

REQUEST FOR PROPOSAL

FOR: Telephone/Internet equipment and service

SEALED PROPOSALS WILL BE ACCEPTED UNTIL: July 30th, 2021 at 3:00 p.m.

DATE/TIME OF PROPOSAL OPENING: July 30th, 2021 at 3:01 pm

Prices quoted must include all transportation charges, packing, and drayage. Proposals must be free from alteration, or erasures, and all signatures must be hand signed in ink by individual or firm making the proposal. Carefully review all sections before submission. Incomplete documents may be rejected. You may include other documentation for review inside sealed proposal envelope. Purchasing Agent reserves the right to waive technicalities, to reject any or all bids, to request additional information from all proposers, to use any ideas presented in proposals, and to negotiate with one or more of the finalists regarding terms of the engagement. Alleghany County intends to select the company that, in its opinion, best meets the needs. All documents become the property of Alleghany County when submitted, and will not be returned. Alleghany County is not responsible for any cost related to proposal submissions.

RFP RETURN ADDRESS FOR THE OUTSIDE OF THE ENVELOPE:

Note: Any potential proposal packages that are not plainly marked are considered VOID if mistakenly opened prior to the scheduled proposal opening meeting.

All proposals will be considered in accordance with NC State Law and without regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit the performance of duty.

*****THE OUTSIDE OF THE ENVELOPE MUST BE MARKED WITH THE BIDDER'S COMPANY NAME, THE BID NAME, DATE & TIME OF BID OPENING AND MUST BE MARKED "SEALED BID. DO NOT OPEN"**

Proposals will not be considered unless accompanied by this complete signed original document.

Contractor shall provide Insurance Coverage information in the following amounts prior to the beginning of the project. Coverage shall be in effect throughout the term of the project.

Alleghany County reserves the right to waive or impose any additional insurance or bond requirements, during the contract negotiation and execution phase.

Please feel free to call 336-372-4179 with any questions you may have.

DESCRIPTION OF GOODS/SERVICES WANTED

Specifications: Requests for proposals & pricing for the following projects as requested per the following information. Listed below are preliminary details for the respective project. Project Location:

County Administration Building	348 S Main Street
County Office Building	90 S Main Street
EMS	40 Cox Street
Transfer Station	431 Osborne Road
Social Services	182 Doctors Street
Sheriff's Office	40 Alleghany Street
Maintenance	37 Cox Street

VoIP Business Telephone System –

- Either a Hosted VOIP system or a hardware based on-site VOIP system may be quoted.
- System should be configured for an approximate total of 111 telephone sets and have the capacity for up to 150 telephone sets. The system must also have the capacity for at least 75 telephone lines for future expansion and include domestic long distance. For incoming/outgoing telephone lines a minimum of a 4 to 1 ratio for telephone sets to telephone lines should be provided. In addition, 14 Fax lines should be provided.
- Telephone sets must have a display that indicates Caller ID information etc. and a voicemail system accessible to all telephone sets should be included.
- System should be configured with a minimum of a two-hour battery backup.
- System should come equipped to provide music on hold, Auto-attendant feature, and zone paging through the telephones.
- The system should have the ability to quickly configure off-site call centers for any or all of the offices or departments in the event of an emergency.
- Vendor will need to evaluate the Local Area Networks at each location to determine if the current network configuration is sufficient to support the addition of a VOIP phone system. Recommendations for network change requirements should be noted in the proposal. Pricing for Network changes including labor, equipment, and materials should be quoted on a per site basis.

Telephone Services –

- Telephone services should include the following attributes:
 - 3 or 4 Digit dialing to any extension
 - All major calling features
 - Long Distance (Unlimited domestic). Long Distance billing information should be provided on a per extension basis.
 - Voice Mail (e-mail notification must be provided)

Site Specific Telephone Requirements –

- County Administration Building
 - Manager's Office – 3 Telephones, 1 Direct Inward Dial number
 - Register of Deeds Office – 6 Telephones, 1 Fax Line, 1 Direct Inward Dial number
 - Tax Department – 11 Telephones, 1 Fax Line, 1 Direct Inward Dial number
 - Recreation – 1 Telephone, 1 Fax Line, 1 Direct Inward Dial number
 - Building Inspector – 2 Telephones (1 phone should be cordless or have a cordless headset), 1 Direct Inward Dial number
 - Emergency Manager – 1 Telephone, 1 Direct Inward Dial number
 - GIS Department – 2 Telephones, 1 Fax Line, 1 Direct Inward Dial number
 - Veterans Office – 1 Telephone, 1 Fax Line, 1 Direct Inward Dial number
 - Human Resources – 1 Telephone, 1 Fax Line, Auto-Attendant, Ability to initiate Zone Paging, 1 Direct Inward Dial number
 - Finance – 3 Telephones, 1 Direct Inward Dial number
 - Board of Elections – 2 Telephones, 1 Fax Line, 1 Direct Inward Dial number

- County Office Building
 - Allegheny in Motion – 5 Telephones, 1 Fax Line, 1 Direct Inward Dial number
 - Soil and Water – 5 Telephones, 2 Direct Inward Dial numbers
 - Extension Office – 8 Telephones, 1 Fax Line, Auto-Attendant, 2 Direct Inward Dial numbers

- Maintenance Department – 2 Telephones, 1 Fax Line, 1 Direct Inward Dial number

- Transfer Station – 2 Telephones, 1 Off-Premises Extension (Vendor must provide tie facility), 1 Direct Inward Dial number

- Sheriff's Office – 23 Telephones, 1 Fax Line, 1 Voice-Mail Only line, 1 ATA to connect a Telephone line to an Auto-Dialer, 1 Attendant Console, 5 Direct Inward Dial numbers, provide the ability to block Caller ID on outgoing calls as needed

- EMS – 2 Telephones, 1 Fax Line, 2 Direct Inward Dial numbers

- Social Services – 31 Telephones, 2 Fax Lines, 2 Direct Inward Dial numbers, Auto-Attendant

Broadband Internet –

Provide symmetrical internet bandwidth at each location per the requirements listed below. Some sites, as noted below, will require Static IP Addresses. Some sites, as noted below are currently leasing Wireless Routers. Pricing for labor, equipment, and materials to replace these Wireless Routers should be provided.

- County Administration Building
 - Manager's Office – 50/50 Mb
 - Register of Deeds - 50/50 Mb
 - Tax Department - 50/50 Mb (1 Static IP Address Required)
 - Recreation - 50/50 Mb
 - Building Inspector - 50/50 Mb
 - Emergency Manager - 50/50 Mb
 - GIS - 50/50 Mb (3 Static IP Addresses Required)
 - Veterans Office - 50/50 Mb
 - Human Resources - 50/50 Mb
 - Finance - 50/50 Mb (2 Static IP Addresses Required)
 - Board of Elections - 50/50 Mb (1 Static IP Address Required)

- County Office Building
 - Alleghany in Motion - 50/50 Mb
 - Soil and Water - 50/50 Mb
 - Extension Office – No Broadband required. State of N.C. provides Internet bandwidth for this location

- Maintenance Department - 50/50 Mb (Provide 3 Wireless Routers)

- Transfer Station - 50/50 Mb (Provide 1 Wireless Router)

- Sheriff's Office – 150/150 Mb (1 Static IP Address Required)

- EMS – 50/50 Mb

- Social Services – 500/500 Mb (1 Static IP Address Required)

Maintenance Plan –

- Comprehensive maintenance plan options must be provided including but not limited to all data switching, wireless data, and VoIP equipment including telephones and ATAs, as required by this RFP.

Additional Information –

- Traditional Fax lines are used in some offices/locations and should be included in the proposal.
- Vendor must be willing to work with The County to complete projects in multiple phases as determined necessary during negotiations.
- Finance Options may be included with the proposal. These options are encouraged, but are not required.
- Multiple office locations are included in this request. Some locations may not require a complete communications system, and should be included as a secondary site in the equipment configuration as allowable.
- These project specifications may not include all necessary details required for a true proposal, and a site visit is strongly recommended.
- Cost Savings Analysis is preferred, but not a requirement of the proposal.

- Walkthrough of project areas shall be completed prior to submission of proposal. Vendor will make arrangements directly with the County Manager's office to set up date and time of access to any secured facilities. At this scheduled time, the contractor will have access to take any measurements of most project areas, discuss project details and any necessary questions needed for proposal purposes.

- Vendor shall provide warranty information for all components of installed materials & project.

- Total Project Cost shall include all products, items, & equipment necessary for project completion, including associated travel costs, & labor.

NOTES: Written terms and conditions, all necessary insurance, permits, and license documentation shall be in place prior to any work being completed. All terms, conditions, and/or contracts shall be reviewed by the County Attorney as to acceptable form.

Vendor Contact Information

Company Name: _____

Company Mailing Address: _____

Primary Contact Information:

Secondary Contact (If Applicable):

Name _____

Name _____

Phone # _____

Phone # _____

The undersigned firm or individual(s), proposes to follow all conditions set forth in this document, to furnish and deliver to the place designated, the named supplies/services at the prices quoted within the proposal, same to be charged to Alleghany County. We guarantee all the above named goods/services to be in accordance with specifications or equal.

(Printed Name)

Date:

(Authorized Signature)

Proposal Package Checklist:

- Review Specifications & Requirements within Request For Proposal Document.
- Fully Signed Original Request for Proposals Document (include all pages originally provided).
- W-9 Information
- Contractor Specific Proposal Information Documents
- Any other information necessary for review by County Manager's Office
- Properly prepared envelope according to requirements.
- Minimum of three relevant references for service requested in RFP.