

CITY OF BEAUFORT, SC

REQUEST FOR PROPOSAL
RFP NO. 2023-108



CITY OF BEAUFORT
CITYWIDE VOIP PHONE SYSTEM
DUE: JUNE 23, 2023 by 2:00 PM

**REQUEST FOR PROPOSAL
CITYWIDE VOIP PHONE SYSTEM
RFP NO. 2023-108**

Part I

GENERAL INFORMATION

SEALED PROPOSALS will be received in the Finance Department, 2nd Floor, City Hall, 1911 Boundary Street, Beaufort, South Carolina until **2:00 P.M. ET Friday, June 23, 2023**. All qualified vendors are invited to submit proposals to the City of Beaufort for the following:

SUBMIT: One (1) portable document format (pdf) format file as an email attachment on or **before 2:00 P.M. Friday, June 23, 2023**. Depending upon file size limitations, a file sharing platform (i.e. Dropbox) may need to be used. After sending bids by email, bidders must send a separate email without an attachment to advise that a submission has been made. The Procurement Administrator will reply to verify receipt and advise accordingly if a Dropbox submission is necessary. Electronic submission should complete well in advance of the deadline to ensure confirmation of receipt. The City of Beaufort nor its agents are responsible for late submissions. See DEADLINE ENFORCED below.

OR:

TO SUBMIT HARD COPIES: deliver One (1) unbound original and three (3) bound copies of all requested documentation on or before **2:00 P.M. ET Friday, June 23, 2023**.

ADDRESS TO: City of Beaufort, City Hall, 2nd Floor Finance Department, Attention: Kay McIntyre

MAILING ADDRESS: 1911 Boundary St., Beaufort, South Carolina 29902

OFFICE ADDRESS: 1911 Boundary St., Beaufort, South Carolina 29902

EMAIL ADDRESS: kmcintyre@cityofbeaufort.org **PHONE NUMBER:** 843-525-7079

MARK OUTSIDE ENVELOPE: "RFP NO. 2023-108 – Citywide VoIP Phone System - ATTN: KAY MCINTYRE"

An optional pre-bid meeting and site walk-through will be held on June 2, 2023, from 9:00 AM to 12:00 PM by appointment only. Please contact City of Beaufort Procurement Agent Kay McIntyre at 843-525-7079 or procurement@cityofbeaufort.org to make an appointment.

ALL POTENTIAL OFFERORS ARE REQUIRED TO ATTEND. LOCAL, SMALL, AND MINORITY-OWNED BUSINESSES ARE STRONGLY ENCOURAGED TO PARTICIPATE IN THIS SOLICITATION.

DEADLINE ENFORCED

PROPOSALS DELIVERED AFTER THE TIME AND DATE SET FOR RECEIPT OF PROPOSALS SHALL NOT BE ACCEPTED AND WILL BE RETURNED UNOPENED TO THE OFFEROR. IT IS THE OFFEROR'S RESPONSIBILITY TO ENSURE TIMELY DELIVERY OF THEIR PROPOSAL. WEATHER, FLIGHT DELAYS, CARRIER ERRORS AND OTHER ACTS OF OTHERWISE EXCUSABLE NEGLIGENCE ARE RISKS ALLOCATED TO OFFERORS AND WILL NOT BE EXEMPTED FROM DEADLINE REQUIREMENTS.

Any offer submitted as a result of this RFP shall be binding on the offeror for **NINETY (90)** calendar days following the specified opening date. Any proposal for which the offeror specifies a shorter acceptance period may be rejected.

Public Bid Opening

Bid Opening: A Public Bid Opening will be held via Zoom at 2:01 P.M. ET on June 23, 2023. The conference and site inspection will allow the prospective proposers to become familiar with all conditions that may affect the performance and cost of the contract.

Link to Zoom: <https://us05web.zoom.us/j/87410486652?pwd=YWhsODhid2Y4THhSWjdaWE9TRTNTQT09>

Proprietary and/or Confidential Information

Your proposal or bid is a public document under the South Carolina Freedom of Information Act (FOIA), except as to information that may be treated as confidential as an exception to disclosure under the FOIA.

All information that is to be treated as confidential and/or proprietary must be **CLEARLY** identified, and each page containing confidential and/or proprietary information, in whole or in part, must be stamped and/or denoted as **CONFIDENTIAL**, in bold, in a font of at least 12-point type, in the upper right hand corner of the page. *All information not so denoted and identified shall be subject to disclosure by the City.*

This Request for Proposal is being issued by the City of Beaufort. Direct all questions or request for clarification of this RFP by email, mail, or fax contact information listed above.

Offerors are specifically directed not to contact any other City personnel for meetings, conferences, or technical discussions related to this request unless otherwise stated in this RFP. Failure to adhere to this policy may be grounds for rejection of your proposal.

Offerors ARE CAUTIONED that any statement made by City staff persons that materially change any portion of this RFP shall not be relied upon unless they are subsequently ratified by a formal written amendment to this RFP. Any revisions to this RFP will be issued and distributed as an addendum. All addenda, additional communications, responses to questions, etc. pertaining to the Request for Proposal may be accessed on the City of Beaufort website under Quick Links – “Bid Opportunities” at www.cityofbeaufort.org.

All Offerors should consult this website for updates before submitting bids.

THE DEADLINE FOR QUESTIONS IS: 5:00 P.M., JUNE 9, 2023. ANSWERS TO SUBMITTED QUESTIONS WILL BE POSTED ON THE CITY WEBSITE BY 5:00 PM ON JUNE 16, 2023.

If the Offeror discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, Offeror shall immediately notify the City of such error in writing and request modification or clarification of the document. The Offeror is responsible for clarifying any ambiguity, conflict, discrepancy; omission or other error in the RFP or it shall be deemed waived.

The City of Beaufort reserves the right to reject any or all proposals, or any parts thereof, waive informalities, negotiate terms and conditions, and to select an Offeror that best meets the needs of the City of Beaufort and its employees.

Compliance with the South Carolina Illegal Immigration Reform Act

Any Company entering into a service contract with the City of Beaufort must certify to the City of Beaufort that the Company intends to verify any new employees' status and require any sub-consultants performing services under the service contract to verify their new employees' status, per the terms of the South Carolina Illegal Immigration Reform Act, and as set out in Title 41, Chapter 8 of the Code of Laws of South Carolina, 1976.

POLICY CONCERNING MINORITY AND WOMAN OWNED BUSINESS ENTERPRISES

Intent

Business vendors owned and operated by women and minority persons, in general, have been historically restricted from full participation in the nation's free enterprise system to a degree disproportionate to other businesses.

The City believes it is in the community's best interest to assist minority and woman owned businesses to develop fully, in furtherance of City's policies and programs which are designed to promote balanced economic and community growth.

The City, therefore, wishes to ensure that minority and woman owned businesses (M/WBEs) are afforded the opportunity to fully participate in the City's overall procurement process and will not be discriminated against on the grounds of race, color, sex, or national origin in consideration for an award.

Goal for Participation

The City adopts the State of South Carolina's goal for participation of M/WBEs: ten percent (10%) of annual controllable procurement expenditures which are defined as agreements between the City and a Company to provide or procure labor, materials, equipment, supplies and services to, for or on behalf of the City. However, a specific expectation has not been set for this RFP.

Required Forms

Vendors submitting proposals are required to include completed forms that are found in the General Terms and Conditions Section on City Website <https://www.cityofbeaufort.org/166/General-Terms-Conditions>.

City of Beaufort reserves the right to reject any or all bids; to waive any informality or irregularity not affected by law; to evaluate, in its absolute discretion, the bids submitted; to award the contract according to the bid which best serves the interests of the City; or to not award the contract if the City determines that it is not in its best interest to do so.

Proposals that are not signed will not be accepted as complete and shall not be considered. Proposals must be signed (not typed) in the appropriate space(s) by an authorized officer or employee of the offeror.

The words "Bidder", "Offeror", "Proposer", "Vendor", "Operator", and "Company" are used interchangeably throughout this RFP, and are used in place of the person, vendor, or corporation submitting a bid.

Part II

REQUIREMENTS AND TERMS

I. INTRODUCTION

The City of Beaufort is seeking proposals from qualified vendors to provide a cloud-hosted Voice over Internet Protocol (VoIP) phone system to support City of Beaufort facilities. Any on site solutions offered will not be acknowledged. These services will be provided to the following City of Beaufort facilities: City Hall, Police and Court and Legal Building, Duke Street Police Substation, Fire Department Headquarters, Fire Stations 2-4, Downtown Operations & Beaufort Digital Corridor Building, and Public Works Buildings. The vendor will provide products and services necessary for management and implementation of the new VoIP system, migration from the existing phone system, new devices, training, customer support and maintenance. The vendor must be reputable and bonded to provide a superior VoIP phone system for the City of Beaufort.

II. TERM/OPTION TO EXTEND

The term is expected to be for five (5) years. In no case shall the renewal extend beyond five (5) years from the date of award of the original Agreement. This contract will commence on the date the agreement is approved and awarded by City Council.

III. PRICE ADJUSTMENT

Prices shall remain firm, for a minimum of five (5) years. If needed, the vendor must account for price increases during years two through five in their bid proposal.

IV. TERMINATION OF CONTRACT

An arrest, indictment and/or conviction of the Vendor or any person working through the Vendor may be grounds for immediate termination of this contract without prior notice. The City shall have the sole discretion to determine if the nature of the crime alleged or subject to conviction is sufficient to warrant termination of this agreement. The Vendor must notify the City Facility Maintenance Superintendent of any arrest, incidents subject to a warrant or conviction.

V. **ACCEPTANCE EVALUATION AND QUALITY ASSURANCE**

The services provided will be subject to inspection by the City (see Scope of Work – Conduct of Work 2B). All work not in accordance with the specifications will be handled as described in Scope of Work – Conduct of Work part 2B.

VI. **DELIVERY AND PAYMENT**

Payment for services rendered shall be made monthly (within 30 days after receipt of invoice), based upon valid and approved invoices submitted to the City.

PART III

SCOPE OF WORK

This specification covers provisions for complete management and implementation of a citywide hosted VoIP system, including transition from the pre-existing phone system, implementation of new devices, training, as well as maintenance and support. Vendors shall submit a proposal which clearly demonstrates their ability to provide quality equipment and services in a professional and cost-effective manner. The tasks and frequencies indicated are minimum service requirements.

Current System:

City Hall

1911 Boundary Street

Connected via Dark Fiber

Number of phones and types:

- Phones
 - 4 button B/W: 23
 - 6 button Color: 6
- Conference phones: 3
- Side cars: 1
- Call Recording: 0
- Voicemail Transcription: 5
- Incoming Email-Fax:
 - Finance
 - Planning
 - HR
 - City Manager
- Cisco ATA/analog lines
 - HR physical fax: 1
 - Planning physical fax: 1
 - Unknown line: 1

Beaufort PD & Court

1901 Boundary Street

Direct connection to Hargray POP

Police Department

Number of phones and types:

- Phones
 - 4 button B/W phones: 26
 - Add 2 for deployable EOC
 - 6 button Color: 2
 - Wireless/cordless phones (Cisco 8821): 3
 - Wireless/cordless handset: 1
- Conference Phones: 1
- Side Cars: 0
- Call Recording: 20
- Voicemail Transcription: 20
- Incoming Email-Fax: yes
- ATAs / analog lines and Use Case:
 - PD Callbox: 1
 - PD Fax: 1
 - Unknown, but wired: 2

Duke Street Police Substation

1205 Duke Street

Number of phones and types:

- 4-line B/W phones: 4
- ATA / analog line: 1

Court Department

Number of phones and types:

- Phones
 - 4 button B/W phones: 4
 - 6 button Color: 6
 - Wireless/cordless phone (Cisco 8821): 1
- Incoming Email-Fax: yes

Fire Department Headquarters

135 Ribaut Road

Connected via Dark Fiber

Number of phones and types:

- Phones
 - 4 button B/W: 5
 - 6 button Color: 7
- Conference phones: 1
- Side Cars: 0
- Call Recording: 0
- Voicemail Transcription: 6
- Incoming Email-Fax:
 - Fire
- Cisco ATA / analog lines
 - Emergency Call Box: 1
 - Fax: 1
 - Unknown: 2

Fire Station 2

1120 Ribaut Road

Connected via Dark Fiber

Number of phones and types:

- 4-line B/W phones: 8

Fire Station 3

1750 Paris Avenue

Connected via Dark Fiber

Number of phones and types:

- 4-line B/W phones: 4
- Analog Emergency box: 1
- ATA / analog line: 1

Fire Station 4

571 Robert Smalls Pkwy.

Connected via VPN

Number of phones and types:

- 4 button B/W phones: 5
- Analog callbox: 1
- Analog line in lounge: 1

Downtown Operations – 500 Carteret St.

500 Carteret St.

Connected via VPN

Number of phones and types:

- Phones
 - 4-button B/W: 4
- Conference phones: 0
- Side Cars: 0
- Call Recording: 0
- Voicemail Transcription: 3
- Incoming Email-Fax:
 - None
- Cisco ATA / analog lines
 - None

Beaufort Digital Corridor

500 Carteret St.

No connection or VPN (internet only)

Number of phones and types:

- Phones
 - 4 button B/W: 2
- Conference phones: 1
- Side Cars: 0
- Call Recording: 0
- Voicemail Transcription: 2
- Incoming Email-Fax:
 - None
- Cisco ATA / analog lines
 - None

Public Works

16 Burton Hill Road

Connected via Dark Fiber

Number of phones and types:

- Phones
 - 4 button B/W: 6
 - 6 button Color: 3
 - 10 button: 1
- Conference Phones: 1
- Side Cars: 0
- Call Recording: 0
- Voicemail Transcription: 7
- Incoming Email-Fax:
 - Public Works
- Cisco ATA / analog lines
 - None

All cords connecting phone to receiver must have at least 6-foot-long extension.

Site	Basic Phones	Exec. Phones	10 Button	Wireless	Wireless Handset	Conference	Side Cars	Recording	Transcription	Fax Lines	Analog
City Hall	23	6	0	0	0	3	1	0	5	4	3
Police Dept	26	2	0	3	1	1	0	20	20	1	3
Court Dept	4	6	0	1	0	0	0	0	0	1	0
Fire HQ	5	7	0	0	0	1	0	0	6	1	3
Fire Station 2	8	0	0	0	0	0	0	0	0	0	0
Fire Station 3	4	0	0	0	0	0	0	0	0	0	2
Fire Station 4	5	0	0	0	0	0	0	0	0	0	2
Downtown Ops	4	0	0	0	0	0	0	0	3	0	0
Bft. Digital	2	0	0	0	0	1	0	0	2	0	0
Public Works	6	3	1	0	0	1	0	0	7	1	0
Duke St. (Police Substation)	4	0	0	0	0	0	0	0	0	0	1
Totals	91	24	1	4	1	7	1	20	43	8	14
Total Desk Phones	128										

Implementation Plan

The vendor must work with City staff to develop an implementation plan as well as schedule for system implementation and deployment of new hardware. This plan will cover the entire process of system implementation, including detailed requirements, configuration, testing, documentation, training, and “going live.”

The city’s intention is for the vendor’s staff to complete the implementation and deployment plan.

Training Plan

The vendor will be responsible for providing in-person training to ensure understanding of system capabilities and hardware functionality before final implementation and deployment are scheduled and configuration activities are complete.

The City reserves the right to ask the vendor for detailed training information, such as the length of training, training format, recommended number of attendees, agenda, method, and time required, and copies of all training materials necessary for the vendor conducted training.

The City also reserves the right to reproduce training materials for internal training, refresher courses, or for sessions for new staff following implementation. This applies to the system at deployment as well as later system updates that may require training on new capabilities.

The installation and replacement process for the citywide hosted VoIP phone system will abide by the following rules:

- a) The vendor will state the number of days needed to deliver and install equipment in their quote.
- b) The vendor must state all anticipated expenses for delivery and installation of equipment.
- c) This City is not held liable to any expenses not detailed in the vendor's RFP response.
- d) When written acceptance of the equipment is received, the vendor will invoice the City for installation and delivery.
- e) Installation and delivery cost will include on-site training by one of the vendor's maintenance technicians. The date of this on-site training will be determined by the city after the unit has been delivered and installed.
- f) Any user manuals and operating guides for the citywide VoIP phone system will be provided when the equipment is installed.

Information Security – Data Policy

The vendor is prohibited from processing, storing, transmitting, or accessing governmental information. In this instance, governmental information covers information provided to, generated by, acquired, or accessed by the vendor in the process of providing copier-printer equipment and services. This excludes unrestricted information such as product performance and service data.

1) REQUIREMENTS OF THE CONTRACTOR

- a) All employees working in City facilities must wear uniforms or other identifying clothing at all times.
- b) Employees must conduct themselves in a professional manner at all times.
- c) Contractor must establish a primary and secondary contact person who would be available for any custodial emergencies.
- d) Contractor's employees may not bring children or other non-employees of Contractor to facilities while performing services.
- e) The City of Beaufort will require certification from Contractor that they have in their possession bonding on all employees.

2) CONDUCT OF WORK:

- a) Each contractor shall submit, with their proposal, the specifications and cost of equipment, labor, and delivery needed to complete replacement and installation of a citywide cloud hosted VoIP system, as well as details regarding cost of transition from the pre-existing phone system, implementation of new devices, training, as well as maintenance and support. Failure to provide documentation may result in disqualification of proposal.
- b) Any work that is unsatisfactory to the City's representative will be called to the attention of the contractor and the contractor will be required to properly service the area in question and take steps to improve the overall results in the future. Failure by the contractor to comply with such requests will result either in the corrective work being done by others with the cost charged to the contractor, or by deductions being imposed. If the contractor fails to rectify the unsatisfactory conditions, the contract may be subject to termination.
- c) The contractor shall conduct replacement and installation of a citywide cloud hosted VoIP system in such a manner that there will be no interruption in, or interference with the proper execution of City business.
- d) Failure to provide services in accordance with the specifications may result in nonpayment of services by adjustment of monthly fee. Failure to provide services of this contract may be cause for termination of the contract.

3) PROTECTION AND DAMAGES

- a) The contractor shall without additional expense to the City, be responsible for all damages to persons or property that occurs as a result of the contractor's fault or negligence in connection with the execution of the work and shall be responsible for the proper care and protection of the work performed. Breakage or loss of office equipment or other property, including that of a City employee, shall be repaired or replaced at the contractor's expense.
- b) The contractor shall take all precautions necessary for the protection against injury of all persons engaged at the site in the performance of the work. The contractor shall observe all pertinent safety practices and comply with applicable safety regulations. i.e. (O.S.H.A.).

4) CLIENT REFERENCES

- a) Submittals should provide the names and contact information of previous and/or current clients whom the City may contact for a performance appraisal of the company's services.
- b) The most effective references will come from entities your company has provided services similar to those the City is requesting.

5) FINANCIAL STATEMENT

Please provide a copy of your company's most recent financial statement.

6) COMPENSATION:

Proposals must complete Exhibit A (Part VIII pg. 18) and include in the cost of providing the equipment and services as outlined in the scope of work. Also, indicate any anticipated increases to be made during the life of the contract.

7) CRITERIA FOR EVALUATION

All proposals will be evaluated according to, but not necessarily limited to, the following:

- a) Your firm's indicated ability to provide a level of service sufficient to meet the needs of City of Beaufort.
- b) The proposal itself as an example of your firm's work product.
- c) Proposals/experience of key personnel to be assigned to the project.
- d) Adherence to RFP requirements, including: completion of all required forms; provision of all requested information; adequacy of responses, and return of the RFP by the stated deadline.

8) INDEMNIFICATION

- a) The City shall be held harmless against any and all claims for bodily injury, sickness, disease, death or personal injury, or damage to property or loss of use of any property or assets resulting therefrom, arising out of, resulting from the performance of the products or from the services, of which, the City is contracting hereunder, provided such is caused in whole or in part by any negligent act or omission of the vendor, or any subcontractor or any of their agents or employees, or arises from any job-related injury.
- b) The vendor agrees to indemnify the City and pay the cost of the City's legal defenses, including the fees of attorneys as may be selected by the City, for all claims described in the hold harmless clause herein. Such payment on behalf of the City shall be in addition to any and all other legal remedies available to the City and shall not be considered to be the City's exclusive remedy.
- c) It is agreed by the parties hereto that specific consideration has been received by the Vendor under this agreement for this hold harmless/indemnification provision.

9) INSURANCE REQUIREMENTS

- a) Vendor providing services under this agreement will be required to procure and maintain, at their own expense and without cost to the City, until final acceptance by the City of all products or services covered by the contract, the following types of insurance. Vendor must have as a minimum, the following insurance limits:
 - a) Worker's Compensation and Employer's Liability Insurance, statutory limits
 - b) Comprehensive General Liability Insurance, a total of \$1,000,000 for each occurrence
 - c) \$1,000,000 in aggregate
 - d) \$1,000,000 Commercial Umbrella Policy
- b) **THE VENDOR SHALL PROVIDE CERTIFICATE OF INSURANCE TO THE CITY DEMONSTRATING THAT THE AFOREMENTIONED INSURANCE REQUIREMENTS HAVE BEEN MET PRIOR TO THE COMMENCEMENT OF WORK UNDER THIS CONTRACT. The General Liability and Auto Liability certificates of insurance shall indicate that the policies have been indorsed to cover the City of Beaufort as an Additional insured and must reference specific project by name and that these policies may not be canceled or modified without thirty (30) days prior written notice to the City.**
- c) The insurance coverage enumerated above constitutes the minimum requirements and shall in no way lessen or limit the liability of the vendor under the terms of the contract. Sub-Vendor's insurance shall be the responsibility of the vendor.

d) Vendor shall incorporate a copy of the insurance requirements as herein provided in each and every subcontract with each and every Subcontractor in any tier and shall require each and every Subcontractor of any tier to comply with all such requirements. Vendor agrees that if for any reason Subcontractor fails to procure and maintain insurance as required, all such required insurance shall be procured and maintained by Vendor at Vendor's expense. No Vendor or Subcontractor shall commence any work of any kind under this Contract until all insurance requirements contained in this Contract have been complied with.

PART IV

Location Information and Pricing Sheets

Please complete all pricing information and return the pages with your bid. If you leave a location blank, your bid will be considered non-responsive and be rejected. The contract will be awarded based on the evaluation criteria.

- 1) **City Hall Building** which supports various departments. The address is 1911 Boundary Street, Beaufort, SC.
- 2) **Police/Court & Legal Building:** The address is 1901 Boundary Street, Beaufort, SC.
- 3) **Duke Street Police Substation:** The address is 1205 Duke Street, Beaufort, SC.
- 4) **Fire Department Headquarters:** The address is 135 Ribaut Rd, Beaufort, SC.
- 5) **Fire Station 2:** The address is 1120 Ribaut Rd, Beaufort, SC.
- 6) **Fire Station 3:** The address is 1750 Paris Avenue, Beaufort, SC
- 7) **Fire Station 4:** The address is 571 Robert Smalls Pkwy, Beaufort, SC
- 8) **Downtown Operations & Beaufort Digital Corridor Building:** The address is 500 Carteret St, Beaufort, SC.
- 9) **Public Works Building:** The address is 16 Burton Hill Rd, Beaufort, SC.

Citywide Hosted VoIP Phone System & Maintenance Services

Per Month Cost _____ Annual Cost _____

Name: _____

Title: _____

Signed: _____

Date: _____

PART V

Submission Requirements

II. RESPONSE TO THIS REQUEST FOR PROPOSAL MUST INCLUDE THE FOLLOWING:

- a) The proposal must include the items specifically enumerated in Part V, Section II(2)(b). In addition to the information required as described below, a Respondent may submit supplemental information that it feels may be useful in evaluating its proposal. This information may include documents such as a Respondent's profile or brochure.

III. Proposal Development

- a) **Required content of proposal:** The detailed requirements set forth in the Proposal Format are recommended. Failure by any Proposer to respond to a specific requirement may result in disqualification. The City reserves the right to accept or reject any or all proposals. Proposers are reminded that proposals will be considered exactly as submitted. Points of clarification will be solicited from proposers at the discretion of the City. Those proposals determined not to be in compliance with provisions of this RFP and the applicable law and/or regulations will be considered non-responsive and disqualified.

All costs incurred by the Proposer associated with RFP preparations and subsequent interviews and/or negotiations, which may or may not lead to execution of a contract, shall be the responsibility entirely and exclusively by the Proposer.

- b) **Proposal format:** The proposal format requirements were developed to aid Proposers in their proposal development. They also provide a structured format so reviewers can systematically evaluate several proposals. These directions apply to all proposals submitted.

The purpose of the Proposal is to demonstrate the technical capabilities, professional proposals, past experiences, and knowledge within this industry. Proposer's proposal must address all the points outlined herein as required, in the following order.

In order to be considered for selection, respondent proposers shall submit a proposal that addresses each of the following criteria and shall also provide resumes and evidence of qualifications to provide the services listed in this RFP.

i) **Transmittal Letter**

A transmittal letter must be submitted with a Proposer's proposal which shall include:

- (1) The RFP subject and RFP number in which Proposer is submitting.
- (2) Name of the Proposer responding, including mailing address, e-mail address, telephone number, and names of contact person.
- (3) The name of the person or persons authorized to make representations on behalf of the Proposer, binding the vendor to a contract.
- (4) Prepare an executive summary stating the Proposer's understanding of the copier-printer services including an affirmative statement that Proposer will provide the necessary resources to manage and provide the highest level of service to the City, its residents, patrons, and visitors. Include any general information the proposer wishes the City to consider about the proposal.

ii) **Proposer's Work History and References**

Your company must demonstrate a minimum of three (3) years' experience providing hosted VoIP phone systems. Provide a brief description of three (3) similar places that your company is now providing and/or has been providing within the last five (5) years. Information on this list shall include the following for each location:

- (1) Project location;
- (2) Name and contact information for a reference with knowledge of the Respondent's work at the specified location;
- (3) Dates services were provided;
- (4) Summary of Scope of Services and size (sq. ft.) and type of building facility (e.g., hotel, airport, government building, mall, etc.)
- (5) Explain the reasons, if any, that your company's agreements for providing copier-printer services were cancelled or terminated early.

iii) **Operations, Transition and Implementation Plan**

Describe in detail your company's plan for providing a new cloud-hosted VoIP phone system outlined in this RFP and your plan to transition from the existing operations and implement said services in order to provide the highest level of service to the City, its residents, patrons and visitors. The operations, transition and implementation plan should include a detailed description of the following:

1. Schedule outlining days and times of the week your staff will provide the scope of services as outlined in the RFP.
2. Staffing and organizational chart for the provision of all services outlined herein.
3. List of equipment Vendor will use to provide these services.

c. Other Information to Provide

- (i) Provide list of subcontractors you will use for the services requested and state the years of experience of your company and each subcontractor for this type of services.
- (ii) Other information and materials which the proposer wishes to submit in support of his proposal, qualifications, etc.
- (iii) List any lawsuits or arbitration proceedings that have been initiated by or against your company in the past five years. Briefly describe the nature of the action and the outcome.

d. Required Forms:

- (i) Proposals must include the required forms.
 - 1. Location Information and Pricing Page
 - 2. Certificates of Insurance showing present coverage as described in the “Insurance” sections of both Scope of Work & General Terms and Conditions.
 - 3. Financial Statement
 - 4. Part VIII – Exhibit “A” Scope of Work
 - 5. Three most recent Workers Comp Modification Reports
 - 6. Ethics in Public Contracting Certification
 - 7. Non-Collusion Affidavit
 - 8. Small / Woman-Owned / Minority Business Enterprise Form
 - 9. Non-Resident Taxpayer Affidavit (S.S. Department of Revenue I-312)
 - 10. Certification of Compliance with the South Carolina Illegal Immigration Reform Act
 - 11. RFP Signature page (must be signed in ink)

PART VI

Award Criteria

It is the City's intent to contract with one Vendor to provide a hosted VoIP phone system as detailed herein. Award of any proposal may be made without discussion with Proposers after responses are received. The Proposers submitting sealed proposals will be evaluated by an evaluation committee. After careful evaluation, the committee will rank the Proposers and make a recommendation to the City Manager of the lowest responsible bidder. The City reserves the right to accept or reject any and all bids that is in the best interest of the City. The scoring of the proposals by the City's RFP Evaluation Committee shall be based on the respondent's qualifications including, but not limited to the following:

1. **The quality performance/workmanship of previous contracts and services; provided equipment; and references which attest to the specific experience of others. Each Vendor must provide an equipment list and products they will be using. (maximum 25 points)**
2. **Demonstrated understanding of the problems and needs presented by the project. (maximum 15 points)**
3. **Qualifications of project personnel and the Offeror's ability to commit capable staff and support a project this size. (maximum 20 points)**
4. **Soundness to Offeror's approach to quality control. (maximum 15 points)**
5. **Cost effectiveness and reasonableness of Offeror's proposed fee. (maximum 25 points)**

The City will evaluate proposals based on the factors outlined within this RFP, which shall be applied to all eligible, responsive proposals in selecting the lowest responsible bidder. The City reserves the right to disqualify any proposal for, but not limited to; person or persons it deems as non-responsive and/or non-responsible. The City reserves the right to make such investigations of the qualifications of the Proposer as it deems appropriate.

Lowest responsible bidder. Contracts shall be awarded to the lowest responsible bidder. In determining "lowest responsible bidder", in addition to price, the City shall consider:

- (a) The ability, capacity and skill of the bidder to perform the contract or provide the service required;
- (b) Whether the bidder can perform the contract or provide the service promptly, or within the time specified, without delay or interference;
- (c) The character, integrity, reputation, judgment, experience and efficiency of the bidder;
- (d) The quality of performance of previous contracts or services;
- (e) The previous and existing compliance by the bidder with laws and ordinances relating to the contract or services;
- (f) The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the service;
- (g) The quality, availability and adaptability of the supplies or contractual services to the particular use required;
- (h) The ability of the bidder to provide future maintenance and service for the use of the subject: of the contract;
- (i) The number and scope of conditions attached to the bid.

The City may choose to interview one or more Vendors responding to this RFP. The City reserves the right to request and obtain, from one or more Vendors, supplementary information as may be necessary for the City to analyze the proposal pursuant to the evaluation criteria. The City reserves the right to accept or reject any and all proposals that is in the best interest of the City.

PART VIII

Additional Documents

RFP NO. _____

EXHIBIT A

NARRATIVE ON THE APPROACH TO THE SCOPE OF WORK

(Proposals should respond to the Scope of Work point by point by numeric reference.)

CITY OF BEAUFORT
SOUTH CAROLINA
RFP SIGNATURE PAGE
RFP NO. 2023-108

PROPOSER'S NAME: _____

The undersigned, having become familiar with the existing conditions and the Proposal Scope of Services hereby proposed, agrees to complete the work as described in accordance with the Request for Proposal and Contract Documents.

Proposer warrants that no gratuities, in the form of gifts, entertainment, or otherwise, were offered or given by the **Proposer**, to any officer or employee of the City with a view toward securing the contract or securing favorable treatment with respect to any determination concerning the performance of the contract.

This offer is genuine and not made in interest of or on behalf of any undisclosed person, vendor or corporation and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; **Proposer** has not directly induced or solicited any other **Proposer** to submit false or sham bid; **Proposer** has not solicited or sought by collusion to obtain for itself any advantage over any other **Proposer** or other **Owner**.

The words "Bidder", "Offeror", "Proposer", "Vendor", and "Company" are used interchangeably throughout this solicitation, and are used in place of the person, vendor, or corporation submitting a solicitation.

Proposer has examined copies of all documents and of the following addenda (if applicable):

Addendum No.	Date
_____	_____
_____	_____
_____	_____

Address: Post Office Box: _____ Zip: _____
Street: _____ Zip: _____
City: _____ State: _____
Telephone: _____ Fax: _____
Email: _____

*Signature: _____ Title: _____

Proposal will not be accepted unless signed in ink (not typed) in the appropriate space by an authorized officer or employee of the bidder.

Printed Name: _____ Date: _____

ETHICS IN PUBLIC CONTRACTING AFFIDAVIT

STATE OF _____)

COUNTY OF _____)

_____, being first duly sworn, deposes and says that:

1. He/She is _____(title) for/of _____ (company/business), the Proposer that has submitted the attached Statement of Proposals;
2. He/She is legally qualified and capable of signing this affidavit and is authorized to do so by Proposer;
3. He/She is fully informed regarding the preparation and contents of the attached Statement of Proposal and of all pertinent circumstances respecting such Proposal;
4. Such Proposal is genuine and is made without fraud;
5. Neither the said Proposer, nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest has offered or received any kickbacks or inducements from any offeror, suppliers, manufacturer, or company in connection with the offer, and they have not conferred on any public employee, public member, or public official having official responsibility for this procurement or transaction, any payment, loan, subscription, advance, deposit of money, services, or anything of value as defined in Section 8-13-100 of the South Carolina Code of Laws; and
6. Furthermore, neither the Proposer, nor any of its officers, partners, owners, agents, representatives, employees or parties in interest has any relationship with the City, another person, or organization that interferes with fair competition or that constitutes a conflict of interest with respect to a contract with the City.

DATE

COMPANY/BUSINESS

BY: _____
SIGNATURE

PRINTED NAME

SWORN to before me this _____
day of _____, 20 _____

ITS: _____
TITLE

Notary Public for _____(state)

My commission expires: _____

By: _____
(signature)

NONCOLLUSION AFFIDAVIT OF PRIME PROPOSER

STATE OF _____)

COUNTY OF _____)

_____, being first duly sworn, deposes and says that:

1. He/She is _____ of _____, the Proposer that has submitted the attached proposal;
2. He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
3. Such Proposal is genuine and is not a collusive or sham proposal;
4. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly with any other Proposer, company or person to submit a collusive or sham Proposal in connection with the Contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other proposer, company or person to fix the price or prices in the attached Proposal or of any other proposer, or to secure through any other proposal, or to fix any overhead, profit or cost element of the bid price or the bid price of any other proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Beaufort, SC or any person interested in the proposed contract.

(signed)

(title)

SWORN to before me this _____
day of _____, 20____

Notary Public for _____(state)

My commission expires: _____

By: _____
(signature)

SMALL/WOMAN-OWNED/MINORITY BUSINESS ENTERPRISE FORM	
YOUR COMPANY'S CURRENT STATUS	SUPPLIER BUSINESS CLASSIFICATIONS
<p>Is this a small business?</p> <p>Yes No</p>	<p>A small business is a business which is independently owned and operated, not dominant in its field of operation, and can qualify under criteria concerning number of employees, average annual receipts, or other criteria as outlined by the Small Business Administration. (See CFR Title 13, Part 121, as amended)</p>
<p>Is this a woman-owned business?</p> <p>Yes No</p>	<p>A woman-owned business is a business which is at least 51% owned by a woman or women who also control and operate the business.</p>
<p>Is this a minority-owned business?</p> <p>Yes No</p> <p>If Yes, please indicate minority group: <input type="checkbox"/> Asian American <input type="checkbox"/> Black American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Native American</p>	<p>A minority-owned business is a business which is at least 51% owned, controlled and operated by socially and economically disadvantaged individuals. The following groups are among those presumed to be socially and economically disadvantaged: Asian Americans, Black Americans, Hispanic Americans, and Native Americans.</p>
<p>Is this a disabled-owned business?</p> <p>Yes No</p>	<p>A disabled-owned business is a business which is at least 51% owned, controlled and operated by an individual or individuals who are disabled.</p>
<p>Is this a veteran-owned business?</p> <p>Yes No</p>	<p>A veteran-owned business a business which is at least 51% owned, controlled and operated by an individual or individuals who are U.S. veterans.</p>
<p>Is this a disabled veteran-owned business?</p> <p>Yes No</p>	<p>A disabled veteran-owned business is a business which is at least 51% owned, controlled and operated by an individual or individuals who are U.S. veterans and disabled.</p>
<p>Are the individuals who own, control and operate this business U.S. citizens?</p>	<p>Yes No</p>
<p>Is this business a non-profit organization?</p>	<p>Yes No</p>
<p>Is this business incorporated?</p>	<p>Yes No</p>

