

# REQUEST FOR PROPOSALS FOR OFFICE PHONE SYSTEM INSTALLATION



*Traverse City, MI*

**Proposal Closing Date**

Thursday February 13, 2014  
10:00 a.m.

**Proposals Due To:**

Nick Viox  
303 East State Street, Suite C  
Traverse City, Michigan, 49684



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## **BACKGROUND**

The Traverse City Downtown Development Authority (DDA) has a small office in Downtown Traverse City. A branch of the DDA, Traverse City Parking Services, has a neighboring office and currently shares an account with Charter Communications. There are currently five (5) analog phones in the DDA office with four (4) lines and three (3) analog phones in the Parking Services offices with two (2) lines.

With the DDA and Parking Services productivity increasing and technology advancing, the need for a new communications setup for both offices has become apparent. There needs to be a communications system with eight (8) total digital phones that can easily connect with each other as well as handle the incoming and outgoing call demands of the offices.

## **PROJECT SCOPE OF SERVICES**

The City of Traverse City hereby solicits proposals from qualified organizations to supply and install a digital phone system in the DDA and Parking Office. The services are defined and described below:

### **Supply**

- Provide the DDA with eight (8) digital phones that adhere to the product specifications defined.
- Provide the DDA with one (1) communications server that adheres to the product specifications defined.

### **Installation**

- Install and setup the eight (8) phones and one (1) communications server with limited interference of day to day office affairs.
- Provide staff with a thorough understanding of the devices and any required maintenance.

## **PRODUCT SPECIFICATIONS**

The DDA office is requesting eight (8) digital phones and one (1) communications server that should include, but are not limited to, the following parameters:

- A minimum of six (6) lines
- Individual voicemail set up
- Speakerphone



- Call hold
- Call forwarding & intercom
- Compatible with Charter Communications
- Automated attendant and/or Automatic Call Distributor

The communications server must be able to handle the operations of both the DDA office and the Parking office and work seamlessly between the two.

## **INSURANCE**

The Firm is required to provide and maintain at all times during this project the following insurance. Certified copies, setting forth the limits and coverage, shall be furnished to the DDA Executive Director before commencing with any work. The policy shall contain endorsements stating that a 10-day notice will be given to the City prior to termination or any change in the policy and shall describe the project and provide coverage for the following terms:

Comprehensive General Liability Insurance with limits of liability not less than \$1,000,000 per occurrence and/or aggregate combined single limit with the DDA and the City of Traverse City listed as an additional insured, including:

1. Motor Vehicle Liability Insurance, including applicable no-fault coverage, combined single limit bodily injury and property damage shall be maintained during the life of the contract. Coverage shall include all owned vehicles, all non-owned vehicles and all hired vehicles.
2. Workers Compensation Insurance, including Employers' Liability Coverage in accordance with all applicable statutes of the State of Michigan.
3. If any of the insurance is canceled, the Firm shall cease operations, and shall not resume until new insurance is obtained.

## **SUPPLEMENTAL INFORMATION**

The DDA reserves the right to waive any informality or defect in any proposal, to accept any proposal or parts thereof or to reject any or all proposals, should it deem it to be in the best interest of the DDA to do so. The DDA reserves the right to revise the contents of the proposal and to negotiate all aspects of this proposal and any future agreement with the successful firm of the DDA's choice. It is the sole responsibility of the firm to review and remain updated with any addendums made to the Request for Proposals for Office Phone System Installations. The DDA further accepts no responsibility for expenses which may be incurred in the preparation of such proposals. The selected firm shall be expected to comply with all applicable State and Federal laws in the performance of services. Submittals to the DDA are considered public information. The DDA has the right to disclose information contained in the submittals. The DDA further reserves the right to photocopy, circulate, or otherwise distribute any material submitted



in response to the Request for Proposal (R.F.P.). Original materials which the consultant may wish returned shall be clearly marked to be returned to them.

The selection of successful firm shall be made without regard to race, color, sex, age, religion, sexual preference, handicap, political affiliation, veteran status, or national origin. The DDA is an Equal Opportunity Employer.

The selected Firm will be required to enter into a service order for this project. A sample service order is attached as Attachment A.

Any questions regarding this request for proposal shall be submitted in writing to the DDA at least seven (7) days prior to the deadline for submitting request for proposal. Written answers to questions, which in the opinion of the City may change or substantially clarify the request for proposals, will be submitted to all prospective firms.

## **CONTENT & FORMAT OF PROPOSALS**

Interested firms must submit four (4) copies of sealed proposals which should include at a minimum the following information:

- Firm names and introduction.
- Qualifications of staff to be assigned to this project.
- At least 3 examples of experience with similar jobs
- Description of products chosen including end of life of the product, compatibility, and product specifications.
- Narrative in which the firm delineates their understanding of what is being requested by the DDA in this proposal including the items of work they will accomplish for the DDA, noting any work items they may feel should normally be accomplished under or related to this request, but in the opinion are beyond the scope of what is being requested and therefore not part of this proposal.
- The methodology, approach or work plan, including timelines which would be used to complete the project.
- Proposal Sheet with “Not to Exceed” project cost.

An optional pre-bid meeting will take place in the DDA Office at 303 East State Street, Suite C, Traverse City, Michigan, 49684. The meeting will be held Wednesday February 5, 2014 at 10:30 a.m.. This meeting will be used for the firm to become acclimated with the set up of the offices and the phone systems currently in place.

**Sealed proposals must be submitted to Nick Viox, 303 East State Street, Suite C, Traverse City, Michigan, 49684 no later than 10:00 a.m., February 13th, 2014.**

“Office Phone System Installation” shall be clearly marked on the outside of the sealed envelope. Submittals sent by email or telefax will not be accepted. Questions may be addressed to Nick Viox (231)922-2050.



## METHOD OF EVALUATION

All proposals received shall be subject to evaluation by the Downtown Development Authority staff. This evaluation will be conducted in the manner appropriate, as may be deemed by the DDA, for the selection of a firm for the purpose of entering into a service order to perform this project. Price alone shall not be the basis for the award of this work, but shall be only one of the components considered. The DDA does not intend to award a service order for this work solely on the basis of any response made to this request. It is possible, but not currently anticipated, that several firms who present acceptable proposals and who are shown to be qualified, responsible and capable of performing the work may be requested to interview with the DDA prior to any award of this work. The following facts, along with other items, will be considered:

- The firm's expertise and experience related to the required work.
- The firm's understanding of the project scope and quality of the firm's project approach.
- The cost and time scheduled as proposed.
- Qualifications and availability of the key staff members proposed to work on this project.
- Attendance of the required pre-bid meeting
- Involvement of the firm in similar types of projects, reference responses and quality of work on previous projects.
- Interview (if applicable)



## PROPOSAL SHEET

TITLE: REQUEST FOR PROPOSAL: OFFICE PHONE SYSTEM INSTALLATION

DUE DATE: 10:00 a.m., February 13th, 2014.

Having carefully examined the attached R.F.P., addendums, and any other applicable information, the undersigned purposes to furnish all items necessary for and reasonably incidental to the proper completion of this proposal.

The undersigned submits this proposal and agrees to meet or exceed all requirements and specifications listed on the R.F.P., unless otherwise indicated in writing and attached hereto.

The undersigned certifies, as of the date of this proposal, not to be in arrears to the City of Traverse City for debt or contract or is in any way a defaulter as provided for in Section 152, Chapter XVI or the Charter of the City of Traverse City.

The undersigned understand that the DDA reserves the right to accept any, all, or none of the proposals in whole or in part and to waive irregularities in any proposal in the interest of the DDA. The Proposal will be evaluated and awarded on the basis of best value to the DDA. Criteria used, but not limited to, will be price, accessories, options, and overall capability to meet the needs of the DDA.

The undersigned agrees that the proposal may not be withdrawn for a period of sixty (60) days from the actual date of the opening proposals.

General Services: \$ \_\_\_\_\_

Not to Exceed Project Cost: \$ \_\_\_\_\_

Submitted by:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name & Title - PRINT

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Company Address

# Traverse City DDA



## Purchase/Service Order

**P.O. No.** 1035      **Request Date** 1/17/2014

**Supplier** SAMPLE

**Bill To** Rob Bacigalupi

**Ship To** \_\_\_\_\_

PO Box 42  
Traverse City, MI 49685

**Terms** Net 30      **F.O.B.** \_\_\_\_\_      **Requested By** \_\_\_\_\_

**Ship Date** \_\_\_\_\_      **Ship Via** Ground

Product ID	Description	Quantity	Price	Extended Amount
				0.00

**Account** \_\_\_\_\_

<b>Subtotal:</b>	0.00
<b>Discount:</b>	0.00
<b>Tax:</b>	0.00
<b>Weight:</b>	
<b>Shipping:</b>	
<b>Total:</b>	<b>0.00</b>

Executive Director/Accounting  
Vendor  
File

- If this is a Service Order, refer to the provisions on the reverse side.
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## ADDITIONAL TERMS AND CONDITIONS:

### THE VENDOR, BY RENDERING SERVICE TO THE TRAVERSE CITY DOWNTOWN DEVELOPMENT AUTHORITY (DDA), HEREBY AGREES TO ALL PROVISIONS LISTED BELOW:

1. Non-Discrimination. The Vendor agrees not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment because of race, color, religion, national origin, sex, age, height, weight, marital status, physical or mental disability, family status, sexual orientation, or gender identity. A breach of this covenant may be regarded as a material breach of this Service Order.
2. Assignment. There shall be no assignment or transfer of this Service Order or any part thereof unless mutually agreed to in writing by both parties.
3. Venue. Any and all suits for any and every breach of this Service Order shall be instituted and maintained in any court of competent jurisdiction in the County of Grand Traverse, State of MI.
4. Independent Contractor. The relationship of the Vendor to the DDA is that of an Independent Contractor. The Vendor and the personnel employed by the Vendor shall not be deemed to be agents or employees of the DDA, shall not hold themselves out as employees of the DDA and shall not be entitled to any fringe benefits the DDA affords its employees.
5. Required Insurance. (*If DDA and City named as additional insured*): The Vendor shall provide the DDA with an endorsement to its insurance policy stating that the DDA and the City of Traverse City is named as additional insured and that a minimum of 10 days advance written notice will be provided in the event of cancellation; the Vendor shall also provide the DDA with an insurance certificate evidencing the required coverage. (*If DDA and City not named as additional insured*): The Vendor shall provide the DDA a copy of a certificate of insurance for any required insurance under this Service Order prior to performing any services. Such certificate shall provide that the DDA shall receive notice of any cancellation or material alteration in its coverage at least 10 days prior thereto. A breach of this provision may be regarded as a material breach of this Service Order.
6. Workers Compensation. The parties agree to maintain at all times while work is being performed under this Service Order, suitable workers compensation insurance pursuant to Michigan law and will, upon receipt of this Service Order, provide a certificate of insurance or copy of state approval for self insurance to the DDA Executive Director.
7. Interpretation. This Service Order shall be governed by the laws of the State of Michigan both as to interpretation and performance.
8. Indemnification. The Vendor shall defend, indemnify and hold the DDA, its agents, officials and employees harmless from and against all claims, damages, losses and expenses, including reasonable attorney fees arising out of the performance of this Service Order which is caused in whole or in part by the Vendor's negligent, careless or intentional act or omission, or that of any agent, employee, or subcontractor of the Vendor. The Vendor shall not be obligated to indemnify the DDA for the DDA's own negligence. This indemnification provision shall not be limited by reason of insurance coverage of any type. This provision is not intended to waive the defense of governmental immunity that may be asserted by the DDA in an action against it. The Vendor expressly acknowledges and agrees that this indemnification provision is intended to be as broad and inclusive as is permitted by law and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect. This provision shall survive the termination of this Agreement.
9. Time. Time is of the essence in rendering the services described in this Service Order.
10. Third Party Beneficiaries. This Service Order confers no rights or remedies on any third party, other than the parties to this Service Order and their respective successors and permitted assigns.
11. Freedom of Information Act. The Vendor acknowledges that the DDA may be required from time to time to release records in its possession by law. The Vendor hereby gives permission to the DDA to release any records or materials received by the DDA as it may be requested to do so as permitted by the Freedom of Information Act, MCL 15.231 *et seq.*
12. Arrears/Defaulter. The Vendor certifies that as of the date of this Service Order, Vendor's company or Vendor is not in arrears to the DDA for debt or contract and is in no way a defaulter as provided in Section 152, Chapter XVI of the Charter of the DDA.
13. Standard of Conduct. The Vendor shall render all services under this Service Order according to generally accepted professional practices.
14. Termination.
  - A. For Fault. If the DDA Executive Director determines that the Vendor has failed to perform or will fail to perform all or any part of the services, obligations, or duties required by this Agreement, the DDA Executive Director may terminate or suspend this Agreement in whole or in part upon written notice to the Vendor specifying the portions of this Agreement and in the case of suspension shall specify a reasonable period not more than thirty (30) days nor less than fifteen (15) days from receipt of the notice, during which time the Vendor shall correct the violations referred to in the notice. If the Vendor does not correct the violations during the period provided for in the notice, this Agreement shall be terminated upon expiration of such time. Upon termination, any payment due the Vendor at time of termination may be adjusted to cover any additional costs occasioned the DDA by reason of the termination. This provision for termination shall not limit or modify any other right to the DDA to proceed against the Vendor at law or under the terms of this Agreement.
  - B. Not for Fault. Whenever the DDA Executive Director determines that termination of this Agreement in whole or in part is in the best interest of the DDA or in the event that termination is required by any state or federal agency, the DDA Executive Director may terminate this Agreement by written notice to the Vendor specifying the services terminated and the effective date of such termination. Upon termination, the Vendor shall be entitled to and the DDA shall pay the costs actually incurred in compliance with this Agreement until the date of such termination.