

Bedford County Department of Finance

841 Union Street, Suite 102
Shelbyville, TN 37160
(931) 685-2024 FAX (931) 680-1029

Request for Proposal

Phone System and IP Phones Bid No. 10-40

The Bedford County Department of Finance is requesting proposals on a **Voice over IP based phone system, IP phones, and Digital phones**. The Bedford County Department of Finance reserves the right to reject any and all bids and waive any irregularities for the purpose of making the award it feels is in the best interest of Bedford County. Sealed bids will be received until **2:00 p.m., Tuesday, March 2, 2010**, in the office of the Bedford County Department of Finance and will be opened publicly at that time. Any bids received after the scheduled closing time for receipt of bids will be returned to the bidder unopened.

GENERAL BID TERMS AND CONDITIONS

Proposals from all responsible bidders will be considered. To qualify as a responsible bidder, the proposal submitted must:

1. **Meet or exceed the minimum requirements specified.**
2. **Furnish all documents requested by the representative of the Bedford County Department of Finance prior to and following the bid opening.**
3. **Submit their completed bid prior to the bid opening date and time.**
4. **Have bid name and bid number placed on the outside lower left corner of the sealed envelope containing the bid form. (Facsimile bids will not be considered.)**

Award

A purchase order from the Bedford County Department of Finance will be issued to the successful bidder acknowledging the award. A copy of these terms and conditions, specifications and the vendor's proposal form will become a part of the purchase order.

Prospective bidders may contact the Department of Finance at 931-685-2024, ext. 2210, or email, james.trott@bedfordcountyttn.org, for any questions as to the specifications of the bid.

Lowest and/or best bid will be awarded.

All prices **shall include** all freight, delivery costs, and installation costs.

Other Considerations

Bedford County Department of Finance reserves the right to purchase only those bid items and quantities that conform to overall budgetary, functional, and performance constraints.

The terms of this bid will be extended to other local government agencies, other municipalities, and Boards of Education. Bedford County is responsible only for purchases made and received by Bedford County.

INSTRUCTIONS TO BIDDERS

Proposals are to be made on the Proposal Form provided. **Bids must be delivered in hand or by a mail service in a sealed envelope marked on the outside lower left corner, Bid No. 10-40 Phone System and IP Phones.** Bids will be received and opened at **2:00 p.m., Tuesday, March 2, 2010.** **Any bids received after the scheduled closing time for receipt of bids will be returned to the bidder unopened.**

Proposals are to be made complete in every detail as required and called for by said Proposal Form. Proposals that are incomplete, conditional, contain irregularities of any kind, or which are not in accord with the Instructions to Bidders and Proposal Form furnished by the Department of Finance may be rejected as informal.

The submission of a proposal will signify that the Bidder has thoroughly familiarized himself with all conditions and that he fully understands what will be expected of the successful bidder.

The Department of Finance reserves the right to reject, without liability whatsoever, any or all bids submitted, and waive informalities therein, if deemed by the Department of Finance in their best interest to do so.

VOIP PHONE SYSTEM SPECIFICATIONS

System Requirements

2 ISDN PRI Cards

DID (Direct Inward Dialing) capability

DOD (Direct Outward Dialing) capability

Voicemail (include maximum number of mailboxes)

Voicemail Remote Access

Voicemail Integration to mail client (Unified Messaging)

Remote Maintenance (include capabilities)

UPS online – 1 hour coverage

133 extensions minimum (must be working properly before project is complete)

Attendant Console

Auto-Attendant with IVR (Integrated Voice Response)

Supported Codecs (G.711, G.729, etc.)

Provide maximum system specs (voip devices, digital, analog, etc.)

Provide administrative portal with GUI interface

Minimum 1 year warranty (parts and replacement costs included)

Phone Specifications

Required Features

Call Forwarding

Call Conferencing

CLID (Calling Line Identification)

Call Waiting

Music on Hold

Full duplex Speakerphone

Call Transfer

Redial

Call mute

High quality audio

Backlit display screen

Headset capable

SYSTEM SETUP

Finance and Zoning Department- (14 IP phones) The Finance Department will serve as the host for services. All equipment besides redundant setup will be setup here.

Highway- 2 IP phones

Jail- 13 IP phones

Courthouse- A separate system will be hosted here for redundancy in case of a system failure. No voicemail is to be setup on this system. The structure of the courthouse presents cabling problems. Because of this, the courthouse phones will need to be digital, but still compatible with the VOIP system.

Mayor- 3 digital phones

Veterans- 1 digital phone

Election- 3 digital phones

Clerk and Master- 8 digital phones

Circuit Court Clerk- 9 digital phones

Annex-

Register of Deeds- 10 IP phones

County Clerk- 10 IP phones

Trustee- 9 IP phones

Property Assessor- 12 IP phones

Fire Department - 8 IP phones

Sheriff - 14 IP phones

Workhouse - 4 IP phones

Probation - 8 IP phones

Juvenile - 3 IP phones

Quantities are approximate.

Additional

1. MPLS (Multiprotocol Label Switching) has already been provided with our telecommunications carrier.
2. A T1 line has been installed at each location except for Probation which has a VPN setup instead. This should eliminate any issue of bandwidth, but please provide how much bandwidth is needed at each location for MPLS.
3. 2 systems will be installed:
 - 1 at Finance Dept. with a PRI card and Voicemail (main)
 - 1 at Courthouse with a PRI card without voicemail (redundancy)
4. Include a list of all features (phone and system) not specified.
5. Contractor shall provide a written qualifications indicating experience in installing and servicing Voice IP Phone System.
6. Bidder is responsible for any wiring that is involved. A wiring problem may be presented at the Annex. Please contact James Trott to schedule site surveys at (931) 685-2024 x 2210.
7. Bidders are to bid on two (2) training sessions: basic training with users and more extensive training with administrators.

PROPOSAL FORM

**TO: Bedford County Department of Finance
841 Union Street, Suite 102
Shelbyville, Tennessee 37160**

Re: Bid No. 10-40

Gentlemen,

Having examined the specifications for a **VOIP based phone system, IP phones, and Digital phones for Bedford County**, we (I) submit the following proposal:

System	\$_____
Installation	\$_____
Wiring	\$_____
Phones: IP 112 x \$_____	\$_____
Digital 28 x \$_____	\$_____
Maintence	\$_____
Remote Assistance	\$_____
Onsite Assistance	\$_____
Training Sessions	\$_____
Total Project Bid	\$_____

Company Name: _____

Mailing Address: _____

Signature and Title of bidder: _____

Telephone Number: _____