



**ADDITIONAL, DETAILED INFORMATION FOR
COMMUNITY MEMORIAL HOSPITAL'S
REQUEST FOR PROPOSALS
FOR A VOIP TELEPHONE SOLUTION & OVERHEAD PAGING**

Proposals accepted until:

12:00 P.M. (EST)

Friday, June 3, 2022

The Community Memorial Hospital (CMH) serves over 17,500 residents in Northwest Ohio and Northeast Indiana. CMH also operates three (3) physician offices in Ohio, (Edgerton and two in Antwerp) and a fourth physician office in Harlan, Indiana.

CMH and its physician offices seek bids from qualified vendors for the supply, installation, configuration, and training of a high-quality, integrated **Voice-over Internet Protocol** (“VoIP”) telephone solution. The VoIP solution must include voice calling, messaging, overhead paging system, which serves the needs of the organization and includes background music for certain areas throughout the hospital & Hicksville physician offices. The response to this RFP should include the following information at a minimum:

The VoIP telephone solution should:

- Offer reliable mainstream products with strong manufacturer commitment and vendor support
- Be easy to use and maintain
- Meet industry standards
- Be cost effective
- HIPPA Compliant
- Supports redundancy at each location

The Overhead Paging system solution is for the hospital location only and not the remote physician locations and should:

- Be integrated with the phone system
- Meets industry standards
- Allow for “zone” paging
- Allow for volume controls

REQUIREMENTS FOR BID SUBMISSION

Submission of Proposal

Proposals must be submitted in the format of one (1) electronic or print copy.

Proposals must be received by CMH no later than 12:00 p.m. (Local Time), Friday, June 3, 2022.

Submission of Bid and related questions should be addressed to the following CMH Contact:

Community Memorial Hospital
Attn: Brett Taylor, Chief Information Officer
208 Columbus
Hicksville, OH 43526
Subject: “CMH Telephone System”
Email: bataylor@cmhosp.com

Bid proposals will be opened on Monday, June 6, 2022 at 12:00 p.m. at the Community Memorial Hospital, 208 Columbus, Hicksville, OH 43526.

Intent to Respond Bidders are required to submit an Intent to Respond Form (ATTACHMENT A) by the end of day Friday April 29, 2022. The Intent to Respond Form can be submitted via email or mail to the CMH Contact as listed above.

RFP Modification

The CMH reserves the right, without penalty, to add, remove, modify, or otherwise update the RFP, in any way the CMH sees fit. Modification of RFP, if any, will be distributed to participating vendors who have submitted an Intent to Respond form by the end of day May 2, 2022.

Timeline

An estimated timeline is listed below. The CMH reserves the right to make changes to this schedule at any time.

April 5, 2022	RFP placed on the CMH website
April 7, 2022	RFP announcement in local paper
April 22, 2022	RFP in paper stopped & pulled from CMH website
April 23, 2022	Bidding period starts
April 29, 2022	Intent to Respond due
May 9, 2022	Questions regarding RFP due
June 3, 2022	Bidding period ends
June 3, 2022 at 12:00p.m. (noon)	RFP response due at the CMH
June 4, 2022 – July 7, 2022	Evaluation of all proposals
July 11, 2022 – August 5, 2022	Potential interviews of finalists
August 8, 2022 – August 12, 2022	Selection of a qualified proposal
August 22/29??, 2022	A recommendation made to the CMH Board for approval
August 31, 2022	Vendors notified of win/loss
September 12, 2022	Implementation Kick-Off

Acceptance of RFP Terms

A proposal submitted in response to this RFP shall constitute a binding offer. The proposer shall identify, clearly and thoroughly, any variation between its offer and this RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance. Proposer's authorized representative may withdraw proposals only by written request received before the proposal due date.

Proposal Validity Period

Each proposal shall be valid for a period of ninety (90) days from the proposal due date.

Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the CMH.

Selection Criteria

Proposals will be evaluated based, amongst other things, on the following criteria:

- Responsiveness of the proposal to the scope of services requested.
- Commitment to satisfying the CMH's needs and requirements as specified in this RFP.
- Quality of the product and service.
- Three-to-five year total cost.
- Relevant industry experience and client references.

Award of Contract

CMH will accept the most appropriate bid meeting the requirements and specifications or may reject one or all bids without disclosure of a reason. CMH reserves the right to make an award or a partial award. CMH also reserves the right to reject any and all submitted proposals without penalty.

Federal, State, and Local Laws and Regulations

The Contractor will comply with all laws and regulations on taxes and licenses. Contractors will comply with all applicable laws, regulations, codes, standards, and ordinances in force during term of the Contract.

REQUIREMENTS FOR PROPOSAL CONTENT AND FORMAT

To provide a degree of consistency in review of the written proposals, Proposers are required to prepare their proposals in the format described below:

Intent to Respond Form

Vendors are required to submit an Intent to Respond Form (ATTACHMENT A) by Friday April 29, 2022.

Proposal Response Form

An individual having full authority to execute the proposal and to execute any resulting contract for services ("authorized representative") must complete and submit the attached Proposal Response Form (ATTACHMENT B).

Summary of the Product Recommended

Describe the product recommended, including hardware, software, major features, and services available regarding the phone system and phones. Please provide selected product brochures, picture of the phones, quick reference and user guides, etc.

System Design and Implementation

Describe your system design and implementation process in detail.

Experience, Expertise, and Capabilities of the Manufacturer and Vendor

Give a background of the manufacturers and vendor's experience and qualifications. This should include a brief history, the date founded, ownership, and subsidiary relationships. Also list the types of services the vendor is qualified to perform.

Use of Subcontractors

The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. CMH may factor this information into the evaluation of the service approach of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under the contract.

Service Scope and Approach

Submit a clear and detailed response to accomplish the scope of services that reflects your understanding of CMH's requirements as described in this RFP.

Proposers must complete and submit the attached Scope of Services Checklist (ATTACHMENT C).

Cost/Charges

The proposal must contain a fee schedule that includes, but not limited to, line items for equipment, licenses, warranties, installation, and training.

The proposal also must include a quote on five (5)-year total cost, with the charges for the 1st, 2nd, 3rd, 4th, and 5th year listed separately. Based on the information provided, CMH can also calculate three (3)-year total cost, if needed.

All costs associated with the proposal must be included in the quote submitted. CMH relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by CMH.

No additional fee will be paid for a reasonable number of changes or minor additions to the scope of work during the implementation process.

No payments will be made for any other services unless written authorization is received from CMH prior to the commencement of any such work.

Please attach a Standard Purchase Agreement from your company.

Warranty, Service, and Support

Submit information about the warranties available for any equipment and services provided by the manufacturer and/or the vendor. List terms for hardware replacement and software upgrades. Clearly enumerate any charges associated with any service that will be billed to CMH.

Please attach a Standard Maintenance Agreement from your company.

References

Submit information regarding a minimum of three (3) comparable projects that the vendor has completed as the prime contractor within the last three (3) years. The projects shall indicate the start and completion dates, services and equipment provided. Please provide contact information for each reference.

REQUIREMENTS FOR THE TELEPHONE SYSTEM

CMH and its' physician practices are seeking proposals for a full featured VoIP Telephone System, to include overhead paging, along with overhead background music for certain areas/offices.

CMH's Infrastructure and Phone Needs

External Connection(s)

- Hicksville location - Main Hospital
 - 1 PRI
 - 130 DID numbers
 - 145 Active Digital Extensions (configured for 164)
 - 149 Programmed Analog Extensions (configured for 200)
 - 1 External Paging Zone

CMH is equipped with Ridgeville Telephone (RTec Communications) fiber Internet connection with a bandwidth speed of 500 MBPS bi-directional.

Should the vendor require CMH to be compliant with a certain network requirement, please specify. Please include a cost estimate, whenever possible.

- Edgerton (Ohio) Office
 - E-LAN connection back to CMH
 - 7 Active Digital Extensions (configured for 8)
 - 3 POTS Lines

- Antwerp (Ohio) Office ****2 separate locations****
 - E-LAN connection back to CMH
 - 7 Active Digital Extensions (configured for 8)
 - 3 POTS Lines
- Harlan (Indiana) Office
 - E-LAN connection back to CMH
 - 8 Active Digital Extensions (configured for 8)
 - 3 POTS Lines

Internal Connection

CMH uses FortiNet Gigabit Ethernet and PoE (Power Over Ethernet) switches organizational wide. CMH and its' remote locations are equipped with available RJ45 ports for connecting all IP phones. In some instances where we do not have enough data jacks we will need to plug the IP phone into the wall jack and the computer into the phone's data port. Should the vendor require CMH to be compliant with any additional requirement(s), please specify.

Phone System Needs

CMH currently has a Toshiba hybrid on premise telephone system that needs to be replaced no later than the end of 1st Quarter 2023 with a complete VoIP solution.

Phone Needs

CMH is looking to have the following equipment in place on the "go-live" date. And the ability to expand as needed for future growth. CMH end user equipment needs are as follows:

- 150 Gigabit IP desk phones
- 20 wireless phones
- 50 analog patient room phones (disposable)
- 30 wireless headsets (overhead/in ear)

Required Phone System and Phone Features For Non-Patient Room Phones

Existing Phone Numbers

The solution must keep the CMH's existing phone numbers as specified below:

- The main Hospital phone number is: 419-542-6692
- The main Hospital has one (1) 800 number and that is: 800-686-6552
- CMH currently uses one hundred thirty (130) DID phone numbers.

Call Routing

The solution must be capable of routing inbound, outbound, and internal calls. A call rings at a phone. After 4-6 rings, an unanswered call forwards to the corresponding voice mailbox. The solution must require CMH staff to press "9" before calling an external phone number.

Capacity of Simultaneous Phone Conversations

The solution must allow a minimum of twenty-three (23) simultaneous phone conversations

Voice Quality

The solution must provide high quality voice with minimal latency.

Voice Menu

The solution must allow CMH and the physician office staff to design a simple and easy-to-use voice menu.

Automated Attendant

Highly customizable automated attendant features/capabilities

Please provide detailed information on this feature

Call Pickup

If necessary, the solution must allow a user to pick up a call on-hold from any internal extension within the same group/department.

Group Pickup

The solution must allow for Group Pickup

Please provide detailed information on this feature

Call Transfer

The solution must allow a call to be transferred to another internal extension or external phone number.

Call Forward

The solution must allow a call to be auto-routed to another internal extension external phone number.

Call On Hold

The solution must allow a call to be put on hold, and then be answered from the same or different internal extension.

Capability of Handling Two Lines on Any Individual Phone

The solution must allow any individual phone to handle two lines simultaneously. For example, while CMH staff puts a call on hold on Line 1, he can use Line 2 to place another call to get more information for the caller waiting on Line 1.

Phone Display

The phone must display date, time, extension name, and extension number in idle state. The phones must provide visual display of most incoming call numbers/extensions, and activated features such as DND (Do Not Disturb), Call Forward etc.

Programmable Phone Button

Please provide detailed information on programming individual buttons.

Panic Button

All phones need to have one button designated as a "Panic" button. This needs to be the same button throughout the hospital and remote locations

Distinctive Ringtone The solution must allow CMH staff to distinguish calls with different ringtones when more than one phones are located in the same area.

Volume Control The solution must allow all CMH staff to adjust the volume level on individual phones.

Speakerphone

The solution must provide the speakerphone feature on all phones

Voicemail

The solution must support a minimum of 100 voicemail subscribers. The voicemail system should be able to provide unified messaging and integrate with Outlook, Google Application Suite, and Microsoft 365 Exchange Online. The service should be able to automate open and closed greetings as well as holiday and other business greetings.

Please list voicemail recording time allowed for each occurrence.

Please list the total number of message minutes that can be stored in a user's voice mailbox.

The solution must have a light indicator on the phone to notify a user of a new message in the user's voice mailbox.

Each individual voice mailbox is password-protected.

The solution should also allow an end user to remotely check his voice mailbox via access code.

Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments if needed.

DID (Direct Inward Dialing)

The solution must allow external callers to dial directly to individual phone numbers without intervention by a live operator or automated attendant.

DND (Do Not Disturb)

The solution must allow CMH staff to turn on/off the DND feature for any individual phone, as needed.

Internal Dialing

The solution must allow CMH staff to dial an extension on an internal phone to reach another internal line.

Caller ID

The solution must allow users to view the phone number and its associated staff name for all internal calls. The solution should also allow users to view the phone number of the caller regarding most inbound calls.

911 and E911 Compliance

The solution must support placing calls to 911 from any phone within the CMH organization and its remote locations. The service must be E911 compliant. Dialing 911 from any CMH phone should allow a 911 dispatcher to identify the location (floor/room/area) where the call originated. The service should notify designated CMH staff (via email and/or phone) of the phone extension and location from which the 911 call originated. (Reference Ray Baum's Act and Kari's Law)

Paging

The solution must allow paging announcements to be broadcast simultaneously via an overhead speaker system and/or idle desk phones.

Unified Messaging

The solution must allow a voicemail message to be automatically converted into an audio file and sent to a user's email account.

Conference Call

The solution should allow a phone user (conference leader) to establish a Telephone Conference among three or more parties, with the conference leader included.

Music On-Hold

The solution is required to offer or support Music On-Hold. Professionally recorded messages are played over music to market the CMH's services to a patron while he is put on hold.

Web-based Administration and Programming Capability

The solution must allow multiple, designated CMH staff to use a web interface for phone programming, management of account creation, deletion, and changes in settings. The solution must allow multiple, designated CMH staff to record and manage the voice menu, business, and holiday greetings. The solution must provide digital copies of manuals and documentation for designated CMH staff to be trained.

Statistics Reporting

The solution must allow designated CMH staff to view basic historic call reporting for phone extensions, hunt groups, mailboxes, etc.

Implementation

Vendors are required to plan the implementation in such a manner as to provide minimal downtime during the CMH's operation hours.

Remote location hours are:

Harlan – 18218 State Route 37E., Harlan, IN 46743

- Monday – 8:00a.m. – 4:30p.m.
- Tuesday – Closed
- Wednesday – 8:00a.m. – 4:30p.m.
- Thursday – 8:00a.m. – 4:30p.m.
- Friday – 8:00a.m. – 4:30p.m.

Edgerton – 104 South West Street, Edgerton, Ohio 43517

- Monday – 8:00a.m. – 4:30p.m.
- Tuesday – 8:00a.m. – 4:30p.m.
- Wednesday – 8:00a.m. – 4:30p.m.
- Thursday – 8:00a.m. – 4:30p.m.
- Friday – 8:00a.m. – 4:30p.m.

Antwerp – 422 West River Street, Antwerp, Ohio 45813

- Monday – 8:00a.m. – 4:30p.m.
- Tuesday – 8:00a.m. – 4:30p.m.
- Wednesday – 8:00a.m. – 4:30p.m.
- Thursday – 8:00a.m. – 4:30p.m.
- Friday – 8:00a.m. – 4:30p.m.

Antwerp – 107 Buffalo Street, PO Box 1109 Antwerp, Ohio 45813

- Monday – 8:00a.m. – 4:30p.m.
- Tuesday – 8:00a.m. – 4:30p.m.
- Wednesday – 8:00a.m. – 4:30p.m.
- Thursday – Closed
- Friday – 8:00a.m. – 4:30p.m.

Vendors are required to provide a summary of their implementation plan, with a timeline included from equipment ordering to system design/configuration to final cutover.

Maintenance Services and Technical Support

Vendors are required to offer maintenance services and technical support for three (3) years and five (5) years. Vendors are required to provide remote and on-site assistance when needed. During an emergency, remote and on-site assistance need to be available from vendors after regular business hours. Please list response time about technical support.

Preferred Phone and Phone/Voicemail System Features

Pre-recorded Paging Announcements

It is preferred that the solution allows CMH staff to pre-record certain paging announcements, such as the opening and closing announcements. It is preferred that these paging announcements can be automatically scheduled to play or be played by CMH staff.

Cordless Handset / Headset (optional)

It is strongly preferred that some phones come with integrated cordless handsets. Please specify the signal range, length of talk time, length of standby time, and battery recharge time, for cordless handsets.

Bi-directional Synchronization of Unified Messaging

It is preferred that the solution provides bi-directional synchronization of deletion and read / heard messages. A user only needs to listen/read/delete a message once, either from a phone or from an email account, with unified messaging turned on.

Rerouting Callers to a Pre-recorded Message Offsite

It is preferred that callers be automatically rerouted to a pre-recorded message offsite during any phone system downtime.

Built-in Redundancy for Minimal Downtime

It is preferred that the solution has built-in redundancy for reducing system downtime to the minimum.

Analog Device Support

Confirm if the system is capable of supporting analog devices and how many?

ATTACHMENT A
Intent to Respond Form

Company Name _____

Address _____

Contact Name _____

Contact Position _____

Telephone Number _____

Email Address _____

The company named above intends to submit a proposal in response to this Telephone System RFP by Friday, April 29, 2022.

Signature of Authorized Representative:

Date:

Submit by email or mail to:
Brett Taylor
bataylor@cmhosp.com
Community Memorial Hospital
Chief Information Officer
208 Columbus
Hicksville, OH 43526

ATTACHMENT B
Proposal Response Form

Date: _____

Proposal of: _____, (herein after called Vendor), a Corporation/Partnership
doing business as

_____.

TO: Community Memorial Hospital

The Proposer, in compliance with your Request for Proposal for the VoIP solution having examined the RFP and being familiar with all of the conditions surrounding the work, hereby agrees to perform the work required by the project, within the time set forth in the Proposal Submission Instructions, and at the price stated therein. These prices are to cover all expenses incurred in performing the work required by the contract documents, of which this proposal is a part.

Proposer acknowledges receipt of the following addenda in the event subsequently issued.

Proposer agrees to provide the VoIP system and services described in the RFP Scope of Services.

Submitted by authorized representative:

Firm

Signature

Address

FEI

Printed Name & Title

City, State, Zip Code

ATTACHMENT C

Scope of Services Checklist

Please complete the Scope of Services Checklist below.

	Scope of Services Checklist	Does Your Solution Meet the Hospital's Requirement or Preference?		
		Yes	No	Additional Comments (if needed)
1.	Keeps the CMH's existing phone numbers			
2.	Utilizes a PRI trunk			
3.	Utilizes SIP trunk			
4.	Routes inbound, outbound, and internal calls			
5.	Allows a minimum of 6 simultaneous phone conversations			
6.	Has high quality voice with minimal latency			
7.	Has simple, easy-to-use voice menu customizable by multiple, designated Hospital staff			
8.	Includes an automated attendant			
9.	Requires users to dial "9" to make an external call			
10.	Callers may press "0" to reach the operator and exit the Automated attendant			
11.	During non-business hours, automated attendant allows callers to leave voice messages			
12.	Automated attendant includes a Dial by Type of Service Directory			
13.	Automated attendant includes a Dial by Name directory			
14.	Automated attendant supports multiple pre-recorded messages			
15.	Automated attendant supports remote management by Hospital staff and by vendor			
16.	Users may pick up external, internal, and on hold calls from any internal extension			
17.	Multiple phones can be grouped together			
18.	Multiple extensions (English, Spanish, and Polish) can be programmed onto the same physical phone, with voicemail included			
19.	Call transfer to internal extensions supported			
20.	Call forwarding to internal extensions supported			
21.	Calls may be placed on hold and be picked up from the same or different extension			
22.	Extensions each have two lines, which may be active simultaneously			
23.	Phone displays date, time, extension name, extension number, incoming call numbers/extensions, and activated features			
24.	All phones have Transfer/Conference, Hold, Speaker, and Redial buttons			

25.	All phones except for one have between 8 and 10 programmable buttons, matching configurations outlined in Required Phone Features			
26.	One phone has 12 programmable buttons available, with 10 buttons programmed initially, matching configurations outlined in Required Phone Features			
27.	Phones are capable of multiple, distinctive, ringtones			
28.	All phones have individual volume control			
29.	All phones have speakerphones			
30.	Supports a minimum of 50 voicemail subscribers			
31.	Voicemail integrates with Google Application Suite, Outlook, and/or Office 365 Exchange Online			
32.	Voicemail supports automated open, closed, holiday, and pre-recorded event greetings. CMH staff is allowed to record ad hoc greetings for surprise closures – on site and remotely.			
33.	Different greetings can be scheduled to play on different calendar days and at different time of the day.			
34.	Phones have new voicemail light indicator			
35.	Individual voicemails are password protected			
36.	Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments			
37.	Supports DID by external callers			
38.	Individual phones may be set to DND by staff			
39.	CMH staff may dial a 3 digit extension for internal calls			
40.	Phones list Caller ID for all internal and most external calls			
41.	Is 911 and E911 compliant			
42.	Allows simultaneous broadcasting of pages from overhead speakers via Bogen PCM2000 Zone Paging System and idle speakerphones			
43.	Allows unified messaging			
44.	Allows conference calls of 3 or more parties			
45.	Accommodates existing analog fax machines			
46.	Supports Music On Hold, including already contracted service by Telephonetics, Inc.			
47.	Allows staff to use web interface for phone programming, management of account creation, deletion, and changes in settings			
48.	Allows CMH staff to record and manage the voice menu, business, holiday, and ad hoc greetings.			
49.	Staff may view historic call reporting for phone extensions, hunt groups, mailboxes, etc.			
50.	Implementation will occur with no downtime during CMH business hours.			
51.	Maintenance services and technical support for a minimum of 5 years			
52.	Allows CMH staff to pre-record paging announcements. Allows these paging announcements to automatically play			

	based on a schedule. Or, allows these paging announcements to be manually played by CMH staff via pressing a button.			
53.	Cordless handsets supported for requested lines			
54.	54 Bi-directional synchronization of deletion and read / heard messages regarding Unified Messaging			
55.	Calls are automatically rerouted to a pre-recorded message offsite during any phone system downtime			
56.	Solution has built-in redundancy for reducing system downtime			
57.	Specify the number of built-in analog ports, if any, to accommodate existing analog fax machines			