



**LUZERNE COUNTY COMMUNITY COLLEGE
REQUEST FOR PROPOSAL
Unified Communications as a Service (UCaaS)**

Section I. INTRODUCTION

Luzerne County Community College is seeking proposals from qualified Companies/Individuals to provide a comprehensive cloud-delivered unified communications solution including enterprise telephony, meetings (Audio/video/web conferencing), unified messaging, instant messaging and presence (preferably integration with Teams), and mobility (see Section IV - Scope of Services for details). This document is a Request for Proposal (RFP) for the services described below and does not obligate LCCC to accept responses from eligible Companies/Individuals. The RFP establishes minimum requirements a Company/Individual must meet in order to be eligible for consideration as well as information to be included in the Company's/Individual's proposal.

Carefully examine the specifications, conditions and limitations. The selection of the successful Company/Individual will be made based on LCCC's evaluation and determination of the relative ability of each Company/Individual to deliver quality service in a cost-effective manner. The following specific criteria will be evaluated and must be addressed in the proposal:

- 1 Company/Individual History and Organization
- 2 Cost Proposal and Invoicing
- 3 Insurance
- 4 References

LCCC is not obligated to accept the lowest proposal and reserves the right to reject any and all proposals or amend the scope of the project. All of the Companies/Individuals must be duly licensed or otherwise have the ability to perform work in accordance with all governing local authorities and to the satisfaction of those authorities.

Notice of the Purchasing and Conflict of Interest Policies in place at Luzerne County Community College ("LCCC"):

Each owner/operator/individual/officer submitting a proposal or for whom a proposal is being submitted on behalf of the owner (each being referred to as a "Provider") to LCCC certifies that he/she/they are not a spouse, child, parent, brother/sister (each being referred to as an "Immediate Family Member") of any LCCC employee or Board of Trustee member at LCCC who owns more than a one (1%) percent ownership interest in the Provider/Provider's business.

If the Provider is an Immediate Family Member, according to College Policy and Procedure, disclosure must be made, and LCCC may decline entering into a business relationship with the Provider. Disclosure shall be made in writing at the time of submitting the proposal to the Director of Purchasing.

Violations of any of the policies or procedures may result in rejection of the proposal. Additionally, LCCC may have the right to recover damages suffered by LCCC in obtaining an alternative proposal, which damages may include, but are not limited to, consequential damages and reasonable attorney's fees.

Copies of these policies and procedures are available from LCCC upon request.

Under the Right To Know Law, the College is required to post to the PA Treasury Website all documents (BPO, PO, contract or agreement) for transactions valued at \$5,000.00 and above.

Luzerne County Community College does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs or activities. For a complete copy of the LCCC non-discrimination policy, contact the Human Resources Office at 800-377-5222, extension 7235. Inquiries may be directed to the Title IX Coordinator, Kim Hogan, Dean of Human Resources, LCCC, 521 Trailblazer Drive, Nanticoke, Pennsylvania, 800-377-5222 extension 7363 (khogan@luzerne.edu). Direct inquiries related to accessibility services for students to the Section 504 Coordinator, Graceann Platukus, VP of Student Development and Enrollment Management, LCCC, 521 Trailblazer Drive, Nanticoke, Pennsylvania, 800-377-5222 extension 7243 (gplatukus@luzerne.edu).

Section II. SUBMISSION OF PROPOSALS

Responses to this RFP are due by Noon on January 30, 2024. Late submittals will be rejected. All proposals are to be sealed, labeled with the subject of the proposal, and addressed to:

Luzerne County Community College
 Purchasing Director, Mr. Len Olzinski
 521 Trailblazer Drive
 Nanticoke, PA 18634
 Phone: 570-740-0370

The proposal submission may be mailed or delivered to the above address. Any questions regarding this RFP may be addressed to Trish Yench, CIO, at 570-740-0412 or pyench@luzerne.edu

Section III. CONTRACT TERM

The term of this contract shall be for a 3-year period, commencing on July 1, 2024 or thereafter, unless terminated by either party with thirty (30) days written notice.

Section IV. SCOPE OF SERVICES

Required Cloud Phone features:
The proposed solution must have one unified platform for phone, videoconference, and chat.
The proposed solution must be 100% cloud based.
The proposed solution must have inbound and outbound calling functionality.
The proposed solution must have the capability for the user to transition from a video meeting to a phone call and vice versa.
The proposed solution should have the capability for the user to easily elevate phone calls to a video meeting preferably in Teams.
The proposed solution must support direct and team messaging.
The proposed solution must have phone call encryption.
The proposed solution must have conference room capabilities
The proposed solution must provide mobile app for iPhone and Android.
The proposed solution must be compatible with Windows, Mac, and Linux OS.
Soft Phone Features
The proposed solution must support making and receiving calls (Extension to Extension & PSTN).
The proposed solution must support call transfer (Supervised, Blind, to Voicemail).
The proposed solution must support conference (3-way calling).
The proposed solution must support placing calls on hold.
The proposed solution must have a call park feature.
The proposed solution must have the capability for users to select caller ID for outbound calls.
The proposed solution must have the capability for users to change their ringtone.
Voicemail
The proposed solution must have a robust voicemail system.
The proposed solution must have auto voicemail speech-to-text transcription with email notification in M365.

Call Recording (Optional Feature)

The proposed solution may support recording of calls.

The proposed solution may support recording to the cloud.

The proposed solution may have the capability to playback recordings through desktop, mobile, and web apps.

The proposed solution may have the capability to export call recordings on-demand.

The proposed solution may provide transcriptions of call recordings.

Call Handling

The proposed solution must have call routing options available.

The proposed solution must have the capability to set business hour and forwarding rules work across the system.

The proposed solution must support multiple “main numbers”.

The proposed solution must support shared lines or call delegation and must be available on all phone types.

The proposed solution must support shared lines.

The proposed solution must support group call pickup.

The proposed solution must have find me/follow me capability.

The proposed solution must support user presence synchronization to reflect real timeline states.

The proposed solution must support easily selecting calls for additional to personal “blacklists”.

The proposed solution may support remote monitoring.

The proposed solution must be able to launch an external app or a URL for incoming calls.

The proposed solution must have call forwarding.

The proposed solution must have the capability for users to forward voicemail to other users.

The proposed solution must have the capability for users to view starred contacts.

Reporting

The proposed solution must have reporting capability such as historical call detail reports.

The proposed solution must have a portal where reports can be accessed.

The proposed solution must have the capability to recover call history, voicemail and recordings.

The proposed solution must have the capability for users to monitor phone call quality.

The proposed solution must have automatic MOS scoring.

The proposed solution must have the capability to track packet loss, latency, and jitter.

Integrations

The proposed solution must support Office365 contacts integrations.

The proposed solution must be able to integrate with Team’s or Zoom's desktop client.

The proposed solution can support Salesforce.com click-to-dial and activity logging.

The proposed solution must offer integrations directly within the client.

Auto Attendant / Auto Receptionists

The proposed solution must have auto-attendant feature and attendant console.

The proposed solution must employ unlimited multi-level support.

Call Queues

The proposed solution must have hunt groups or call queues feature.

The proposed solution must have options for distributing calls held in queues.

The proposed solution must have the capability to configure a maximum wait time for calls held in queues.

The proposed solution must have configurable maximum number of calls in queue.

The proposed solution must have overflow option to additional queues, users, and automated attendant.

The proposed solution must have a call notification for busy call queue members.

The proposed solution must have an option to opt out of specific call queues.

SMS / MMS Capabilities

The proposed solution must support SMS and MMS.

The proposed solution must support SMS for international phone numbers.

The proposed solution must support SMS and MMS messages in a single message bubble.

Directory Capabilities

The proposed solution must support internal directory.

The proposed solution must support creating a shared directory of external contacts.

The proposed solution must have the capability for users to search through the directory to invite participants by phone.

The proposed solution must have the capability for users to view contact cards and the current presence of contacts.

The proposed solution must have the capability to display additional phone numbers in user contact cards.

System Management

The proposed solution must have PSTN, Dial tone, and phone number capabilities.

The proposed solution must be able to connect to session border controllers so existing SIP trunk providers (supplying either DIDs or TFNs) could still be leveraged.

The vendor must be able to offer new toll-free numbers and port existing numbers into the new system.

The proposed solution must support porting existing numbers.

The proposed solution must have the capability to port existing phone numbers into the new system and also assign a new phone number.

The proposed solution must be able to maintain a pool of reserved phone numbers.

The proposed solution must have the capability for the admin to monitor and troubleshoot system and user issues.

Manage users and licenses

The proposed solution must support multi-site management.

The proposed solution must have calling plan allocation capability.

The proposed solution must have the capability to activate / deactivate users.

The proposed solution must have the capability to facilitate changing user settings in bulk.

The proposed solution must have the capability to configure call handling rules.

The proposed solution must have a setting for global calling restrictions.

The proposed solution must have the capability to facilitate a system-wide blacklist.

The proposed solution must have the capability to view global and individual call data records.

Assign and provision 3rd party VoIP devices

The proposed solution must support Polycom, Yealink, and Cisco phones.

The proposed solution must be able to integrate with Polycom & Yealink Zero Touch Provisioning.

Emergency Calling

The proposed solution must support setting global & user E.911 addresses.

The proposed solution must have the capability to notify, intercept and redirect emergency calls to an admin defined destination.

The proposed solution must support bootstrap mode for nomadic emergency services.

The proposed solution must have the capability to update emergency address.

The proposed solution must have a prompt for emergency address.

The proposed solution must have a disclaimer when an SMS is sent to emergency phone numbers.

The proposed solution must have the capability to search for common area phones in Contacts.

V. INSTRUCTIONS

Responding Companies/Individuals must address the following subjects in their proposal:

Luzerne County Community College, 521 Trailblazer Drive, Nanticoke, PA 18634-3899 Telephone: 570-740-0200 or 800-377-5222

1. Company/Individual History and Organization

Provide a brief history including brief biographical information regarding the personnel who would be directly responsible for the service.

2. Cost Proposal and Invoicing

Please provide any and all subscription, licensing and Implementation fees for services detailed in Section IV. Seeking a 3-Year contract billed monthly or annually.

- **Pricing**

- Indicate and describe the licensing model(s) for your UCaaS offering.
- Provide the base cost and pricing methodology.
- Provide a detailed breakdown of one-time costs versus recurring costs.
- Is there a minimum commitment for particular usage, total volume, individual spend or aggregate spend in order to receive the rates and terms provided in the proposal? If so, explain.
- Provide any licensing and warranty information for third-party products you may require LCCC to purchase in support of this service.
- Indicate the discounts available, based on volume of services and contract length.
- Indicate any consulting support hours built into your standard UCaaS contracts.
- Indicate hourly or daily pricing for additional consulting hours we can purchase during the UCaaS engagement.

3. Insurance (Companies/Contractors only, does not apply to individuals)

The successful provider shall carry and maintain, with respect to any work or service to be performed at LCCC facilities, insurance written by a responsible insurance carrier, to provide for the following:

- Workers' Compensation as required by applicable statute and Employer's Liability Insurance.
- Commercial General Liability Insurance in the amount of \$1,000,000 listing the College as additional insured
- Automobile Liability
- Include a copy of Certificate of Insurance including limits with the response.

4. References

Provide at least three (3) client references whose facilities are comparable in size and profile to Luzerne County Community College. Include company name, address, contact person and contact number.

Luzerne County Community College would like thank you in advance for your interest in participating in this request for proposal. If for some reason you are unable to submit a proposal to the College, please let us know the reason why so you will remain on our active bidders list for the future.

Fax to 570-740-0525.

You can also e-mail your reason for non-participation to lolzinski@luzerne.edu so that we can keep it in our file.

Subject: PA Act 153 - Background Clearance Requirement

Act 153 – The Pennsylvania state legislature sought to strengthen protections for children in the PA Child Protective Services Law. The law went into effect on December 31, 2014 and now requires colleges and universities to obtain background clearances for any individual having routine interaction with children at the college or in a college-sponsored program, activity, or service. This requirement applies to college employees, volunteers, independent contractors, and students. This law requires mandatory reporting of suspected child abuse directly to the PA Department of Human Resources.

All Contractors will be required to obtain the three (3) mandatory background clearances: 1) PA Criminal Background, 2) PA Child Abuse History, and 3) FBI Cogent Clearance Fingerprinting.

These clearances must be provided for all contractor representatives/employees who will be on the campus of Luzerne County Community College to perform the work awarded. If you are unable obtain these state required background checks, you will be ineligible to perform work at the

College.

Below are the following required clearances and instructions to obtain them.

1. Act 34 - PA Criminal Background (On-line)

Results are usually instantaneous. Make sure you hit “yes” to get a copy.

Provide copy to the Human Resources Office

<https://epatch.state.pa.us/>

Cost \$22

2. Act 151 - PA Child Abuse History (On-line)

Results are mailed or can be viewed and printed at the website.

Provide the original clearance document to the Human Resources Office.

Attached for your reference is a file which contains directions on navigating through the website.

Google Chrome - <https://www.compass.state.pa.us/cwis>

Cost \$8

3. Act 114 - FBI Fingerprinting - Identogo (On-line)

Register on-line by selecting Digital Fingerprinting. Enter the Service Code 1KG756. Submit your registration number to the Human Resources Office.

<https://www.identogo.com/locations/pennsylvania>

Estimated cost - \$22.60