

## **McHenry County Housing Authority REQUEST FOR PROPOSAL**

### **PROJECT:**

The McHenry County Housing Authority cordially invites your firm to submit a proposal for a new Telecommunications Systems to be installed at the following location:

McHenry County Housing Authority  
1108 N. Seminary Avenue  
Woodstock, IL 60098

Contact: Holly Lyons  
[Hlyons@mchenrycountyhousing.org](mailto:Hlyons@mchenrycountyhousing.org)  
(815) 338-7752 X131

We are a medium size social service agency with 24 staff members in six different departments and a high call volume (a minimum of approximately 300 calls per day). We currently have a need for 25 staff phones and an attendant phone. One of the 25 staff phones will be installed in our conference room, and a conference phone is being considered. We need expansion capability for the addition of future staff members. We have a receptionist that answers calls, but we rely on an auto attendant to help handle the call volume. We require the ability to switch the phone system completely to auto attendant after hours and, on occasion, during regular office hours for staff meetings or for office closings. In the case of an office closing, we need the ability to change the main message and set the auto attendant from outside the office. We will require the ability to direct callers to recorded information regarding our programs. Ideally, a client will be able to listen to general information regarding a program, and then have an option to press a number and be connected directly to the department in question. Additionally, we need to develop a solution for giving non-English speaking callers information when translators are not immediately available.

The system that is proposed should be equipped with Digital telephones, however, the system proposed must have the ability to connect IP phones to the system as a local or remote user at a later date if required. The system must be of the latest software release from the manufacturer.

It is intended that all of the existing telephone cabling will be re-used for the new system.

All references to McHenry County Housing Authority may also be noted herein as “Customer” References to the proposal respondent will be noted as “Bidder” or “Vendor”.

**BID SECURITY:** Bidders are required to include with their bid, a cashier’s check in the amount of **10% of the total bid** as security deposit when the bid is submitted. This check will be returned to the unsuccessful Bidder(s) after the award of the contract. Bids that are not accompanied by this security deposit will not be considered as responsive and bid will be returned to the bidder without any further consideration.

**CONTRACT SECURITY:** A performance bond may be required by McHenry County Housing Authority as a condition of the bid award. Please specify the cost of a performance bond in your proposal response.

**NOTICE:** The submitted sealed bids must be addressed as follows: **Bid for Telecommunication System for McHenry County Housing Authority**, and should be delivered to: Julie Biel Claussen, Executive Director by Monday, April 27 2009 at 10:00 A.M..

The proposal must be signed by an authorized official of the bidding organization and his/her name and title shall be typed below his/her signature. Bidders shall submit one original and one copy of their proposals. No compensation will be made to any Bidder for the preparation these proposals and all proposals will become the property of McHenry County Housing Authority.

Proposals submitted after 10:00 AM April 27 2009 will be returned to the Bidder unopened (and will not be considered).

Bids must be firm for acceptance for a period of ninety (90) days and prices quoted in Bidder's response must be firm for the entire contract period.

### **QUESTIONS ON THIS REQUEST FOR PROPOSAL**

Any and all questions regarding this RFP document or the proposed system should be directed as follows in an email format to: [hlyons@mchenrycountyhousing.org](mailto:hlyons@mchenrycountyhousing.org)

Questions from prospective Bidders will only be accepted via email. McHenry County Housing Authority will then email the response to all Bidders. The deadline for all email questions is April 23, 2009.

Any and all verbal communications will not be accepted or acknowledged nor become binding with McHenry County Housing Authority regarding this RFP or any subsequent award of a contract to the successful Bidder.

Thank you for your interest in submitting a proposal to McHenry County Housing Authority for a new Telecommunications System.

### **BIDDERS RESPONSIBILITIES:**

The Bidder shall be responsible for a turnkey operation of the installation of all main and ancillary equipment including implementation of user and administration training, programming, cabling and cabling termination (where required). The Bidder shall have the responsibility for loss or damage in the shipment, delivery and installation of all equipment, until time of cutover and upon written acceptance by McHenry County Housing Authority.

The Bidder shall have responsibility for all coordination and cutover requirements with the local operating Telephone Company and any other common carriers. The Bidder shall be responsible for resolving any claims by the operating Telephone Company or other common carrier that the installed equipment is or may be causing interference or damage to their equipment. The Bidder shall be responsible for making any such corrections and/or changes as shall be necessary to prevent or remove such claimed interference or damage at the sole cost of the Bidder. The Bidder shall represent that the system is delivered in accordance with their bid and shall comply with the applicable provisions of the Federal Occupational Safety and Health Act, and all other applicable codes, regulations, ordinances, laws and rules of any governmental entities that have jurisdiction. The Bidder agrees to reimburse McHenry County Housing Authority for all expenses, damages and losses arising from violations or alleged violations of any of the above laws, regulations, ordinances,

The Bidder shall be responsible for and repair all damages to the building due to carelessness of Bidder's technicians, and exercise reasonable care to avoid any damage to customer's property. Bidder will immediately report to customer any damage to the building which may exist or may occur during Bidders occupancy of the buildings. The Bidder shall install all equipment in accordance with specifications from the manufacturers Installation Documents. The Bidder shall promptly correct all defects for which the Bidder is responsible.

The Bidder shall install the system and insure that it is fully operational prior to the cutover date.

**DAVIS BACON WAGE PROVISIONS:**

Any contracts in excess of \$2,000.00 are subject to the provisions of the Davis Bacon Act. The current wage decision is Building/Residential, IL20080008 Mod 14, 3/6/2009. Please note that the earliest a wage decision cannot be "locked in" is bid opening, and wage decisions are modified on a regular basis. If you have any questions regarding Davis Bacon, please contact Holly Lyons at 815/338-7752 X131. Additionally, Davis Bacon wage decisions are available at <http://www.wdol.gov>.

**INSURANCE REQUIREMENTS:**

**Worker's Compensation Insurance** will cover all employees and meet statutory limits in compliance with applicable state and federal laws. The coverage must also include Employer's Liability with minimum limits of \$100,000 for each incident.

**Commercial General Liability** -- \$500,000.00 per occurrence and \$1,000,000.00 in the aggregate

**Business Auto Liability** -- \$300,000.00 per occurrence, combined single limit for: bodily Injury Liability and Property Damage Liability

**The McHenry County Housing Authority must be listed on the Insurance Certificate as additionally insured.**

Insurance certificate will be required of the successful bidder before contract documents will be signed.

The Bidder shall provide Certificates of Insurance with their bid to protect customer from costs arising from permits, patent protection, royalties, building damage, clean up and accidents. Customer may require a surety bond or suitable alternative to guarantee a completely operational system at the time of cutover. The Bidder will state who will insure the equipment up to the cutover, and after the cutover, prior to acceptance.

**BIDDER QUALIFICATIONS:**

The Bidder must be an Authorized Dealer of their proposed product and employ technicians specifically certified on the proposed product and ancillary systems. Bidder must have at least five years of experience in both TDM and IP Telephony and provide ample references for both of these types of technology.

Vendors must guarantee of a one to two hour emergency response time for service disruptions that are called in by customer. Vendor must also provide 24 hour service availability.

### **MODIFICATIONS AND WITHDRAWALS**

Modifications of the proposal will be permitted only to the extent that McHenry County Housing Authority may change the specifications, quantities or types of equipment or select additional features or options for the benefit of McHenry County Housing Authority. Before a proposal is submitted, it will be the responsibility of the Bidders to visit the proposed work-site, and become familiar with the existing and planned facilities. Failure to inspect the existing/new site conditions will NOT relieve the selected Bidder of the responsibility of providing a complete, turnkey installation as requested in this RFP.

Bidders should plan to attend one of three open houses planned to view the facility and existing phone and voice mail system:

April 6<sup>th</sup>, 8<sup>th</sup> or 10<sup>th</sup> from 8:30 A.M. through 10 A.M.

The Bidder shall carefully observe all site conditions under which work is to be performed or that will in any manner affect the installation of the proposed system. Any failure by the Bidder to do so will not relieve the Bidder from responsibility for any understanding or representations concerning conditions made by customer's officials or its employees prior to the execution of the contract. No additional allowances or extra charges will be granted because of lack of knowledge of such conditions.

Proposals are not subject to withdrawal by the Bidder for any reason, for a period of ninety (90) days after the bid due date, April 27, 2009 at 10:00 A.M., without the specific written consent of McHenry County Housing Authority.

#### **BID OPENING:**

Bids will be publicly opened at 10:30 A.M. on Monday, April 27, 2009, at the Housing Authority office located at 1108 N. Seminary, Woodstock, Illinois.

**RIGHTS RESERVED:** McHenry County Housing Authority reserves the right to determine whether a Bidder is responsive and has the ability and resources available to perform the contract in full and to comply with the terms, conditions and specifications in this RFP document. McHenry County Housing Authority further reserves the right to make a contract award to a Bidder who in McHenry County Housing Authority's opinion best suits McHenry County Housing Authority's needs, even though that Bidder has not submitted the lowest bid. McHenry County Housing Authority also reserves the right to reject any or all bids submitted and to waive any technicalities regarding the system requirements and the bid submission process.

The Vendor's submitted proposal must follow the format and content detail as outlined herein. Product brochures and specifications should be submitted as addendum materials, but not in place of the information required in this RFP. It is required and expected that the following proposal sections be specifically prepared and adhered to as a requirement of this RFP.

The Bidder's proposal must be submitted in accordance with the conditions and requirements of this RFP. Failure to address any of the requirements in this RFP may result in the rejection of Bidder's proposal. McHenry County Housing Authority also reserves the right to reject any or all bids that do not address the specific requirements of this RFP.

The Bidder is encouraged to include as much pertinent data and information under each section as necessary to ensure the proper evaluation of the proposed telecommunications system(s).

Bidders will be judged on the completeness of their response to this RFP, financial stability and their ability to provide an effective, long-term solution for the needs of McHenry County Housing Authority.

McHenry County Housing Authority requires all work to be performed directly by the Bidder. Subcontracting work to other entities will not be considered as acceptable, as the building of a long-term relationship with a “one-stop” service provider is the specific goal of McHenry County Housing Authority and the essence of this RFP. Furthermore, all work performed must be done by manufacturer trained and certified technicians for the products being installed.

McHenry County Housing Authority will consider the selected vendor to be the sole point of contact with regard to all contractual matters including payment of any and all charges resulting from the signed contract between the successful Bidder and McHenry County Housing Authority.

## **RFP RESPONSE FORMAT**

### **TITLE PAGE**

Please identify the telecommunications system model(s) being proposed. The name and the signature of the bidding company’s sales representative as well as his/her business address, telephone number and email address must be provided on this page.

### **TABLE OF CONTENTS**

A table of contents page including the following sections, must be included with the Bidder’s response. Vendors must submit proposals with the following format, tabbed from one through nine and include the information Schedules as required below.

#### **1. EXECUTIVE SUMMARY - BIDDER QUESTIONNAIRE - REFERENCES**

This section shall include a copy of this RFP and a comprehensive overview of the proposal. The proposed equipment must be identified along with the following response sections. The Bidder must include an in-depth explanation of the primary reasons why the proposed equipment and services best meets the requirements specified in this RFP.

In addition, the primary strengths of the Bidder with respect to vendor competency, value-added services and vendor resources should also be presented and elaborated upon. Bidder shall include a company history and detail of all services offered as required in the Vendor questionnaire, Schedule D. The Bidder will also provide a reference list of a minimum of six (6) other references that utilize the proposed system in their day-to-day operations as required in the CUSTOMER Reference List, Schedule E.

#### **2. SYSTEM IMPLEMENTATION & INSTALLATION TIME-LINES**

This section should outline the necessary tasks that will be performed in order to accomplish the delivery, installation, implementation and training of the proposed system to meet the system requirements and cutover date specified herein. In addition, an elaboration of the tasks that the Bidder will perform and/or be responsible for in order to accomplish the delivery and installation must be identified in detail.

It is anticipated the new McHenry County Housing Authority Office system will be cutover during normal business hours in June, 2009.

The Bidder shall describe in detail how the conversion between the existing system and the proposed system will be accomplished including any limited system access and/or downtime.

### **3. USER TRAINING**

The successful Bidder shall provide an outline for instructing and training the users of the new telecommunications system. Ample Implementation and Training time shall be included in the bid.

Bidder will also provide a “customized” quick reference sheet for all Telephone and Voice Mail users.

### **4. WARRANTY**

The Bidder warrants to McHenry County Housing Authority all components in the proposed system shall be of new manufacture and free from defects of material and workmanship for at least one (1) year from the date of cutover and is fit for the purpose/application intended.

The Bidder warrants that it will, at the Bidder’s sole cost and expense, correct, repair or replace defective system components through the term of at least one (1) year so that the terms of the above guarantee are met. The initial One Year warranty, including labor, shall commence on the day of cutover.

McHenry County Housing Authority also requires that an additional four-year Warranty be included in the purchase price, covering all system components, to be effective automatically upon the expiration of the initial One Year Warranty. Please explain in detail the specifics of this coverage and indicate any additional costs during the first year of warranty and also during the additional four-year warranty period. Power surge damage must also be included under this five-year warranty period.

### **5. FORMAL PROPOSAL AND MAINTENANCE PROGRAMS**

This section must include the Bidder’s signed formal proposal contract describing all of the system and related components of the new Telephone and Voice Mail System items that are included in the bid price. Also include any additional maintenance costs for the additional four year system component warranty.

### **6. LEASE PURCHASE**

If available, the Bidder will also include an optional LEASE PURCHASE plan option for McHenry County Housing Authority. Please provide 2, 3 and 5 year plans, with a cost breakdown of lease term, up-front

payment and monthly payment amount. The lease must easily accommodate future additions as McHenry County Housing Authority expands during the term of the lease without entering into a new lease.

**7. REQUIRED SYSTEM CONFIGURATION, TELEPHONE SETS AND FEATURES**

All Bidders must complete Schedules A, B & C for the proposed product and include in this section. Bidder agrees to and will provide in their proposal all minimum system requirements and features that are required in this RFP. If Bidder cannot comply with these requirements, then so indicate on Bidder Questionnaire, Schedule D and include a separate page listing any exceptions to these requirements and include in this section.

**8. PRODUCT BROCHURES**

Please include all necessary product brochures on the Telephone and Voice Mail Systems in this section.

**9. CREDIT FOR TRADE-IN OF EXISTING SYSTEM**

Please note in this section if a price consideration will be made for the trade-in of the existing phone and voice mail system.

**NOTES ON PROPOSAL SUBMISSION:**

1. All proposals submitted must be properly labeled and sealed.
2. Original and copy shall be identified as such on the outside of the proposal.
3. Include User Guides with Proposal
4. Include a completed HUD 5369-A, Representations, Certifications and other Statements of bidders with your bid.

**MCHENRY COUNTY HOUSING AUTHORITY - SYSTEM REQUIREMENTS:**

**MAJOR SYSTEM REQUIREMENTS:**

30 Minute Battery Back-up	E-911 Capability
Softkeys on Display Telephone Sets	IP or Digital Voice Mail Integration
Remote System Administration Access	Ability to add ACD Functionality for Answering
LAN Access to System Administration	IP Capability for future remote Users

**SCHEDULE A**

**PROPOSED VoIP TELEPHONE SYSTEM CONFIGURATION:**

(To be completed by Vendor for system as proposed)

Description	Required Ports	Bidder's System Ports Working	Required System Capacity	Bidder's System Capacity
IP Station User Licenses	<b>0</b>		<b>64</b>	
Digital Station Ports	<b>25</b>		<b>64</b>	
CO Trunks w/Caller ID	<b>8</b>		<b>16</b>	
ISDN PRI Circuits	<b>0</b>		<b>1</b>	
Analog Station Ports	<b>2</b>		<b>8</b>	
Integrated V-Mail Ports	<b>4</b>		<b>8</b>	
Battery Back-up <b>or</b> UPS	<b>Type:</b>		<b>Minutes of B/U:</b>	
Number of System Cabinets	<b>Equipped:</b>		<b>Maximum:</b>	

**SCHEDULE B**

**DESIRED TELEPHONE TYPES**  
(MINIMUM system requirements)

Quan.	Telephone Description	Soft Keys	Fixed Keys	Prog. Keys	LCD Display	LCD Char.	Mono or Color Display	Full Duplex Speaker Phone
1	Attendant Phone	4	10	32	Yes	4x28	Mono	YES
24	Staff Phone	4	10	24	Yes	4x28	Mono	YES
	<b>OPTIONAL ITEMS:</b>							
1	Attendant Console	----	----	60	----	----	----	----
2	Headset	----	----	----	----	----	----	----
1	Polycom SoundStation2	4	10		Yes	----	Mono	YES

**PROPOSED TELEPHONE TYPES**  
(To be completed by Vendor for system as proposed)

Quan.	Telephone Description	Model No.	Soft Keys	Fixed Keys	Prog. Keys	LCD Display	LCD Char.	Mono or Color Display	Full Duplex Speaker Phone	Cost Ea.
1	Attendant Phone									
24	Staff Phone									
	<b>OPTIONAL ITEMS:</b>									
1	Attendant Console									
2	Headset		----	----	----	----	----	----	----	
1	Polycom SoundStation2		4	10		Yes	----	Mono	YES	

**SCHEDULE C**

**REQUIRED TELEPHONE FEATURES**  
(To be completed by Vendor for system proposed)

Required Features	STD. or Quantity Available	Optional or Included	Cost
Key System Type Operation			
PBX Type Operation			
Automatic Call Distribution (ACD)			
Automatic Call Distribution – “Number of Callers Waiting in Queue” Message to outside callers			
Automatic Call Distribution – Announcements (Qty.)			
Battery Back-up or UPS Unit included			
Call Park			
Call Transfer			
Call Park			
Caller ID			
Call Forward – All Calls			
Call Forward – Busy/No Answer			
Call Forward – Outside			
Call Pick-up			
Class of Service			
Delayed Ringing			
Door Phone (Quantity?)			
Door Phone – Door Release Capability			
Hands-free Voice Intercom			
Hot Lines			
Internal Paging – Multiple Zones			
Least Cost Routing – (LCR)			
Night Modes – Multiple (Quantity?)			
Off-hook Ringing			
PC Programming from local Workstation on LAN			
Restriction - Outgoing			
Analog/Single Line Telephone Connection			
Single Line Telephone Connection (Quantity?)			
Station Speed Dial (Quantity?)			
Station Speed Dial (Quantity?)			
Trunk-to-trunk Transfer			
Voice Mail – Pre-programmed Holiday Greetings (Quantity?)			
VoIP Capability available in system proposed			

**SCHEDULE D**  
**VENDOR QUALIFICATIONS**

1. Company name, address, phone number and Web-site address
2. Number of years at present address
3. Number of years in business, Annual Sales and current D&B Rating
4. Number of years installing the product(s) proposed
5. Number of employees
6. Local and/or Long Distance Service Provider affiliations
7. Number of personnel dedicated to Local & Long Distance Carriers and “Phone Bill” services
8. Union affiliations
9. Number of Installation Technicians
10. Number of Service/MAC Technicians
11. Number of Installation, Service and MAC vehicles
12. Number of Technicians trained & certified by manufacturer to work on products proposed
13. Number of staff level Implementers and Trainers
14. Number of outside Sales Representatives and average tenure of Sales Staff
15. Number of in-house IT Personnel with CCNA, CNE, MCSE, CCDA certifications
16. Authorized Distributor for systems proposed: (Y/N) Voice Mail\_\_\_\_ Telephone System \_\_\_\_
17. Number of years as an authorized distributor: Voice Mail\_\_\_\_ Telephone System\_\_\_\_
18. Installation and all services to be performed only by Vendor’s employees Bidder Agrees \_\_\_\_
19. Other valued-added Services offered by your Company
20. **Bidder complies with all requirements of this RFP YES\_\_\_\_ SEE EXCEPTIONS\_\_\_\_**

## **SCHEDULE E**

### CUSTOMER REFERENCES FOR PROPOSED TELEPHONE SYSTEM:

Company:  
Address:  
City, State & Zip:  
Phone:  
Contact:  
Number of phones:  
Voice Mail Ports:

Company:  
Address:  
City, State & Zip:  
Phone:  
Contact:  
Number of phones:  
Voice Mail Ports:

Company:  
Address:  
City, State & Zip:  
Phone:  
Contact:  
Number of phones:  
Voice Mail Ports:

Company:  
Address:  
City, State & Zip:  
Phone:  
Contact:  
Number of phones:  
Voice Mail Ports: