

# REQUESTS FOR PROPOSAL: VoIP System

## Introduction

The Rapides Parish Sheriff's Office is seeking Requests for Proposals for a VoIP (Voice over Internet Protocol) system to enhance our communication capabilities. This system should provide reliable, high-quality voice services and integrate with our existing IT infrastructure.

## Objective

The objective of this RFP is to identify and select a VoIP solution provider who will implement a comprehensive, scalable, and secure VoIP system for RPSO. The selected system should improve the efficiency of internal and external communications while offering flexibility and cost-effectiveness. This initiative reflects the Sheriff's Office dedication to utilizing technology to advance public safety and operational effectiveness.

## Scope of Work

The selected provider will be responsible for:

1. Consultation and Assessment: Understanding our current communication needs and infrastructure.
2. System Design & Implementation: Proposing, designing, and implementing a suitable VoIP system.
3. Hardware & Software: Supplying and installing necessary hardware (e.g., phones) and software (e.g., VoIP application). System must be fully hosted in a data center outside of the local market with failover to a secondary data center in another geographic region for disaster recovery.
4. Integration: Integrating the VoIP solution with existing communication systems, including email, CRM, and other business applications where applicable.
5. Training: Providing extensive training for administrators and end-users on the new VoIP system on-site and by phone by employees of the Vendor.
6. Ongoing Support: Offering maintenance and support services after the system is in place built in and including unlimited onsite and remote support.

## Vendor Requirements

Proposals must include:

1. Company Overview: A brief company profile and history, including at least five (5) year extensive experience in providing VoIP solutions.
2. Solution Description: A brief description of the proposed VoIP solution, including hardware and software components. System must be fully hosted in a data center outside of the local market with a failover to a secondary data center in another geographic region for disaster recovery. System must be hosted in a VMware environment.

## REQUESTS FOR PROPOSAL: VoIP System

3. Quote: A breakdown of costs, including setup, hardware, software, training, ongoing support, and any additional fees.
4. Implementation Timeline: A proposed timeline for system setup, testing, and full implementation.
5. Support Plan: Information on post-implementation support, program changes, moves, adds, and changes, services, hardware (phones, patch cords etc....) including all costs, response times, service hours, and contact details. This must be provided by employees of the Vendor for both remote and local support.

### MISCELLANEOUS INFORMATION AND OTHER REQUIREMENTS

#### REQUIRED ATTACHMENTS TO THE PROPOSAL

To enable the Rapides Parish Sheriff's Office to conduct a uniform review of all responses to this solicitation, components of the proposal shall be submitted as set forth below. The Rapides Parish Sheriff's Office reserves the right to reject submittals that do not follow the requested format. One original and one copy of proposal are required. Specific items to include are:

1. Cover sheet.
2. Management Summary – provides a statement of the vendor's understanding of the services required by the Sheriff's Office.
3. Vendor profile – including company address, contact information, length of time in business under present name as well as previous name(s), outline of background and overall qualifications. Does your company produce, implement and support all of the components of the proposed solution?
4. Proposal Plan – detailed, comprehensive presentation of the approach to be used to accomplish the tasks detailed in the Key Requirements.
5. Fee Structure – all costs must be itemized in the vendor's response (e.g., hardware, software, installation, license fees, annual support, training, etc.)

## REQUESTS FOR PROPOSAL: VoIP System

### OTHER SERVICE PROPOSALS

Proposers are encouraged to include any additional services and/or related equipment they feel may be advantageous for the Sheriff to use; however, these additional services will not be used in the quantitative analysis of the proposals submitted.

### PROPOSAL EVALUATION AND SELECTION PROCESS

The following is a general description of the process by which vendor will be selected:

- A. RFPs will be sent to prospective proposers.
- B. One original and one copy of the proposal will be received from each proposer in a sealed package. Each proposal shall be signed and dated by an official authorized to bind the respondent if selected.
- C. All proposals must be received by the Rapides Parish Sheriff's Office no later than the date specified in the RFP.
- D. On the date specified for return, the proposal from each respondent will be opened and the name of the proposer recorded. Each proposal will be checked to determine if it is complete and meets the requirements of the RFP.
- E. At its option, the evaluators may request oral presentations or discussions with any or all proposers for the purpose of clarification or amplification of the material presented in any part of the proposal. However, proposers are cautioned that this provision is not mandatory; therefore, all proposals should be complete and concise and reflect the most favorable terms available from the proposer.
- F. Proposals will be evaluated by a Rapides Parish Sheriff's Office team using the following general criteria:
  1. Experience and technical ability to provide services.
  2. Total cost to implement requested comprehensive.
  3. Projected annual cost for continuing licensing and maintenance, including system upgrades.
  4. Statement of understanding of services to be provided.

## REQUESTS FOR PROPOSAL: VoIP System

Furthermore, the Rapides Parish Sheriff's Office may use other evaluation criteria that, in its sole judgment, are necessary for selecting the best proposer.

- G. Proposers are cautioned that this request is a request for offers, not a request to contract, and the Sheriff's Office reserves the unqualified right to reject offers for any contract when such rejection is deemed to be in the best interest of the Sheriff's Office.

### GENERAL CONDITIONS FOR SUBMITTING OFFERS

#### AWARD OR REJECTION

All qualified proposals will be evaluated and the award will be made to the vendor whose combination of cost and technical offers is deemed to be in the best interest of the Sheriff's Office. The Sheriff's Office reserves the unqualified right to reject any or all offers when such rejection is deemed to be in the best interest of the Sheriff's Office.

#### COST FOR PROPOSAL PREPARATION

Any costs incurred by proposers in preparing or submitting offers are the proposer's sole responsibility. The Sheriff's Office will not reimburse any proposer for any costs incurred prior to award.

#### REFERENCE TO OTHER

Only information received in response to this RFP will be evaluated. Reference to information previously submitted will not suffice.

#### SAFEGUARDING OF "CONFIDENTIAL" INFORMATION

Any trade secrets or other data which the proposer does not wish disclosed to other than Sheriff's Office personnel involved in the evaluation or contract administration will be kept confidential, if identified as follows:

Each page shall be identified in boldface at the top and bottom as "Confidential". Any section of the proposal which is to remain confidential should, in addition, be so marked in boldface on the title page of that section. Net cost information may not be deemed confidential.

## **REQUESTS FOR PROPOSAL: VoIP System**

### **TITLES**

Titles and headings in the RFP, and any subsequent contract, are for convenience only, and shall have no binding force or effect.

Any exceptions to terms, conditions, or other requirements in any part of the RFP must be clearly pointed out in a distinct section of the appropriate cost proposal or technical proposal. Otherwise, the Sheriff's Office will consider that all items offered are in strict compliance with the RFP, and the successful proposer will be responsible for compliance.

### **ADVERTISING**

In submitting its proposal, the proposer agrees not to use the results therefrom as a part of any news release or commercial advertising without written approval of the Sheriff's Office.

### **CONFIDENTIALITY OF PROPOSALS**

In submitting a proposal, the proposer agrees not to discuss or otherwise reveal his technical or cost information to any other sources, government or private, until after the award of the contract. Proposers not in compliance with this provision may be disqualified, at the option of the Sheriff's Office, from contract award. Only discussions authorized by the Rapides Parish Sheriff's Office are exempt from this provision.

### **RIGHT OF SUBMITTED MATERIALS**

All responses, inquiries, or correspondence relating to this RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the proposers, will become the property of the Rapides Parish Sheriff's Office when received.

### **COMPETITIVE OFFER**

Under penalty of perjury, the signer of any proposal submitted in response to this RFP thereby certifies that this proposal has not been arrived at collusively nor otherwise in violation of federal or state antitrust laws.

### **PROPOSER'S REPRESENTATIVES**

Proposers shall submit the name, address, and telephone number of the person(s) with the authority to bind the vendor, as well as to answer questions or provide clarification concerning the vendor proposal.

**REQUESTS FOR PROPOSAL: VoIP System**

**REQUEST FOR INFORMATION**

**All questions and/or clarifications** regarding this RFP must be in written form only, either by postal delivery or emailed to the Purchasing Agent listed below, and must be received by **3:00 PM CDT, Thursday, March 06, 2025.**

Purchasing Agent  
Rapides Parish Sheriff's Office  
Finance Division  
701 Murray Street, Ste. 301  
Alexandria, LA 71301  
(318)473-6849  
Email: csims@rpso.la.gov

**RFP documentation may be obtained at:**

Rapides Parish Sheriff's Office	OR	Rapides Parish Sheriff's Office Website
Finance Division		<u><a href="http://www.rpso.org">www.rpso.org</a></u>
701 Murray Street, Ste. 301		Under the heading "Announcement"
Alexandria, LA 71301		

**SUBMITTALS OF PROPOSALS**

Separate Sealed RFP's for **VoIP System** will be received by the Purchasing Department for the Rapides Parish Sheriff's Office, located at 701 Murray Street, Suite 301, Third Floor, Alexandria, La., 71301, until **10:00 A.M. on TUESDAY, MARCH 18, 2025** by postal delivery, courier/overnight delivery or hand delivery.