - b. to any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor
 - c. in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract, nor
 - d. to any collusion with any state agency or political subdivision official or employee as to create a sole-source acquisition in contradiction to Section 85.45j.1. of this title.

B. I certify, if awarded the contract, whether competitively bid or not, neither the contractor nor anyone subject to the contractor's direction or control has paid, given or donated or agreed to pay, give or donate to any officer or employee of the State of Oklahoma any money or other thing of value, either directly or indirectly, in procuring this contract herein.

SECTION II [74 O.S. § 85.42]:

For the purpose of a contract for services, the supplier also certifies that no person who has been involved in any manner in the development of this contract while employed by the State of Oklahoma shall be employed by the supplier to fulfill any of the services provided for under said contract.

The undersigned, duly authorized agent for the above named supplier, by signing below acknowledges this certification statement is executed for the purposes of:

the competitive bid attached herewith and contract, if awarded to said supplier;

OR

the contract attached herewith, which was not competitively bid and awarded by the agency pursuant to applicable Oklahoma statutes.

Supplier Authorized Signature

Certified This Date

Printed Name

Title

Phone Number

Email

Fax Number

Appendix C

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Responding Bidder Information

*"Certification for Competitive Bid and Contract" **MUST** be submitted along with the response to the Solicitation.*

1. **RE: Solicitation #** _____

2. **Bidder General Information:**

FEI / SSN : _____ Supplier ID: _____

Company Name: _____

3. **Bidder Contact Information:**

Address: _____

City: _____ State: _____ Zip Code: _____

Contact Name: _____

Contact Title: _____

Phone #: _____ Fax #: _____

Email: _____ Website: _____

4. **Oklahoma Sales Tax Permit¹:**

YES – Permit #: _____

NO – Exempt pursuant to Oklahoma Laws or Rules – Attach an explanation of exemption

5. **Registration with the Oklahoma Secretary of State:**

YES - Filing Number: _____

NO - Prior to the contract award, the successful bidder will be required to register with the Secretary of State or must attach a signed statement that provides specific details supporting the exemption the supplier is claiming (www.sos.ok.gov or 405-521-3911).

6. **Workers' Compensation Insurance Coverage:**

Bidder is required to provide with the bid a certificate of insurance showing proof of compliance with the Oklahoma Workers' Compensation Act.

YES – Include with the bid a certificate of insurance.

NO – Exempt from the Workers' Compensation Act pursuant to 85A O.S. § 2(18)(b)(1-11) – Attach a written, signed, and dated statement on letterhead stating the reason for the exempt status.²

¹ For frequently asked questions concerning Oklahoma Sales Tax Permit, see <https://www.ok.gov/tax/Businesses/index.html>

² For frequently asked questions concerning workers' compensation insurance, see <https://www.ok.gov/wcc/Insurance/index.html>

7. Disabled Veteran Business Enterprise Act

YES – I am a service-disabled veteran business as defined in 74 O.S. §85.44E. Include with the bid response 1) certification of service-disabled veteran status as verified by the appropriate federal agency, and 2) verification of not less than 51% ownership by one or more service-disabled veterans, and 3) verification of the control of the management and daily business operations by one or more service-disabled veterans.

NO – Do not meet the criteria as a service-disabled veteran business.

Authorized Signature _____ Date _____

Printed Name _____ Title _____

Seminole State College
P O Box 351
Seminole, Oklahoma 74818

New Vendor Information Form

Vendor Name _____

Vendor Contact _____ Phone _____

Please describe the product or service you as a vendor will provide for Seminole State College:

Expected Start Date _____

In addition to this form, please attach/include a completed and signed IRS Form W-9. If your organization is an LLC, please enter the tax classification.

Seminole State College will not setup a new vendor without the completion of this form and IRS Form W-9.

Additionally, please note that Seminole State College requires an approved purchase order for all purchases. Verbal purchase requests from anyone representing themselves as an agent of SSC should not be processed. Please help us help you receive timely payment of your invoices.

For Seminole State College Business Office Use Only

Approved for Vendor Setup _____ Date _____

Appendix D

Questions and Answers

- 1) *In reference to "call & text detail reporting", how far back in time should these records go? 1 day, 30 days, months, years?*
 - A) Seminole State College is interested in generating call & text history reports up to 1 year.
- 2) *What is the desired failover dial tone backup capacity? Complete solution redundancy? 1,5, 10, 20,50 current calls?*
 - A) SSC would like to maintain normal operation as a failover dial tone. Plans to be capable of a failover secondary connection need to be developed and discussed.
- 3) *In reference to "911 access during power outages", are we expecting 100% coverage with generators, or temporary battery backup? In either case, can the college provide redundant power or is vendor expected to include in bid?*
 - A) SSC requests temporary battery backup with some expectation of a defined time of service, such as a quarter hour, half hour, hour, etc. The vendor should provide plans for the redundant power in the IDFS.
- 4) *Are all handsets to be the same model or will there be a functional breakdown (executive, mainstream, etc.)?*
 - A) It is our desire to minimize the variety of handsets offered. There will be areas that receive a different handset to meet a requirement of the specifications (multi-line phone answering, for example), in which case we expect the vendor to recommend the appropriate equipment.
- 5) *Does the college prefer to allow use of existing servers for software installation and data storage or should vendor include in their bid?*
 - A) The vendor should include in their bid.
- 6) *Can the college allow use of existing network infrastructure for VoIP network deployment or should vendor's bid be provisioned to keep VoIP separate from data network?*
 - A) SSC expects to use our existing infrastructure.
- 7) *If VoIP solution can be deployed on customer's existing network infrastructure, what pass-through speeds will be required from the phones?*
 - A) One gigabyte
- 8) *What Unified Communications features should be licensed on the new system and how many?*
 - A) SSC is seeking the basic features outlined in the RFP. Any features beyond may be considered and evaluated during the face-to-face presentation, with appropriate points awarded at that time.
- 9) *What contract term length can the college commit to?*
 - A) Per state guidelines, SSC can only commit to 12 months at a time.

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October 12, 2018