



REQUEST FOR PROPOSALS
For
County of Dunn, Wisconsin

Administration Department, Purchasing
RFP 2025.04
County Wide Phone System

Proposals must be received
no later than
2:00pm Local Time, March 31st, 2025

SPECIAL INSTRUCTIONS:

All proposals must be sealed and clearly marked "Proposal for Project 2025.04"

Mail or Deliver to:

Dunn County Administration Department
Attention: Sifia Jevne – Assistant Finance Director
3001 US HWY 12 E Suite #225
Menomonie, WI 54751

For further information regarding this proposal, contact Sifia Jevne at 715-231-2770 or ajevne@co.dunn.wi.us.

Dunn County reserves the right to terminate the selection process at any time and reject any or all offers. The County shall not be liable for any pre-contract costs incurred by interested firms participating in the selection process.

1.0 INTRODUCTION AND PURPOSE

1.1 Statement of Intent

Dunn County seeks proposals from qualified vendors to provide a modern, cloud-hosted phone system. The system should offer reliability, scalability, and flexibility while reducing on-premises hardware dependency. The selected system must be capable of supporting county-wide communication needs, including administrative offices and remote work capabilities.

1.2 Subcontracting

Any subcontracted services must receive prior approval from Dunn County. The proposer shall not assign or delegate any contract responsibilities without written consent from Dunn County.

1.3 Procuring and Contracting Agency

The Administration Office issues this RFP for Dunn County. The Purchasing Manager serves as the sole point of contact during the RFP process. Any questions in regards to this RFP must be submitted via e-mail to ajevne@co.dunn.wi.us. Clearly mark the e-mail “RFP 2025.04- County Wide Phone System”.

Contact Information:

Sifia Jevne – Assistant Finance Director
ajevne@co.dunn.wi.us
Phone: 715-231-2770

1.4 Calendar of Events

Date	Event
March 12 th , 2025	Post RFP
March 20 th , 2025	Vendor Questions Due
March 25 th , 2025	Dunn County Response to Questions Due
March 31 st , 2025	RFP Responses Due

1.5 Document Opening

Proposals will be opened after the bid due date deadline. Details of each proposal, including proposed fees, shall not be announced at the time of opening. Such information shall be made public after all negotiations are completed and an award is made.

1.6 Contract Term and Funding

The contract shall be effective on the date a contract is signed by both parties. Any contract is subject to statutory authorization and available funding.

2.0 SYSTEM REQUIREMENTS

2.1 General System Requirements

Basic Features: A modern business phone system is equipped with a range of features designed to enhance communication, improve efficiency, and support the diverse needs for Dunn County.

- Voicemail: Allows callers to leave voice messages when the recipient is unavailable. Voicemail ensures important messages are captured and can be retrieved at the user's convenience.
- Voicemail to Email: Automatically forwards voicemail messages to the recipient's email inbox as audio files. This feature allows users to access their voicemails from anywhere, providing greater flexibility and convenience.
- Call Forwarding: Enables users to redirect incoming calls to another phone number, such as a mobile phone or another office extension. This ensures calls are not missed when users are away from their primary phone.
- Call Transfer: Allows users to transfer ongoing calls to another extension or phone number. This feature is essential for connecting callers to the appropriate department or individual within the organization.
- Auto Attendant: An automated system that answers incoming calls and provides a menu of options for callers to choose from. The auto attendant can route calls to the correct department or individual without human intervention.
- Conference Calling: Enables multiple participants to join the same call, facilitating group discussions and meetings. Conference calling is essential for collaboration, especially in distributed teams.

- **Call Recording:** Provides the ability to record phone calls for later review. This feature is useful for training, quality assurance, and maintaining records of important conversations.
- **Caller ID:** Displays the phone number or name of the incoming caller, helping users identify who is calling before answering the call. Caller ID can enhance security and improve call management.
- **Call Waiting:** Alerts users to an incoming call while they are already on another call. Users can choose to place the current call on hold and answer the new call, ensuring important calls are not missed.
- **Hold Music:** Plays music or a recorded message for callers who are placed on hold, providing a professional and engaging experience while they wait. Ability to customize content capabilities preferred.
- **Do Not Disturb (DND):** Allows users to block incoming calls temporarily. Calls can be directed to voicemail or another extension, enabling users to focus on tasks without interruptions.
- **Unified Messaging:** Integrates different forms of communication, such as voicemail, email, and text messaging, into a single system. This provides a centralized platform for managing all messages.
- **Call Reporting and Analytics:** Generates detailed reports on call activity, including call volume, duration, and patterns. This data is valuable for monitoring performance and making informed decisions.
- **Mobile Integration:** Extends phone system capabilities to mobile devices, allowing users to make and receive calls, access voicemails, and use other features from their smartphones.
- **Interactive Voice Response (IVR):** An advanced feature that allows callers to interact with the phone system using voice or keypad inputs. IVR systems

can automate tasks such as account inquiries, appointment scheduling, and customer service.

- Call Paging: Enables users to broadcast real-time voice messages to specific extensions or groups. This feature is useful for making important announcements, emergency alerts, or locating staff members quickly.

2.2 User Features

The system must provide:

- Unlimited local and long-distance calling to ensure seamless communication without additional costs.
- Voicemail-to-email transcription, converting voicemails into text for easier reference and accessibility.
- Auto-attendant with custom greetings and call routing, allowing for efficient call management and professional caller interactions.
- Call forwarding, hold, transfer, and three-way calling to provide flexible call management options for users.
- Caller ID and call recording, enabling users to identify incoming calls and maintain recorded conversations for training or compliance purposes.
- Call queue management, allowing for efficient handling of multiple inbound calls by distributing them among available personnel.
- E911 compliance and location tracking, ensuring emergency services can accurately identify caller locations for rapid response.

2.3 Administrative Features

- Centralized web-based management portal for configuration, monitoring, and troubleshooting.
- Role-based access controls, allowing administrators to assign different levels of permissions to staff based on their responsibilities.

- Automated software updates and maintenance, ensuring the system remains up-to-date with the latest features and security enhancements.
- Call monitoring, whisper, and barge-in capabilities, enabling supervisors to listen in on live calls, provide coaching, or intervene when necessary.
- Detailed usage reporting and analytics, offering insights into call trends, performance metrics, and user activity to optimize operations.

3.0 IMPLEMENTATION REQUIREMENTS

3.1 Installation & Deployment

The vendor must provide:

- A detailed implementation plan, including a phased rollout strategy, estimated completion timeline, and risk mitigation measures.
- Onsite and remote setup assistance, ensuring proper configuration and testing of the system before full deployment.
- 24/7 customer support and technical assistance, guaranteeing prompt issue resolution and minimizing downtime.
- Comprehensive training for administrative staff and end-users, covering system navigation, troubleshooting, and best practices.
- Post-deployment evaluation, including performance testing and adjustments to optimize system functionality.

3.2 Integration Capabilities

- API access for custom development and integration with proprietary applications.
- Compatibility with Microsoft Teams, Google Workspace, and other productivity platforms to enhance workflow efficiency.
- Support for Single Sign-On (SSO) authentication, allowing users to securely access the phone system with their existing credentials.
- Integration with Customer Relationship Management (CRM) software, enabling call tracking, automated logging, and enhanced customer interactions.

- Email and messaging system synchronization, ensuring a unified communication experience across all platforms.

4.0 PROPOSAL SUBMISSION REQUIREMENTS

The Request for Proposal shall be sealed and labeled with the following information:

- **Table of Contents**
- **Executive Summary**
- **Background, Experience, and Qualifications**
- **Technical Approach**
- **References**
- **Cost Proposal (submitted in a separate sealed envelope)**

Submission Deadline:

March 31st at 2:00 PM Local Time

Mail or Deliver Proposals To:

Dunn County Administration Department

Attention: Sifia Jevne –RFP 2025.04

3001 US Highway 12 E Suite#225

Menomonie, WI 54751

5.0 SELECTION PROCESS & EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- **Technical Approach (30%)**
- **Experience and Qualifications (20%)**
- **References (10%)**
- **Cost Proposal (40%)**

Dunn County reserves the right to reject any or all proposals and to negotiate contract terms as necessary.