



1200 Arlington St. – Greensboro, NC 27406

Request for Information

VOIP Phone System

RFI 0130-17

Issue Date: December 4, 2017

Response Required By: December 28, 2017

NOTICES/INSTRUCTIONS

1.1 INTRODUCTION

This request is for information only to assist Guilford Child Development (GCD) in determining how best to implement a Voice Over Internet Protocol (VOIP) phone system; requirements described herein.

Please be advised that this may be a two-stop process. Should GCD determine to proceed with a solicitation based on the responses to this Request for Information (RFI), phase two will then be either a formal Request for Proposal (RFP) or Invitation for Bid (IFB) to be handled in accordance with GCD's purchasing policies and procedures.

1.2 PURPOSE

The purpose of the RFI is to solicit technical and performance narratives along with suggested pricing information from vendors; or to identify additional supply or product resources pertaining to VOIP. GCD is requesting the following pricing structures:

- Purchase
- Monthly Lease to include buy-out option at the end of the lease
- Monthly Lease to include optional upgrades as current system becomes obsolete
- Responses should include equipment specifications with estimated costs, installation timeline, and technical support with estimated per hour charges.

1.3 CURRENT CIRCUMSTANCES/EQUIPMENT

Current Systems: NEC key system at Central Office location. Other sites have either a small key system or phones sharing 2-3 POTS lines per site.

Phones: The 13 sites have from 2 to 180 phones. In total: 268 general phones, 1 operator model phone, 3 conference room phones and 2 public area phones.

Switches in place: New Brocade 7250 PoE switches have been installed at all sites and are ready for VoIP.

Internet Service: Spectrum Business using eVPLs between sites in hub-n-spoke topology.

1.4 SYSTEM REQUIREMENTS/EQUIPMENT REQUIREMENTS

System is expected to have all the normal call features that industry standard VoIP systems normally provide including, but not limited to: Ability to use SIP trunking, POTS, T1s for connection, caller ID, voicemail, voicemail to email transcription, 3-way calling, call conferencing, IP Fax, Find Me/Follow Me call routing, call mgmt. (forward, park, hold, DND, transfer, call screening ,etc.), direct to phone dialing , paging via desktop sets, GUI management, ring groups, automatic call distribution (ACD), interactive voice recognition (IVR), directory assistance, music on hold, bandwidth utilization and inbound/outbound call detail reports, extension dialing between sites, E911, Night Service
Desired: merging of overhead and desktop set paging.

1.5 RESPONSE REQUIREMENTS

Please keep your response to 10 or fewer pages. As it is anticipated that firms will submit brochures and marketing information, and GCD may not be able to copy such material, firms are requested to provide three (3) copies of all. RFI response should contain the following:

- Contact Information

Please provide the following contact information:

- Company Name
- Address
- Name of the individual who will act as primary point of contact for inquiries
- Contact Person's Telephone Number
- Contact Person's Email Address

- Comments

Please provide your evaluative comments on the project description and requirements outlined in this document. Include any suggestions or advice regarding the design, implementation, management, technology, etc. of this contemplated project. Detail what additional information or clarifications would be needed in order to prepare a comprehensive proposal in the future.

- Approach

Based on the project information provided to date, briefly describe the approach you would recommend for this project and why.

1.6 **SUBMISSION OF INFORMATION**

Submit written responses of literature and pricing no later than December 28, 2017 to:

Sherry Murr, Director of Procurement

Guilford Child Development

1200 Arlington St.

Greensboro, NC 27406

Telephone: (336) 369-5015

1.7 **QUESTIONS**

For technical questions contact:

Erik Tatsapaugh, Network Admin II

Telephone: (336) 369-5010

Email: Erik.Tatsapaugh@guilfordchilddev.org

Or

Frank Workman, Director of IT

Telephone: 336-369-5009

Email: Frank@guilfordchilddev.org

For questions regarding the RFI contact:

Sherry Murr, Director of Procurement

Telephone: (336)369-5015

Email: SherryM@guilfordchilddev.org

1.8 **OUTCOME**

Guilford Child Development does not guarantee any formal solicitation will be generated based on this RFI.