



North Shore Community College
1 Ferncroft Road
Danvers, MA 01923

REQUEST FOR RESPONSE

NSCC21 - 01

Unified Communications (UC) System

January 4, 2021

Janice Forsstrom
Vice President of Administration and Finance

Dennis Abruzzese
Assistant Comptroller Fiscal Operations

Contents

OBJECTIVE	3
BACKGROUND	3
PURPOSE.....	3
TIMETABLE	5
CURRENT PHONE SYSTEM CONFIGURATION.....	6
IDEAL PHONE SYSTEM CONFIGURATION.....	6
FUNCTIONAL REQUIREMENTS & FEATURES.....	7
GENERAL SPECIFICATIONS	9
BID RESPONSE.....	10
EVALUATION CRITERIA	15
CONTRACT AWARD.....	16
PERFORMANCE AND CONTRACT SPECIFICATIONS	17
ATTACHMENT A – Company Background and Functional Requirements Questionnaire	21
ATTACHMENT B – Itemized pricing sheet.....	29
ATTACHMENT C - Business Reference Form.....	31
ATTACHMENT D - Statement of State Tax Compliance.....	33

OBJECTIVE

North Shore Community College (hereinafter referred to as College or NSCC) is currently accepting competitive proposals for a unified communications system as indicated in this Request for Response (RFR). Our objective is for the College to secure the services of a qualified vendor(s) to meet the guidelines and requirements set forth in this RFR. Any award made as a result of this RFR may be subject to the successful vendor and NSCC entering into a signed written contract. The vendor will be required to execute a Commonwealth Standard Contract and adhere to Commonwealth terms & conditions.

NSCC's objective is to redesign and modernize its phone system and potentially create a more unified communication system. The College seeks greater efficiencies with one solution providing both voicemail and phone capabilities, more mobility in its operations and a more streamlined approach to providing customer service to the constituents it serves and the surrounding communities.

Accordingly, NSCC is seeking proposals from qualified vendors to implement a new phone system with the capabilities, requirements specified within this RFR. Within this framework, the solution should have an exemplary track record of scalability, reliability and security. The solution should further be able to meet future unanticipated needs as well as adhere to industry standards and best practices.

BACKGROUND

North Shore Community College is a public institution of higher education serving 9,978 credit and noncredit students annually with 118 full-time faculty, 297 part-time faculty, 279 full-time staff and 120 part-time staff members. Campuses are located in Danvers, Lynn, and Middleton, Massachusetts. In addition, the College offers programs and courses in off-site locations throughout the greater North Shore area; courses are offered in many modalities including online, hybrid and traditional classes on its campuses. The College offers 70 credit programs leading to Associate of Arts, Associate of Science, and Associate of Applied Science degrees and one-year certificates. In addition, the College offers approximately 413 noncredit workforce development and recreational courses.

PURPOSE

North Shore Community College seeks a contract relationship with a third-party provider to upgrade the aging phone system on campus. NSCC is looking for a unified communications solution that will address both basic phone system functionality, as well as some extended features that will enhance the way the College does business. Included in this RFR is the need to obtain pricing for basic wall phones, conference phones and desk phones, if your proposed solution requires a vendor proprietary handset. The College is looking for a solution that can be fully implemented by July 31st, 2021 and addresses the points below:

- A modern phone system that will seamlessly allow for the mobility of users, while supporting any legacy infrastructure that cannot be upgraded in time for implementation, such as analog lines that have not been replaced by Ethernet cabling.

- Improve the customer service experience for our students and their families. This can be accomplished by implementing new features that decrease the number of calls that end in voicemail, and/or increase the modes of communication that our customers can use to reach an NSCC employee in the correct department.
- Drastically enhance reporting capabilities. There is an ever-growing need for insight into the inbound and outbound calls at the College. NSCC is looking for a solution that will provide a single pane of glass view in to call metrics, call accounting, hunt group metrics and voicemail statistics.
- NSCC is very interested in investigating the addition of call center features in a new phone system. Main features of interest are call queues, enhanced reporting capabilities and departmental managerial access to modify the call queues for their respective areas and pull their own reports.
- Review and design a best-fit solution for the College. Best-fit can include on-prem, hybrid, or cloud/hosted. The College prefers a cloud/hosted solution however cost, reliability and voice-quality will play an important factor.
- Any proposed solution must address new E911 laws and regulations. Ideally, any software-based phone or mobile application would be location aware, with the ability to provide location at a granular level.

TIMETABLE

The following table lists the expectations and key dates for the vendor response, product demonstration, selection and implementation processes:

Date	Activity
January 4, 2021	RFR released and posted to COMMBUYS
January 15, 2021	Questions due by 12:00 noon
January 22, 2021	Vendor questions/answers posted
January 22, 2021	Deadline for amendments posted to COMMBUYS
February 5, 2021	Written proposals are due by 12:00 noon as per delivery instructions
February 12, 2021	Vendors selected for demonstrations are notified
February 22– March 5, 2021	Vendor product demonstrations are held
March 8-12, 2021	If needed, a technical conference call to address additional integration questions with NSCC IT Department
March 15-19, 2021	Vendor selected and bid awarded
April 5 2021	Estimated Project Start Date

If North Shore Community College is closed due to uncontrolled events such as fire, snow, ice, wind, or building evacuation, the responses will be due at 12:00 noon on the next normal business day. Proposals will be accepted until that date and time. Closing information can be found at www.northshore.edu.

CURRENT PHONE SYSTEM CONFIGURATION

Current phone infrastructure is an on-premise Avaya Communications Manager system, running version 6.3.0. The voicemail system is also an on-premise system utilizing Avaya OfficeLinx, version 10.0.14.2219. Call accounting and reporting is provided by Calero VeraSMART. Important notes about the current infrastructure,

- Current VOIP protocol is H.323 with a gateway providing SIP translation to the voicemail system.
- There are two large campuses, Danvers and Lynn. There are two PRI's at the Danvers campus and one PRI at the Lynn campus. These campuses are connected through a WAN connection, all internet traffic flows through the Danvers campus.
- Two switchboard consoles are staffed at the Danvers campus from 8am – 5pm. Switchboards are physical devices and cannot be operated in a remote, off-site fashion.
- Current infrastructure is comprised of approximately 167 analog lines, 32 digital lines and 694 VOIP lines. These lines are a mixture of office, classroom, fax lines, conference room, common area and emergency call box phones.
- Aside from the approximately 40 physical fax machines, faculty/staff are provided fax lines through the voicemail system for inbound faxing only. These fax mailboxes are accessible via a web browser and username/password.
- Faculty/staff have the option to integrate their voicemail with their Gmail inbox. This is full integration – if the email is read, MWI turns off, if the email is deleted, the message is deleted from the voicemail system as well.

IDEAL PHONE SYSTEM CONFIGURATION

The ideal phone system would modernize and mobilize the college workforce while supporting any legacy infrastructure that cannot be upgraded in time for implementation, such as analog lines that have not been replaced by Ethernet cabling. Features and functionality that would ideally be included in a new phone system are:

- E911
 - Compliant with new laws, plus location awareness. If a user moves from their office to a conference room on another floor, location would automatically be updated.
 - Campus Police alerting when 911 call is placed. Ability for them to barge and record the call if need be.
- Softphone applications that work on both a laptop and a mobile device, without the need to establish a VPN connection to the college network.
- Call Center functionality
 - Call queuing
 - Ability for agents to log in and out of the call queue
 - Departmental manager control over call queues

- Add/remove agents
- View detailed call queue reports
- Modify hold music and messaging
- Virtual switchboard console, allowing operators to take calls from off-campus if need be.
- Call reporting and accounting that accurately follows a call from start to end, including insight into voicemail statistics.
- Robust auto-attendant with easy to modify call trees and greetings for holiday hours, weather alerts, etc.
- Hunt group and pickup group functionality
- Voicemail transcription and integration with GSuite.
- SMS capabilities, bidirectional
- Faxing support for both physical and virtual fax lines

FUNCTIONAL REQUIREMENTS & FEATURES

1. Basic Phone Services

- ***Switchboard Console*** – This can be a physical or virtual console. The College is interested in allowing for mobility with the switchboard operators.
- ***Hold Music*** – The College requires a system that allows for hold music to play while a caller waits.
- ***Auto-Attendant*** – The College requires an auto-attendant that is easy to administer. There are often times when the auto-attendant needs to be updated to reflect holiday hours, inclement weather and COVID-19 updates. These modifications should be easy to record and schedule. The auto-attendant also needs to be capable of handling call trees with multiple options.
- ***Hunt Groups*** – Currently, NSCC uses hunt groups to distribute calls within busy student-facing departments, such as Enrollment and Admissions. The current configuration sends each caller to the “most-idle” extension within the department. At a minimum, the new phone system should support this configuration.
- ***Pickup Groups*** – Pickup groups are used within the College to allow for an employee, within the same department, to answer a call on another extension. This may happen if someone is on a call or away on lunch when a caller dials their extension.
- ***Information Systems Administration*** – The Information Systems department would like to see a new phone system that eases the burden of phone administration on their team. Points of consideration on this topic are system maintenance and upgrades, adds/moves and changes, as well as scalability of the system – bulk adding or removing from the system. One pane of glass management that is clear and easy to administer is highly desired.
- ***Voice Quality*** – This is an issue of the utmost concern, especially in cloud and hosted solutions. NSCC is committed to providing high quality, clear communications with their customers. The phone system must live up to these standards.

- ***Dial-by-Name Directory***

2. Extended Features

- ***Messaging on Hold*** – Custom messages can be recorded by the College and set to play at certain intervals while a caller waits on hold. An example would be “Add/Drop date is January 10th.”
- ***Auto-Attendant*** – In addition to the basic features above, NSCC would like to have the capacity for multiple languages within the auto-attendant. NSCC is a diverse campus and would like to support multiple languages within its phone system.
- ***Accessibility Friendliness*** – NSCC wishes to provide more accessible means for communicating with and within the College. This may include text messaging, voicemail transcription and closed-captioning in live meetings.
- ***Call Center Features/Functionality*** – NSCC wishes to enhance and expand upon its customer service opportunities with features such as call queuing, text messaging, call whisper/barge for quality and training purposes, and management capabilities for departmental managers outside of Information Systems such as pulling reports and modifying call queues.
- ***Faxing*** – There are currently approximately 40 physical fax machines between the two main campuses of NSCC and 50 virtual e-fax mailboxes. The College would like a solution that, at the very least, can accommodate keeping a handful of physical fax machines at each campus. Virtual “e-faxes” for employees that wish to send and receive faxes from a secured mailbox would be ideal.

3. Reporting

- The current phone system reports at the College are unreliable, at best. NSCC desires a new phone system with ***detailed, accurate reporting*** that will follow the life of a call from start to finish – accurately following an incoming call from the switchboard, all of the way to voicemail, if that is where it lands. Call accounting to track costs is a must, as well.
- ***Voicemail Reporting*** – The College would like better insight into voicemails left for various departments. Ideally, the College would be able to pull reports that would provide information regarding how many opened and unopened voicemails there are, as well as how long the voicemails sat before someone listened to them.

4. Security and E911

- NSCC is committed to keeping its faculty, staff and students as safe as possible. In accordance with this, any new phone system should meet or exceed the requirements of both ***Kari’s Law and Ray Baum’s Act***. The college would like for Campus Police to not only be notified of any ***911 calls*** that are placed via the campus phone system, but to also be able to whisper and/or barge that call if needed to provide valuable information to the 911 dispatcher.

- **Call Recording** – NSCC wishes for Campus Police to have the ability to automatically record calls to their emergency numbers. Additionally, the ability for every phone system user to record a call on-demand, if a caller is abusive, would be an ideal feature. An audible alert that the call is being recorded is required.

5. Mobility

- **Softphone and Mobile Device Application** – As part of the goal of mobility, NSCC requires any new phone system to include a software-based phone (softphone) and, ideally, a mobile device application as well. Users should be able to use their softphones and/or mobile device apps remotely, without the need for connecting to the College network.

6. Implementation Services and Ongoing Support

- NSCC requires **professional services** as part of the new phone system implementation. These services include, but are not limited to, assisting in upgrading any needed onsite infrastructure, such as analog line conversions, PBX and gateway upgrades, handset programming and training for both Information Systems staff, as well as end users.
- NSCC desires an initial three-year **support contract** with two additional one-year support options. This support contract will cover both software and hardware support.
- Implementation method – NSCC is interested in viewing a solution as either cloud-based, hosted or an on-premise enterprise solution?

GENERAL SPECIFICATIONS

The terms of 801 CMR 21.00: Procurement of Commodities and Services are incorporated by reference into this RFR. Words used in this RFR shall have the meanings defined in 801 CMR 21. Additional definitions may also be identified in this RFR. Unless otherwise specified in this RFR, all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds and all cost proposals or figures in U.S. currency. All times listed is Eastern Standard Time. All responses must be submitted in accordance with the specific terms of this RFR.

EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION

North Shore Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, genetic information, gender identity and expression, or sexual

orientation in its programs and activities as required by applicable laws and statutes. Further, the College prohibits sexual harassment, including sexual violence.

PUBLIC RECORDS

All responses and information submitted in response to this RFR are subject to the Massachusetts Public Records Law, M.G.L., Chapter 66, Section 10, and to Chapter 4, Section 7, Subsection 26. Any statements in submitted responses that are inconsistent with these statutes shall be disregarded

ENVIRONMENT

In line with the Commonwealth's efforts to promote products and practices which reduce our impact on the environment and human health, Bidders are encouraged to provide information regarding their environmentally preferable/sustainable business practices as they relate to this Contract wherever possible.

DIVERSITY

North Shore Community College supports the Commonwealth of Massachusetts' commitment to diversity in the procurement of goods and services. Responders are encouraged to submit for consideration their corporate efforts as it pertains to this contract to the development and strengthening of the following certified Businesses: *Minority Business Enterprises (MBEs), Women Business Enterprises (WBEs), Minority and Women Nonprofit Organizations (M/WNPOs), Veteran Business Enterprises (VBEs), Service-Disabled Veteran-Owned Business Enterprises (SDVOBEs), Disability-Owned Business Enterprises (DOBEs), and Lesbian, Gay, Bisexual and Transgender Business Enterprises (LGBTBEs).*

BID RESPONSE

We look forward to receiving your proposal and appreciate your time and interest.

1. Questions – Questions should be emailed to the NSCC team at phoneRFR@northshore.edu by **12:00 noon on January 15, 2021**. Note: All questions and responses will be made available to all bidders and posted to **COMMBUYs on January 22, 2021**.
2. Formal Bid Responses and submission – Formal bid responses are due by noon on **February 5, 2021**. To be considered bid responses must be complete and include all required documentation. All correspondences must be submitted electronically to the above email address, with the subject line: “**NSCC21-01**”.

REQUIREMENTS FOR RESPONSES

Please note all expenses incurred by the vendor in regards to responding to the RFR, including and not limited to labor to issue response, research hours, travel for onsite demonstrations, is the sole responsibility of the vendor.

It is the responsibility of each Bidder to do the following before submitting their proposal:

1. Examine this RFR, including all components, thoroughly;
2. Become familiar with local conditions which may affect cost, progress, performance, and/or services described in this RFR;
3. Consider all Federal, State and Local laws, statutes, ordinances, regulations and other applicable laws which may affect cost, progress, performance, and/or services described in this RFR; and
4. Clarify via email with the NSCC team any conflicts, errors, or discrepancies in this RFR.

The bidder assumes sole responsibility for the complete effort required in submitting a proposal in response to this RFR. No special consideration will be given after proposals are opened because of a bidder's failure to be knowledgeable as to all the requirements of this RFR. By submitting a proposal in response to this RFR, the bidder represents that it has satisfied itself, from its own investigation, as to all the requirements of this RFR.

A completed bid response will include the following, as applicable. Incomplete or inaccurate proposals may be deemed nonresponsive and eliminated from consideration.

- Completed Company Background & Functional Requirements Questionnaire (Attachment A).
- Itemized Pricing Sheet (Attachment B).
- A detailed description of the bidder's resources and experience relevant to the RFR performance requirements including specific expertise in serving specific populations and/or verification that the bidder is authorized to sell or distribute specific commodities or services.
- A statement on the experience of anticipated staff, including project manager(s), and the total number of employees (distinguishing between administrative staff, management, principal partners or officers, field, technical and customer support).
- Authorized Signature page, with statement if the bid proposal is binding. Refer to Authorize Signature in this section.
- The number of years the bidder has been in business and/or the number of years the bidder has been in the business identified in the RFR (which may be separate and distinctly different from their main business line). A Standard & Poor, and/or Dunn & Bradstreet report is required.
- A list of recommended technology partners, if applicable.
- A statement if technology solution is proprietary or dynamic.
- A statement of average downtime, including maintenance periods, and average time for service support response.

- A statement of expected implementation timeline, roles (i.e., vendor and institution).
- A statement of how the vendor has responded to and proactively addressed changes to the system caused by updates and/or augmentations to other technology and/or state or federal requirements.
- Describe your future roadmap for growth and expansion.
- A list of references (bidders may use template attached to this RFR)
- Completed W9 form

AUTHORIZED SIGNATURE

Original proposals must be signed by a person duly authorized to execute the contract on behalf of the bidder. The undersigned as bidder, declares that the only parties interested in this proposal as principals are named herein; that this proposal is made without collusion with any other person, firm or corporation; that no officer or agent of NSCC is directly or indirectly interested in this bid; and he/she proposes and agrees that if this proposal is accepted he/she will contract with NSCC in accordance with the specifications, also the terms and conditions as spelled out in this bid form.

BIDDER QUALIFICATIONS

All bidding vendors must be a reputable firm which regularly provides unified communications systems and is capable of delivering first-class work within standard industry practices. Bidders must submit company background information describing the organization, its size, and structure.

The qualified vendor will be determined, in addition to cost, based on the following criteria:

- Number of years in business, and size of staff and structure
- Experience and commitment to higher education
- Vendor's commitment to ensure high quality service
- Reputation and experience of supplier as evidenced by NSCC and outside referrals
- Professional associations and affiliations

ITEMIZED PRICING

Bidders shall list, in an itemized format, all applicable fees required to meet the requirements of this RFR. Itemized pricing sheets for the categories listed in this RFR must be completed. Pricing must include the following:

- Initial System Cost
- Annual Fees
- Implementation and Training Services
- Ongoing Support and Maintenance
- Onsite hardware, including handsets

North Shore Community College understands that not all these costs may be required in each proposal. When applicable, bidders shall include an estimated number of hours/days to complete the project/services described in this RFR. If additional materials and labor are required to complete the project, beyond that referenced those additions, and their related fees must be expressed in writing in the proposal prior to the onset of the work or delivery of goods, and must be authorized by NSCC. NSCC will not be responsible for any/all hidden fees related to goods or services purchased as a result of this RFR.

This section of the RFR solicits price estimates for product and services proposed by the vendor. The vendor is expected to provide sufficient pricing details to permit NSCC to understand the basis for the quotation. At a minimum, NSCC needs to know the relative cost of various hardware and software product components and support services, whether any discounts are applied, and all assumptions or requirements upon which prices are contingent.

TECHNICAL QUESTIONS

Technical questions arising during the RFR process should be addressed in consecutive order, from beginning to end, as they appear in the RFR document. Each question should begin by referencing the RFR page number and section number to which it relates. The NSCC team will coordinate all replies to ensure all potential Bidders are provided the same information. COMMBUYS will be the platform by which NSCC will publish the Q&A for questions received by the deadline stated above and any subsequent amendments to the RFR and Bid. Please note that any questions submitted to NSCC using any other medium (including those that are sent by mail, fax, voicemail, etc.) will not be answered.

BUSINESS REFERENCES

Bidders must submit a minimum of three (3) business references in higher education with the equivalent size and scope of NSCC. Preference would be a least one institution that is located in Massachusetts. *(Bidders may use template attached to this RFR to complete this requirement)*

Vendor may also propose alternatives for equivalent, better or more cost-effective performance than specified under the Vendor's original response to enable the College to take advantage of enhanced technologies, commodities or services that become available during the term of the contract.

BIDDER COMMUNICATION

If you would like to be on the contact list for this proposal, Bidders can email phoneRFR@northshore.edu.

Bidders are prohibited from communicating directly with any employee of NSCC regarding this RFR except as specified in this RFR. Bidders may contact the contact person for this RFR in the event this RFR is incomplete or the bidder is having trouble obtaining any required attachments via email at phoneRFR@northshore.edu.

NSCC assumes no responsibility if a prospective bidder's/awarded contractor's designated email address is not current, or if technical problems, including those with the prospective bidder's/awarded contractor's computer, network, or internet service provider (ISP) cause email communications sent to/from the prospective bidder/awarded contractor to be lost or rejected by any means including email or spam filtering.

MINIMUM QUOTE (BID RESPONSE) DURATION

Bidders' Quotes made in response to this Bid must remain in effect for at least 90 days from the date of quote submission.

RFR CANCELTION

The College retains the right to cancel this RFR or any portion thereof at any time prior to the execution and approval of a contract, in which event all proposals received in response to this RFR or the relevant portion thereof will be rejected. The College reserves the right not to award a contract if, at their sole discretion, it is in the best interests of the College to re-bid or determine an alternate means to select an investment firm. Should this RFR be cancelled, all expenses related to the preparation of responses to this RFR remain the responsibility of the Bidder.

COMMBUYS MARKET CENTER.

COMMBUYS is the official source of information for this Bid and is publicly accessible at no charge at www.commbuys.com. Information contained in this document and in COMMBUYS, including file attachments and information contained in the related Bid Questions and Answers (Q&A), are all components of the Bid, as referenced in COMMBUYS, and are incorporated into the Bid and any resulting contract.

Bidders are solely responsible for obtaining all information distributed for this Bid via COMMBUYS. Bid Q&A supports Bidder submission of written questions associated with a Bid and publication of official answers. It is each Bidder's responsibility to check COMMBUYS for:

- Any amendments, addenda, or modifications to this Bid, and
- Any Bid Q&A records related to this Bid.

EVALUATION CRITERIA

All proposals will be reviewed in accordance with the general evaluation criteria listed below. Proposals which have been determined to be in noncompliance with the RFR requirements will not be considered. Pricing will only be considered on those proposals that are deemed acceptable. The contract will be awarded to the vendor whose proposal is most responsive to the overall needs of NSCC and provides the greatest value to the college based on the evaluation criteria described herein.

All information gathered will become the property of NSCC. *The submission of this RFR does not constitute a contract between NSCC and the Bidder.*

North Shore Community College will evaluate all proposals received. Proposals will be evaluated on the following criteria:

Evaluation Criteria	Weight
---------------------	--------

Meets functional requirements as outlined in this RFR	25%
Overall value proposition including costs	20%
Extended Phone Service Capabilities	15%
Implementation Services and Ongoing Support	20%
Security & Emergency Services	20%

In addition, the Bidder's previous record (i.e., references), company history, sales representation, terms and conditions, and explanation of any variances noted shall also be considered. NSCC reserves the right to review any variances, waive informalities, alter the scope of the project, reject any/all proposals, or cancel this RFR.

At the request and option of NSCC, Bidders may be required to make a presentation either onsite or online, and/or provide written clarification. These presentations or written clarifications will provide an opportunity for the Bidders to clarify--but not modify--their proposals.

CONTRACT AWARD

NEGOTIATION AND BEST AND FINAL OFFER

Following the evaluation of all proposals submitted, NSCC reserves the right to negotiate the:

- Technical services offered;
- Terms and conditions and/or the price of the proposed good/service/project;
- Training and support materials.

Contract(s) may be negotiated with contractor(s) whose proposal is determined to be most responsive to NSCC's needs and provides the highest value to NSCC, considering cost as well as other factors based on the criteria described herein, all as solely determined by NSCC.

NSCC may award a contract based on initial proposals received without discussion of such proposals; therefore, each initial proposal should be submitted with the most favorable price, terms, product, and service available. NSCC reserves the right to be the sole judge as to the overall acceptability of any proposal or individual merits of specific provisions within competing offers.

North Shore Community College reserves the right to accept bids in whole or in part, or to cancel the bid process entirely. While cost is a consideration, the College will choose the bid that fits the specifications and is overall in the best interests of the College. The Purchasing Office of NSCC is the only agency authorized to award a contract for the proposed purchases.

Where applicable, NSCC applies IT standards outlined by the Commonwealth of Massachusetts as a matter of best practice. However, the College, operating as an Institution of Higher Education, is not considered to be a department of the Commonwealth. Enterprise Information Security Policies and Standards are available for reference at <https://www.mass.gov/handbook/enterprise-information-security-policies-and-standards>.

Persons, including but not limited to corporations, limited partnerships, will be ineligible to receive a contract under this invitation to bid and/or request for proposal contract if convicted of any felony offense involving the distribution of controlled substances (as that term is defined under Chapter 94C of the General Laws); and for contract to be performed for on-site services at North Shore Community College, if that person or any person to be employed by that person in the performance of such on-site services has been convicted of a “sex offense” or a “sex offense involving a child” or “sexually violent offense” or would meet the definition of “sexually violent predator” as those terms defined in Section 178C of the General Laws and who must register with the sex offender registry board.

PERFORMANCE AND CONTRACT SPECIFICATIONS

CONTRACT REQUIREMENTS

The contractor will be required to indemnify and hold harmless North Shore Community College, for all damages to life and property that may occur due to his negligence or that of his employees, subcontractors, etc., during the term of the contract

ANTICIPATED DURATION OF THE CONTRACT

The duration of the contract will be for a minimum of three (3) years with an option of two additional one-year renewal options.

AMENDMENT TO CONTRACT

The College reserves the right to amend the contract arising from this RFR and in particular, to add services that the Contract Manager and the Vendor mutually agree are consistent with that solicited for by this RFR at a rate and cost equal to or lower than those compatible services already contracted.

CONTRACT OR PROJECT MANAGERS

A contract manager must be designated by the successful bidder at least three (3) working days prior to the commencement of services. This manager may not change for the duration of the project without written notice and acceptance by the College. The function of this manager is to provide a single point of contact for questions/concerns.

SUBCONTRACTING POLICIES

Prior approval of the department is required for any subcontracted service of the contract. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors.

PAYMENT REQUIREMENTS

Vendor will be required to obtain an approved purchase order number from the Procuring Fiscal Department for all services. This purchase order number should appear on all correspondence such as the invoice, packing slip or work order. No service or delivery shall be performed unless an approved purchase order number is assigned or unless an authorized College employee has expressed that the purchase of item or service is an emergency. In the case of an emergency, the contractor shall immediately call the appropriate fiscal office for verification on that day or the next business day, if it is on a weekend or holiday.

Invoices should be sent to the Accounts Payable Department after the delivery or service performance based on mutually agreed and defined project milestones. Invoices shall be date stamped when received by the Department.

CERTIFICATES OF INSURANCE REQUIREMENTS

Contractor must provide North Shore Community College with one or more Certificates of Insurance showing the following coverage. The term "Contractor" here shall mean and include subcontractors of every tier:

1. COMMERCIAL GENERAL LIABILITY INSURANCE for any and all claims for damages due to bodily injury (including death), personal injury, or property damage. Such insurance coverage shall be the broadest enhanced Commercial General Liability coverage currently in the market, but in no case less than or more restrictive than the ISO 2001 form or its equivalent:

a. Occurrence Form

b. Limits:

Each Occurrence:	\$5,000,000
Products/Completed Operations Aggregate:	\$5,000,000
General Aggregate:	\$10,000,000
Personal and Advertising Injury:	\$5,000,000
Fire Damage:	\$5,000,000

2. WORKERS' COMPENSATION AND EMPLOYERS LIABILITY:

a. Waiver of Your Right to Recover from Others Endorsement favoring NSCC is required where permitted by law.

b. The following limits should apply:

i. Workers' Compensation Coverage: Statutory coverage in accordance with the law of the state where the work is to be performed and the laws of any other state that may apply.

ii. When applicable, Longshoremen and Harbor Workers Act Coverage.

iii. Employers Liability Limits:

1. Bodily Injury by Accident: \$1,000,000 Each Accident

2. Bodily Injury by Disease: \$500,000 Each Employee

3. Bodily Injury by Disease: \$500,000 Policy Limit

3. AUTO LIABILITY for any and all claims for damages due to bodily injury (including death) or property damages arising from or in any way connected with the ownership, possession, operation, use, maintenance or repair of owned, non-owned or hired motor vehicles:

a. Required Limit: \$1,000,000 per Accident

b. Symbol 1 – Coverage for Any Auto

c. Contractual Liability Coverage included

4. UMBRELLA LIABILITY

a. Occurrence Limit: \$5,000,000

- b. Aggregate Limit (where applicable): \$5,000,000
- c. Policy to apply excess of the Commercial General Liability, Liquor Liability if applicable, Auto Liability and Employers Liability Coverage

5. DEDUCTIBLES OR SELF-INSURED RETENTIONS

Deductibles or self-insured retentions must be identified on the certificates of insurance. NSCC reserves the right to reject any Certificate of Insurance (and therefore refuse to permit work to begin) with a Deductible or Retention that, at the sole discretion of NSCC, is deemed unacceptable.

6. ADDITIONAL INSURED ENDORSEMENTS

NSCC will be named as Additional Insured on all Liability Policies. Acceptable Endorsements will include the following:

- a. Commercial General Liability: CG 20 37 including Completed Operations encompassing the Work of this Contract; and CG 20 10 which addresses ongoing operations (or reasonable equivalent as determined by NSCC or NSCC's representative).
- b. Business Auto: CA 20 48 amended to alter coverage to include NSCC for Vicarious Liability of the contracting party's conduct.
- c. Umbrella: Following Form Language that will include NSCC to the extent provided in any acceptable Underlying Policy or Endorsement.
- d. The contracting party's insurance will be PRIMARY: Each policy described in this section shall provide coverage on a primary (non-contributory) basis for NSCC as added as an Additional Insured. Any Coverage maintained by NSCC is understood to be EXCESS (applicable after the contracting party's insurance applies and is exhausted).

7. CANCELLATION OR MATERIAL CHANGE of terms and conditions in the contracting party's policies of insurance required hereunder must be reported to NSCC immediately upon notice of such cancellation or material change.

8. A WAIVER OF RIGHTS OF RECOVERY AND WHERE APPLICABLE A WAIVER OF RIGHTS OF SUBROGATION shall be provided favoring NSCC and, with respect to Builders Risk Insurance, favoring every other insured party.

ATTACHMENT A – Company Background and Functional Requirements Questionnaire



Preface: All facets of the solution will be evaluated to assist NSCC in determining the best-fit solution for NSCC.

The following questions and corresponding table / matrix are required to complete prior to submitting your proposed unified communications solution(s). The matrix is broken down into three sections allowing responses for each of the three categories of solutions:

A. Company Overview

- Please provide a general overview of your organization including the following: the nature of company ownership (i.e. privately or publicly held), number of employees and the year the organization was founded.
- Have there been any changes in ownership over the past five years. If so, please describe.
- Describe the financial strength of your company and provide audited financial statements for the last three years.
- How many institutions use your organization's solutions today?
- Describe the scope of services and support offered by your organization.
- Describe any business relations that your firm currently has or has had with North Shore Community College.
- Explain your organization's experience in the higher education space.
- Describe how your company addresses state and federal higher education initiatives/mandates (i.e. in areas such as performance & retention).
- Provide your organization's mission, philosophy of, and approach to unified communications.
- Please describe your company's technology vision and product roadmap for the next three years.

B. Product Overview

- Name of proposed product.
- Describe what differentiates your product from your competitors' products.
- Describe the quantifiable benefits North Shore Community College will achieve by implementing proposed system.
- Describe the history of product and experience with transforming entities with legacy systems to your solution(s).
- Describe any dependencies on the entities infrastructure and maintaining voice quality

C. FUNCTIONAL REQUIREMENTS & FEATURES

Respondents are to provide information requested for their proposal in the following matrix. If additional space is required for attachments, that information is to be provided in the Respondent Comment section (i.e. see Attachment I etc.) and the attachment is to refer to section in the matrix to which it applies.

In the contractor's Technical response, the Contractor shall fill out the columns (1) "Response Code" employing the Response Codes noted below defining compliance with the requirement, and (2) "Respondent Comments", explaining how the Contractor's solution meets the requirement.

Response Codes:

E = Your Proposal exceeds the stated Requirement. Please provide a detailed explanation.

F = Your Proposal fully complies with the stated requirement. Please provide a detailed explanation.

P = Your Proposal partially complies with the stated requirement. Please provide a detailed explanation.

N = Your Proposal does not comply with the stated requirement.

NOTE: Detailed explanations must include the status of your proposal (*i.e. live or beta, if beta the date for production release must be listed*)

Priority Codes: Contractor **must explain** how their solution does or does not meet all items

C = Crucial

HD = Highly Desirable

D = Desirable

/C = Contractor must confirm agreement to this requirement (i.e.: M/C)

Responses for Phone System Solution (refer to purpose section “2 a” on page 6)

1. Implementation and Ongoing Costs

Item #	Description	Priority	Response Code	Respondent Comment(s)
1.1	<p>Implementation, Explain in detail for each of the items below your strategy (if any) for satisfying each item:</p> <ul style="list-style-type: none"> • Implementation strategy, is this a full cutover or phased approach? • Professional Services for life of project • Onsite handset replacements, if needed • Handset programming/assigning • Training for IT Administrators • Training for end users 	C		
1.2	<p>Ongoing maintenance, how is hardware and software support licensed? Are there options for more than one year of licensing at a time? Is a third-party vendor required to mediate the licensing and support purchases?</p>	C		
1.3	<p>Architecture, Explain in detail what the architecture of the new phone system will look like. Include diagrams if needed. Address the specific bullet points below in your explanation.</p> <ul style="list-style-type: none"> • If proposed solution is a cloud-based solution, what are the recommended bandwidth requirements • How will legacy analog lines be supported • What, if any, are the monthly SIP/PRI requirements? Is “bring your own carrier” an option? • If proposed solution is on-premise, include any onsite hardware needed at both the Danvers and Lynn sites, such as a PBX, a gateway and servers, etc. • What protocols are used in the proposed system? (H.323/SIP/etc.) Do they differ based on end point? (Softphone vs. handset vs. mobile?) 	C		

2. Basic Phone System Functionality

2.1	<p>Switchboard, There are two physical switchboard consoles at the college, both located on the Danvers campus. Explain how the switchboard would function with the proposed system, specifically:</p> <ul style="list-style-type: none"> • Is the console physical, virtual or an option of either? • Is there the ability to operate the switchboard from an off-site location? 	C		
2.2	<p>Hold Music and Messaging, Does the proposed solution include the ability to have music and custom messaging while calls are on hold? If so,</p> <ul style="list-style-type: none"> • Is the music supplied or would the college need to purchase music separately? • Can the music and/or messaging be customized by phone line? • Can non-IT departmental managers change the music and/or messaging? 	C		
2.3	<p>Softphone Features/Functionality, Does the proposed solution include a softphone? Explain the features and functionality included in the softphone, making sure to address these points:</p> <ul style="list-style-type: none"> • Is there an extra charge for softphone capabilities? • Can the softphone clients connect without utilizing a VPN connection to the internal network? How does this work? (Session Border Controller/Firewall Rule/etc.) • Is it compatible with both a Windows and Mac operating systems? • Is there an app for mobile devices? If so, does it support both Android and iOS? 	C		
2.4	<p>Auto-Attendant, provide details regarding the management of auto-attendants in the proposed solution. How easy is it to manage and change messaging? Are multiple languages supported? Are call trees supported? (Such as press 1 for Admissions, etc.)</p>	C		

2.5	Hunt/Pickup Groups , The college currently utilizes hunt groups for student facing departments, operating in a “most idle” fashion and pickup groups, where users in the same department can answer a phone if the called party is unavailable to answer. Is the proposed solution capable of each?	C		
2.6	IT Administration , Provide some details regarding ease of IT Administration with the proposed system. Specifically, <ul style="list-style-type: none"> • Updating and upgrading the system once it is in place • End user add/moves/changes • Scalability, adding or removing users in bulk • Is the system administered from a web browser, command line or installed console? What, if any, are the requirements such as Java versions, ActiveX, preferred browser, etc.? 	C		
2.7	Quality of Voice , Give very specific evidence regarding the quality of the proposed system. If hosted or cloud, what provisions have been made to ensure quality? (Dedicated line to provider, etc.) What are the uptime metrics? (The 9’s) What codecs are used for the voice traffic?	C		
2.8	Integrations , The college is interested in integrating the phone system with other production systems. Explain in detail how the proposed solution would integrate with the following systems, if at all: <ul style="list-style-type: none"> • GSuite, Gmail and Google Calendar • Active Directory – for both SSO into phone applications, as well as information synch • Banner and or our CRM for customer data retrieval when a call is received 	HD		
2.9	Accessibility , Explain in detail what features and functionality exist in the proposed solution, if any, to aid in making communications more accessible.	HD		
2.10	Faxing , The college currently has both physical and virtual fax lines. Explain how the proposed solution does or does not support both a physical fax machine and E-Faxing through a virtual solution.	D		

3. Call Center Features			
3.1	Call Queuing , Call queues would greatly streamline the inbound calls for our busiest departments. The ability for agents in the Student Affairs departments to easily log in and out of their call queues would allow for flexible coverage and working schedules.	HD	
3.2	SMS , There is a growing need for our Student Affairs departments to have the ability to communicate with our students via text messaging.	HD	
3.3	Departmental Manager Access , The following access for departmental managers, outside of the Information Systems department, to have access to the following for their areas: <ul style="list-style-type: none"> • Call Metrics – How many calls in and out? How long to answer the call? • Agent Metrics – When and how long was each agent logged into their queues? • Ability to manage their call queues – add and remove agents as needed. • Control over the hold music and any hold messaging for their respective call queues. • Whisper or Barge calls for quality control and training purposes. 	HD	
4. Reporting			
4.1	Call Accounting and Metrics , The college has a need for detailed and accurate insight into our call metrics. Explain whether or not the proposed solution provides detailed reporting for the following areas: <ul style="list-style-type: none"> • Inbound and outbound calls • Duration of call • Accurately following the calls through switchboard and internal transfers • If the calls are answered or ended in voicemail • Caller ID for outside numbers • Note: Please include any canned reports that come built-in to the proposed system. 	C	
4.2	Voicemail Metrics , There has been growing need for insight into voicemail metrics. Explain in detail what, if any, reports are available that would provide insight into the voicemail metrics. Specifically,	HD	

	<ul style="list-style-type: none"> • How many calls went to voicemail • How many opened/unopened voicemail • How much time between the voicemail coming in and the voicemail being listened to – Aging report? <p>Note: Please include any canned reports that cover any of these areas</p>			
5. Security and Emergency Services				
5.1	<p>E-911, Explain in detail how the proposed solution meets or exceeds the requirements of both Kari’s Law and Ray Baum’s Act. Specifically address:</p> <ul style="list-style-type: none"> • Alerting Campus Police of a 911 call that has been placed. What information does Campus Police have as part of the alert? • Does Campus Police have the ability to listen to the 911 call in real time? Can they barge the call to provide information if necessary? • For any softphone or mobile app, how is location tracked and updated? How granular is the location? • What does the administration look like for locations? How much effort is required by Information Systems to program locations within campus? 	C		
5.2	<p>Call Recording, Does the proposed solution provide the ability to record calls? If so, are there options for automatic recording (ex for Campus Police lines) and recording on-demand (ex for an abusive caller)? Where are the recordings stored? Onsite or in the cloud? Is there an announcement played alerting the callers if the call is being recorded?</p>	D		
5.3	<p>Vendor Security, If this is a hosted or cloud solution, provide details on vendor data center locations and network security.</p>	C		
5.4	<p>Reliability, The phone system at the college is a crucial production system. Explain how the proposed solution addresses:</p> <ul style="list-style-type: none"> • Redundancy, one lost connection cannot take down the entire system • If the internet connection between campuses is lost, will the campuses be able to communicate with each other? • If hosted or cloud, is the connection from the college to the vendor a dedicated private connection or does it use the public internet? 	C		

ATTACHMENT B – Itemized pricing sheet

Bidders shall list, in an itemized format, all applicable fees required to meet the requirements of this RFR including separate pricing for on premise, hosted and cloud solutions to the following specifications for each Year 1, Year 2, and Year 3:

With ongoing Years 1-3 costs broken down by:

Cost

Initial System cost	\$ _____
Annual fees	\$ _____
Implementation & Training Services	\$ _____
Software enhancements	\$ _____
Phone plan pricing	\$ _____
Basic wall phones	\$ _____
Basic desk phones	\$ _____
Conference phones	\$ _____
Ongoing phone support	\$ _____
Call Center licensing	\$ _____
Customized reports	\$ _____
Other fees (list with detailed costs)	
_____	\$ _____
_____	\$ _____
_____	\$ _____

Indicate the annual price basis (e.g. number of staff providing customer service, number of student records, other) for a hosted and non-hosted system. Be specific about the price basis.

- Include any break points in pricing, such as price per number of phone line decreases as certain numbers are reached.
- If there are multiple pricing options available, please include all options.
- If separate or additional pricing is required for special functions, such as calling plan tiers or call center features, include pricing for each.
- Include the cost of all necessary instances for support, failover, and off-site disaster recovery
- Testing (i.e. unit testing, end-to-end testing, performance testing, etc.)
- Training

- Recommended products and/or software licenses that, while not required, would enhance product functionality.

North Shore Community College understands that not all these costs may be required in each proposal. When applicable, bidders shall include an estimated number of hours/days to complete the project/services described under Section I: Context, Requirement and Timeline. If additional materials and labor are required to complete the project, beyond that referenced in the Scope of Work, those additions, and their related fees must be expressed in writing in the proposal prior to the onset of the work or delivery of goods, and must be authorized by NSCC. NSCC will not be responsible for any/all hidden fees related to goods or services purchased as a result of this RFR

ATTACHMENT C - Business Reference Form

Bidder: _____

IFB Name/Title: _____

IFB Number: _____

The bidder must provide (indicate a number) 3 business references.

Reference name: _____ Contact: _____

Address: _____ Phone: # ()

Fax/Internet address: _____

Description and date(s) of commodities and services provided: _____

Reference name: _____ Contact: _____

Address: _____ Phone: # ()

Fax/Internet address: _____

Description and date(s) of commodities and services provided: _____

Reference name: _____ Contact: _____

Address: _____ Phone: # ()

Fax/Internet address: _____

Description and date(s) of commodities and services provided: _____

References will be contacted to confirm the bidder's abilities and qualifications as stated in the bidder's response. The department may deem the bidder's response unresponsive if a reference is not obtainable from a listed reference after reasonable attempts.

ATTACHMENT D - Statement of State Tax Compliance

Pursuant to M.G.L. Chapter 62C, S 49A, as amended by Chapter 233 of

the Acts of 1983, Section 36, I _____
Name & Title

authorized signatory for _____
Contracting Party

whose principal place of business is at _____
Address

do hereby certify under the pains and penalties of perjury that _____

_____ has complied with all laws
Contracting Party
of the Commonwealth of Massachusetts relating to taxes.

Contracting Party's Social Security or Federal I.D. Number: _____

Authorized Signature

Date

