



# Stockbridge-Munsee Community

MIS

Telephone: (715)793-5155

N8705 Mo He Con Nuck Road

Bowler, WI 54416

Request for Proposal (RFP) for Cloud-Based Phone System with IVR Capabilities

Overview:

Stockbridge-Munsee Community (SMC) is seeking proposals for a cloud-based phone system with an IVR (Interactive Voice Response) for our organization. The system should be able to handle our SMC's incoming and outgoing calls, route calls to different departments, and provide a professional and reliable communication channel for our employees and customers.

Requirements:

1. **Cloud-Based System:** The proposed phone system must be cloud-based to allow for easy scalability and access to features and services from any location.
2. **IVR System:** The IVR system should have the ability to answer and route incoming calls to the appropriate department based on pre-defined rules. It should also have the capability to provide automated responses to common inquiries such as store hours, refill requests, and emergency contact information.
3. **Customization:** The IVR system should be customizable to meet our pharmacy's unique requirements. It should allow us to record custom messages and prompts, and set up specific call routing rules.
4. **Call Recording:** The proposed solution should have the ability to record calls for quality control and training purposes.
5. **Analytics and Reporting:** The system should have the capability to generate reports on call volume, wait times, and other key metrics to help us optimize our operations.
6. **Integration:** The proposed solution should be able to integrate with our existing systems such as electronic health records (EHR) and pharmacy management software.
7. **Call Routing:** The phone system should provide advanced call routing options such as call forwarding, call queuing, and call transfer to ensure efficient handling of all incoming calls.
8. **Call Management:** The phone system should allow our organization to monitor, manage and analyze incoming and outgoing calls in real-time.
9. **Integrations:** The phone system should integrate with other communication tools such as email, instant messaging, and CRM software to enable seamless communication and information sharing.
10. **Customization:** The phone system should be customizable to meet our specific business needs and branding requirements.



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11. Desktop phones: The proposed solution must include new desktop phones for our staff.
12. Training: The vendor must provide user training for the phones and phone system.
13. Support and Maintenance: The vendor should provide reliable technical support, system maintenance, and regular software updates to ensure optimal system performance.
14. Porting existing phone lines over

## Proposal Submission:

Interested vendors should provide a detailed proposal outlining their solution to meet the requirements listed above. The proposal should include a breakdown of costs, timelines, and any additional features or services offered.

## Evaluation Criteria:

The vendor will be evaluated based on the following criteria:

1. The vendor's experience and reputation in providing cloud-based phone systems.
2. The proposed solution's ability to meet our requirements.
3. The cost-effectiveness of the proposed solution.
4. The quality of technical support and maintenance services offered by the vendor.
5. The vendor's ability to deliver the proposed solution within the specified timeline.

Questions in regards to specifications can be emailed to: [brian.mcdonald@mohican-nsn.gov](mailto:brian.mcdonald@mohican-nsn.gov)

## Submission Deadline:

The Request for Proposal responses are due by 4:00p.m. cst June 14th 2023 and are to be emailed to [jody.hartwig@mohican-nsn.gov](mailto:jody.hartwig@mohican-nsn.gov)

Or by mail to:

Stockbridge-Munsee Tribal Council Secretary  
N8476 Moh He Con Nuck Road  
P.O. Box 70  
Bowler, WI 54416