MADISON COUNTY HEALTH DEPARTMENT
REQUEST FOR PROPOSALS
Business Telephone and VoIP Communications System

Proposal deadline: December 1, 2026
Target implementation start: January 4, 2027

1. Introduction and Purpose

Madison County Health Department (MCHD) is seeking proposals from qualified vendors to provide, implement, and support a secure, reliable, and cost-effective Voice over Internet Protocol (VoIP) business telephone system. The system will serve two occupied facilities on the same property: a clinical services building and an administrative building, and a possibility of adding a third site in the future. MCHD seeks a solution that maintains public access and continuity of critical services while allowing staff to manage routine system changes independently.

This procurement is intended to right-size the current service, eliminate unused lines and licenses, retain necessary telephone numbers where feasible, and provide clear, predictable pricing. Vendors should recommend an appropriately sized configuration rather than replicate the existing inventory without review.

2. Current Environment and Anticipated Needs

MCHD currently operates a VoIP system with approximately 129 user accounts/extensions, 155 direct inward dial (DID) numbers, 48 numbers categorized as internal DIDs, nine fax lines, two automated attendants, six hunt groups, 11 call-routing configurations, and two general voicemail accounts. At least 20 lines are vacant; additional consolidation appears possible. Current billing also reflects a third building that has been decommissioned.

For proposal planning, MCHD anticipates approximately 70–100 active users/extensions, with the final quantity to be established after inventory validation. Vendors must separately identify the number of users, extensions, DID numbers, devices, fax services, and licenses assumed in their proposals. MCHD may adjust quantities prior to award and during the contract term. The current billable-products inventory is available by request.

3. Scope of Work

The selected vendor will assess the existing environment; recommend an appropriately sized solution; supply compatible software, licenses, and equipment; configure and migrate services; train designated employees; and provide ongoing maintenance, security updates, and technical support. Proposals must distinguish standard/included functionality from optional services or features subject to added charges.

3.1 Core calling and user features

Required

- Inbound/outbound calling, call transfer, hold, forwarding, conference calling, call parking, and voicemail-to-email.

- Individual voicemail availability for every extension, with independent enable/disable controls and a recorded greeting or alternative routing where voicemail is disabled.
- Desktop softphone and mobile applications that permit calls using the MCHD business number/caller ID.
- Reassignment of existing numbers and extensions among physical devices or users without unnecessary service fees.
- Configurable hunt groups, automated attendants, business-hour schedules, call routing, and after-hours or emergency complaint lines.
- Fax support (analog or hosted/electronic), including compatibility requirements and per-line or per-use charges.
- Compliance with Kari's Law and Ray Baum Act emergency 911 standards.

Optional

- Two-way business texting and community-wide outbound messaging options, including limitations, consent/compliance needs, capacity, and itemized costs.
-

3.2 Local administration and reporting

Authorized MCHD personnel must have access to a secure administrative console to add/remove users and devices; activate, deactivate, or suspend service; reassign extensions; change call menus and greetings; update business hours; implement weather or meeting closures; and alter hunt-group or emergency-call routing. Vendors shall disclose which actions require vendor assistance, charges, or special licensing. Reporting capabilities should include inbound/outbound call volume, missed or abandoned calls, call duration, routing and hunt-group activity, extension utilization, and exportable historical reports. Describe report retention periods, permissions, and any additional reporting fees.

3.3 Devices and equipment

Identify proposed desk-phone models, headset compatibility, conference phones, "sidecars"/expansion modules, network equipment, warranties, and replacements. State whether existing compatible devices can be reused and provide purchase and lease alternatives. Identify whether "sidecars" or expansion modules trigger additional recurring service fees. Describe available call-park capacity and any per-user or system limits.

4. Technical, Security, and Service Requirements

- Describe architecture (cloud, on-premises, or hybrid), required bandwidth, network readiness, power and connectivity dependencies, and compatibility with MCHD's existing infrastructure. Identify any equipment that requires Power Over Ethernet (POE).
- Provide availability commitments, service-level agreement (SLA), redundancy, backup routing, business continuity arrangements, and operation during internet/power outages.

- Describe encryption, role-based administrative access, multifactor authentication availability, logging, incident response, retention, and data handling.
- Identify integration capabilities, including Microsoft Teams and other platforms, and any licensing or implementation fees.
- Explain how the service supports applicable HIPAA requirements and confirm willingness to execute a Business Associate Agreement (BAA) when required; identify any exclusions or restrictions involving protected health information.
- Provide support hours, onsite/regional service capabilities, severity definitions, response and resolution targets, escalation procedures, warranty service, and equipment replacement timelines.

5. Migration, Implementation, and Training

MCHD expects implementation activities to begin on or around January 4, 2027. Vendors must provide a realistic schedule for discovery, configuration, equipment delivery, DID number porting, testing, staff and administrator training, cutover, and post-launch support. Describe any anticipated downtime and how essential clinic, public-facing, emergency, and complaint lines will remain reachable during transition. Indicate the expected go-live date and dependencies on MCHD.

6. Pricing and Contract Terms

Provide fixed, itemized one-time charges and recurring monthly/annual charges. Quote comparable configurations for 85, and 100 active users, and show 12-, 24-, and 36-month total cost of ownership for each. Include any minimum license commitment and charges for additional or removed users, extensions, numbers, and features.

Price component	Required detail
Licenses and service	Per-user, per-extension, DID, call-path, and other recurring fees
Hardware	Desk phones, sidecars, headsets, accessories; buy and lease options
Implementation	Assessment, installation, configuration, porting, testing, training
Special features	Fax, texting, mass messaging, reporting, hunt groups, auto attendants, mobile/desktop app availability
Ongoing service	Maintenance, support tiers, warranties, replacements, updates
Other charges	Taxes, surcharges, usage, annual escalators, cancellation and transition fees

The initial agreement must not exceed three years. Vendors must specify renewal terms, price adjustments, service-reduction rights, minimum commitments, early termination charges, ownership/return of leased equipment, and end-of-contract number portability and transition assistance. Proposals must include a service-failure remedy allowing MCHD to terminate for repeated material incidents or unresolved SLA violations, with proposed incident thresholds, notice/cure periods, and fee treatment clearly stated.

7. Vendor Qualifications and Proposal Contents

Proposals should include a company overview; experience supporting healthcare, governmental, or comparably sized multi-site clients; at least three comparable references; technical solution and equipment list; implementation plan; itemized price schedules; SLA/support and warranty documentation; proposed contract terms; and the completed Appendix A response checklist. Identify any subcontractors and their roles.

8. Evaluation and Selection

MCHD intends to evaluate responsive proposals using the following considerations. The lowest price will not necessarily represent the best value. MCHD may request demonstrations, clarification, revised proposals, or contract negotiations, and reserves the right to reject proposals in accordance with applicable procurement requirements.

Criteria	Weight
Total cost of ownership and pricing transparency	25%
System functionality and administrative flexibility	25%
Reliability, security, support, and warranty	30%
Relevant vendor experience	10%
Implementation approach and training	10%

9. Submission Instructions

Submit proposals electronically by December 1, 2026, to Nikita Vundi, DrPH, at MCHD@Madisoncohd.com.
Use the subject line "MCHD VoIP Telephone System RFP – [Vendor Name]."
Include all required proposal materials and appendices in a clearly labeled electronic submission.

APPENDIX A — VENDOR RESPONSE CHECKLIST

For each item, indicate Included / Additional Cost / Limited / Not Available; give a concise explanation and list any associated one-time or recurring fee. Attach supporting detail where needed.

#	Requirement / Vendor response prompt	Status / cost / explanation
1	Execute a BAA where applicable and identify HIPAA-related service limitations.	
2	Provide an on-site-accessible or web-based console for authorized MCHD administrators.	
3	Activate, deactivate, suspend, and reactivate individual phones/lines; describe billing effects.	
4	Provide individual voicemail for all extensions and independently disable it.	
5	Play configurable greetings when voicemail is disabled.	
6	Reassign existing DID numbers and extensions to another physical phone or user.	

7	Explain number-porting requirements, fees, and possible limitations.	
8	Specify all available call-park positions and capacity limitations.	
9	Configure hunt groups; indicate included quantity, maximum quantity, and incremental cost.	
10	Modify menus, routing, schedules, temporary closures, and emergency complaint line without vendor involvement.	
11	Provide desktop calling and mobile access with business caller ID.	
12	Offer business texting; disclose costs, number eligibility, and usage limits.	
13	Offer outbound community messaging; disclose costs, capacity, and restrictions.	
14	Support analog fax machines and/or e-fax; disclose full costs.	
15	Allow reuse of compatible existing desk phones; identify supported models.	
16	Provide telephone and accessory buy-versus-lease pricing.	
17	Identify extra licenses/fees for sidecars or expansion modules.	
18	Provide reporting (call volumes, missed calls, hunt groups, exports) and list any premium fees.	
19	Describe internet/power outage failover, guaranteed uptime, and disaster recovery.	
20	Describe support hours, response/resolution targets, escalation, warranty, and onsite service.	
21	Offer a maximum three-year initial contract with transparent renewal and price increase terms.	
22	Permit alterations in billable users, lines, DIDs, and features as needs change.	
23	Propose repeated-incident/SLA-failure cancellation rights and cure periods.	
24	Provide full 12-, 24-, and 36-month costs for 80 and 100 users.	
25	Describe administrator/staff training and post-cutover support.	
26	State Microsoft Teams integration options and any additional cost.	