



## REQUEST FOR QUOTE 2020-4

### Internet Protocol Telephone (VOIP) System Maintenance Services

ChildCareGroup (CCG) is seeking the services of an experienced vendor to provide maintenance services for our current Internet Protocol Telephone (VOIP) System.

**Scope:**

The selected vendor shall provide maintenance services on the call recording system located at the following addresses:

One Mockingbird Plaza, 1420 W. Mockingbird Lane, Suite 300, Dallas, TX 75247  
CPD, 7950 Elmbrook Drive, 2<sup>nd</sup> Floor, Dallas, TX 75247

**Current System:**

Name of System: Mitel/Seranova Call Recording/ECC Contact Center

Current number of Telephones: 132

Current number of Mailboxes: 132

Softphone: 28

UC Client: 28

**SCOPE OF SERVICES**

The Vendor is expected to perform the following:

- Conduct full maintenance of Mitel and Seranova systems.
- Cover all hardware and software service needs within two (2) hours for an emergency and eight (8) hours for SLA or service turn around.
- Maintain radio shot between main office and remote office located at CPD.
- Maintain Vlan maintenance, maintain current outbound campaign to proprietary database as well as create new outbound campaigns, as needed, through the phone system.

Maintenance services shall be made available 7 days a week, 24 hours a day. Maintenance agreement shall include provisions for emergency services, labor, remote support, and hardware/software upgrades. Vendor will also need to be a distributor with local full-time certified technician that can come onsite when needed.

The successful vendor shall provide a detailed plan for providing these services, professional credentials and demonstration of expertise in this area, as well as a proposed rate for services.



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Responses will be evaluated based on the following:

- Ability to provide requested services (40%)
- Demonstrated expertise in this area (30%)
- Price (30%)

#### **Terms:**

The term of this contract is for a one (1) year period, with three (3) one-year options. ChildCareGroup reserves the right to cancel, delay, amend, and/or reissue any part of this Request for Quote (RFQ) at any time without prior notice. This RFQ does not commit CCG to accept any quotes submitted, nor shall CCG be responsible for any costs incurred in the preparation of responses to this RFQ. CCG reserves the right to reject any or all quotes, to accept or reject any or all items in the quotation, and/or to award a contract in whole or in part of the RFQ specifications and requirements herein as is deemed to be in the best interest of CCG.

#### **Termination:**

In the event of a breach or failure to perform obligation under the contract, written notice shall be provided and the party responsible for the failure shall be given thirty (30) days to cure the default. Failure to cure would provide the other party the right to terminate. In any case either party has the right to terminate with thirty (30) days advance notification.

#### **Deadline for questions:**

Questions regarding this solicitation will be received until 12:00pm (central time) on March 20, 2020. All questions shall be forwarded to the attention of Anna Esparza, Administrative Assistant - Procurement, at [aesparza@ccgroup.org](mailto:aesparza@ccgroup.org). Questions received after this deadline will not be answered.

#### **Due Date and Time:**

Responses to this solicitation are due on March 27, 2020 by 11:00am (central time). Responses will be received in electronic form **only** and shall be sent to the attention of Anna Esparza, Administrative Assistant - Procurement, at [aesparza@ccgroup.org](mailto:aesparza@ccgroup.org). Late responses will not be accepted.



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**Price Worksheet:**

Standard hourly rate:

- Lead time for dispatch \$ \_\_\_\_\_

Emergency hourly rate:

- Lead time for dispatch \$ \_\_\_\_\_

\*Please include **ANY** additional charges or fees to this worksheet that may be incurred.