

REQUEST FOR PROPOSAL

FOR: Telephone/Internet equipment and service

SEALED PROPOSALS WILL BE ACCEPTED UNTIL: Wednesday, October 28, 2026 at 4:00pm

DATE/TIME OF PROPOSAL OPENING: Thursday, October 29, 2026 at 10:00am

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.

Contract Term

The resulting contract shall be for an initial period of three (3) years, and the contract will not be automatically renewed.

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 Locations:

County Administration Building	348 S Main Street
Dispatch	348 S Main Street
County Office Building	90 S Main Street
EMS	40 Cox Street
Transfer Station	431 Osborne Road
Social Services	115 Atwood Street
Sheriff's Office	40 Alleghany Street
Maintenance	37 Cox Street
County Fairgrounds	1375 US Highway 21N

VoIP Business Telephone System –

- Either a Hosted VOIP system or a hardware based on-site VOIP system may be quoted. Hosted VOIP would be preferred.
- System should be configured for an approximate total of 124 users with the capacity for 200 users and 155 devices (telephone sets and ATAs for faxing) and have the capacity for up to 250 devices. 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.
- The county currently has Yealink T54W and W56H phones and any new contract will continue to utilize these phones.
- System should be configured with a minimum of a two-hour battery backup if hosted on site.
- 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.
- The system should include a desktop app with Instant Messaging and an Android/iPhone app that allows users to make and receive calls from their mobile devices.
- 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.
 - Internal, interoffice messaging system
 - Voice Mail (e-mail notification must be provided)

Site Specific Telephone Requirements –

- County Administration Building
 - Manager's Office – 2 Telephones, 1 Direct Inward Dial number
 - Register of Deeds Office – 6 Telephones, 1 Fax Line, 1 Direct Inward Dial number
 - Tax Department – 10 Telephones, 1 Fax Line, 1 Direct Inward Dial number
 - Recreation – 3 Telephones, 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, 1 Direct Inward Dial number
 - Finance – 5 Telephones, 1 Direct Inward Dial number
 - Board of Elections – 2 Telephones, 1 Fax Line, 1 Direct Inward Dial number
 - IT Department – 1 Telephone, 1 Direct Inward Dial number
- County Office Building
 - Alleghany in Motion – 5 Telephones, 1 Fax Line, 1 Direct Inward Dial number
 - Soil and Water – 3 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, 2 Direct Inward Dial numbers
- 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. Each building should have its own, independent feed for Internet and its own Firewall. Some sites, as noted below, will require Static IP Addresses.

- County Administration Building
 - 500/500Mb with Static IP address and Backup connection
 - Dispatch is housed in the County Administration Building, but should have their own Primary and Backup Internet connections
- County Office Building – 150 Mb per building
 - Alleghany in Motion
 - Soil and Water
 - Extension Office – No Broadband required. State of N.C. provides Internet bandwidth for this location
- Maintenance Department - 50/50 Mb
- Transfer Station - 50/50 Mb
- Sheriff's Office – 150/150 Mb (1 Static IP Address Required)
 - Primary and Backup Internet connections
- EMS – 150/150 Mb
- Social Services – 500/500 Mb (1 Static IP Address Required)
 - Primary and Backup Internet connections
- Fairgrounds – 500/500 Mb plus an evaluation for Wireless Internet upgrades.

Hosting of our Microsoft 365/Exchange Tennant

- Tennant currently hosts 95 Exchange Online (Plan 1), 1 Microsoft 365 Business Premium, 49 Microsoft 365 Business Standard, and 2 Visio Plan 2 Licenses.

Maintenance Plan

- Comprehensive maintenance plan must be included in the contract and includes, but is not limited to: all data switching, wireless data, and VoIP equipment including telephones and ATAs, fiber cable lines, cable line damage, fiber cuts and cable pulls, as needed and all as required by this RFP.
- The contract must state that all maintenance will be included, and services which are required to be separately billed will be explicitly delineated and detailed, along with the charge for each service, that each separate service must be agreed upon by both parties before any service is commenced and billed.
- The contract will require an annual review of the system, as provided, as part of the maintenance plan. The review will cover recommendations for upgrades, replacements and optimization of the system(s) under contract, so as to keep up with technological advances in internet/phone system service.

Recommendations will be reviewed and upgrades will be the sole discussion of Alleghany County, based upon the upgrades, replacements and optimizations recommended and a detailed quote for said recommendations.

Minimum Mandatory Vendor Qualifications

To be considered responsive, Offerors must meet and demonstrate compliance with all of the following minimum qualification standards in their proposal response:

1. **State Registration & Licensing:** The Offeror must be fully licensed to conduct business within the State of North Carolina and registered with the state Public Service Commission (PSC) / State Corporation Commission (SCC) as a telecommunications provider.
2. **Track Record & Experience:** A minimum of **five (5) consecutive years** of demonstrated experience providing enterprise-grade internet and voice communications services to public sector entities (cities, counties, school districts, or state agencies) of similar size and complexity.
3. **Financial Stability:** Proven financial capacity to complete implementation and sustain operations without disruption, verified via certified financial statements or audited financial reports for the past two (2) fiscal years.
4. **Local Support Capabilities:** Ability to commit to local or regional field technicians capable of responding on-site within **two (2) hours** for critical system outages.
5. **E911 & Regulatory Compliance:** Full compliance with federal, state, and local emergency calling mandates, including **Kari's Law** (direct 911 dialing without access codes) and the **RAY BAUM'S Act** (dispatchable location accuracy).

Service Level Agreement (SLA)

- **Uptime Guarantee:** Minimum **99.99% network and voice uptime** 24 hours a day, 365 days a year. Any service provided will include an automatic determination of the speed required for each building/department to increase as needed and so that the service will sustain at least half of the Mb allocated for each building/department.
- **Latency & Performance:** Maximum round-trip delay < 45 ms, packet loss < 0.1%, and jitter < 5 ms.
- **Service Credits:** Clear, step-down billing credit structure for any SLA default or prolonged outage lasting longer than 30 consecutive minutes.

Implementation, Porting, and Transition

- **Zero Downtime Migration:** Phased implementation plan ensuring legacy telephone numbers (DIDs) are ported with zero downtime to public safety and citizen service desks.
- **Training:** Comprehensive on-site and remote training for County IT administrators (portal management) and end-users (desktop/mobile app, phone hardware).

Additional Information –

- Traditional Fax lines with ATAs 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, but each should have its own internet feed.
- These project specifications may not include all necessary details required for a true proposal, and a site visit is strongly recommended.
- Alleghany County IT department will be given full admin access to all Cloud Portals and Administrative Consoles.
- 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, with maintenance for the entire system quoted and services provided.

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 Certification

The submission of Proposal shall be deemed a representation and certification that the proposing vendor:

- 1. Has carefully read and fully understands the information provided by Alleghany County in this RFP;**
- 2. Is financially solvent and has the capability to successfully undertake and complete the responsibilities and obligations of the Proposal submitted;**
- 3. Represents that all of the information contained in the submitted Proposal is true and correct;**
- 4. Did not in any way collude or conspire with any other parties, directly or indirectly, in regard to the amount, terms or conditions of this Proposal;**
- 5. Acknowledges that Alleghany County has the right to make any inquiry it deems appropriate to substantiate or supplement information provided by proposing vendors and hereby grants Alleghany County permission to make these inquiries; and**
- 6. Acknowledges that any Proposal cannot be modified after its submission for any reason and that late proposals will not be accepted under any circumstances. Late proposals will not be opened or reviewed.**

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.