

Request for Proposals (RFP) for a Unified Communications /
Telephone System for Land of Lincoln Legal Assistance
Foundation, Inc.

Responses Due: Sealed proposals are due and must be received at the following
address no later than December 22, 2017

Land of Lincoln Legal Assistance Foundation, Inc.
Attn: Proposal for Telecommunications System
8787 State Street, Suite 201
East Saint Louis, IL 62203

PURPOSE

Land of Lincoln Legal Assistance Foundation, Inc. (Land of Lincoln) is seeking proposals for a telecommunications system replacement.

ABOUT

Land of Lincoln is a non-profit civil legal services provider serving 65 counties in central and southern Illinois. Land of Lincoln has approximately 90 total staff, including attorneys, paralegals and support staff located in 5 regional offices and 3 satellite locations, including a call center and administrative office located in East Saint Louis, IL.

CONTACT/QUESTIONS

Questions about specifications should be referred to Calvin Hwang, Deputy Director at 618-398-0574, email chwang@lollaf.org.

CURRENT ENVIRONMENT

The primary location in East St. Louis hosts a regional office, a call center and the administrative office (about 40 staff total); every other regional office hosts less than 20 people. The 2 satellite locations host between 3-5 staff each; the last satellite office is not regularly staffed. The call center, in addition to regular on-site staff in East St. Louis, employs off-site staff who telecommute and can connect into host systems via VPN using independent Internet connectivity. The call center PBX is a Toshiba digital IP system that works with a Strata portal for management of the call center features and reporting.

Land of Lincoln is decentralized for both data and voice and does not have a WAN network in place. Every location has its own ISP connectivity and the ISPs vary in service type and provider. Three regional (3) offices have fiber optic Internet connections; the remaining two (2) regional and three (3) satellite offices have broadband Internet connections. Connectivity is made between locations using VPN over the Internet and the scope of this RFP does not include any changes to the data services at this time.

Currently the main regional office and call center use a mixture of analog lines and PRI for their voice services. The main office is using a Nortel PBX that is dated and does not interface with the Call Center PBX. Regional and Satellite offices use analog lines and may have different location service providers depending on the location. There is a variety of PBX hardware being used in the remote offices today.

Toll Free services are a requirement for the call center and for some regional and satellite offices. The scope of this RFP may include replacement of current voice services based on the solution being proposed and in the case of a hosted solution, the replacement voice service costs should be included in the proposal.

Cat-5 cabling exists at all locations where there will be a handset required. There are existing POE switches in place and additional LAN switching capacity will not be required therefore LAN hardware is not part of this RFP.

FAXING

The sending and receiving fax transmissions is an important part of the daily operations and currently all faxing is done over dedicated analog lines. Options for Fax to Email can be considered if available but must have a reliability that is at a minimum equal to the current analog service.

SCOPE OF SERVICES

The telecommunications system, whether “on-premise” or “hosted” must meet the specifications which accompany this general statement.

The proposed solution must accommodate the following call center features:

1. See ATTACHMENT 2.

The proposed solution should include the following features if available:

1. Outbound text messaging (SMS) showing office phone number(s); inbound text messages, including MMS support for pictures.
2. Interface with email/O365 preferred.
3. Interface with our case management system (PSTi – Legal Server) preferred.
4. See ATTACHMENT 1 for remaining specifications.

GENERAL TERMS AND CONDITIONS

This is not an offer to contract. Acceptance of a proposal does not commit Land of Lincoln to award a contract nor does it limit our right to negotiate any terms.

The submitted proposal should include the price, terms and conditions under which you are willing to provide the telecommunications system as prescribed. Land of Lincoln anticipates that it will select a proposal and execute a contract in accordance with the terms and conditions set for in the contract and this RFP.

Proposals must comply with all applicable local, State and Federal laws.

Proposals may be delivered by express mail, regular mail, e-mail (chwang@lollaf.org) or in person. Faxed proposals are not acceptable. Land of Lincoln is not be responsible for late or unsuccessful deliveries for any reason (including technical issues with e-mail). The sender is solely responsible for ensuring timely and successful delivery.

No bids will be accepted after the deadline. Bids will be opened and considered on a set timeline at Land of Lincoln's discretion. Land of Lincoln reserves the right to reject any or all proposals and to waive technicalities or irregularities in its sole discretion.

RESPONSES

Responses should address issues of reliability, voice quality, voice messaging, system administration, support capabilities, scalability, logistics of installation, life expectancy of the system(s), training, and emergency backup options. A list of system specifications should accompany the proposal.

Service agreements must include specific response times and financial penalties for the vendor if Service Level Agreement commitments are not met. All vendors must provide cost estimates for required software upgrades and maintenance for the next five years if these expenses are not included in an ongoing service agreement.

Include pictures and/or screen shots best demonstrating the reporting and management (e.g. adding a station) features of the proposed system.

COST PROPOSALS

Proposals should include one-time expenditures vs. lease options.

EVALUATION CRITERIA

1. Qualifications of Firm – Strength and stability of the firm; strength, stability, experience and technical competence of sub-consultants; logic of project organization; adequacy of labor commitment.
2. Qualifications of Personnel – Qualifications, education and experience of project staff; key personnel's level of involvement in performing related work.
3. Related Experience – Experience in providing services similar to those requested herein; experience working with non-profit agencies or public agencies; assessment by client references.
4. Completeness of Response – Completeness of response in accordance with RFP instructions; exceptions to or deviation from the RFP requirements; inclusion of required licenses and certifications.
5. Reasonableness of Cost and Price – Reasonableness of the individual firm-fixed prices and/or hourly rates, and competitiveness of quoted firm-fixed prices with other proposals received; adequacy of the data in support of figures quoted; basis on which prices are quoted.
6. Provide three references for completed projects similar in scope.

SINGLE POINT OF CONTACT

Vendors must identify a single point of contact with final authority to negotiate and contract with Land of Lincoln.

PROJECT MANAGEMENT

Vendor will supply a project manager for this installation who is assigned to Land of Lincoln for the duration of the installation for post-installation issues for up to 90 days post-installation. Land of Lincoln reserves the right to request a change of project manager based on performance at no cost to Land of Lincoln.

SYSTEM ADMINISTRATION

Land of Lincoln will administer the system in conjunction with its technical staff. Installation costs should include training for Land of Lincoln staff in system administration. Remote administration must be available to technical and operations staff. The vendor shall supply all additional equipment and software needed for system programming and operation.

MAINTENANCE AND SUPPORT

Vendor shall provide Land of Lincoln with a complete listing of available service and support plans. Include the range of offered services with all levels of support plus any escalation plan. The listing should include: an itemized list of services; ongoing maintenance costs; estimates for any increase for 2 - 3 years for hardware, software maintenance, and/or licensing needs; detail of local support, hours or limits of coverage for service and repairs; maintenance plan options with one hour or less response times; and software upgrade plans inclusive in maintenance.

OTHER COSTS

Vendor must list any and all charges, expenses, and/or costs to be incurred by Land of Lincoln that are not included in maintenance and support. Failure to specifically and thoroughly detail all costs may be a cause for disqualification.

ACCEPTANCE OF PROPOSAL CONTENT BINDING ON VENDOR

Vendor understands that Land of Lincoln reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon vendor. Upon acceptance of the Proposal by Land of Lincoln, the successful Proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure to accept this obligation may result in the selection of another offer or rejection of the submitted Proposal.

Vendor should take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements of

this RFP in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to Land of Lincoln.

INDEMNIFICATION

The supplier (vendor), its assigns and all entities under its direct or indirect control, shall agree to indemnify and hold harmless Land of Lincoln, its partners, vendors, including any officers, board members and employees, from and against any and all claims, losses, judgment, liabilities or claims for attorneys' fees arising out of or resulting in whole or in part from the acts, errors, omissions or negligence of the supplier and/or suppliers' employees or agents.

LIABILITY

The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project - related debris.

COSTS

Land of Lincoln is not liable for any costs incurred by vendors in the preparation or presentation of proposals and demonstrations submitted in response to this RFP. Land of Lincoln shall not reimburse any vendor for any costs associated with responding to this RFP.

PERMITS

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local, state, or federal authorities, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by local, state, or other authorities and must deliver these to Land of Lincoln prior to project completion.

INSURANCE

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and Land of Lincoln against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor. Land of Lincoln will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance and workers' compensation insurance coverage as needed. Such coverage must be provided by an insurance company or companies authorized to do business in the State of Illinois. Certificates must name

Land of Lincoln as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by Land of Lincoln and that the policy will not be cancelled or materially changed without thirty (30) days' prior notice in writing to Land of Lincoln. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless Land of Lincoln, its officers, agents and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established by contract between vendor and Land of Lincoln.

VENDOR RESPONSIBILITY

Unless otherwise stipulated, vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, particularly door openings and passages. Any pieces too bulky for existing facilities shall be hoisted and otherwise handled with apparatus as required.

All materials submitted by the vendor in response to this RFP become the sole property of Land of Lincoln upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor.

WITHDRAWAL/AMENDMENT OF PROPOSALS

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To withdraw, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit an amended proposal at any time up to the proposal closing date and time.

Trunking Requirements		
Location	Current Trunking	Quantity
East St Louis - Admin	Analog Voice	5
	Analog Fax	1
East St Louis (ESL)	Analog Voice	8
	Analog Fax	1
	Toll Free	1
E. St Louis - Call Center (LARC)	PRI	23
	Analog Fax	1
	Toll Free	3
Carbondale	Analog Voice	4
	Analog Fax	1
	Other Analog	4
	Toll Free	1
Decatur	Analog Voice	1
	Analog Fax	1
	Toll Free	1
Alton	Analog Voice	6
	Analog Fax	1
	Toll Free	1
Mt Vernon	Analog Voice	6
	Analog Fax	
Charleston	Analog Voice	4
	Analog Fax	1
Champaign	Analog Voice	6
	Analog Fax	1
	Toll Free	1
Springfield	Analog Voice	7
	Analog Fax	1
	Toll Free	1

Handset Requirements										
	Admin	LARC	CRO	SRO	MTV	ERO	Charles	NRO	Decat	WRO
Operator Desk set	1	1	1	1		1		1		1
Operator Softphone										
Executive Desk set										
Standard Desk set	13		29	21	5	15	4	8	2	18
Standard Softphone										
Basic Handset	1	1	1	1		1		1		1
Remote User		2								
Conference Phone	1	1	1	1		1		1		1
Call Center Agent		8								
Call Center Manager		1								
Total	16	14	32	24	5	18	4	11	2	21

Features		Required	Included	Available	Upfront Cost	Monthly Cost
Basic Features						
	Local Calling	x				
	Long Distance Calling	x				
	Inbound Toll Free	x				
	Local Telephone Numbers	x				
	Toll Free Numbers	x				
	Local Trunking Requirement	x				
	Auto Attendant	x				
	Interactive Directory	x				
	Dial by Name Directory	x				
	Music on Hold					
	Ring/Hunt Group	x				
	Distinctive Ring					
	Voicemail	x				
	Voicemail to Email					
	Visual Voicemail Appearance					
	Group Voicemail Box Capable	x				
	Multiple Outbound Caller ID Appearance					
	DID (Direct Inward Dial)	x				
	Do Not Disturb	x				
	Call Blocking	x				
	Call Forwarding	x				
	Call Forwarding Busy/No Answer	x				
	Call Parking	x				
	Call Waiting	x				
	Blind Transfer	x				
	Supervised Transfer	x				
	Privacy Manager					
	E911	x				
	Intercom	x				
	Handset Paging	x				
	Fax Capability					
	Find Me Follow Me	x				
	Softphone Capability	x				
	Remote User/IP Phone	x				
	Headset Compatible	x				
	Mobile Integration	x				
	Conference Bridge	x				
	Unified Communications					
	Battery Backup	x				
	Online Dashboard	x				
	User Admin Features/Portal	x				

Features	Required	Included	Available	Upfront Cost	Monthly Cost
Administrator Training	x				
User Training	x				
Onsite Installation	x				
Remote Support	x				
Outbound text messaging (SMS)					
Call Center Features					
Multiple Queue Groups	x				
Automatic Call Back	x				
Skill Based Routing	x				
Time of Day Routing	x				
Least Utilized Routing	x				
Performance Based Routing					
Caller ID Routing	x				
Time or Schedule Routing	x				
Call Recording	x				
Barge Capability	x				
Monitor Capability	x				
Whisper Coaching	x				
Outbound text message (SMS)					
Management Reporting Capabilities					
Real-Time Reporting	x				
Historical Reporting	x				
Number of Calls	x				
Inbound/Outbound Calls	x				
Wait Time	x				
Call Length	x				
Completed Calls	x				
Abandoned Calls	x				
Transferred Calls	x				
Bounced Calls	x				
Log In Times	x				
Idle Report	x				
Software Integration					
Integration with Office 365	x				
Custom Integration with Custom Software					
TOTAL					