

Henry County Mayors Office Seeking Sealed Bids for VoIP Telephone System

Henry County Mayor is seeking sealed bid proposals for a replacement VoIP telephone system for the Courthouse, Courthouse Annex, Sheriff's Dept, Weston Hall (Grove Campus) and Central Community Building.

Vendor will provide all equipment necessary including handsets, hardware, and any additional hardwired lines required to meet project specifications. Sealed bids should be returned to the Henry County Mayors Office, PO Box 7, Paris, TN. 38242 with the words "Telephone Bid" plainly written on the outside of envelope before **10AM, November 16, 2023** when proposals will be opened and read aloud.

Complete bid specifications may be viewed on the county website homepage at henrycountyttn.org or by visiting the County Mayors Office at 101 W. Washington St, Paris.

Henry County reserves the right to reject any and/or all bids.

SPECIFICATION NOTICE TO BIDDERS

Notice is hereby given that the Henry County Mayor will receive sealed proposals for the purchase of an internal phone system replacement.

Bids will be received in the Mayors Office at the Henry County Courthouse before 10AM **Thursday, November 16, 2023 at 10:00 A.M.**, at which time said bids are to be opened and reviewed. Final decision will be made at a later date after extensive evaluation of the quotations.

Henry County reserves the right to reject any and all bids; to waive any irregularities or informalities in any bid or in the bidding; to be the sole judge of the merit and qualifications of products and services offered; and to accept whatever bid is deemed to be in the best interest of the county government.

Scope of the Project: The purpose of this project is to replace the existing telephony systems at each location with the best solution that provides a reliable, secure, scalable, and enterprise-wide communications platform designed to meet our corporate needs today and into the future. The solution must support, among other things, centralized administration, inter-site dialing and directory, advanced PBX features, inter-site voice and fax mail and or fax machine gateway, unified messaging, inbound call center functionality, in-house conferencing for audio and video, user-aware presence, instant messaging, user mobility, site survivability, emergency services, emergency power backup for hardware and support for remote and home office workers. The proposed system may consist of on-premises hardware, reside in a virtual environment, or be hosted in a cloud environment. The project is to be implemented in phases, starting with the replacement of the telephone system at our courthouse/annex offices, cutting users over to the new system in a phased approach. The next phase of the project will be to replace the telephony systems at each of our other locations, one at a time, adding them to the new communications solution. Some of the remote offices require different levels of survivability in cases of WAN failure. The winning vendor will work with the Project Coordinator to finalize a full implementation plan.

Questions: Any questions regarding this bid should be emailed to rwatkins@henrycountyttn.org. Any requested walk through of facilities should be requested by contacting:

Ron Watkins
Project Coordinator
Henry County Government
PO Box 7
Paris, TN 38242
Ph: (731)-644-2678 or (731)-336-3330
e-mail: rwatkins@henrycountyttn.org

Bids may be submitted to County Mayor's Office. Date, time and signature of person receiving documents will be written on the outside of the sealed bid when received.

INSTRUCTIONS AND GENERAL CONDITIONS

Sealed Bid Notice: VoIP Telephone System for Henry County Government

I. Introduction:

The Henry County Mayor's Office invites sealed bids for the procurement and installation of a state-of-the-art Voice over Internet Protocol (VoIP) Telephone System. This system will serve the county government's diverse communication needs and support its public services.

Prices: All quoted prices are to include assembly, configuration, shipping, and handling charges as needed.

Performance bond: The Henry County reserves the right to request a 100% Performance Bond and a 100% Labor-Material Bond from any vendor that may receive PO's that accumulate to over \$10,000. Past performance of the vendor with Henry County or other local governments may be considered.

Authorized Dealer: The vendor is to be an authorized dealer or re-seller for all products proposed. No counterfeit products will be allowed.

Warranty and Support: The vendor is to state his/her warranty in the bid. If the manufacture has an additional guarantee that is to be stated as well. Vendor is expected to quote quality equipment and hardware to provide exceptional longterm service.

Term of Contract: Unless otherwise agreed upon by both parties, all submitted quotations must remain in effect for 90 days or until installation is complete.

The VoIP system will replace existing system equipment and add capabilities and features currently not available. These are preferred specifications and feature capabilities the telephone system should have:

II. Specifications:

1. VoIP System Requirements:

- The VoIP system should be scalable to accommodate a minimum of 500 users with potential expansion.
- Support for high-quality voice and video calls.

- Compatibility with existing network infrastructure and security protocols.

2. Hardware and Software:

- Provide IP phones for all users, including desk phones and conference phones.
- Include VoIP software licenses for each user.
- Integrated voicemail and unified messaging capabilities.
- Robust call management features (e.g., call forwarding, call waiting, call recording).
 - All software as indicated and hardware is to be 100% Novel Netware 5.1 or 6.0, 10Base-T Ethernet to Gigabit Ethernet compatible. All systems are to be FCC Class B certified.

3. Network Infrastructure:

- Quality of Service (QoS) support for prioritizing voice traffic.
- Redundancy and failover options for minimal downtime.
- Bandwidth requirements assessment and recommendations.
 - All software as indicated and hardware is to be 100% Novel Netware 5.1 or 6.0, 10Base-T Ethernet to Gigabit Ethernet compatible. All systems are to be FCC Class B certified.

4. Security:

- Encryption for secure voice and data transmission.
- Firewall and intrusion detection capabilities.
- User authentication and access control.

5. Integration:

- Integration with existing email, calendar, and contact management systems.
- Support for mobile and remote access.
- Integration with emergency services (e.g., E911 capabilities).

6. Maintenance and Support:

- Provision of a comprehensive maintenance plan, including pricing, regular updates and patches.
- 24/7 technical support with guaranteed response times.
- User training and documentation.
- Pricing for Maintenance agreements and handset/software upgrades should be

III. Features:

1. Unified Communications:

- Instant messaging and presence.
- Video conferencing and screen sharing.
- Collaborative tools for team productivity.

2. Call Management:

- Advanced call routing options.
- Call analytics and reporting.
- Interactive voice response (IVR) system.

3. Mobility:

- Mobile app for remote access.

- Softphone support for desktop and mobile devices.
- Seamless handover between devices.

4. Scalability:

- Easy expansion to accommodate future growth.
- Ability to add or remove users quickly.

5. Cost Management:

- Detailed billing and cost tracking.
- Integration with existing cost management tools.

Vendors are welcome to suggest other options, but keep in mind that we are looking at performance and reliability as well as cost and availability. If the vendor recommends a component option different from what we have specified, it needs to be of equal or better quality. Please state the manufacturer and model number of these recommended options. Provide spec sheets as necessary to support your option.

IV. Bid Submission:

- All sealed bids must be received at the County Government Office by 10AM Thursday, November 16, 2023, and addressed to Henry County Mayor, PO Box 7, Paris, TN. 38242. Physical address is 101 W. Washington St., Paris, TN. 38242.
- Bids should be clearly marked as "Telephone Bid" on the outside of the envelope.

V. Evaluation and Selection:

- Bids will be evaluated based on compliance with specifications, features, and pricing.
- The Henry County Government reserves the right to reject any or all bids.
- The successful bidder will be notified as soon as possible.

VI. Additional Information:

- A pre-bid walk through of facilities is encouraged. Requests for walk through should be submitted to Ron Watkins by emailing rwatkins@henrycountyttn.org for interested bidders.
- Any questions or requests for clarification should be submitted in writing to Ron Watkins by email to rwatkins@henrycountyttn.org.

Current Telephony Environment:

The table below outlines our current environment.

| Building Name | Address | # of lines | #fax lines |
|---|--|--|-------------------|
| Courthouse | 101 W Washington St, Paris TN 38242 | | |
| Courthouse Annex | 213 W Washington St, Paris TN. 38242 | | |
| Sheriff's Dept | 210 Forrest Heights Rd, Paris TN. 38242 | | |
| Central Community Building | 55 Jones Bend Rd Ext, Paris TN. 38242 | | |
| Weston Hall (Grove Campus) | 215 B Grove Blvd, Paris, TN. 38242 | | |
| 6 additional CAT 6 lines to be installed with handsets | | 97 handsets (plus 6 additional lines) | 17 |

This sealed bid notice outlines the requirements, specifications, and features of the VoIP Telephone System sought by the County Government. Interested parties are encouraged to review the complete Request for Proposal (RFP) for detailed instructions and terms of the bid process.