



COMMUNITY INTEGRATED HEALTH SERVICES, LLC

REQUEST FOR PROPOSAL

Voice Over IP (VOIP) Phone System

RFP# 010621

Issued Date: June 10, 2021

Submission Date: June 23, 2021

I. Request for Proposals

Pursuant to RCW 39.04.270, Community Integrated Health Services, LLC is issuing a Request for Proposals for Voice Over Internet Protocol (VOIP) system services.

II. Eligibility: Procurement for this project is being undertaken subject to competitive negotiation under RCW 39.04.270, not competitive bidding. Accordingly, this procurement is open to those individuals or organizations who, in the sole discretion of CIHS, are qualified and are available and licensed for work in the State of Washington.

III. About Community Integrated Health Services, LLC (CIHS)

The purchaser is Community Integrated Health Services, LLC. CIHS is a quasi-governmental, behavioral health agency (BHA) headquartered in Chehalis, Washington and serves clients within Lewis, Cowlitz, Grays Harbor, Pacific, and Wahkiakum Counties. CIHS was formed through an Interlocal Agreement under the authority of Chapter 39.34 and is managed by an independent operating board.

IV. Closing Time and Date

Proposals must be received **no later than 5:00 PM PST - Monday, June 23, 2021.**

Any proposal received after the specified closing time will not be accepted.

V. Overview of Current VOIP Environment

CIHS's current VOIP infrastructure is comprised of the following features:

- Call management and handling (call transferring, merging, device routing, and voicemail)
- Phone conferencing for multiple participant calls
- Contacts listing
- Recent call history logging
- System-wide call history reporting (for timeliness reporting)
- Deskphone compatibility
- System call management through the use of hunt groups, auto-attendants, and company schedules
- Toll-free number availability
- Voicemail-to-text

The current service solution is operating off of CIHS's provided internet service. CIHS plans for rapid growth and in turn, the current VOIP to expand. The selected vendor must be able to move CIHS to a new VOIP solution quickly and with minimal disruption to our operations as well as accommodate any expansions made in the future.

VI. Scope

As a part of this RFP, the new Telephone, Voicemail, and Unified Messaging system should provide a uniform communication system for all of the CIHS facilities, with the capability of being expanded at the convenience of CIHS. The new system shall integrate with existing systems and provide new equipment for existing infrastructure (desk phones, conference phones, etc.) if the system is unable to integrate with our current model IP480g deskphones and Polycom IP 6000 conference phones. Equipment that is provided by selected vendor must be new and current production models. Reconditioned, Remanufactured, or demo equipment will not be acceptable.

CIHS will require the following items to be included within the scope of service and work:

- A stable phone system with redundancy or alternative routing options for outages
- SMS mass texting capabilities
- Web-based client for smoother upgrading
- Hot-desking (allows calls to "hop" between devices mid-call if the user needs to continue the call somewhere else)
- Call recording
- Faxing
- User-friendly cell phone app
- Capability to import contacts easily with csv file or equivalent

CIHS requires the VOIP Service Provider to be able to use the existing infrastructure and provide additional hardware as needed. CIHS will require any hardware necessary to facilitate fax capabilities to be included in the proposal.

VII. Proposal Submission Information and Questions

All proposals and questions shall be submitted in writing to:

Brad Stewart

Contract Manager

Community Integrated Health Services, LLC

Phone: (360) 795-5957

Email: BStewart@cihealthservices.com

All proposal must be in conformance with the submittal instructions provided in Section VI of this RFP and received no later than **5:00 PM PST on June 23, 2021**. When sending electronically, please include **“VOIP RFP RESPONSE”** in the subject line.

All proposals received after the deadline will not be accepted.

VIII. Proposal Format, Evaluation Criteria and Process

A. Proposal Format

To simplify the evaluation process, the proposals shall be submitted in the format outlined below:

i. Letter of Transmittal:

- The proposal letter shall be formed on the organization’s letter head, addressed to the coordinator listed, and shall include the name, title, telephone, email, and signature of the primary contact legally authorized to bind the proposer. It should also identify the proposer as a sole proprietorship, partnership, corporation, or other legal entity. Any proprietorship shall state the full name of the proprietor, any partnership shall state the full names of each general partner, and any corporation shall identify the state in which it is incorporated.

ii. Table of Contents:

- Clearly defined sections and pages numbered. Include a clear identification of the material by section and by page number.

iii. Organization Overview and Resume:

- Provide organization overview, including management team and qualifications of key staff that would be assigned to the implementation of the VOIP system.
- Also, state the Management Contact (representative authorized to sign an

agreement for your organization) and Project Manager (person responsible for day-to-day management of the project), as well as the representative who will be in charge in the absence of the Management Contact and Project Manager.

iv. References:

- Provide at least five (5) references of current clients of similar scope (municipal government entities) with the proposal. Include name, title, jurisdiction, address, phone number and email of contact person.
- List all similar public agencies for which contracts were terminated in the last three years. Provide names, organization, and telephone number of point of contacts. Organization may provide a brief explanation of the reason(s) for termination.

v. Allocation and Resources:

- Provide a conceptual plan for services to CIHS that you believe are appropriate for the size/type of business or company. Indicate features, skills and/or services which distinguish your organization and make it the best choice for CIHS. Indicate how the resources of your organization (e.g., number and type of personnel allocated by hours) will be allocated for this project.
- Also, provide the staff positions that would be expected to serve CIHS to include executive, project, and accounting.

vi. Technical Requirements:

- All hardware, software, and application requirements must be provided and itemized.

vii. Implementation Services/Scope of Work

- Submittal of a project schedule is required as part of the Implementation Services. Provide a project management plan including reasonable target dates assuming the implementation of the project starts no later than August 2, 2021. This section must also outline key activities, work products, and assumptions.

viii. Training:

- Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated timeframe and deliverables for each stage of the project and

training documentation provided.

ix. Services and Support:

- Provide a description of support services including provisions of regular updates and new releases, as well as technical consultation and support.
- Provide how your organization will report to CIHS contacts and users regarding the status of systems, elicit needs of users, necessary changes, etc.
- Provide how your organization will communicate system conditions and changes to CIHS contacts.
- Provide a guaranteed response time frame for issues dependent on severity and time of day. Also, provide average response time for after-hours issues.
- Describe how scheduled down times (if any) are determined and how it is to be communicated to CIHS contacts and users.
- Describe how your organization would ensure CIHS's Phone and Fax infrastructure maintains its usefulness, viability, compatibility, and dependability.
- Describe your approach to planning for disaster recovery that will meet the CIHS's needs.
- Describe how major system implementations and upgrades would be applied and what upgrades would require additional fees.

x. Documentation and Records:

- Describe how your organization would provide written reports to CIHS on IT planning recommendations.
- Describe how your organization would document and record maintenance, installation, performance, and changes to the system.
- Describe what documentation that your organization would make available to CIHS at the end of the contract period.
- Describe how your organization would maintain confidentiality in strict conformance to HIPAA, PHI, and other state and federal confidentiality laws and regulations.

xi. Cost Proposal:

- Please provide costs for licensing, implementation, training, maintenance, and any additional services that are typically provided.
- Provide costs for Service Initiation.
- Provide costs for ongoing monthly fees and describe what is included / excluded.
- Provide costs for organization representatives to be on-site.
- Provide costs for additional services (i.e. new system implementations, infrastructure audits, etc.) and emergency responses (i.e., disaster recovery).

xii. Additional Information – Please provide any other information you feel is important for consideration in our evaluation of proposals

B. Proposal Selection Criteria

Proposals will be evaluated comparatively, and the contract awarded based on CIHS’s scoring on the following weighted scale:

1. Overall cost	60%
2. Perceived quality and value of the systems and services offered	25%
3. Prior similar experience	5%
4. Quality of recommendations from references	5%
5. Proximity to Chehalis, Washington	5%
Total:	100%

C. Correspondence

Direct all correspondence to the contact person listed in Section VI. Inquiries received after the stated date and time will not be accepted and shall receive no response.

- Confidential Material – Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable under the Public Records Act.

D. Selection and Award

Upon the completion of evaluations, a summary of all evaluated proposals will be provided to CIHS for review and recommendations. The Operating Board and/or Executive Director will determine which, if any, proposal to award the contract and can determine that additional information is required from any or all Contractors. The decision to award the contract will be made by the CIHS Operating Board and/or Executive Director.

E. Public Award Announcement

The award of a contract by CIHS will be communicated by a Notice of Award being published by the following method:

CIHS Website: <https://cihealthservices.com/>

F. Timetable for Selection and Review

CIHS has established a preliminary timetable for reviewing the responses. The schedule is subject to change.

Date	Event
June 10, 2021	VOIP RFP Issued
June 18, 2021	Cut-off Date for Questions
June 23, 2021	Proposals Due
June 28, 2021	Evaluation of Responses
July 7 ,2021	Final Decision

G. Terms and Conditions

- i. CIHS reserves the right to reject all proposals, as well as any proposal not conforming to this Request for Proposal, and to waive any irregularity or informality with regard to any proposal. CIHS further reserves the right to request clarification of information submitted and to request additional information from one or more proposers.
- ii. CIHS requires that the VOIP Services Provider selected will not discriminate under the contract against any person, in accordance with federal, state and local governments' regulations.
- iii. CIHS requires the VOIP Services Provider selected make an affirmative statement to the effect that their retention shall not result in conflict of interests with any party which may be affected under this program

- iv. CIHS assumes no responsibility for proposals received after the advertised deadline or at any office or location other than that specified herein, whether due to mail delays, courier mistakes, strikes, mishandling or any other reason.
- v. All proposals become the property of CIHS.
- vi. CIHS will not reimburse proposers for any costs associated with the preparation and submittal of any proposal.
- vii. Proposer acknowledges all information contained within its proposal is part of the public domain as defined by the State of Washington Freedom of Information Laws.
- viii. The organization must possess demonstrated ability, knowledge, and expertise to be awarded the VOIP Services Provider to CIHS. It is important that the organization have sufficient depth of talent and able to allow a sufficient amount of time to meet the demands CIHS may place upon its VOIP Services Provider. The organization must be available to meet and communicate with CIHS Staff and their Contractors on a continuous basis.
- ix. CIHS reserves the right to enter into contract negotiations with one or more qualified, responsive and responsible proposers. If CIHS and a proposer cannot negotiate a successful contract, the CIHS may terminate such negotiations and begin negotiations with another qualified, responsive, and responsible proposer. As a result, the proposer shall indemnify and hold CIHS harmless from any and all claims, demands, damages, and expenses of whatever nature (including without limitation, attorney's fees).

H. Most Favorable Terms

CIHS reserves the right to make a decision without further discussion of the proposal that is submitted. Accordingly, the proposal should be submitted with the most favorable terms. The District may contact the proposer for clarification, but there will not be an opportunity for proposers to present "best and final" offers. Proposers must therefore be prepared to enter into a contract based on their proposal and the terms and conditions in this Request for Proposals.