

## REQUEST FOR PROPOSAL (RFP)



Phone: 512-763-1400

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**Date: 08-05-22**

REQUEST FOR PROPOSAL OWBC22-02

**SUBMISSION DEADLINE: September 2, 2022**

**QUESTION SUBMISSION DEADLINE: August 23, 2022**

Questions may be submitted in written form no later than **August 23, 2022**, to:

Marco Cruz at: [mcruz@owbc-tx.org](mailto:mcruz@owbc-tx.org)

The proposals should be mailed (via USPS or other mailing service) to:

Marco Cruz, Executive Director

RE: RFP OWBC22-02

604 High Tech Drive

Georgetown, TX 78626

### **INTRODUCTION**

Your firm has been selected to receive this RFP and is invited to submit a proposal. Please take the time to carefully read and become familiar with the proposal requirements. All proposals submitted for consideration must be received by the time as specified above under the "SUBMISSION DEADLINE."

*BIDDERS SHOULD NOTE THAT ANY AND ALL WORK INTENDED TO BE SUBCONTRACTED AS PART OF THE BID SUBMITTAL MUST BE ACCOMPANIED BY BACKGROUND MATERIALS AND REFERENCES FOR PROPOSED SUBCONTRACTOR(S) – NO EXCEPTIONS.*

### **PROJECT AND LOCATION**

The bid proposal is being requested for Opportunities for Williamson and Burnet Counties, Inc. (hereafter "OWBC") which is or shall be located at 604 High Tech Dr., Georgetown, TX, 78626 and various outlying offices/sites throughout the two counties mentioned above. All sites/phones shall be connected to the same system.

## PROJECT OBJECTIVE

The objective and ultimate goal for this project is to replace the existing telephone sets and provide telecom support to the main site as well as all outlying offices/sites. (The number of these outlying offices/sites may increase or decrease over the coming years.)

## PROJECT SCOPE AND SPECIFICATIONS

### Scope and Specifications include:

- OWBC would like a two-year contract with the OWBC option to renew annually for an additional three years.
- Bidder will use a system and phone sets that will outlive the duration of the contract
- If, for any reason, the chosen system becomes obsolete during the contract duration, the Bidder should include any plans for, and costs related to, upgrading the system
- All sites/phones shall be connected to the same system
- Provide dial tone for phones and fax(es)
- Provide multi-line telephone sets for the main office (currently at 30 sets) and a mix of multi-line and single-line sets in the various outlying offices/sites (currently at 75 sets)
- The number of telephone sets may increase over the coming years, so the Bidder must take into consideration any additional sets that may be required throughout the duration of the contract
- Provide expansion modules (i.e., sidecars, button boxes, add-on consoles, etc.) needed (currently three)
- Provide any analog telephone adapters necessary for single-line devices (e.g., fax machines, cordless phones)
- Cabling, as needed, at all locations
- Installation of additional phone jacks, as needed, at all locations
- Business phone service must include the following as a minimum:

Alternate Routing (Failover)	Auto Attendant
Call Block	Call Forwarding
Caller ID (name and number)	Call Park
Call Log/Records	Call Transfer
Cell Phone Integration	Conference Bridge
Conference Calling	Direct Inward Dialing
Directory from Auto Attendant	Fax to Email
Find Me-Follow Me (i.e., mobile twinning, dynamic extension, etc.)	Hunt Groups
Mobile Application (iPhone & Android)	Music/Message on Hold (customizable)
Page/Intercom	SIP Trunking
User Presence	Voicemail
Voicemail to Email	

- Bidder should include a protocol and response time for submitting trouble tickets
- Bidder should include an Emergency Service protocol and response time in the event of a down phone system
- OWBC would like the ability to change the auto attendant greetings and options
- OWBC would like the ability to change the names on extensions as well as on the expansion modules
- Training for staff on the use of the new system
- Technical Assistance

## **SCHEDULED TIMELINE**

The following timeline has been established to ensure that our project objective is achieved; however, the following project timeline shall be subject to change when deemed necessary by management.

## **MILESTONES**

Decision of Phone Service Provider  
Cabling, Installation of New Phones  
and any additional work needed

## **DATE:**

**September 14, 2022**

**October 26, 2022**

## **PROJECT PROPOSAL EXPECTATIONS**

OWBC shall award the contract to the proposal that best accommodates the various project requirements. OWBC reserves the right to award any contract prior to the proposal deadline stated within the "Scheduled Timeline" or prior to the receipt of all proposals, award the contract to more than one Bidder, and refuse any proposal or contract without obligation to any Bidder offering or submitting a proposal.

## **DEADLINE TO SUBMIT PROPOSAL**

All proposals must be received no later than **September 2, 2022**, for consideration in the project proposal selection process.

## **PROPOSAL SELECTION CRITERIA**

Only those proposals received by the stated deadline will be considered. All proposals, submitted by the deadline, will be reviewed and evaluated based upon information provided in the submitted proposal. In addition, consideration will be given to cost and performance projections. Furthermore, the following criteria will be given considerable weight in the proposal selection process:

- Proposals received by the stipulated deadline must be in the correct format
- Bidder's alleged performance effectiveness of their proposal's solution regarding the Project Objective of OWBC
- Bidder's performance history and alleged ability to timely deliver proposed services
- Bidder's ability to provide and deliver qualified personnel having the knowledge and skills required to execute proposed services effectively and efficiently
- Overall cost effectiveness of the proposal
- Bidder shall not be found on a federal suspension or debarment list

OWBC shall reserve the right to cancel, suspend, and/or discontinue any proposal at any time they deem necessary or fit without obligation or notice to the proposing bidder/contractor.

## **PROPOSAL SUBMISSION FORMAT**

The following is a list of information that the Bidder should include in their proposal submission:

### **Business Phone Service Features Format**

- For ease of comparison, Bidder shall list the features included (or proposed) in one location and in alphabetical order

### **Summary of Bidder Background**

- Bidder's Name(s)
- Bidder's Address
- Bidder's Contact Information (and preferred method of communication)

- Legal Form of Bidder (e.g., sole proprietor, partnership, corporation)
- Date Bidder's Company was Formed
- Description of Bidder's company in terms of size, range, types of services offered, and clientele
- Bidder's principal officers (e.g., President, Chairman, Vice President(s), Secretary, Chief Operating Officer, Chief Financial Officer, General Managers) and length of time each officer has performed in his/her field of expertise
- Bidder's Federal Employee Identification Number (FEIN)
- Evidence of legal authority to conduct business in Texas (e.g., business license number)
- Self-certification of eligibility to receive federal and state money
- Evidence of established track record for providing services and/or deliverables that are the subject of this proposal

**Financial Information**

- State whether the Bidder or its parent company (if any) has ever filed for bankruptcy or any form of Reorganization under the Bankruptcy Code
- State whether the Bidder or its parent company (if any) has ever received any sanctions or is currently under investigation by any regulatory or governmental body
- Self-certification of eligibility to receive federal and state money

**Proposed Outcome**

- Summary of timeline and work to be completed

**Cost Proposal Summary and Breakdown**

- A detailed list of any and all expected costs or expenses related to the proposed project
- A summary and explanation of any other contributing expenses to the total cost
- A brief summary of the total cost of the proposal

Failure to meet the minimum requirements may result in disqualification.

Bidder should be aware that OWBC is a 501(c)(3) non profit and not subject to taxes. OWBC will supply the bidder with its tax exemption ID number after the selection process.

Bidder should make their proposal very clear as to what the per-site monthly cost will be and what the overall monthly cost will be. Please list the monthly costs by site in alphabetical order as listed in the attached sheet.

Any discrepancies or conflicting information found in this RFP will be settled by OWBC as quickly as possible.

## Phone Inventory (and Minimum Requirements) by Site

<b>Site Name:</b>	<b>Address</b>	<b>Approx. Phone Count:</b>
Main Office	604 High Tech Dr. Georgetown, TX 78626	35
Bagdad (Leander) HS	396 Municipal Dr. Leander, TX 78641	7
Bartlett HS	620 West Clark St. Bartlett, TX 76511	6
Burnet HS	602 N. Wood St. Burnet, TX 78611	7
Florence HS	203 Adams St. Florence, TX 76527	4
Harris-Ross HS	303 Ferguson St. Taylor, TX 76574	9
Hutto HS	80 Mager Ln Hutto, TX 78634	3
Marble Falls HS	901 Ave U Marble Falls, TX 78654	8
Mary Bailey HS	601 N. College St. Georgetown, TX 78626	5
Rawleigh Elliott EHS	103 Holly St. Georgetown, TX 78626	9
Round Rock HS	1001 E. Main St. Round Rock, TX 78664	13
Baca Center MOW	301 W. Bagdad, Bldg. 2 Round Rock, TX 78664	1
Bagdad MOW	351 N. Bagdad Rd. Leander, TX 78641	2
Burnet MOW	602 N. Wood St. Burnet, TX 78611	2
Madella Hilliard MOW	803 W. 8th St. Georgetown, TX 78626	1
Taylor MOW	1301 W. 4th St. Taylor, TX 76574	2
	<b>TOTAL</b>	<b>114</b>

HS = Head Start

MOW = Meals on Wheels