



INVITATION TO SUBMIT PROPOSAL

The City of Gatlinburg interested in receiving Requests for Proposals (RFP's) for a new hosted voice Telephone System. Proposals need to contain costs for all the hardware and software necessary for implementation of solution. Agreements are expected to be for a 3-year term.

Proposals will be received at City Hall until **Thursday, 2:30 PM., September 19, 2019** at which time they will be publicly opened and read aloud. No proposal may be withdrawn for thirty (30) days.

Proposals shall be sealed in an envelope with the vendor's name, address, the proposal opening time and date and the quotation "**Proposal for City Phone System**" stated plainly on the outside.

Address Proposals to Delea Patterson, Purchasing, Gatlinburg City Hall, 1230 Parkway East, Suite 2, P.O. Box 5, Gatlinburg, TN 37738, Telephone Number (865) 436-1409.

Technical questions should be addressed to Mike Hinkle, IT Coordinator at **mikeh@gatlinburgtn.gov** or 865-659-9597.

Proposal Specifications may also be obtained from the City of Gatlinburg website at **www.gatlinburgtn.gov** under Gatlinburg Government, Purchasing, Bids tab. ,

The City reserves the right to qualify vendors, to waive any informalities, to reject any and/or all proposals, and to accept the proposal deemed most favorable and in the best interest of the City and to split the award if feasible.

GENERAL PROVISIONS

Prices quoted shall not include Federal or State taxes, if any are applicable.

The prices quoted are that for which the materials or services will be delivered F.O.B. Gatlinburg, Tennessee.

Any additions, deletions, or variations from the following specifications must be noted.

Inspection of the materials or equipment will be made by an agent of the City of Gatlinburg, and if found defective or fails in any way to meet the terms of this agreement, it will be rejected. Rejected materials or equipment will be replaced at the expense of the vendor.

All technical specifications must accompany proposal.

The City of Gatlinburg reserves the right to defer payment for thirty (30) days after delivery. The City of Gatlinburg also reserves the right to reject any and/or all proposals.

The vendor agrees to indemnify the City of Gatlinburg from all liability, loss or damage the City may suffer as a result of claims, demands, costs, or judgments against it arising from all work under this agreement.

The vendor agrees to notify the City, in writing, within thirty (30) days, by registered mail, at the City's address as stated in this agreement, of any claim against the vendor on the obligations indemnified against.

It is the policy of the City of Gatlinburg not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services and activities. With regards to all aspects of this contract, contractor certifies and warrants it will comply with this policy.

SPECIFICATIONS – HOSTED VOICE PHONE SYSTEM

Bidders may feel free to submit various options/solutions if desired but should follow the specifications below as much as possible. The information below is as exhaustive as possible to assist the vendor in submitting solutions for this proposal. It is understood that vendors may require additional information.

System must offer service levels common in the telecom industry with no degradation in voice quality, up time, or service response time. All phone numbers must be maintained. If Long Distance charges are to be incurred, then those cost must be listed as well.

Please submit a proposal to the City of Gatlinburg based upon research and review of the current system being used by the City. We are currently using the NEC SV8100 Phone System with PRI's from AT&T. Please see attached document for a list of expected lines, faxes, etc.

All proposals should include a fully detailed description of services along with a monthly fee schedule including any installation charges.

Proposals should include details on:

- services
- phones
- fax lines to equipment
- additional voicemail only extensions
- hook up to paging systems
- external ringers
- elevators
- fire alarms
- any additional equipment needed
- options for both renting and buying phones
- a faxing to email solution (if possible)
- list warranties for all services and equipment
- all additional phone company fees (E911, universal service fees, etc.)

Please itemize all cost (as much as possible) for each individual type of line/service and install.

Please mail all proposals to the City of Gatlinburg, P.O. Box 5, 1230 E. Parkway, Gatlinburg, TN 37738, Attention: Delea Paterson. Please mark outside of sealed package: "**Proposal for City Phone System.**"

The City of Gatlinburg reserves the right to qualify all proposals, to waive any informalities, and to reject any and/or all proposals.

The City currently maintains numerous locations. Each location is listed below with current internet type/speed. The city's network consist of Sophos firewalls at each location and a VPN has been setup between sites.

Technical questions need to be addressed to IT Coordinator, Mike Hinkle at mikeh@gatlinburgtn.gov or 865-659-9597 cell. His office number is 865-436-1120.

Delea Patterson, Purchasing
City of Gatlinburg
1230 Parkway East, P.O. Box 5
Gatlinburg, TN 37738

RE: Hosted Phone System

The specifications for the above-mentioned items have been reviewed and we offer the specified equipment/labor at the prices itemized on attached sheets.

Signed/

Date

Name (Print)

Telephone Number

Company Name

Fax Number

Address

Email address

City

State

Zip

DUNS Number

EACH VENDOR SHALL SUBMIT THIS STATEMENT OF COMPLIANCE WITH THEIR PROPOSAL.

For Title VI and IX compliance, we ask for voluntary disclosure of the following information:

Gender: Male _____

Female _____

Race: Caucasian _____

African American _____

Other (please specify) _____

VENDORS LIST

(Vendors do not have to be on this list to participate in proposal)

Scott Maggard

Ideacom Host My Calls

smaggard@hostmycalls.com

Larry Brandon Treadway

Verizon One Talk

brandon.treadway@verizonwireless.com

Eleanor Ausetts

Southeastern Communications

easusetts@scsga.com

Allie Bradshaw

Pee Jay Alexander

Paxis Technology

abradshaw@paxistech.com

pjalexander@paxistech.com

Phil Reed

Phoenix Communication Services Inc.

Pr2020@att.net

Exhibit A

Site Name	Address	Phone s	Faxe s	PRI' s	Voic e Mail	Charter Fiber	Charter Modem	# of DID' s	ATT Fiber	Special Needs
City Hall	1230 E. Parkway			1		100/100		77	100/100	1 Elevator
	Finance	10	2							
	Planning	12	1							
	City Manager	4								
	Fire	15	1							Fire dept Ringer
	Police	22	1		37					Recording/Connection to 911
Bld. Maintance Warehouse	222 Circle Drive	2					60/4			
Fire Station 2	309 Reagan Drive	10					60/4		10/10	
Fire Station 3	1369 Ski Mountain Road	5					60/4		10/10	
Golf	520 Dollywood Lane	4					60/4		20/20	
Golf Maintenance	520 Dollywood Lane	3					60/4			
Mynatt Park	634 Asbury Lane	2					60/4			
Parkway Parking	520 Parkway	1					60/4			
Rec Center	156 Proffitt Road	9			5		60/4		20/20	
Sanitation	1039 Banner Road	2	1				60/4			
Service Center	948 Newman Ct						60/4		20/20	
	Utilities	1								
	Street	3								Ringer
	Bld. Maintance	4								Paging Sys Conneciton
	Service Center	7								
	Trolley Lot	1								
Trolley/Parking	88 River Road	10								
Waste Water	1011 Banner Road	5					60/4			
Water Admin	405 Reagan Drive	9					60/4		50/50	
Water Plant	956 River Road	5					60/4		20/20	2 Ringers
Convention Center	234 Historic Nature Trail	20	2	1		100/100		33	100/100	Paging Sys, 2 Elevators, Fire Alarm
This site is going through a transition and may not be included in final bid (Please list seperaterly)										
Total Phones		166				110				

