

Request for Quote for a Cloud-Based IP Phone System

August 18, 2023

Responses Due August 31, 2023

Questions should be submitted to Edwin Hoy via email to ehoy@inaeyc.org.

All questions and responses will be posted at <https://www.inaeyc.org/rfq>

Services to be Provided

Auto Attendants: INAEYC requires one main-level auto-attendant and additional sub-level auto-attendants. Vendors should specify the number of auto-attendant and additional sub-level auto-attendants included in the system pricing. Vendors should clearly state any additional fees for extra auto-attendants.

Faxing: INAEYC requires five fax numbers. These four lines are in addition to the 35 phone lines specified below. No analog lines are required. Please note if a usage fee is applied such as faxes/pages per month.

Conference Calling: Toll Free Number: INAEYC currently has one Toll Free Number for U.S.-based customers. Proposal should specify the vendor's cost to manage the toll-free number and the associated per minute costs. Proposals should include a detailed outline of all charges for local calls and long distance calls.

Both Cell Phone App and Softphone options are required for 35 seats.

Phones: To clarify no physical handsets are needed. INAEYC is basing the quote on a total of 35 active users. This number may go up or down prior to placing the final order.

Phone number Maintenance: INAEYC controls a block of 80 phone numbers. Approximately 40 of these are in active use. The remaining 40 numbers are held for future use. Be sure to include training costs as a separate line item. Training costs should NOT be included in the per seat cost calculation.

Porting of phone numbers: Vendor shall manage the ongoing porting of these numbers if a carrier change occurs. Be sure to include costs for porting as a separate line item. Porting costs should NOT be included in the per seat cost calculation.

Training: User training will be needed for the proposed phone, fax and voicemail system. In addition, training will be needed system administrators. INAEYC would like the option to have the vendor conduct all of the training for the system administrators and a plan to 'train the trainer' in regard to user training. Be sure to include training costs as a separate line item. Training costs should NOT be included in the per seat cost calculation. Training is defined as a person to person(s) conversation. Pre-recorded training will not meet the demands of INAEYC.

Installation: Please describe the installation process and the availability of ongoing, onsite support. Vendor will be required to work with INAEYC's Telco to coordinate the ordering and installation of all WAN or other communication services related to this project.

INAEYC uses 10/100 POE switches from Cisco. Please include a list of any upgrades or other changes that will be required for the proposed solution.

Support: Vendors should define general terms of the Service Level Agreement. Include response times for system outages, response times for end-user outages, call center schedules and onsite service terms.

Call reporting and accounting: INAEYC requires a call accounting system to include but not limited to tracking incoming and outgoing calls, length of time spent on a call and numbers called. Vendor should also describe any additional preformatted and ad hoc reports available. Be sure to include reporting costs as a separate line item. Reporting costs should NOT be included in the per seat cost calculation.

Experience Serving Similar Clients

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and examples. Point of Contact information is requested which consist of name, title, email, and telephone number. Companies located within Indiana is preferred.

Other Requirements and Clarifications

As described in the RFQ document, Automated Call Distribution is defined as a Ring Group or Hunt Group. Extension needs the ability to log in/out of multiple ACD groups.

As described in the RFQ document, express messaging is defined as the ability to transfer a call directly to an extension's voicemail without ringing their extension.

Responses should be delivered via email to Edwin Hoy as noted in the original RFQ.

Ability to conduct business in Indiana: All vendors must be registered to conduct business in Indiana and in good standing with the Indiana Secretary of State. The vendor must not appear on any State or Federal disbarment list.

Subcontractors: All subcontractors to be used in providing the services should be identified. This includes toll-free numbers, faxing, billing, customer support (onsite or remote) and any other services not directly provided. If the vendor is a reselling the services provided and the primary service provider should be clearly identified in the proposal.

Service Reseller: If the vendor is a systems reseller, the service provider should be clearly identified. Reselling of service is not in and of itself a disqualifying event. Rather, INAEYC needs to be fully aware of all parties involved in providing the services requested. Failure to disclose a reseller relationship is a disqualifying event.

Subcontractors: Vendor should identify all subcontractors involved with the project. This list should clearly identify any subcontractors used in the installation, support or ongoing maintenance of the proposed solution.

Use of subcontractors is not in and of itself a disqualifying event. Rather, INAEYC needs to be fully aware of all parties involved in providing the services requested. Failure to disclose subcontractors is a disqualifying event.

Data Center: Vendor should include a brief description of the data center(s) where the cloud solution is hosted.

Proposal Preparation and Submission Requirements

The proposal should be submitted via email to Edwin Hoy, Senior Director for Business and MIS at ehoy@inaeyc.org.

Any questions regarding this RFQ must be submitted by e-mail to ehoy@inaeyc.org by 5:00 p.m. EST on August 31, 2023. All questions will be answered promptly. Responses will be made available to all prospective vendors at <https://www.inaeyc.org/rfq>.

Selection Process Schedule

Dates for the Evaluation, Notification and Contract Start may change based on the number and quality of the responses.

- August 18, 2023 – Release of the RFQ
- August 25, 2023– Vendor RFQ Questions Deadline
- August 31, 2023 – RFQ Responses Due
- September 1 – 6, 2023 – Evaluation of Responses. Vendors may be asked to submit further information during this period. Virtual meetings may also be held.
- September 8, 2023 – Notification of Selection Results
- September 11, 2023 – Contracting Process Start (if appropriate)