Clinch Valley Community Action, Inc.
Request for Proposal RFP#
December 7, 2021
Voice over IP Phone System

Introduction
Clinch Valley Community Action is a private non-profit corporation established in 1965. The primary service area is Tazewell County with limited services provided in Smyth, Wythe, Bland, Russell and Buchanan counties.

Existing Phone System
The existing phone system at our Main Office in North Tazewell is a traditional 7-line phone system, operated through a common switchboard and receptionist. It is an analog system, which provides speakerphone, voicemail, transfer, external and phone to phone paging, redial, CID listing, and other capabilities which might be found in a traditional office setting. Each satellite office must provide their own phone system which is not connected to the main office in any way. There are currently at least nine phone lines utilized by our satellite offices.

Existing Telecom, Internet and Switch Infrastructure
CVCA’s current phone system consists of 51 phones in the main office, which includes one PBX system (receptionist), and at least three dedicated FAX lines. There are 7 phone numbers for our Agency. Verizon is our primary phone carrier. High-Speed internet is available in all offices through Spectrum, along with Wi-Fi access.

There are nine (9) Head Start Offices with their own dedicated phone lines and dedicated fax line:

* Camp Joy (Tazewell), has one phone number and five phones. The primary carrier is Verizon.
* The Tazewell HS Center has one phone number with 6 phones. The primary carrier is Spectrum.
* The Richlands HS Center has four phones with one phone number. These phones are currently a part of the Southwest Community College phone system.
* The Bland HS Center has one number and four phones. The primary carrier is Century Link.
* The Apache Run HS Center has one phone number and four phones. The primary carrier is Citizens.
* The Apache Run Office has one number with five phones. The primary carrier is Citizens.
* The Atkins HS Center has one number and four phones. The primary carrier is Spectrum.
* The Chilhowie HS Center has one phone number with one phone. The primary carrier is Century Link.
* The McCready HS Center has one phone number with 4 phones. The primary carrier is Century Link.
There are **two other satellite offices, one in Russell and one in Buchanan County:**

*The Russell County office is shared between two programs, Section 8 Housing and Americorps Senior RSVP. There are two phone lines, one phone number. Verizon is the provider.*

*The Buchanan County office has one phone, one number, and Spectrum is the provider. Each one of these sites has a fax line.*

Each outlying office has its own internet service.

**CVCA main location** has a Cisco ASA 5506 Firewall, no POE switches

**Satellite offices** run off the ISP Modems, no POE switches

Network maps for **all locations** are basic, Modem _> Router_> Switch _> Clients

**Proposed Phone System**

The proposed system is to consist of an on premise device (either virtual or physical) at the main location which will utilize SIP trunks. CVCA requests a user count of **100 phone extensions (55 at the main office, 45 off-site locations)**. Other Agency locations may be added at a later date. Four IP overhead speakers are also required.

- Vendor may submit a separate quote for SIP trunks which will include price per trunk, and any additional potential charges such as long distance, overage, etc. A copy of the SIP Provider’s Service Level Agreement (SLA) must also be included with the SIP trunk quote.

**Vendor Acknowledgements**

The successful bidder will agree to the following as part of the contract:

1. Vendor will hold a kickoff meeting within two weeks of contract award.
2. Installation of new system will begin within 3 weeks of contract award.
3. Installation of the new system will take no longer than 3 weeks.
4. Vendor agrees to be on-site the following two business days following the cut over to respond to any issues.
5. Vendor will conduct user training.
6. Vendor is required to provide a Certificate of Insurance upon notification that they have submitted the winning bid.
7. Company is a non-profit agency. Winning vendor will be supplied with appropriate tax exempt documentation prior to kickoff meeting.

**Required Components of Quotes**

Respondents shall include all components listed below or they shall be deemed non-responsive. Adherence to the proposal format by all respondents will ensure a fair evaluation and one which can evaluate each response with regard to the needs of Company. The letter transmitting the proposal must be signed by an officer authorized to bind the respondent. Four separate sections are to be prepared as described below:
Section 1 Qualifications of the Vendor and Personnel - This section should provide background information on the vendor, the project team (including certifications), and the manufacturer of the VOIP solution being proposed.

Section 2: Functional Requirements - Vendor is to use the included Excel sheet to check whether their proposed solutions meets or does not meet the requested requirements.

Section 3: Services, Pricing, and Project Schedule - Vendor is requested to provide a detailed quote for both on premise and hosted solutions using the Excel sheet list of requirements listed in Section:

- Include software maintenance and support in 1, 3 and 5 year options.
- Cost of training all users on new system.
- Describe software licensing model for all components and modules of VOIP solution.
- Describe the process for increasing or decreasing licensing count, including restrictions and/or limitations.
- Describe what services are included with support. Include any onsite rate that may be applicable.
- Describe payment schedule.
- Provide “per drop” pricing for any additional network drops that it may be desirable to add.
- Any work to be subcontracted shall be clearly identified and such “Subcontractor” shall be approved by Company prior to contract issuance.
- All proposals shall be quoted as fixed price.
- Describe details of terms of warranty.

Chapter 4: References - Respondent will provide a minimum of three customer references of similar size that have been deployed in the past two years.

Questions

All questions shall be directed to Doug Sheets  dsheets@clinchvalleycaa.org  or phone 276- 988 – 5583 ext. 338.

Submission and Contact

All respondents shall submit three (3) paper copies to:

Clinch Valley Community Action, Inc.
Attention: Doug Sheets
PO Box 188
1379 Tazewell Avenue
North Tazewell, VA 24630

All respondents shall submit one (1) electronic copy of the proposal to dsheets@clinchvalleycaa.org.

Proposals shall be submitted by no later than 4:30 pm on December 20, 2021.
**Late Proposals, Modification of Proposals and Withdrawal of Proposal**

1. Any proposal received at the office designated in this RFP after the exact time specified for receipt will not be considered and will be returned, unopened, to the sender, unless it is the only proposal received.

2. Any modification of a proposal is subject to the same conditions as in paragraph (1) above of this provision.

3. Proposals which are not in the requested format or are not submitted in both written and electronic format will not be considered.

4. Proposals may be withdrawn by written notice received at any time prior to award.

**Clinch Valley Community Action reserves the right to refuse any and all Requests for Proposals.**