

REQUEST FOR PROPOSAL

TELEPHONE SYSTEM



**NORTHERN OREGON REGIONAL CORRECTIONS
(NORCOR)**

THE DALLES, OREGON

November 24th 2020

TIMELINE

RFP Issued:.....	November 30, 2020
Vendors May Begin Submitting Questions:.....	December 1, 2020
Deadline For Submitting Questions:.....	December 7, 2020
Proposal Due:.....	December 21, 2020
Vendor Presentations:.....	January 4-8, 2021
Notice Of Intent To Award:.....	January 15, 2021
Contract Finalized:.....	February 1, 2021
Installation Target Date:.....	March 1, 2021

Note: This is NORCOR’s desired project schedule. NORCOR reserves the right to modify the schedule.

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Northern Oregon Regional Corrections (NORCOR), (hereinafter called “NORCOR”) invites qualified independent telephone system providers (hereinafter called “vendors”) having sufficient experience in the provision of telephone services and equipment consistent with the requirements outlined in this Request for Proposal (RFP) to submit a proposal. There is no expressed or implied obligation for NORCOR to reimburse vendors for any expenses incurred in preparing proposals in response to this request.

NORCOR currently has an obsolete Toshiba on-premises telephone system with enough cards to supply a maximum of 56 digital telephone stations. Cards are also employed to provide POTS lines for devices such as faxes, Intoxilyzer and conference room/wireless direct dial telephones. This system is used for both the adult and juvenile facilities.

I. Type Of Telephone System

The telephone services and equipment will encompass the provision of on-premises telephone hardware and software for the NORCOR facilities. This will include typical general office and workstation telephone usage that must be capable of voicemail storage and retrieval.

The adult facility currently has ten (10) offices occupied by one identified telephone user and twenty-eight (28) workstation telephone locations identified by location. The adult facility also employs eight (8) fax machines, a connected Intoxilyzer device and three (3) direct dial-tone telephones outside of the digital system.

The juvenile facility currently has four (4) offices occupied by one identified telephone user and nine (9) workstation telephone locations identified by location. The juvenile facility also employs three (3) fax machines and one (1) direct dial-tone telephone outside of the digital system.

NORCOR does not anticipate the total telephone usage to vary greatly from these numbers, but the successful Vendor must be able to scale operations as necessary to accommodate future growth.

II. Anticipated Service Period

- NORCOR anticipates signing a contract for the acquisition of goods and services for the on-premises telephone system. Ownership of the system is to be retained by NORCOR after installation and testing is completed. Stated warranties should cover the expected life of equipment agreed by NORCOR. Contract completion date is expected March 1, 2021.
- The VENDOR will sign a contract, approved by NORCOR documenting the terms of the service.

III. System Service Requirements

This request for Competitive sealed proposals contemplates that the vendor shall provide the following professional services:

1. The telephone services and equipment must be provided in accordance with the laws of the State of Oregon. Providers must be licensed, approved and authorized to operate in the State of Oregon. Vendor's on-site staff must be free of any criminal history background which would create security concerns for staff and/or inmate populations. Vendor's employees who work on-site will submit to appropriate background checks. On-site telephone professionals will be employees of the vendor, or a mix of NORCOR and Vendor employees.
2. Vendor should include provision for on-premises telephone system solutions.
3. There are two distinct parts to the NORCOR site. One facility is a juvenile detention facility and the other an adult correctional facility. It is anticipated that the solution will need to work for both facilities as a unit.
4. Vendor will be responsible for the needs of continuing telephone quality assurance and improvement, system support on an "as needed" basis, as well as initial facility setup and testing during the warranty period.
5. Vendor will work with NORCOR in the process of third party billing and coordination of benefits and payments. Vendor will supply liability insurance for vendor's employees.

IV. Contract For Goods And Services And Payment Of Fees

Prior to commencement of work, the Board of Directors of NORCOR must approve the telephone services and equipment contract, or authorize the NORCOR Management Team to sign on their behalf. Fees will be paid at the completion of and acceptance of the fully functional system unless otherwise agreed in writing with NORCOR.

V. Submission Of Proposals And Schedule For Awarding The Contract

Proposals must be submitted in a sealed envelope marked “telephone services and equipment Proposal” to:

Dan Lindhorst
Commander, NORCOR
201 Webber Road,
The Dalles, OR 97058

Proposals will be received until 4:00 PM Pacific Standard Time December 21, 2020.

It is anticipated that the Management Team will review the proposals and will make a recommendation to the NORCOR Board by January 15, 2021. Following approval it is expected a contract will be executed between NORCOR and the selected vendor on or about February 1, 2021.

NORCOR reserves the right to modify the dates for preliminary selection and final contract approval based on changes to regularly scheduled Board of Directors meeting dates, unanticipated delays in the selection and/or negotiation process, or any other contingency based on the best interest of NORCOR. Nevertheless, every effort will be made to be respectful of the time constraints put upon vendor.

Any questions should be directed to Dan Lindhorst, NORCOR Commander in writing at dlind@norcor.co.wasco.or.us with written responses being made available to all interested parties. During the RFP process, no contact should be made regarding the telephone services and equipment Proposal with any of the members of the Board of Directors or NORCOR personnel other than Commander Lindhorst.

VI. Description Of NORCOR And Its Current System

Northern Oregon Regional Corrections, otherwise known as "NORCOR", is a Regional Adult Corrections and Juvenile Detention complex that serves four counties. Northern Oregon Regional Corrections (NORCOR) was opened September 10, 1999. NORCOR is managed at Adult Corrections by a Commander, at Juvenile Detention by a Manager and governed by a board of directors. This Board of Directors is responsible for, among other things, conducting the legislative business of NORCOR.

Northern Oregon Regional Corrections (NORCOR) has an expanded adult capacity over 212 beds and a juvenile detention capacity of 32.

NORCOR employs 70 staff, bargaining and non-bargaining, plus additional part time and seasonal/temporary employees. There is currently one bargaining unit (NORCA), which represents staff below the rank of Sergeant.

There is currently an obsolete Toshiba on-premises telephone system with enough cards to supply a maximum of 56 digital telephone stations. Cards are also employed to provide POTS lines for devices such as faxes, Intoxilyzer and conference room/wireless direct dial telephones. This system is used for both the adult and juvenile facilities.

NORCOR anticipates ownership of the equipment and system outright. We are seeking a user serviceable system not rental or long term lease basis.

VII. Warranty And Assurance Of Support

Vendor will be responsible for the maintenance, updates and upgrades to the on-premises telephone system, both hardware, with the exception of the telephones, and software. This should be expressed as a monthly fee of minimum total hours necessary by vendor staff to accomplish this in a combination of remote and on-site work.

Additional support requested by NORCOR in excess of the monthly minimum will be billed to NORCOR at a specified rate.

VIII. Description Of The Selection Process

One original and one (1) copies of the proposal should be submitted at the time and place indicated in Section V.

Proposals should be submitted in a sealed envelope and will be comprised of the vendor firm's experience and qualifications of its personnel in performing telephone services, equipment and systems as well as the vendors cost proposal. NORCOR Management team will evaluate the proposals.

NORCOR reserves the right to reject any or all proposals if there is good cause; to cancel the solicitation; waive technicalities; request clarification or additional information and be the sole judge of suitability of the services for its intended use and further specifically reserves the right to make the award and negotiate a final contract in the best interest of NORCOR considering cost effectiveness. Failure to respond to any requirements outlined in the RFP, or failure to enclose copies of the required documents, may disqualify the bid. NORCOR reserves the right to retain all submitted proposals.

In order to standardize the review process, the telephone proposal must be presented in the following format and include the designated information.

Expertise and Experience

The first section should address the requested information below. The corresponding response should begin with the number of the requested information.

1. Indicate the location of the office and the number of people, by level, that will handle the telephone services warranty and repair delivery.
2. Provide a list of the Vendor's current and recent Oregon or Washington government clients, indicating the type(s) of services performed and the number of years served for each. Provide names, addresses, and telephone numbers of current and prior Oregon or Washington governmental clients who may be contacted by NORCOR for reference.
3. Describe the professional experience in government telephone services of your company.
4. Identify proposed sub-contractors, if any, and the portion(s) of the engagement for which they will be used.

Telephone System Approach

1. Describe the firm's specific telephone system approach in the form of a work plan. The work plan should include an explanation of the methods to be used.
2. Proposed schedule of service.
3. Proposed on-call and after hours contact system.
4. Describe any regulatory action taken by any oversight body against the vendor organization.
5. Identify any potential service difficulties, along with the firm's proposed resolution and any additional assistance expected from NORCOR staff.

6. Provide any other information you believe relevant to the decision of selection of the best telephone services firm for NORCOR.

Cost Proposal

Proposals should include cost estimates and other necessary cost information. Include the following information:

1. Cite the telephone equipment cost per unit. Include a cost for installation as an option.
2. Describe any assistance expected from NORCOR and any opportunities for NORCOR to contain costs.
3. Identify a tentative schedule for completing installation.
4. Identify the billing type and system as well as accounting format the vendor will use to supply a billing to NORCOR.
5. Include a signed “Authorized Signatures and Attestation” form attached.
6. Identify and describe any other important cost-based information.

Final Selection

The Management Team of NORCOR will evaluate the proposals. The Committee will use a point formula during the review process to score proposals. At this point, any firm with an unacceptably low score will be eliminated from further consideration.

1. NORCOR reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether the proposal is selected.
2. Proposals will be evaluated using three (3) sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated and scored for both technical qualifications and cost. The following represent the principal selection criteria, which may or may not be considered during the evaluation process.
 - a) Mandatory elements (All Mandatory elements must be met to satisfaction or the proposal will be rejected.)
 - i. The telephone firm is independent and licensed to practice in Oregon.
 - ii. The firm has no conflict of interest with regard to any other work performed by the firm for NORCOR.
 - iii. The firm adheres to the instructions in this request for proposal on preparing and submitting the proposal.
 - b) Technical qualifications (Maximum Points: 50)
 - i. Expertise and Experience
 - 1) The firm's past experience and performance on comparable government engagements.
 - 2) The quality of the firm's professional personnel to be assigned to the engagement and the quality of the firm's management support personnel to be available for technical consultation.
 - ii. telephone approach
 - 1) Adequacy of equipment, software and capacity to meet the client's needs.
 - 2) Past performance in the field
 - 3) Ability to produce the goods and services
 - c) Price (Maximum Points: 50)

Cost will be a primary factor in the selection of a telephone vendor, but not the only factor, as quality of service, reputation in the industry and integrity are important to NORCOR.

IX. Authorized Signature And Attestation

I, the undersigned, an authorized representative of

_____,
whose address is

_____,
has read and thoroughly understood the specifications, instructions and all other conditions of the RFP: Telephone System issued by Northern Oregon Regional Corrections (NORCOR).

Acting on behalf of my telephone services firm, which is listed above, I do attest that the services offered by us meet Northern Oregon Regional Corrections (NORCOR)'s specifications in every respect (check one) without exception / with exception.

We, therefore, offer and make this bid to furnish Northern Oregon Regional Corrections (NORCOR) the telephone services and equipment detailed in this proposal, at the price indicated.

Date: _____

Signature: _____

Printed Name: _____

Title: _____