



Hopkins County Hospital District

Request For Proposal

2022 – New Build HQ

Hopkins County Hospital District/Hopkins County EMS

PROPOSALS DUE BY: April 8, 2022 by 12:00 pm



Hopkins County Hospital District

Request for Proposal

RFP: VoIP Phone System	Proposal Due By: April 8, 2022	Hopkins County EMS
Project Overview: New building HQ for HCHD to house administration and EMS services.		
Project Goals: <ul style="list-style-type: none">• IP-based Voice capabilities and Intelligent Network Infrastructure• Reliability• Voice Quality• Experience• Voice Messaging• System Administration• Support/Service Capabilities• Scalability• System longevity• Simplicity of Installation• Training and Usage• Failover/emergency backup option		
Required Services <ul style="list-style-type: none">• Unified Messaging: HCHD wishes to implement Unified Messaging and integrate the VoIP system with the Exchange E-Mail system. The proposer shall propose the best way to achieve this with full functionality and with minimal impact on services. Proposer shall also provide any costs necessary for licensing that may be required to achieve this.• Enterprise Mobility - HCHD wishes to enable our highly mobile workforce to communicate on the device of their choosing regardless of location (office, field, home etc.). The goal is constant connectivity and mobile unified communications no matter the location where staff may be. The solution should essentially extend the features of the desk phone to the mobile device.• Call Accounting System - A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound and internal calls and usage reports for all types of inbound, outbound and internal calls. Specifically, HCHD has an interest in metrics for call length, number of calls unanswered, going to voicemail and dropped calls. Please describe your solution to the Call Accounting System and attach sample reports. Proposer should also provide training for up to 3 employees in the administration, maintenance, programming, and daily operation of the Call Accounting System.• 911 Services - Emergency 911 Services may be mandated for this system. The vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any		



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of the expected normal operations of the system. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result. Additional capabilities expected from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within HCHD. Feature Set: The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. HCHD expects the successful vendor will have had experience with corporations and other businesses of HCHD's size and scope and will be able to provide consulting advice, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are standard and which are added cost. Note that there are some features below which are not mandatory.

- Automatic call back (optional)
- Unified Communication
- Call Waiting
- Busy signal on call
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer
- Call Waiting
- Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Call Waiting Caller ID Name and Number
- Prime Line Select
- Shared Extension on Multiple Phones
- Bridged Call Appearances
- Speaker Phone Capable
- Auto / Speed Dial
- Programmable Buttons w/ paperless labels
- Paging & Group Paging
- Direct Inward Dial (DID)
- Extension Dialing between Locations
- Automatic Call Distribution (ACD) Groups
- Custom Call Routing (CCR)
- Find Me/Follow Me
- Group Call Pickup
- Fax/eFax Management/Fax to email/Fax Server
- Remote Maintenance / Administration
- Voice Mail
- Voice Mail forward to Email
- Night/ After Hours Service
- Soft phone features
- Consistent and excellent voice quality
- Toll Charges, classes of service for Toll restriction
- Make/ Drop Conference
- Add On Conference
- Conference bridging for internal and external
- Automatic alternate routing
- Call forward capability to external numbers
- SMDR (Station Message Detailed Report)
- Music on Hold
- Voice Mail Light Indicator
- Remote Handsets
- Voice over VPN
- Integration with leading smart phones & tablets (enterprise support & products for mobile)
- SIP Client Capable
- Call Recording



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Scope of Work

- 24 Desktop Phones
- 5 Desktop (Wall Mounted) Phones
- 2 Conference Phones

Evaluation Metrics and Criteria

- Qualifications, experience, references, and ability to carry out the described work
- Proposed methodologies and processes to accomplish work
- Fees / Expenses
- Completeness of proposal and adherence to RFP

Submission Requirements

- #1 – Proposal submissions should be in a binder with cover page and total price
- #2 – Reference Page must be included
- #3 – Timeline from install to completion with estimated dates

Project Due By: **April 8, 2022 by 12:00pm**

Budget: **N/A**

Contact: **Brent Smith**

Email:
brent.smith@hchdems.com

Phone #: **903-438-4372**