

# Center for Arkansas Legal Services

## REQUEST FOR PROPOSAL

# VoIP Phone System

### Project Overview

The Center for Arkansas Legal Services (CALs) seeks to purchase a Voice over Internet Protocol (VoIP) phone system. CALs seeks proposals from qualified vendors to provide a hosted VoIP phone system that has IVR features, voice recording and transcription, an app for mobile users, and call center functionality. The objective of the VoIP system is to improve communication among staff and with our clients and volunteers through the use of web-based features that can be utilized in our offices and in the field.

This project is expected to begin May 1, 2020 and be completed by July 1, 2020.

### Organization Background/Overview

CALS is a 501(c)(3) non-profit that provides free legal assistance to domestic violence victims, children, senior citizens, veterans, and low-income Arkansans. CALs helps thousands of Arkansans every year with the legal issues that threaten their ability to obtain the basic necessities of life, such as food, shelter, health care, and education. CALs has 6 offices across the state of Arkansas with nearly 50 employees, including 27 attorneys.

### Project Need

On May 21, 2019, Arkansas experienced record-breaking flooding that continued until the floodwaters receded on June 14, 2019. On June 8, 2019, the President issued a disaster declaration for 13 Arkansas counties: Arkansas, Conway, Crawford, Desha, Faulkner, Jefferson, Lincoln, Logan, Perry, Pope, Pulaski, Sebastian, and Yell. CALs serves the poverty populations in all of these counties with offices located in Jefferson, Pope, Pulaski, and Sebastian counties.

In response to the May 2019 flooding, CALs immediately began planning to provide services for the affected communities.

While preparing to implement a successful disaster legal aid plan for flood victims in these counties, CALs recognized the need for a more flexible and responsive phone system to better

communicate our efforts among staff and with disaster survivors. For this reason, CALS seeks to purchase a Voice over Internet Protocol (VoIP) phone system.

## Project Scope and Deliverables

The goal of this project is to fully redesign CALS phone system. CALS currently uses an assortment of Toshiba and NEC PBX phone systems. We have nearly 50 employees housed in 6 offices across the state of Arkansas. Each office currently has a Meraki MX64 router/firewall connected to unmanaged switches. However, we plan to upgrade the switches at all locations to Ubiquiti's UniFi series of managed POE switches. This will allow us to set up VLANs to separate voice traffic from data and utilize QoS in the VoIP implementation.

One of the main components of CALS communications network is our Helpline call center. While potential clients can utilize our online intake system, the vast majority of people contact us via telephone. CALS received over 30,000 calls to the Helpline call center in 2019. Most of these calls come to us via a singular 800 number. Once the call reaches us, it hits an auto-attendant that can then route them to the Helpline. CALS utilizes two separate queues on the Helpline, each with between 2-4 staff, to handle these calls. The first is an intake queue, in which callers are placed on hold until it is their turn to speak with an intake specialist. Once the intake and screening process is complete, callers are then transferred to the second queue to speak with an attorney. Due to the small amount of staff available to handle these calls, CALS is especially interested in solutions that have call center functionality with an automatic callback feature.

Additionally, CALS seeks a VoIP solution that will allow us to publish new phone numbers for specific projects on the fly. For example, with the disaster grant CALS received, we hope to publish a Disaster Relief hotline number so victims can have a direct line to appropriate staff. CALS needs the ability to track these calls for grant reporting, so call analytics are also a required feature.

## Proposed Timeline

CALS requests that all interested agencies submit proposals by March 19, 2020. CALS must submit the proposals to our funder, Legal Services Corporation, specifically their Office of Compliance and Enforcement, for approval. This process is expected to take 30 days to complete. Once approval is granted, CALS will select a partner agency. The selected agency should begin working with CALS May 1, 2020 with an expected completion date of July 1, 2020.

## Proposal Requirements

*Vendors must guarantee they can provide the following services, functionality, and technical features:*

## **Technical Scope**

1. Vendor must provide failover and redundancy to ensure uptime and availability of the hosted VoIP system. CALS cannot be without phones due to a server at the vendor going down, an outage at the vendor's hosting site, or any other issue affecting service from the vendor's premises.
2. Must be able to handle 50 users concurrently.
3. CALS requires 50 desk-sets with varying features such as video communication, hold-service for video calls, remote video conferencing, in addition to general functionalities like voicemail, programmable call forwarding, DTMF, call prioritization, caller ID, 50 DID numbers, extension dialing, visual contact list and transferring.
4. Additional features should include: voicemail transcription, call transfer to external numbers, integration with Office 365.
5. Vendor should provide mobility/portability, through a soft client solution so that our employees can have full phone service functionality on any Android/Windows/Apple IOS devices.
6. System must be able to handle up to 50 simultaneous connections during peak hours.
7. Must be able to support local and long-distance calls and toll-free numbers.
8. Designated users must be able to easily adjust phone system working hours in case of emergencies, holidays, or inclement weather.
9. Multi-level auto attendant with ability to route calls, utilize hunt/ring groups, record on-hold special announcements/messaging, text to speech in both English and Spanish.
10. Must have capability to send and receive faxes (e-fax capabilities).
11. Call logging and exporting capability for management.
12. Ability to handle inbound and outbound SMS.
13. Call/Contact Center functionality with analytics; multiple call queues; agent login/logout; real-time monitoring; administrator dashboard; whisper/barge/listen; automated call reporting; call flow; queued automatic callback; call recording; wrap up time; and customer experience surveys.

## **Technical Support Expectations**

*Respondents shall provide adequate training to the CALS staff that shall include the following:*

1. On-site and remote training for management staff and system administrators.
2. Including detailed training on reports and
3. Include system administration.
4. Contact Center training for users and contact center manager.
5. Including reporting, analytics, queue management, whisper/barge/listen, dashboard management
6. Staff training specifically for those users that will be part of the queues in the contact center.
7. Training for all other staff.

8. Project management, deployment/implementation plan, or assistance.
9. Detailed user manuals, installation guides, reference guides and configuration assistance.
10. 24/7 remote technical support

## **Customer Service**

*Respondents must provide the following:*

1. Customer service representatives that will be able to assist during regular business hours for emergency and non-emergency issues.
2. Engineering should be available to render assistance to IT department and sub-contractors during installation and initial configuration.
3. Ongoing customer service support.

## **Submission Requirements**

All responses should be 10 pages or less (not including equipment lists, specification sheets, references and samples of comparable work), concise and well-organized, and demonstrate how your proposed services, approach and methodology, experience, and terms meet or exceed CALS' requirements. If a Vendor is unable to provide all the required technical services and hardware, two or more Vendors may submit a joint proposal. Please ensure that a joint response contains a bid total and an itemized breakdown for each service or hardware provided by each Vendor. All proposals must also contain the following for each vendor:

### **Vendor Information:**

1. Vendor's full name, address, telephone number, email, and website.
2. Your submission point-person. Please include title, phone number, and email address.
3. Company overview, including a brief history, mission, number of employees, and number of years in operation.
4. Client mix: tell us what percentage of nonprofit, government and commercial clients you serve.
5. Three (3) recent references concerning your experience with the work described in this RFP. Indicate the reference's name, a brief description of the services provided, and the name, title, telephone number and email address of a reference who is knowledgeable about your work and who may be contacted by our evaluators.

### **Pricing and Pricing Methodology:**

1. Pricing should be a Firm Fixed Price (FPP) and must be itemized by work delivery package or other measurable commodity and include a written explanation of all fees and costs.
2. Pricing should include monthly recurring fees and total installation and on-boarding costs, as well as a written explanation of all fees and costs.
3. Expected annual maintenance costs for software and hardware, itemized.
4. Recurring monthly bills must include consolidated and itemized billing by address/location of each office.
5. CALS is a 501(c)(3) organization.
6. Provide a description of how pricing, as a general matter, for any future application enhancements would be handled.
7. Proposals should clearly identify on-going costs.
8. Pricing must include all overhead and travel costs needed to complete the work in the proposal.

### **Experience and References:**

1. Describe your experience working with any non-profit organization for whom you provided a phone and data communication solution. Provide number of Legal Services Corporation grantees, if any. If so, please provide names and contact information.
2. Describe your experience working with other large organizations that needed a phone and data communication system.
3. Detail an example of how your organization worked with your customers' IT department to resolve any critical technical issues with their phone and data communication system.
4. Detail your experience transitioning a large organization from their legacy phone and data communication system to your solution. Explain any challenges and adjustments you had to make along the way.
5. Detail your experience working with Interactive Voice Response systems in large organizations that have call centers.

### **Other Information:**

Applicant is encouraged to provide other information or material, within the 10 page limit, that it believes is relevant to CALS' evaluation or that provides additional features or value to CALS. Some examples of additional value may be:

1. Experience with and ability to provide documentation for LSC grant reporting requirements.

2. Abilities or accomplishments in user experience assessment, testing, and design.
3. User cases highlighting the successful and timely implementation of critical, complex projects.

## Preferred Method of Contact

Currently we prefer to communicate via email. As the proposal process progresses, we will make ourselves available for phone calls and possible in-person meetings. Please submit questions relating to this RFP by email to Jeremy Robinson at [jrobinson@arkansaslegalservices.org](mailto:jrobinson@arkansaslegalservices.org)

## Availability During RFP Response Process

Currently we prefer to communicate via email. As the proposal process progresses, we will make ourselves available for phone calls and possible in-person meetings. Please submit questions relating to this RFP by email to Jeremy Robinson at [jrobinson@arkansaslegalservices.org](mailto:jrobinson@arkansaslegalservices.org)

RFP Opens: February 20, 2020.

Availability for Questions: March 5 – March 10, 2020

Deadline for Responses: March 19, 2020

Neither CALS nor LSC will pay any contractor costs associated with preparing responses or proposals submitted in response to this RFP.

Due to time constraints of the project, respondents must be prepared to start immediately upon selection.

Project completion, including testing, roll out, evaluation, issue management, and final adjustments and reporting must occur no later than August 31, 2020.

## Evaluation

The contract will be awarded to the vendor who provides the best value – the most advantageous balance of price, quality, performance, and features – to CALS. Proposals must receive prior approval from our funding organization, Legal Services Corporation, in accordance with their Office of Compliance and Enforcement. Proposals will be evaluated based on the following criteria:

*Price*

1. The reasonableness of the price for the service being provided
2. Whether the price is realistic (especially if it is an estimate), reflects a clear understanding of CALS need, and is consistent with other parts of the proposal.

*Quality*

1. Qualifications and experience of company
2. Technical expertise and approach
3. Level of response detail

*Performance*

1. Capacity
2. Understanding of and ability to meet CALS' needs
3. Responsiveness to CALS

*Professionalism*

*Reputation for excellence in price, performance, quality, and service*

*Willingness to accept CALSs and Legal Services Corporation terms (E.g., Arkansas venue and governing law, no limitation on liability, no binding arbitration, indemnification, and estimated cost, but not to exceed clause.)*

**CALS Rights:**

CALS reserves the right to:

1. Accept or reject any or all responses, or any part thereof;
2. Waive any informalities or technicalities contained in any response received;
3. Conduct discussions with respondents and accept revisions of proposals after the closing date;
4. Make an award based upon various selection criteria;
5. Request clarification from any respondents on any or all aspects of its proposals;
6. Cancel or re-issue this RFP at any time;
7. Retain all proposals submitted in response to this RFP; and/or

8. Invite some, all, or none of the respondents for interviews, demonstrations, presentations and further discussion.