



REQUEST FOR PROPOSALS

UNIFIED COMMUNICATIONS SYSTEM

ISSUE DATE: July 18, 2018 1:00 P.M.

RESPONSE DEADLINE: July 27, 2018 5:00 P.M.

**Funded with resources from the
Workforce Innovation & Opportunity funds received from the
Texas Workforce Commission
&
U. S. Department of Labor**

**AVAILABLE AT AND DELIVERED TO THE BOARD OFFICES
MONDAY THROUGH FRIDAY 8:00 A.M. TO 5:00 P.M.
901 Indiana, Suite 180
Wichita Falls, TX 76301**

North Texas Workforce Development Board
901 Indiana
Suite 180
Wichita Falls, TX
940-767-1432

PART I. GENERAL INFORMATION

BACKGROUND

The workforce development system in North Texas area is governed and managed by the North Texas Workforce Development Board, Inc. d.b.a. Workforce Solutions North Texas, acting on behalf of the area's citizens and employers. The North Texas Workforce Development Board is a 501(c)(3), a not for profit corporation in the State of Texas. It is a volunteer body constituted in accordance with the federal Workforce Innovative & Opportunity Act and the Texas Workforce Act (HB 1863 and S 642) and appointed by Chief Elected Officials in the workforce development area. Board Directors represent a partnership of private employers, organized labor, non-profit organizations and public entities. The Board administers and acts as fiscal agent for programs consolidated at the local level and is responsible and accountable for the management of all workforce development funds made available to the local workforce development area. The Board is also responsible for administering job seeker and employer services funded through the following programs, but not limited to, Workforce Innovative & Opportunity (WIOA), Food Stamp Employment and Training (FSE&T), Temporary Assistance for Needy Families (Choices), Employment Services (ES), Rapid Response, Trade Adjustment Assistance (TAA), and Child Care Services (CCS). Please see the Board's website for additional information on the workforce programs and locations of the local workforce centers (www.ntxworksolutions.org).

PART II. SERVICES/PRODUCTS SOLICITED

The Board is seeking proposals for the design and installation of a unified communications system covering Workforce Center, Childcare office and Workforce Solutions Vocational Rehabilitation Services office, and the Board's Administration Office.

The new telephone and voicemail system must be a unified communications system that includes voice, video, data, and mobile applications on fixed and mobile networks enabling users to communicate in any workspace using any media, device, or operating system.

A. MINIMUM PARAMETERS FOR A UNIFIED COMMUNICATIONS SYSTEM

The unified communications system must include, but is not limited to the following features:

- Voice Over Internet Protocol (VOIP) Platform (within locations and connecting locations)
- Improved productivity with any device (wired, wireless using single number reach and rules-based call routing)
- Caller ID
- Call Forwarding to multiple numbers
- Seamlessly pass calls between devices, inside and outside of each office
- Single voicemail inbox, including calls sent to wireless phones
- Call Conferencing
- Automated Attendant (automatic answering and call routing)
- Simultaneous Ring
- Messaging while on hold (callers hear messages/information while on hold)
- Provide back-up power supply for full phone system functionality for 30 minutes upon power outage
- Oversee replacement of existing POTS local loop with ISDN PRI over T1 dedicated circuit

- Five-year service and maintenance plan. This should include two-hour phone/eight-hour on-site response time.

B. ADDITIONAL REQUIREMENTS

In addition to the above, proposals should include training of a system-wide administrator to facilitate adds, moves and changes, and should include system documentation for the training.

All proposals **must** include **all** cabling, installation, training, and warranty information and costs.

It would be advantageous for proposing entities to be available for a walk-through of physical locations, contact the Board office to schedule a time.

C. SYSTEM DESIGN AND INSTALLATION DELIVERY TIMELINE

The unified communications system must be delivered and installed at the Board's Administrative offices by August 24th, 2018

PART III. ADMINISTRATION OF THIS REQUEST FOR PROPOSALS (RFP)

A. ISSUANCE

The RFP issued at 1:00 p.m., Thursday, July 18, 2018 by the Board. The entire RFP is made available at the Board's website, www.ntxworksolutions.org.

B. BUDGETED FUNDS

Proposing entities are hereby informed that the five-year service and maintenance plan costs (as described above) should be included in the bid.

C. REQUEST FOR PROPOSALS

The package contains **all** the necessary information and forms to respond to this Request for Proposals (RFP). Proposals must include an original and five (5) copies. **The proposals must be officially received by the Board staff at 901 Indiana, Suite 180, Wichita Falls, TX 76301 no later than 5:00 p.m. CDT on Thursday July 27, 2018.** Proposals may be hand delivered by proposer, courier service or submitted by mail. Tele-copier, fax, or e-mail transmission **is not acceptable**. Official receipt of proposals will be by entry on the Board's log of proposals received and verified by a receipt form issued by the Board staff. Bidders using mail that is received by Board staff on or before the deadline date above will be sent a copy of this receipt form upon request. Any **modifications or amendments** to a proposal (i.e., one already submitted prior to the deadline) must also comply with the above requirements and the response deadline. **Any proposals or amendments delivered/received after the deadline date will not be considered but will be deemed late and non-responsive to this RFP procurement process. Late proposals or amendments will be returned without review.** Proposals should be addressed and externally labeled as follows:

**Unified Communications System
Attn: Procurement
Workforce Solutions North Texas
901 Indiana, Suite 180
Wichita Falls, TX 76301**

Dated Material: Proposals due July 27, 2018 by 5:00 p.m. CDT.

The Board is not responsible for any errors of omission or otherwise on the part of the U.S. Postal Service or other carrier regarding proof of mailing.

D. BIDDERS' CONFERENCE

There will be no Bidders' Conference to respond to questions about the RFP; however, potential proposers may submit any questions to Kitty.howard@ntxworksolutions.org no later than 5:00 p.m. CDT on July 24, 2018. A formal Q & A will be posted under at the Board's website: www.ntxworksolutions.org by 5:00 p.m. CDT on July 24, 2018.

E. ELIGIBLE PROPOSERS

Any vendors in good standing (i.e., not debarred from doing business with state, federal or local government) and able to meet the technical specifications for quality and other terms of this proposal package are eligible. Vendor selection will be via competitive negotiations based on the combination of price and ability to accommodate the needs of the workforce centers and the Board's administration offices. There is no mandatory, or optional Bidders' Conference scheduled in connection with this RFP process. All questions and answers will be posted on the board's website at: www.ntxworksolutions.org

F. SELECTION PROCESS

Selection of a vendor(s) will be in accordance with the WIOA and the State (TWC) procurement policy and standards as follows:

1. Positive efforts will be made to utilize small, minority and female-owned or operated businesses, as vendors, and to allow such organizations maximum feasible opportunity to compete for award.
2. Award of contract/purchase agreement will be made only to "Responsible Bidder", i. e. a Bidder/Vendor who has demonstrated competence to deliver the specified goods and services, a proven record of business integrity and ethics, and the ability to meet the requirements of this Request.
3. The Board reserves the right to contact any individual or agency listed in the Proposal, or to contact others who may have knowledge of the proposer's relevant services/products.
4. A response to this request does not commit the Board to award a purchase agreement or to pay any costs incurred in the preparation of a response, nor to pay for any other costs incurred prior to the execution of a formal contract/purchase agreement unless such costs are specifically authorized in writing by the Board.
5. The Board reserves the right to accept, or reject any or all Proposals received, or to cancel in part or

its entirety this Request for Proposals.

6. No contract/purchase agreement may be awarded until the bidder has complied with Executive Order 12549, 29CFR, Part 98 by submitting to the Board a signed Certification of Debarment, which states that neither the vendor, nor any of its principals, are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in a procurement by any Federal department or agency.
 7. Bidders shall not, under penalty of law, offer any gratuities, favors, or anything of monetary value to any officer, or employee of Workforce Solutions North Texas or to any consultant, employee, or member of the Board for or having the effect of influencing favorable disposition toward their own bid or any other bid submitted hereunder.
 8. Bidders shall not engage in any activity that will restrict or eliminate competition. This does not preclude joint ventures or subcontracts.
 9. In the interest of maximum, free and open competition, all Board Members and Board staff will be precluded from providing technical assistance or answering questions concerning this RFQ which might offer a competitive advantage to any bidder. Potential Bidders are asked to respect these conditions by not making personal requests for assistance.
 10. Prior to award of any contract/purchase agreement, a Bidder must sign a "Certification Regarding Conflict of Interest" stating adherence to the Board policy regarding free and open competition and conflicts of interest.
 11. Workforce Solutions North Texas is the responsible authority for handling complaints or protests regarding this procurement process. Such complaints must be submitted to the Board in writing within 30 calendar days of the notification of awards. No protest shall be accepted by the grantor (State) until all administrative remedies at the grantee (Board) level have been exhausted. This includes, but is not limited to disputes, claims, protests of award or non-selection for award, source evaluation, or other matters of a contractual or procurement nature. Matters concerning violation of law shall be referred to such authority as may have proper jurisdiction.
- Workforce Solutions North Texas will notify all bidders in writing of the procurement results within ten (10) working days of its decision.
- Any bidder not selected for award of a contract/purchase agreement may receive a debriefing to obtain information on the procurement process and the reason (s) for non-selection. The debriefing must be requested in writing within thirty (30) days of the date the notice of non-selection is postmarked.
12. The contents of a successful proposal can become a contractual obligation, if selected for funding. Failure of the proposer to accept these obligations can result in cancellation of the award for contract/purchase agreement. The Board reserves the right to withdraw or reduce the amount of an award if there is misrepresentation of the proposer's ability to perform as stated in the proposal.
 13. The Board reserves the right to request additional information from any and all bidders.
 14. The Board reserves the right to award a contract to other than the lowest cost/priced

bidder.

G. Selection Criteria for Award

The evaluation factors for the basis of awarding a contract/purchase agreement include:

- Proposer's demonstrated experience with design and installation of requested services/products
- Quality References
- Ability to meet RFP timeline for system delivery and installation
- Costs

H. Proposal Preparation

Each proposal must contain:

Proposal Cover Sheet

All items on the Proposal Cover Sheet must be completed. Identify a liaison or primary contact person, as well as the Signatory Authority - a person with the legal authority to negotiate and sign a contract on half of the proposing entity. (This is also the person who must sign the various certification forms.)

Narrative

- Describe your proposing entity (length of time in business) and record of providing services/products similar to those requested. In addition, provide qualifications and experience of staff who will be involved in providing services/products to the Board. Please attach individual resumes.
- Provide description and listing of proposed services/products for each office.
- The Board is seeking services/products at the most competitive cost available, provided that the proposer can comply with all the limitations specified in this Request for Proposals. Proposer's bid will be for the total cost requested in the RFQ; however, details of each office cost must be provided.

List of Recent References

Please provide a list of three (3) customers, with local phone numbers, who are familiar with your bidder's services. These should be active customers within the past two years.

Non-Discrimination

Please include a statement describing your agencies commitment to providing quality customer services and non-discrimination regarding hiring and employment opportunities as well as services to customers. If there are written policies in place regarding non-discrimination, you may attach a copy.

PART IV. ORDER OF PROPOSALS SUBMISSION

The following attachments are required:

- A. Proposal Cover Sheet (Attachment A)
- B. Narrative (Attachment B) to include, but are not limited to, the following:
 - 1. Proposer's Qualifications and Experience with Services/Products
 - 2. Proposed Services/Products for each location
 - 3. Costs for each office
- C. Certification of Bidder (Attachment C)
- D. Certification Regarding Debarment (Attachment D)
- E. Certification Regarding Conflict of Interest (Attachment E)
- F. List of Recent References (on company letterhead, Attachment F)
- G. Non-Discrimination Statement/Policy (Attachment G)
- A.1 General information on location and phone systems