A. **Request for Proposal**

Muskegon Community College is requesting proposals a cloud-based VoIP telephone system to replace an existing on-premises Cisco Call Manager telephone system. We are seeking proposals for multiple scenarios to meet specification and financial needs.

Proposals must be delivered via email by **Friday, November 20, 2020 at 2:00 pm EST**. Proposals received after the specified time will not be considered. Questions and proposals should be submitted to:

Mike Council, Purchasing Manager
mike.council@muskegoncc.edu

**NOTICE:** Prospective bidders who have received this document from a source other than the Office of Financial Services should immediately contact the Office and provide their name and mailing address in order to ensure that amendments to the Request for Proposal or other communications are sent to them. Any prospective bidder who fails to provide the Office with this information assumes complete responsibility in the event that they do not receive communications from the Office of Financial Services prior to the closing date.
B. **Background on Muskegon Community College:**

Muskegon Community College or ("MCC" or "College") is a public community college, a political subdivision of the State of Michigan, with a full-time equated student enrollment of approximately 2,900 and unduplicated head count of approximately 6,900. The College has an annual operating budget (general fund) of $37.6 million and employs approximately 225 regular full and part time staff as well as a significant number of adjunct faculty and student assistants. The College offers 41 associate degree programs and 48 certificate programs. The College's main campus, located on a 111-acre campus in Muskegon, includes the Hendrik Meijer Library & Information Technology Center, the Bartels-Rode Gymnasium, the Frauenthal Foundation Fine Arts Center with the Overbrook Theater and Art Gallery, the Stevenson Center for Higher Education, the Science Center, the Health and Wellness Center, and the Art and Music Center. MCC also operates extension centers in Ottawa and Newaygo Counties, as well as the Sturrus Technology Center in downtown Muskegon.

**SECTION II: Scope**

Muskegon Community College is looking to replace an existing on-premises Cisco Call Manager telephone system with a flexible Cloud Based VoIP system in order to better support students, instructors, and staff. Phones will be installed at multiple campus locations both on and off net. The college seeks a partnership with a company that will meet our telephony needs.

This proposal will have 2 parts which can be done together or individually. The first part will be for a subscription phone service for our office phones, conference phones, limited use phones that would be used as emergency phones around campus, and some analog devices. The second part will be the purchase of physical desk phones.

*All proposals must be available for payment on or before December 31, 2020 and be available for delivery on or before January 31, 2021.*

All proposals must specify support information, including product warranties.

Proposals may include additional support for configuration and migration from existing phone infrastructure. This support must be a separate optional item.

All VoIP Service proposals must specify emergency functions.

Proposals will be selected based on features, competitive price, vendor reputation with similar clients, and ability to support.

Quantity may be scaled down to fit available budget.

<table>
<thead>
<tr>
<th>1 – Cloud VoIP Service for:</th>
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<tbody>
<tr>
<td>• 320 Office Phones</td>
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<tr>
<td>• 15 Conference Phones</td>
</tr>
<tr>
<td>• 220 Limited Use phones</td>
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<tr>
<td>• 24 Analog Devices</td>
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</table>

Office phones are assigned to a single individual. Office Phones should have the option to have a physical phone, softphone, or mobile app. Must include options for voicemail, automated attendant, emergency alert system, call center support, text messaging, and automatic call recording.
Conference phones do not need mobile app or softphone functions. These will be static conference room phones.

Limited Use Phones will be emergency or general support phones, which will generally be in classrooms or hallways. These phones only need the ability to dial out, place emergency calls, and be connected to the emergency alert system. These are not assigned to a specific individual.

Analog Devices include fax machines.

<table>
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<th>2 – Phone Hardware:</th>
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<tbody>
<tr>
<td>• 20 Poly VVX 450 Phones</td>
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<tr>
<td>• 270 Poly VVX 350 Phones</td>
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<tr>
<td>• 250 Poly VVX 150</td>
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<tr>
<td>• 15 Poly Soundstation IP 6000</td>
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<tr>
<td>• Poly Analog to VOIP for 24 devices</td>
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<tr>
<td>• 2 VVX EM50 Expansion Modules for VVX 450</td>
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SECTION III: Proposal Format and Content

A. MCC will accept proposals for laptop computers until 2:00 p.m. Friday, November 20, 2020. Proposals must be emailed to Mike Council, Purchasing Manager, at: mike.council@muskegoncc.edu

B. Proposals must adhere to the following format, both in content and sequence. Proposals should be succinct, yet provide adequate detail for objective analysis. By submitting a proposal, each firm/organization certifies that it understands this RFP and has full knowledge of its scope. Each firm/organization also certifies that it understands that it will be solely responsible for any and all costs relating to preparation of proposals, including any time involved with oral presentations.

1. Firm/Organization Name and Address, including local address, telephone number, name of contact person, and date of proposal.

2. Firm/Organization Statistics
   a) Size of firm/organization (e.g., gross receipts/revenues, number of employees, number of properties owned/operated, etc.)
   b) Number of years the firm/organization has been in business.

3. Client/Organization References — A minimum of three, but not more than six, shall be documented.

4. Total Price, including shipping or freight charges.

5. Other Terms & Conditions -- All proposals must specify warranty information.

SECTION IV: Contacts, Timing, and Administrative Details

A. Contacts

MCC specifically instructs all interested firms/organizations to restrict all questions regarding this RFP to written or emailed communications forwarded to the above-named RFP Contact Person. All questions and concerns must be received no later than Tuesday, November 17, 2020 at 2:00p.m. MCC shall have a reasonable amount of time in which to respond to all questions and concerns; however MCC reserves the right to decline to respond to any question.

MCC may, in its sole discretion, respond in writing or by e-mail to written inquiries concerning this RFP, and may fax, e-mail, or mail via U.S. Postal Service its response to all parties recorded by MCC as having received a copy of this RFP. Only MCC responses that are made by formal written Addenda shall be binding. Any verbal responses or written interpretations or clarifications other than Addenda to this RFP shall be without legal effect. Any and all Addenda issued by MCC prior to the submittal deadline shall be and are hereby incorporated as a part of this RFP for all purposes.
B. Timing

1. Proposals must be submitted by 2:00 PM, EST, Friday, November 20, 2020.
2. Award notification will be announced upon approval from the MCC Board of Trustees.

C. Administrative Details

1. The proposal must be signed and dated by a duly authorized firm/organization representative.
2. MCC considers all information and documentation requested to be submitted in response to this RFP to be of a non-confidential and non-proprietary nature and therefore shall be subject to public disclosure. Bidders are hereby notified that MCC strictly adheres to all statutes, court decisions, and the opinions of the Michigan Attorney General with respect to disclosure of public information.
3. MCC reserves the right to reject any and all offers, to waive informalities and minor irregularities in offers received, and to request additional information from proposing firms.
4. MCC reserves the right to accept the proposal for services deemed to be in the best interests of MCC. The accepted proposal may not necessarily be the lowest bid.

PART V – Information and Instructions

A. Submission Requirements: The complete original proposal must be emailed and received by November 20, 2020 at 2:00 p.m. EST.

B. Interview: A bidder may be required to make a presentation of their proposal. This will provide an opportunity to clarify or elaborate on the proposal, but will not, in any way provide an opportunity to change any proposed price or other material condition. If MCC chooses to entertain presentations, the College will schedule and notify the bidder(s) of the time and location of their presentation.

C. Modifications: In order to more fully meet the needs of the College, Muskegon Community College reserves the right to request that the bidder modify the proposal.

D. Request for Additional Information: The bidder shall furnish such additional information as Muskegon Community College may require.

E. Acceptance/Rejection/Modification to Proposals: Muskegon Community College reserves the right to negotiate modifications to proposals that it deems acceptable, reject any and all proposals, and waive minor irregularities in the procedures.

F. Taxes: Muskegon Community College is exempt from Federal, State, and Local Taxes and will not be responsible for any such taxes in connection with the award under this RFP.

G. Evaluation/Award: The evaluation and award of this bid shall be a combination of factors including but not limited to price, warranty details, professional competence, references and the correlation of the proposal submitted to the needs of the College, and any other factors considered to be in the College’s best interest. The bid will be awarded to the most responsible, responsive bidder whose proposal, conforming to this solicitation, will be most advantageous to the College, price and other factors considered.
H. **Equal Employment Opportunity:** It is the policy of Muskegon Community College to provide equal opportunities and not discriminate in enrollment, education, employment, public accommodations, activities or services on the basis of race, color, religion, sex, national origin, marital status, sexual orientation, political persuasion, disability, height, weight, age, or other prohibitive matters. It is the policy of the College to patronize only those firms and vendors that demonstrate a commitment to equal opportunity within their own enterprises and abide by Federal and State laws.

**PART VI: Other Requirements**

In order to ensure a uniform review process and obtain the maximum degree of compatibility, it is required that the proposals be organized in the manner specified below.

A. **Title Page:** The bidder should identify the RFP subject, the name of the firm/organization, local address, telephone number, name and title of contact person and date of submission.

B. **Table of Contents:** Provide clear identification of the material by section and by page number.

C. **Firm/Organization History:** Information related to the bidders qualifications and resources.
   a. Briefly describe your firm/organization’s history, number of employees and years in existence.
   b. Provide details of your firm/organizations financial status and stability.

D. **Qualifications and Experience of Staff**

E. **References:** List at least three (3) client references. (See page 7)

F. **Required Forms:** Complete and sign all required forms (See page 8). (If applicable)

MUSKEGON COMMUNITY COLLEGE  
Request For Proposal  
Cloud VoIP Telephone System
PART VII: List of References

IMPORTANT: This form must be returned with the bid proposal form.

1. Name of Bidder__________________________________________________________
   Address__________________________________________________________________
   Contact Person/Title_____________________________________________________
   E-mail Address_________________________________________________________
   Telephone Number______________________________________________________

2. Name of Company_______________________________________________________
   Address__________________________________________________________________
   Contact Person/Title_____________________________________________________
   E-mail Address_________________________________________________________
   Telephone Number______________________________________________________

3. Name of Company_______________________________________________________
   Address__________________________________________________________________
   Contact Person/Title_____________________________________________________
   E-mail Address_________________________________________________________
   Telephone Number______________________________________________________
MUSKEGON COMMUNITY COLLEGE
Request For Proposal
Cloud VoIP Telephone System

BIDDER’S CERTIFICATION

I have carefully examined the Request for Proposal, Instructions, Terms and Conditions, Scope of Services, Bid forms and all other documents accompanying this proposal.

I propose to furnish the services specified in the Request for Proposal at the prices or rates quoted in my proposal. I agree that my proposal will remain firm for a period of sixty (60) days in order to allow Muskegon Community College adequate time to evaluate the proposals.

I certify that all information contained in this Request for Proposal is truthful to the best of my knowledge and belief. I further certify I am duly authorized to submit this proposal on behalf of the vendor/contractor and that the vendor/contractor is ready, willing and able to perform if awarded this bid/proposal.

I further certify that this bid/proposal is made without prior understanding, agreement, connection, discussion or collusion with any other person, firm or corporation submitting a bid/proposal for the same commodity or service; no officer, employee or agent of Muskegon Community College or of any other bidder interested in bid/proposal; and the undersigned executed this bidder’s certification with full knowledge and understanding of the matters contained and was duly authorized to do so.

Name of Vendor ________________________________________________________________

Signature _____________________________________________________________________

Name & Title ___________________________________________________________________

Mailing Address _________________________________________________________________

Telephone Number ______________________________________________________________

E-mail Address _________________________________________________________________

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