



Request for Information No. 2024-072 Union County Phone Infrastructure Assessment

Due Date: May 20, 2024
Time: 2:00PM EST
Receipt Location: Union County Government Center
Procurement Department
500 N. Main Street, Suite 709
Monroe, NC 28112
(Note: Follow the submittal instructions listed in this document to electronically upload a proposal package)

Procurement Representative

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1 INTENT OF RFI

Union County invites all interested parties with VOIP site assessment experience to submit a written response to this Request for Information (RFI). A company does not need to respond to the RFI to be eligible to respond to any future solicitations. The future solicitation will be open to all potential vendors.

This RFI is being issued strictly for the purpose of gathering information from vendors that have the ability to do a site assessment for a VoIP solution for Union County and should not be construed as an intent, commitment, or promise to acquire goods, services, supplies or solutions offered. No contract will result from any response to this RFI. Any future procurement by the County will be the subject of a separate process and subject to final budget appropriations.

2 RFI SUBMITTAL DETAILS

2.1 RFI SUBMISSION DEADLINE

All RFI submissions must electronically be received by the Union County Procurement Department no later than **2:00 PM EST on May 20, 2024**, per the instructions below. Any submittals received after this date and time shall be rejected without exception.

2.2 RFI SUBMISSION REQUIREMENTS

The RFI submission responses **must be submitted electronically** using the following link: <https://portal.unioncountync.gov/Forms/procurementsubmit>. Select the Solicitation drop down arrow and choose this RFI from the list. Complete the form, upload your RFI submission response package, and select submit. An email will be sent to the address listed on the form as your confirmation of receipt.

The RFI submission response package should be signed by an authorized representative from the company. Instructions for preparing RFI submission package is provided herein.

Paper submissions will not be accepted.

There is no expressed or implied obligation for Union County to reimburse Offerors for any expenses incurred in preparing proposals in response to this request.

2.3 RFI QUESTIONS

RFI questions will be due on or before **May 2, 2024, at 5:00 PM EST**. The primary purpose is to provide participating respondents with the opportunity to ask questions, in writing, related to the RFI.

Submit questions by e-mail to Corey Brooks at Corey.Brooks@unioncountync.gov by the deadline shown above. **The email subject line should identify the RFI number and project title.** All questions and answers may be posted as addenda on www.unioncountync.gov.



2.4 COMMUNICATION

All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to this RFI must be made through the Procurement Contact noted on the cover of this RFI. If applicable, an addendum will be issued to answer questions.

3 PURPOSE

3.1 INTRODUCTION

The County (estimated population 254,070) is located in the central, southern piedmont. The County provides its residents with a full array of services that include public safety, water/wastewater utilities and sanitation, human services, cultural and recreational activities, and general government administration.

Union County, NC (“County”), through its Information Technology Department is issuing this Request for Information (RFI) to gather current market information for a comprehensive site analysis to determine the requirements and feasibility of implementing a new Voice over Internet Protocol (VoIP) system within our organization.

4 OVERVIEW OF PROJECT OBJECTIVE

This RFI is being issued strictly for the purpose of gathering information from vendors that have the ability to do a site assessment for a VoIP solution for Union County and should not be construed as an intent, commitment, or promise to acquire goods, services, supplies or solutions offered.

Union County is committed to enhancing communication efficiency and reducing operational costs. To achieve this goal, we have decided to transition from Ericsson-LG IPECS system to another VoIP solution. However, before proceeding with the implementation, it is crucial to conduct a detailed site assessment to understand the existing environment and identify any potential challenges or opportunities and recommend unified communications platforms such as hosted, on-premise or hybrid.

The objectives of this RFI are to:

- Gather Information from vendors that have experience providing site assessments in anticipation of future VOIP implementations.
- Gather information on the current VoIP solutions, compatibility, configuration, design and implementation.
- Gather feedback and comments on the market standard and various requirements.
- Use the RFI feedback to modify the draft Technical Specifications and Terms and Conditions, wherever appropriate, to attract qualified vendors who can respond to a competitive solicitation of a VOIP solution.

4.1 CURRENT PHONE SYSTEM

The existing Union County VOIP system is manufactured by LG Ericsson and the model is iPECS UCP2600 with approximately 1,200 handsets across the organization.



4.2 FUTURE SITE ASSESSMENT EXPECTATIONS

4.2.1 ASSESSMENT OF CURRENT INFRASTRUCTURE

- (a) Examination of existing network infrastructure, including switches, routers, and cables.
- (b) Evaluation of internet bandwidth and quality of service (QoS) capabilities.
- (c) Identification of any potential bottlenecks or limitations that may impact VoIP performance.

4.2.2 NETWORK READINESS

- (a) Testing of network latency, jitter, and packet loss to ensure suitability for VoIP traffic.
- (b) Analysis of network security measures to assess readiness for VoIP deployment.
- (c) Verification of compatibility with industry standards and best practices.

4.2.3 PHYSICAL SITE SURVEY

- (a) On-site inspection of facilities to identify optimal locations for VoIP equipment, such as servers, switches, and endpoints.
- (b) Evaluation of environmental factors, such as temperature, humidity, and power supply, to ensure equipment reliability.
- (c) Assessment of any regulatory or compliance requirements that may impact system deployment.

4.2.4 RISK ASSESSMENT

- (a) Identification of potential risks and vulnerabilities associated with VoIP implementation.
- (b) Development of mitigation strategies to address security threats, service interruptions, or other potential issues.

4.2.5 DELIVERABLES FOR SITE ASSESSMENT

Upon completion of the site analysis, the selected vendor shall provide the following deliverables.

- (a) Comprehensive Site Analysis Report.
- (b) Detailed findings and observations from the assessment of current infrastructure, network readiness, physical site survey, and risk assessment.
- (c) Recommendations for addressing any identified gaps or deficiencies.
- (d) Proposed implementation plan outlining key milestones, timelines, and resource requirements.
- (e) Identify any potential challenges or opportunities and recommend unified communications platforms such as hosted, on-premise or hybrid



4.2.6 EXECUTIVE SUMMARY

- (a) Succinct summary highlighting key findings, recommendations, and anticipated benefits of implementing the new VoIP system.

5 SUBMITTAL REQUIREMENTS

5.1 RFI PROPOSAL FORMAT

Along with providing information requested in other sections of this RFI, the County is asking all Respondents to submit a response containing the information listed below.

The proposal should be organized and identified by section as follows:

- **Tab A** – Cover Letter
- **Tab B** – Questions Regarding Phone Infrastructure Assessment
- **Tab C** – Cost Information
- **Tab D** – Required Forms

TAB A – COVER LETTER

Provide the following information about your company. Respond to each item and provide supporting documentation and/or exhibits as requested or desired.

1. Legal Company Name and DBA (if applicable)

Corporate Headquarters:

Address
Telephone Number
Website Address

Location Providing Service (if different from headquarters):

Address
Telephone Number

2. Name of Single Point of Contact

Title
Direct Telephone Number and/or extension
Email Address

3. Name of Person with Binding Authority

Title
Address
Direct Telephone Number and/or extension
Email Address

4. Briefly describe your company's purpose, history, mission and values and explain how they will support the services listed in this RFI. Describe your interest in this type of project and the unique advantage your firm and team bring.



TAB B- EXPECTATIONS REGARDING VOIP INFRASTRUCTURE ASSESSMENT

The County request vendors to provide the following information:

1. Methodology of accomplishing our site assessment.
2. Sample of implementation plan from previous engagements.
3. Identification of VOIP systems that vendors have implemented in last two years.
4. VOIP solutions available that maybe beneficial for Union County for the purposes stated in this RFI.

TAB C – COST INFORMATION

The County is seeking the best estimates of a Phone Infrastructure Assessment to provide a cost that can be obtained from Respondents based upon the information provided in this RFI. The cost information and all information that we receive in response to this RFI will be used as planning estimates (if applicable). No contractual agreement will be made.

6 GENERAL TERMS AND CONDITIONS

The County will not be obligated as a result of this RFI. No contract will result from any response to this RFI. Any future procurement by the County will be the subject of a separate process and subject to final budget appropriations.

Information submitted in response to this RFI will become the property of the County and as such, may be subject to public review.

Information that is confidential or trade secret must be clearly marked as such and separated from the rest of the response. Union County is required to follow North Carolina laws regarding releasing confidential information.

The County will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.



7 APPENDIX A – RFI SUBMISSION

RFI# 2024-072 Union County Phone Infrastructure Assessment

This Proposal is submitted by:

Company Legal Name: _____

Representative Name: _____

Representative Signature: _____

Representative Title: _____

Address: _____

County/State/Zip: _____

Email Address: _____

Phone Number: _____

Website Address: _____