

**Prescott Chamber of Commerce**

**REQUEST FOR PROPOSAL**

**hayley@prescott.org**

**PROJECT NAME: New Phone System**

Prescott Chamber of Commerce

117 W Goodwin Street

Prescott, Arizona 86301

PH: 928-445-2000

hayley@prescott.org

September 01, 2021

**REQUEST FOR PROPOSAL**

**New Office Phone System**

**Prescott, Arizona**

**Article I.** **Introduction**

Prescott Chamber of Commerce (Chamber or Owner) requests that your company make a proposal for a new office telephone system. The following proposal request will outline the project goals and detail the format you should submit for your proposal. Please read the timeline carefully. In order for your proposal to be considered, your proposal must meet our deadlines included in the timeline under Section 2.04.

**Section 1.01** **Location and Sponsor**

Your bid is for a new phone system located at 117 W. Goodwin Street, Prescott, Arizona, 86303.

**Section 1.02** **Management**

Sheri Heiney or Hayley Greenwell will be managing this project. They will be on location during the project. Sheri Heiney will be responsible for the project's timely completion.

**Section 1.03** **Contact Information**

Please contact Hayley or Sheri for questions about the proposal submission details:

Phone: 928-445-2000

E-mail: hayley@prescott.org or sheri@prescott.org

Please contact Sheri or Hayley for questions about the project details:

Phone: 928-445-2000

E-mail: Sheri@prescott.org or Hayley@prescott.org

**Article II.** **The Project**

**Section 2.01** **Mission**

By the end of this project we hope to achieve the following:

1. A new phone system for the entire organization, Prescott Chamber of Commerce.

**Section 2.02** **Project Specifications**

Services to include (please itemize):

1. Provide, install and service a new telephone system to support current and future needs of the organization.
2. Capabilities:
   1. Equipment & Systems: all equipment and systems shall be new and currently manufactured.
   2. Fault Tolerance: The system shall be redundant/resilient and shall be designed to ensure that internal and external traffic can be rerouted or reconnected in the event of a system or major component failure.
   3. System Management: The management system shall provide a single point of access to the system for day-to-day administration, reporting and maintenance.
   4. Unified Messaging (UM): The UM system shall be distributed and provide service for all user locations. In addition, it shall support integration with the Chamber’s email platform.
   5. Paging Overhead and Through Telephone Speakers: The system shall support group paging through the Chamber’s paging systems and through the speakers on the telephones.
   6. Applications: The system shall support a wide variety of applications.
3. Contractor: The solution shall be provided by an experienced contractor who has extensive IP telephone and data networking experience.

**Section 2.03** **Contractor Requirements**

Should your proposal be accepted, we expect you to contribute the following to the project:

1. Provide a turnkey solution including but not limited to delivery, installation, configurations, database collections, database entry, testing, training, cutover and post-cutover support.
2. The contractor and/or its subcontractors are fully authorized/certified to supply, upgrade, install, configure, provide warranty services, and troubleshoot//support he proposed equipment
3. The contractor shall provide manufacturer trained and certified personnel who specialize in deployment of all items/systems/alternates accepted by the Chamber
4. The personnel listed in the respondent’s proposal shall be the personnel assigned to this project. If changes are required, the contractor shall gain written approval from the Chamber’s project manager prior to assignment of substitutes.
5. Prior to ordering, furnishing, or installing any equipment, the Contractor shall obtain the Chamber’s written approval of equipment locations, layout and installation.
6. Contractor must obtain the Chamber’s permission before proceeding with any work necessitating cutting into or through any part of the building, floors, walls, ceiling or structural pieces.
7. The Contractor shall keep the premises clean from debris and rubbish. After each workday, the contractor shall remove any trash or waste from the working area.
8. The Contractor shall be held responsible for and make payment on any damage caused from delivery and/or installation of its work.
9. The Contractor shall work with the Chamber to understand its current network and IT schemes and ensure proper configurations can, and are, implemented.

**Section 2.04** **Timeline**

In order to complete our mission, we have set the following timetable. This timetable is subject to change by the managers of this project.

**Milestone: Date:**

Requests for Proposals Sent Out September 1, 2021

Letter of Intent or No-Bid Letters Sent In September 15, 2021

Deadline for Proposals October 1, 2021

Project Start Date TBD

Project Completion Date TBD

**Article III.** **The Proposal**

**Section 3.01** **Summary of Proposal**

**(a)** **Expectations**

Contracts will be awarded based on the information presented in the proposals received. We will award contracts based on the proposal expected to be the most beneficial to our project based on a variety of factors. Prescott Chamber of Commerce reserves the right to award more than one contract, accept the lowest price offer, award contracts before the proposal deadline listed in the timeline, award contracts before all proposals are received, and refuse any contract without obligation to Prescott Chamber of Commerce or to the company offering the proposal.

**(b)** **Response Deadline**

Please forward a letter of intent by **September 15, 2021** if you intend to submit a proposal. Likewise, if you do not intend to make a proposal, please forward a no-bid letter by the same date.

**(c)** **Proposal Deadline**

All proposals must be submitted to Prescott Chamber of Commerce by **October 1, 2021** to be considered for their contribution to a new phone system.

**(d)** **Selection Criteria**

All offers submitted will be considered based upon the materials provided in the proposal. Consideration will be given to performance projections as well as cost and staff requirements. Only those proposals submitted by the deadline above will be considered. The following criteria will be the primary considerations for selecting a proposal:

1. Submission of all proposals in the correct format by the stated deadline.

2. The perceived effectiveness of the proposal's solution for Prescott Chamber of Commerce's stated mission.

3. The perceived ability for the proposing company's ability to deliver their services set forth in their proposal.

4. The proposing company's past performance in delivering such services.

5. Availability of sufficient high quality personnel with the required skills for the specific approach proposed.

6. Overall cost of the proposal.

Prescott Chamber of Commerce may suspend or discontinue proposals at any time without notice or obligation to the company that submitted the proposal.

**(e)** **Proposal Format:** Prescott Chamber of Commerce suggests that you include the following information in your proposal. Proposals should adequately address the details of the proposed contract.

1. ***Contractor Summary***

***(ii)*** ***Capabilities and Methodology***

***(iii)*** ***Expected Results***

***(iv)*** ***Executives, Staffing, and Management***

***(v)*** ***Communication***

***(vi)*** ***Expense Breakdown***

***(vii)*** ***Expense Summary***

***(ix)*** ***Licensing and Bonding (if applicable)***

**Section 3.02** **Proposal Details**

**(a)** **Contractor Summary**

Include a brief history of your company including your past experience in dealing with similar projects.

**(b)** **Capabilities and Methodology**

Detail your company's capabilities in delivering the requests in this proposal. You should use this section to outline specifically your proposed method for achieving your goal.

**(c)** **Expected Results**

Use this section to summarize the expected results of your methodology listed above. This should include a summary of your timeline for completing the project.

**(d)** **Executives, Staffing, and Management**

List the high level executives or officers in charge of completing the project and a summary of their background.

**(e)** **Communication**

Explain how you intend to communicate between executives, management, and staff to ensure the project stays on schedule.

**(f)** **Expense Breakdown**

Build a detailed list of all expected expenses.

**(g)** **Expense Summary**

Give a brief summary of the total costs for your proposed contract. You may also include a brief explanation of the contributing costs to the total cost.

**(h)** **Licensing and Bonding**

If applicable, include the details of your licenses and bonds for the services you are proposing. If possible, enclose proof of your licenses and bonds.