

Request for Proposal  
Phone System  
Clark County Department of Job and Family Services

1. Description of Department

Clark County Department of Job and Family Services (DJFS) is an agency that has responsibility for: Income Maintenance programs (Food Stamps, Medicaid, and OWF), Adult and Children Services, Child Support Enforcement, and Workforce Development for the citizens of Clark County.

We are located at 1345 Lagonda Avenue, Springfield, OH 45503 in a multi-building campus. We also have a multi-building location at 525 East Home Road, Springfield, OH 45503.

The main location (Lagonda Avenue) has approximately 310 staff and approximately 40 partner agencies located in the complex. The Home Road location has approximately 10 staff and 30 partner staff located in the complex.

2. Contact Information

The contact information for this RFP is as follows:

Mark Miller, CFO  
Clark County Department of Job and Family Services  
PO Box 967-A  
Springfield, OH 45501-1037  
Phone: 937-327-1855  
Fax: 937-327-1996  
Email: [mmiller@clarkdjfs.org](mailto:mmiller@clarkdjfs.org)

The RFP will be posted on our internet site, [www.clarkdjfs.org](http://www.clarkdjfs.org) under the RFP section. Any questions and respective answers will be posted as accompanying documents under the RFP. Please issue all questions and inquires to the email address above so that all responses can be distributed.

Clark County reserves the right not to proceed with the project.

### 3. Project Scope

The scope of the project is to provide information for a decision on the platform and vendor for a VOIP (Voice-Over-Internet Protocol) system for use by the department at its locations. Included as additional capabilities in the RFP is:

- Voice Recording capability for up to 15 stations (agents). This is to record both sides of the conversation
- Paging within the buildings at the Lagonda Complex. Ability to page from desk phone with access codes up to 4 zones spanning 2 buildings
- Call accounting software to capture SMDR (station message detail record) from the phone system up to 1,000 stations and issue reports or track traffic
- Call management software(capability) for agents, up to 15 agents, with 1 to 2 user licenses

The RFP **does not** include any wiring from desk to designated phone closets or distribution points. The RFP will include the necessary POE (power over Ethernet) switches from these distribution points to the main server or branch room.

### 4. Current State

The department utilizes an AVAYA Definity based system at the Lagonda location. Accompanying that system is an Intuity AUDIX 5.1 and basic Call Accounting System. There is a System 75 based system at the Home Road location which is connected via a T-1 line with all calls and voice mail handled at Lagonda switch. Current software level is Communication Manager 1.3.

The Definity system has a mix of digital and analog stations with the majority of the stations, approximately 90 percent, being analog. The station count is approximately 470 stations. We utilize 3 T-1 PRI's for traffic, 1 of which is for long distance carrier.

The AUDIX is approximately 500 users with 16 channels. We utilize automated attendants with announcements with certain call centers.

We maintain copper based CO lines at both locations for 911 services and backup capability for service.

## 5. Pricing

The response to the RFP in regards to pricing is as follows:

- The backbone of the system is to be detailed to provide information on type of equipment (switches, routers, modules, trunk cards, station cards, and other operating requirements, licensing, etc)
- The individual desk phones are estimated in quantity.
  - 25 Mid level IP Digital Phones with display(non color)
  - 30 Low level IP Digital Phones with display(non color)
  - 20 High level IP Digital Phones with display(non color)
  - 330 Basic IP Desk phone with headset compatibility (plug with switch) non display
  - 25 Basic non staff (conf room, etc) use
- Pricing of additional requirements to be provided with info on any customer required equipment for
  - Call Management Software
    - 15 Agents
    - 2 User licenses
    - Specify needed equipment for monitoring of group(s)
  - Call Accounting Software
    - 1,000 station capacity
    - Specify needed equipment
  - Paging (need 2 amps for 2 separate buildings, however zoning is to span buildings)
    - Approximately 70 speakers in buildings
    - Approximately 5 outside weatherproof speakers
    - Speakers are to have individual volume controls
    - Integration into Phone System for desk phone access
  - Voice Recording System for 15 agents(stations)
    - Specify needed equipment, capacity, method of interface with phone system to capture call

- Labor for installation to be clearly defined a notated, may require some after hours labor for cut-over, etc. Any additional charges are to be specified
- On going maintenance support is to be clearly defined and indicated as to what terms of coverage
- This is to be priced as a turn key operation. Vendor or Sub-vendor(must be noted as to vendor, who is responsible for payment to vendor) is responsible to establish service to existing conditions and features

Other Information to include:

- Vendor is to supply references of previous projects that are similar in nature to this project scope. At least three references should be provided. These should be references to projects that have been recently completed. The completion date of the project must be included with the reference contact information

## 6. Selection of Platform & Vendor

This vendor submittals from this RFP will be used by Clark County Department of Job and Family Services staff and others as needed to determine the platform and thereby vendor to supply that platform for this project. The submittal from the vendor must provide enough information and detail for a basis of decision. Any lack of information or detail can result in the RFP not being considered. Clark County DJFS reserves the right to determine the level of follow-up it makes with a vendor to clarify, gain additional information or determine completeness of the RFP.

Clark County DJFS will evaluate all proposals using a review document which takes into account the responses, bidder's price, technical resources, experience, performance in other situations in supplying this type of system, responses of references supplied by the vendor, and other items that Clark County considers appropriate to insure that the vendor chosen best meets the needs of Clark County DJFS. Vendor may be asked to meet with representatives or communicate via web or conference call in the process.

In order to acquaint prospective vendors in responding to this RFP, Clark County DJFS will host a pre-submittal meeting at the Lagonda Avenue office. At the conclusion of this meeting, vendor will have opportunity to tour facilities if so desired. It is recommended that the vendor attend to gain the necessary information for submittal of a RFP. Any questions at the meeting must be submitted in writing so that a response can be provided on the website.

The date and time of this meeting is:

June 11, 2007  
9 am – 11:00 am  
Snyder Conference Room  
Clark County DJFS  
1345 Lagonda Avenue  
Springfield, OH 45503

#### 7. Contract Negotiation

Clark County DJFS reserves the right to negotiate with the selected vendor a contract acceptable to Clark County. As part of the specific requirements of any contract Clark County will insist upon penalty payments for late delivery of services. In addition, Clark County would expect that the successful vendor confirm that any prices quoted Clark County are the lowest and best prices offered for their services.

Any dispute, controversy, or claim arising out of or relating to the Agreement will first be attempted to be resolved without the commitment of legal action. To this end, a party to this Agreement shall communicate in good faith with the other to attempt to resolve any controversy before commencing legal action concerning the dispute, controversy or claim.

#### 8. Submittal of Proposals

Proposals are due to the attention of Mark Miller at the above stated address by **12 NOON on June 22, 2007**. No proposals received after that time and date will be considered.

END OF RFP