



Lexington-Fayette County Health Department

650 Newtown Pike
Lexington, KY 40508-1197
(859) 252-2371
(859) 288-2359 Fax
(859) 288-2455 Public Health Clinic Fax

Request for Proposal: Voice over IP Phone System

Date: 9-7-2023

To: Prospective Vendors

Subject: Request for Proposal (RFP) - Voice over IP Phone System

The Lexington-Fayette County Health Department (LFCHD) is seeking proposals from qualified vendors for a fully cloud-based Voice over IP (VoIP) phone system. The system must include the following features and capabilities:

1. Fully Cloud-Based: The VoIP phone system should be hosted entirely in the cloud, eliminating the need for on-premises infrastructure.
2. Soft App for iPhone and Android: The system should provide a soft application that is compatible with both iPhone and Android devices, enabling users to make and receive calls using their smartphones.
3. VoIP Fax Capabilities: The system must support VoIP faxing, allowing users to send and receive faxes digitally.
4. Auto Attendant: An automated receptionist feature is required, enabling callers to be directed to the appropriate department or individual within LFCHD.
5. Hunt Group: The system should offer a hunt group functionality to automatically process incoming calls received by a single phone number, ensuring efficient call distribution.
6. Call Center:
 - a. The call center should be capable of accommodating at least 20 agents to answer incoming calls.
 - b. Agents must have the ability to sign in and out of the call center, allowing for flexible scheduling and workload management.
 - c. The call center should provide managers with the necessary tools to actively manage the call center, including monitoring and coaching capabilities.
 - d. Comprehensive reporting for all call center metrics, such as call volume, call duration, and agent performance, should be included.
7. The phone system will be used at the following locations:
 - a. 650 Newtown Pike, 200 extensions.
 - b. 1051 Whipple Ct., 20 extensions.
 - c. Teleworking individuals, 160 extensions.

General Instructions for Proposal

1. Interested vendors are requested to submit their proposals by March 8th 2024 at 5:00 pm.

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2. The proposals should include the following information:
 - a. Company Overview: Provide a brief overview of your company, including its history, experience in implementing VoIP phone systems, and any relevant certifications or accolades.
 - b. Proposed Solution: Describe in detail the proposed VoIP phone system, addressing each of the required features and capabilities listed above. Include information on the technology used, system architecture, and any additional functionalities or benefits.
 - c. Implementation Plan: Outline the proposed timeline for the implementation of the VoIP phone system, including key milestones and deliverables.
 - d. Pricing: Provide a detailed breakdown of the pricing structure, including any one-time setup fees, licensing costs, ongoing maintenance charges, and any additional costs associated with the proposed solution.
 - e. References: Include a list of at least three (3) references from organizations that have implemented similar VoIP phone systems. Include contact information for each reference.
 - f. Support and Training: Describe the support and training services that will be provided to LFCHD during and after the implementation of the VoIP phone system.
3. Proposal submission process, addendum, and questions:
 - a. Proposals should be submitted electronically in PDF format at <https://www.lfchd.org/rfp-voip>.
 - b. Proposals must be completed and signed by an individual authorized to bind the vendor submitting the proposal.
 - c. Any questions or clarifications regarding this RFP should be directed to Matthew Bone at rfp.voip@lfchd.org.
 - d. Answered relevant questions will be posted at <https://www.lfchd.org/rfp-voip>. Questions may be altered slightly in order to protect anonymity.
 - e. Deadline to submit questions is March 1st, 2024 at 11:59 pm.
4. Proposal Award:
 - a. It is the intent of LFCHD to accept the “Lowest Responsible Proposal”, provided it has been submitted prior to the submission deadline and contains the required information.
 - b. The “Lowest Responsible Proposal” is the proposal that, in the LFCHD’s sole and absolute discretion, will be the most advantageous regarding price, quality of service, the vendor’s qualifications and capabilities to provide the specified service, and other factors LFCHD may consider, including, without limitation, those other criteria listed herein.
 - c. Please note that LFCHD reserves the right to reject any or all proposals received, waive any informality or irregularity in any proposal, and accept the proposal deemed to be in the best interest of LFCHD.
5. Changes, Clarifications, Errors, Addenda:
 - a. Should a prospective vendor find a discrepancy in or omissions from the specifications or be unclear as to what the specifications mean, the vendor shall notify LFCHD at rfp.voip@lfchd.org. LFCHD will provide written clarification to all prospective vendors. Vendor agrees that LFCHD will not be responsible for any oral instructions.
 - b. Clarification of Submittal: LFCHD may obtain clarification or additional information from a vendor.
 - c. Changes/Alterations: Vendor may change or withdraw its Proposal at any time prior to Proposal closing date and time.
 - d. The vendor must respond as required in this Proposal; failure to make any required response or provide required information may cause rejection of the vendor as nonresponsive.

- e. Once this Proposal has been signed by vendor and officially submitted to LFCHD, vendor will not be allowed to alter or withdraw its Proposal except with the written permission of the Chief Technology Officer.
- f. LFCHD may issue an addendum, or addenda, changing some aspect of the Proposal. All addenda, if any, shall be considered in making the Proposal, and such addenda shall be made a part of this Proposal. These will be posted at <https://www.lfchd.org/rfp-voip> Before submitting a Proposal, it is incumbent upon each vendor to be informed as to whether any addenda have been issued, and the failure to cover in the Proposal any such addenda may result in disqualification of that Proposal.
- g. LFCHD shall not permit a vendor to withdraw its Proposal for sixty (60) days after proposals are opened, unless LFCHD makes a specific exception in writing. Further, proposal prices shall be firm for a minimum of six (6) months after the Proposal closing date.
- h. LFCHD shall not be responsible for any cost incurred by the vendor in the preparation of its Proposal.

We look forward to receiving your proposal and potentially working together to implement an advanced VoIP phone system for LFCHD.

Sincerely,

Matthew J. Bone

Chief Technology Officer

Lexington-Fayette County Health Department