

## Request for Proposal: **VoIP Telephone System & Overhead Paging**

Community Memorial Hospital (“CMH”) is a joint township district hospital organized under Chapter 513 of the Ohio Revised Code (“ORC”) that serves over 17,500 residents in Northwest Ohio and Northeast Indiana. Additionally, CMH operates three (3) physician offices in Ohio (Edgerton and two in Antwerp) and a fourth physician office in Harlan, Indiana.

Pursuant to Title 5 of the ORC, CMH is releasing this request for proposal (“RFP”) for **VoIP Telephone Solution & Overhead Paging**. Blueprints for all locations will be available upon request per below or for pick-up at CMH’s administration. CMH is seeking skilled, competent completion on a commercially reasonable timeline. Our budget is approximately: \$175,000-\$250,000.

CMH is unable to sign contracts containing indemnification and all contract must allow for assignment by CMH. Governing law must be Ohio and venue must be solely in Defiance County, Ohio.

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 at our Hicksville location 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; and
- Be HIPAA Compliant
- Supports redundancy at each location.

### The Overhead Paging system solution should:

- Be integrated with the phone system;
- Meet industry standards;
- Allow for “zone” paging; and
- Allow for volume controls.

### In addition to the above, the below criteria have equal weight:

- Name of your group including address, the primary contact person, telephone and fax numbers, and email address.
- Description of your executive management team and organizational structure.

- Detailed description of the ownership including all related entity(s) or contractual relationships relevant to your proposal.
- Specify your current insurance coverage, including limits, and proof that insurance covers work both in Ohio and Indiana.
- Provide a list of references.

CMH will be glad to provide you with any additional information that you require to complete this proposal with the understanding that all information is confidential and to be used only for the preparation of this proposal.

For further information, contact our Chief Information Officer, Brett Taylor, via email with the Subject Line: “CMH Telephone System” to [BATaylor@CMHosp.com](mailto:BATaylor@CMHosp.com).

Sealed bids must be sent to: Community Memorial Hospital, ATTN: Brett Taylor, Chief Information Officer, 208 Columbus, Hicksville, OH 43526 to be received **prior to 12:00p.m. on June 3, 2022**. CMH shall NOT consider any bids received after the above date and time.

CMH recommends either dropping off sealed bids in person at the main Registration Desk through Door #1 at our Hicksville location or sending bids via CERTIFIED MAIL, RETURN RECEIPT REQUESTED. CMH is not responsible for bids lost in the mail. Alternatively, CMH will accept electronic, (.pdf) proposals submitted to the above email address.

CMH reserves the right to reject any proposal in which the offeror takes exception to the terms and conditions of the request for proposals; fails to meet the terms and conditions of the request for proposals, including but not limited to, the standards, specifications, and requirements specified in the request for proposals; or submits prices that the contracting authority considers to be excessive, compared to existing market conditions, or determines exceed the available funds of the contracting authority. CMH reserves the right to reject, in whole or in part, any proposal that the county contracting authority has determined would not be in the best interest of the county. CMH may conduct discussions with offerors who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure full understanding of, and responsiveness to, the requirements specified in the request for proposals.

This Notice shall be published once a week for not less than two (2) consecutive weeks **preceding** the day of the opening of bids in a newspaper of general circulation within Defiance County.

Bids will be opened at CMH in the Chief Information Officer’s office on June 6, 2022 at 12:00 P.M. This notice, requirements, and supporting documentation are posted at [www.CMHosp.com](http://www.CMHosp.com) on the home page under News & Events.