



**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 seeking a cloud hosted solution. The phone system must support 250 extensions, 23+ simultaneous calls, 16 fax lines, and support for three physical locations. CCC seeks a firm that can provide a cloud premise Voice over Internet Protocol (VoIP) telecommunications system. This system will replace the current on-prem VoIP system and must be capable of meeting future needs. CCC envisions a VoIP system that provides four-digit dialing between locations, a centralized voicemail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.

CCC seeks a solution that includes Unified Messaging and integrates with our existing network infrastructure. CCC uses Ruckus PoE switches at all locations. All existing phones should be replaced with current IP phones that provide the required features.

The successful respondent for this contract will be the sole authority and responsible party for this installation. CCC's goal is to establish a relationship with a single point of contact for all support necessary for the project.

If the vendor utilizes subcontractors for any part of the system architecture, design, planning, installation, or support, the successful respondent will be the sole responsible party for all activities.

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)

Colby Community College

1255 S Range Ave
Colby, KS 67701
176 Users
176 Phones
12 Fax lines

Colby Community College – Norton Annex

711 N Norton Ave
Norton, KS 67654
5 Users
5 Phones
1 Fax Lines

Colby Community College – Agriculture Center

2002 Co Rd 23
Colby, KS 67701
4 Users
4 Phones
4 Fax Lines

General Information:

VoIP System Requirements (Basic requirements for all users)

- Regulatory Compliances (FERPA, HIPAA, HITECH, PCI-DSS, CCPA, Federal MLTS E911, Kari's Law, Ray Baum's Act etc.)
- Cloud Hosted SIP Trunking solution
- Automated Attendants
- Receptionist Attendant Console
- Four (4) Digit Extension Dialing to all phones on system
- Four (4) Digit Virtual Extensions – (Mapping a 4 Digit extension to corresponding 10 Digit DID numbers).
- Corporate Directory (Listing all User Names & Extensions, sortable by first name, last name, extension, group, location)
- Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality
- Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)
- Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using mobile app
- Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)
- Busy Lamp Field (line monitor)
- Call Forwarding (user activated) Always/Call Forward Busy
- Call Forward (user activated) No Answer
- Call Forward (user activated) Not Reachable
- Call Forward (user activated) Selective Call

- Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC or mobile application (IOS 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
- Dedicated "All Call" Extension - Programmed to page all extensions per office by dialing a dedicated extension
- Distinctive Ringing
- Do Not Disturb
- Selective call recording capabilities enabled or disabled by managers for users, queues or groups
- Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)
- Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)
- Porting existing DID blocks
- E-911 Registration
- 911 Location Identification (911 operator will know what address the call is coming from.)
- Directory listing (411/white pages)
- Electronic Fax Capability / Inbound & Outbound Fax Messaging

- Electronic Fax to Email
- Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability
- Off-Premise Extension (OPX)
- Music/Message on Hold Capability (Vendor-Provided Source Recordings)
- Mobile application integration for IOS and Android
- Hunt Groups
- Soft Phone integration compatible with Windows 10, Windows 11, MacOS X
- Priority Alert - make your phone ring differently based on specific call.
- User Portal & Admin Web Portal
- Voicemail to email
- Return call from voicemail - being able to quickly and easily call a client back from their recorded voicemail on the handset (without dialing the phone number)
- Simultaneous Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Dialing 4 Digits or less requested
- Solution must include both Administrative Portal for MACD (Moves, Adds, Changes, and Disconnects) functionality.
- Solution must also include an End-user portal for approved end-user changes.
- SRTP and or SIP TLS Call Encryption
- Active Directory Integration preferred.
- OneIdentity SSO integration required

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
- Music on hold
- Record Calls
- Dedicated, unlimited and secure FIPS 140-2 cloud based storage for recorded calls
- Call downloading capability for managers
- Statistical reporting

Minimal Call Queue Requirements (Pre Queue Options)

- Unlimited Max Expected Wait (Seconds) before queue is unavailable
- Unlimited Max Callers in Queue before queue is unavailable
- Music on hold (Yes/No)
- Callback option – Allows caller to opt for a callback instead of waiting if time conditions are met
- Forward if unavailable – forwards to designated extension

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-life or obsolescence must be listed in Vendor's response.

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 posted on CCC's website, <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 Administration Office (CCC’s Main Campus), or via email 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. Please disclose the Manufacturer’s Suggested Retail Price (MSRP).
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 scheduled time for the opening of bids. The bidder to whom the award is made may be required to enter into a written contract with the college and provide a performance or public works bond as required by law or the Board of Trustees (where applicable).