

**Colby Community College (CCC) VoIP Telephone System
RFP (Submission deadline is noon on 5 May 2023)**

Overview and Background:

Colby Community College is located in the northwest corner of Kansas, approximately 50 miles from the Colorado and Nebraska borders. The college was established in 1964; it is a dynamic institution of more than 2,400 students. In addition to a main campus of approximately 60 acres, CCC operates a 60-acre farm for students to use as a hands-on laboratory and training facility.

CCC is seeking bids for a campus wide VoIP Telephone system. This will cover three physical locations.

Project Goals:

CCC is replacing our existing Mitel PBX phone system and

It is the intent of this Request for Proposal that the responder shall provide a complete solution for all aspects of the project. Vendor shall provide all design, planning, system architecture, installation, network analysis, training, and post-installation support for the project. CCC IT staff will act in accordance to integration requirements, oversight, as well as advisory roles.

The vendor is also expected to provide a training plan for all employees. The training plan will consider the various levels of training needed for various employee groups. CCC IT staff will work with the vendor to develop a training plan that achieves these objectives.

The vendor is expected to plan and conduct the installation of the project with minimal impact on daily operations and staff through close coordination with CCC IT staff.

Current Telephone/Network System

Shoretel Shoregear on premise PBX (SG220T1, SG90, SG50,SG30, and two SG24A)

Shoretel Server with Voicemail and reporting

SimpleTexting Emergency Notification

1 GB Internet Bandwidth AT&T/KanREN

1 PRI with S&T Telephone Colby, KS

Internet provider KanREN (Kansas Research and Education Network) 1 0 0 1 77.664 456.43 Tm0 g0 G()J

General Information:

VoIP System Requirements (Basic requirements for all users)

Remote Call Forward Activation/Deactivation and password reset from
and Android)

Call Hold

Call Park

Call Pickup Groups

Call Transfers

Call Waiting

Calling Name & Number (Caller ID)

Custom Holiday Mode Greetings (Single program point, companywide effect)

Conference Calling

- Programmed to page all extensions per office by dialing a
dedicated extension

Distinctive Ringing

Do Not Disturb

Electronic Fax to Email

Minimal Call Queue Requirements (Basic)

Call queue extension calling

Round-robin (Longest Idle)

Ring all (All available agents)

Linear hunt- (Available agents in predefined order)

Linear cascade (Groups of agents in predefined order)

Call Park- (Places caller on hold until agent can answer)

Message on hold

Minimal Call Queue Requirements (In Queue Options)

Queue ring timeout (sec)- How long the queue will attempt to ring agents before following an exit option

Adjustable wrap-up time (minutes)- How long an agent has to wrap up previous call before taking another

Agent ring timeout (sec)- How long the queue will attempt to ring agents before moving on to the next available

Logout agent on missed call (Yes/No)- Ability to choose to log agents out of a queue if they miss a call

Forward if unanswered- Forwards callers to an extension if the agents fail to answer before the queue ring timeout.

Maintenance & Support Requirements

Vendors are required to provide standard chat, email, and telephone support services Monday thru Friday, 8:00 am to 5:00 pm (CST) for routine service requests. 24/7/365 support service will be required for issues deemed as urgent. This must include a three-year term support and warranty.

Software Upgrades

All planned end-of-

Software upgrades, patches or system revisions which are subsequently developed to correct problems or malfunctions must be provided at no additional charge, regardless of the inclusion of enhancements, for the full term of the contract.

Any questions can be directed to Douglass Mc Dowall, Information Technology, at (785) 460-5484 or douglass.mcdowall@colbycc.edu.

The RFP will be <https://www.colbycc.edu/vendors>, and can be downloaded from there directly as of 5:00 p.m. on 21 April 2023.

Project Timeline:

The VoIP Telephone System bids proposed **MUST** include an ETA for delivery to CCC before July 30, 2023. If you are not able to meet or exceed this deadline, please provide a timeline that you are able to accommodate.

Submission of Proposals:

Respondents to this RFP must submit their sealed proposal by hand or email no later than 12:00 p.m. (CST) on 5 May 2023 to Sheri Knight, located in the Thomas Hall
at sheri.knight@colbycc.edu.

The proposals will be opened by the Vice President of Business Affairs and the Accounting Administrative Assistant.

Anticipated Selection Schedule:

All submitted proposals will be reviewed and evaluated, and then CCC will recommend to the Board of Trustees (BOT) for a decision; the BOT meeting will be held on 17 June 2023. The selected vendor will be notified within 24 hours after a recommendation has been approved by the BOT.

Elements of Proposal:

A submission should, at a minimum, include the following elements:

1. Manufacturer and model of units being proposed.
2. All additional options.
- 3.
4. Specific warranty details for each unit proposed.
5. Document any related fees or processing fees.
6. Document any delivery fees to have the items delivered to CCC.
7. Timeframe to secure and deliver items.

Mandatory Disclosures

Tax Exempt:

Colby Community College (CCC) is a tax-exempt entity. All bids should reflect no sales tax included in the final submission.

Exclusions:

If any exclusions exist as a part of this proposal, vendors must clearly define them in a section labeled *exclusions*.

Sub-Contracted Work (if applicable):

If any of the scope of the project will be outsourced to a third party, the vendor name and work to be completed must be included in the proposal. CCC reserves the right to request a different subcontracted company.

RFP Questions (if applicable):

Vendors should only direct inquiries and questions to the following individual(s) at CCC. Any communication received by anyone else at CCC should not be included in the proposal.

Point(s) of Contact:

Sheri Knight, sheri.knight@colbycc.edu or contact her directly at (785/460-5407

Statement of Disclosure:

The board reserves the right to reject any or all bids, to accept that bid which appears to be in the best interest of the college, to waive any informalities in any part of any bid, and to reject any or all bids received after the date and time specified. Any bid may be withdrawn prior to the