

**REQUEST FOR PROPOSALS 2108-0099
IP PHONES AND VOICE SERVICES UPGRADE
CITY OF GOODLETTSVILLE, TN**

The City of Goodlettsville (City) is requesting proposals (RFP) from qualified Suppliers for IP Phone and Voice Services Upgrade. Also included in the RFP are cloud-based data hosting services.

Included with this request are applicable technical specifications and an equipment and service proposal schedule.

Proposal Content

The proposal shall contain the following items:

1. Unit price(s) for any indicated hardware and services upgrades to be provided.
2. Itemized list of equipment, materials, and services to be furnished.
3. Expected submittal schedule and equipment delivery schedule following award of the winning proposal.
4. List of exceptions to or deviations from the specifications (if any). If none, state "No Exceptions."
5. Brief summary of experience with IP Phone and Voice Services Upgrade and a list of installations in the U.S. of similar type. Provide name and telephone number of contact person.
6. Brief summary and anticipated cost of recommended periodic maintenance and support including interval(s).
7. Brief, concise summary of any advantages, which are unique to the suppliers' system or equipment, compared to other suppliers.
8. This proposal should contain at a minimum the following upgrade features and services. Approximately upgrading 75 IP phones with the following breakdown: 69 IP phones with the same features that the Yealink T33G IP phone accommodates and 6 IP phones with the same features as the Yealink T54W IP phone accommodates, and 6 expansion modules with the same features as the Yealink EXP50 Expansion Module. The voice upgrade should include the following: Hosted Voice Extension – Standard User with a 3 year term for 75 users, DID for US and Canada for 80 users, and E911 Access for DID for 10 users.
9. This proposal should include the charge rates for any one-time fees and recurring monthly charges.
10. Upon agreement between the two parties, this agreement may be terminated by either party without cause with at least a (30) day written notice, effective at the end of the notice period. Any such termination shall be without penalty or additional payments.

Additional information is neither desired nor requested. Proposals which contain numerous or significant exceptions to the specifications may be considered nonresponsive.

Proposal Submittal

Proposals shall be submitted in a plain sealed envelope marked on the outside with the words "Proposal for IP Phones and Voice Services Upgrade" and the name and address

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of the Supplier. Proposals shall be delivered to the address below no later than 02:00 p.m. local time on Thursday, August 19, 2021:

The City Of Goodlettsville
Attention: Charlie Ballard, Purchasing Director
105 South Main St.
Goodlettsville, TN 37072

Technical questions regarding this RFP should be directed in writing to Randy Hale, via e-mail at rhale@goodlettsville.gov at least five days prior to the submittal deadline. The telephone number is (615) 851-2215.

Basis of Selection

This RFP is part of an evaluated selection process. The cost of the equipment and service will be part of the evaluated price. In addition, the City will consider factors other than evaluated price in making the final selection. These factors may include, but are not limited to, adherence to the specifications, ease and frequency of maintenance, experience, and technical support capabilities. The City may waive any informality and make a selection at its sole and absolute discretion, which it deems to be in its best interest.

A responsive Supplier is one who provides the information requested above and who proposes to furnish IP Phones and Voice Services Upgrade as specified herein. A responsible Supplier is one who has been regularly engaged in the support and maintenance of Voice Services for a minimum of five (5) years in satisfactory operation in the U.S. of similar type and application.

Interviews with Suppliers are not planned at this time. However, The City may decide to conduct interviews with one or more Suppliers if it deems that such meetings would be beneficial to the selection process.

Suppliers who respond to this RFP will be notified in writing of the final selection.

Conditions

1. The pricing provided in the Supplier's proposal shall be valid for 90 days from the date listed above.
2. The City reserves the right to abandon this RFP in its entirety and to make no selection.
3. The City reserves the right to negotiate changes of any nature with any Supplier quoting with respect to any term, condition, or provision in this document and/or in any quotation, whether or not something is stated to be mandatory and whether or not it is said that a quotation will be rejected if certain information or documentation is not submitted with it.
4. The City reserves the right to enter into an agreement for the work described herein with any Supplier or Suppliers that it sees fit to have an agreement with, whether or not that Supplier or Suppliers submitted a response to this RFP.
5. Sales tax is not applicable to this RFP.
6. The City of Goodlettsville does not discriminate on the basis of age, race, sex, color, national origin, religion or disability in admission to, access to, or operation

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of its programs, services or activities, nor does it discriminate in its hiring, employment or purchasing practices. Contact the City Manager at (615) 851-2200 with questions, concerns, complaints and with requests for ADA accommodations.