



CLINTON, EATON, INGHAM & SHIAWASSEE Counties

CACS is an Equal Opportunity Employer.

Date: July 31, 2018

To: Potential Phone System Vendors

From: Jeff Wyman, Finance Director

Re: Request-for-Proposal (RFP) – Phone System

Capital Area Community Services, Inc. is requesting proposals for upgrading its current phone system. Please find attached a description of the scope of work, list of operating locations, proposal scoring, and the RFP timeline.

As noted in the attached RFP, submitted proposals should include:

- Base Request – Purchase and installation of new phone system infrastructure and system for Community Outreach (including Rensen Administration) and integration of existing systems, if possible. Infrastructure should have the capacity to service 300+ phones with quality service
- Add on Request #1 – Phone system for Grand River location that will integrate into the new system
- Add on Request #2 – Phone system for Willow Administration location that will integrate into the new system
- Description of redundancies to address power and internet service interruptions and server downtime
- Description of the proposed system's features
- Description of the proposed system's conferencing features (audio, video, webinar hosting, screen sharing, etc.)
- Description of vendor's organization including the # of staff and years in business
- Description of available support for phone system
- Description of items that set your proposal apart from other proposals
- Description of the approach to the project including installation timeline
- Price and Payment Terms – Include Purchase and Lease Options, if available

Questions about the RFP should be submitted via email by August 20, 2018 to Jeff Wyman, Finance Director, whose address is jeff@cacsmi.org.

Thank you for your consideration of the Request-for-Proposal.

" A Community Action Agency "

Capital Area Community Services will not discriminate against any individual or group in employment or services because of race, sex, religion, age, national origin, color, marital status, disability or political beliefs. In addition, CACS will provide reasonable accommodations for access to services/employment.

101 EAST WILLOW STREET • LANSING, MICHIGAN 48906-4894
TELEPHONE (517) 482-6281 • TDD 800-649-3777

Capital Area Community Services, Inc.

Request for Proposal for Agency Phone System

Inquiries and proposals should be directed to:

Name: Jeff Wyman

Title: Finance Director

Entity: Capital Area Community Services, Inc.

Address: 101 East Willow Street, Lansing, MI 48906

Phone: (517) 482-6281

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General Information

A. Purpose

This Request for Proposal (RFP) is to procure an agency phone system.

B. Instructions on Proposal Submission

1. Closing Submission Date: Proposals must be submitted no later than 12:30 p.m. on September 4, 2018.
2. Inquiries: Inquiries concerning this RFP should be directed to Jeff Wyman at jeff@cacsmi.org. Questions about this RFP will be received through August 20, 2018. Responses to the questions will be provided to all known recipients of the RFP.
3. Conditions of Proposal: All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by *Capital Area Community Services*.
4. Instructions to Prospective Contractors:

Your proposal should be addressed as follows:

Name: Jeff Wyman
Title: Finance Director
Entity: Capital Area Community Services, Inc.
Address: 101 East Willow Street
Lansing, MI 48906

It is important that the Offeror's proposal be submitted in a sealed envelope clearly marked in the lower left-hand corner with the following information:

Sealed Proposal
For Phone System

5. Electronic or Hard Copy Submissions: Proposals can be submitted electronically in pdf format to the following email address: finance@cacsmi.org by the closing submission date noted above. Please note that our firewall will reject emails larger than 10MB.

Proposals may also be submitted by hard copy to the following mailing address: 101 East Willow Street, Attn: Finance, Lansing, MI 48906 by the closing submission date noted above. Four copies of the proposal must be submitted.

Failure to do so may result in premature disclosure of your proposal.

It is the responsibility of the Offeror to ensure that the proposal is received by *Capital Area Community Services* by the date and time specified above.

Late proposals will not be considered.

6. Right to Reject: *Capital Area Community Services* reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based on the factors described in this RFP.
7. Small and/or Minority-Owned Businesses: Efforts will be made by *Capital Area Community Services* to utilize small businesses and minority-owned businesses. An Offeror qualifies as a small business firm if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201).
8. Presentations: At the discretion of *Capital Area Community Services*, Offerors submitting proposals may be requested to make oral presentations as part of the evaluation process. Presentations may be delivered in person or via teleconference. Reasonable advance notice will be provided to selected Offerors. Not all Offerors submitting a proposal will be asked to participate in oral presentations.
9. Notification of Award:
 - a. It is expected that a decision about selection of the successful proposal will be made within four weeks of the closing date for the receipt of proposals.
 - b. Upon conclusion of final negotiations with the successful firm, all Offerors submitting proposals in response to this Request for Proposal will be informed, in writing, of whether or not their proposal was chosen.

C. Description of Entity

Capital Area Community Services is a nonprofit organization with approximately 400 employees that serves four counties in Michigan. *Capital Area Community Services* is a private, nonprofit corporation and has been determined to be exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code. It is governed by a 27-member volunteer board of directors.

Capital Area Community Services provides services at 22 plus locations throughout Clinton, Eaton, Higham and Shiawassee counties with an estimated 240 phones. The original scope of this project was to replace the phone system at the Rensen location and the outcounty Community Outreach centers. This project would have included 64 phones at 5 locations. The current phone system service these locations is over 10 years old. The system is both functionally obsolete and no longer serviceable. Upon further review, it was determined that the phone systems for the Willow Administration (6 phones) and the Grand River School (30 phones) locations are also obsolete.

Specification Schedule

A. Scope of Work

Currently, a variety of phone systems are in use across the agency. CACS would like to replace the phone systems at Rensen, Willow Administration, and Grand River School. The preference is to install a VOIP phone system to meet both the present needs and have the capacity to expand and provide quality service all of the CACS locations as the agency grows and as phone systems at the other locations become obsolete and are replaced. Proposed solutions should have the capacity for at least 300 phones. Ideally, we would like the system to have the appearance of one system, even in the interim. This would mean incorporating the current Allworx phone system that is used for the Willow Head Start, Baker, Maplehill and Miller Road locations into the proposed system, if possible. We realize the smaller locations, along with school district buildings where we utilize the provided phone lines, may not be VOIP. As an alternative, the proposed system may be programmed to accept an extension number to dial such a location.

Because the phone system is integral to the services *Capital Area Community Services* provides to clients, redundancy for loss of electricity, internet service, and server issues should be addressed in the submitted proposal. Critical locations are Willow, Rensen, Grand River, Maplehill and Jenison as these in total represent over 60% of the phones in the system. We recognize that only the Rensen, Grand River and Willow Administration are included in the current RFP.

Base Request: Acquisition and installation of new phone system infrastructure and system for Community Outreach (including Rensen Administration) and integration of existing systems, if possible. Infrastructure should have the capacity to service 300+ phones with quality service.

Add on Request #1: Acquisition and installation of phone system for Grand River location that will integrate into the new system.

Add on Request #2: Acquisition and installation of phone system for Willow Administration location that will integrate into the new system.

Submitted proposals should include the following descriptions:

- Description of the overall phone system being proposed including manufacturer name and model number(s)
- Description of redundancy plans to address internet, power and server interruptions
- Description of basic phone system features such as Auto Attendant, Auto Directory, Voice Mail (including via text or email) and Call Forwarding
- Description of phone system conferencing features (including audio, video, webinar hosting, screen sharing, etc.)
- Description of phone system abilities to operate a call center
- Description of how the existing Allwork phone system that exists at several other locations can be integrated into the proposed phone system

B. Estimated Numer of Phones/Faxes by Location

<u>Dept</u>	<u>Location</u>	<u>Street Adress</u>	<u>City</u>	<u># Phones</u>	<u>Fax</u>
	<i>Community Outreach</i>				
	Rensen	1301 Rensen St	Lansing	32	1
	(Incl Rensen Admin)				
	Eaton County	1370 N Clinton Trail	Charlotte	9	
	Rural Ingham	218 E Maple St	Mason	7	
	Shiawassee County	1845 Corunna Ave	Owosso	9	
	Clinton County	1001 S Oakland St	St. Johns	7	
	Subtotal - Community Outreach			64	
	<i>Head Start</i>				
	Baker	840 Baker St	Lansing	3	1
	Charlotte	1370 N Clinton Tr	Charlotte	3	1
	Colt (Waverly)	4344 W Michigan Ave	Lansing	4	
	Dewitt	205 W Washington	Dewitt	School	
	Durand	930 W Main St	Durand	School	
	Eaton Rapids	501 Union St	Eaton Rapids	School	
	EHS-CCP (Harley)	2924 Newark	Lansing	6	
	Grand Ledge	615 Jones St	Grand Ledge	School	
	Grand River	1107 E Cesar Chavez	Lansing	30	1
	Harley Franks	2924 Newark	Lansing	3	1
	Hildebrant	3140 N Turner St	Lansing	1	
	Holt	4552 Spahr Ave	Holt	School	
	Jenison	727 N Jenison	Lansing	15	1
	LaRoy Froh	2400 Reo Rd	Lansing	1	
	Maplehill	640 Maplehill	Lansing	20	1
	Miller Road	3000 W Miller Rd	Lansing	9	
	Mt Vernon	3338 N Waverly	Lansing	1	
	Perry	7320 W Beard Rd	Perry	2	
	Pine	600 W Maple	Lansing	4	1
	Potterville	420 N High St	Potterville	School	
	Roosevelt	201 N Brooks St	Owosso	5	1
	South Cedar	2357 Delhi Commerce	Holt	6	1

	St. Johns	4179 S US 27	St Johns	3	1
	Towar	6223 Towar Garden	East Lansing	5	1
	Transportation	1301 Rensen St	Lansing	6	1
	Willow	101 E Willow St	Lansing	43	5
	Subtotal - Head Start			170	17
	<i>Administration</i>				
	Willow	101 E Willow St	Lansing	6	2
	Total Phones			240	19

C. Price

The Offeror's proposed price should be submitted separately in a sealed envelope. Both purchase and lease options (if available) should be included with the proposal. The Base Request, Add on Request #1, and Add on Request #2 should be priced separately so that management can scale the project to the available funding.

D. Payment

The proposal should indicate the payment terms including the required down payment and progress payments. Progress payments will be allowed to the extent that *Capital Area Community Services* can determine satisfactory progress is being made. Final payment will be made when *Capital Area Community Services* has determined that the total work effort has been satisfactorily completed.

Technical Qualifications

The Offeror, in its proposal, shall, as a minimum, include the following:

A. Prior Experience

The Offeror should describe its prior experience, including the names, addresses, contact persons, and telephone numbers of prior organizations served and general description of the system installed including the number of locations and number of users.

B. Value-Added Services

The Offeror should include an explanation of other services that can and have been provided to organizations similar to *Capital Area Community Services*. Value-added services provide efficiencies and abilities that contribute to the continued success of *Capital Area Community Services*. Value-added services can include consulting and training services as well as industry-specific products.

C. Organization, Size, and Structure

The Offeror should describe its organization, size and structure. Description should include:

1. Size of the Offeror, including number of employees, physical site locations and years in business.
2. Explanation of independence.
3. Any conflicts of interest that exist.
4. Explanation if the Offeror is a small or minority-owned business or women's business enterprise.
5. Support for phone system after installation.

D. Staff Qualifications

The Offeror should describe the qualifications of staff to be assigned to the project.

E. Approach to the Project

The Offeror should describe its approach of the work to be performed, including procedures, estimated hours or timeline, and other pertinent information.

F. Certifications

The Offeror must sign and include, as an attachment to its proposal, the Certifications enclosed with this RFP.

Proposal Evaluation

A. Submission of Proposals

If submitted by hard copy, all proposals shall include four copies of the Offeror's technical qualifications, four copies of the pricing information (in a separate, sealed envelope), and four copies of the signed Certifications. These documents will become part of the contract.

Electronic submissions may be submitted using pdf format via email to: finance@cacsmi.org. Please note that our firewall will reject emails larger than 10MB.

B. Nonresponsive Proposals

Proposals may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal is not received in a timely manner in accordance with the terms of this RFP.
2. The proposal does not follow the specified format.
3. The proposal does not include the Certifications.
4. The proposal is not adequate to form a judgment by the reviewers that the proposed undertaking would comply with the *Government Auditing Standards* of the U.S. Comptroller General.

C. Proposal Evaluation

Evaluation of each proposal will be scored on the following six factors. In compliance with 2 CFR Part 200.319 – Competition, no geographic preferences will be given in the evaluation of this proposal, since the section states, "The non-Federal entity must conduct procurements in a manner that prohibits the use of statutorily or administratively imposed state or local geographical preferences in the evaluation of bids or proposals, except in those cases where applicable Federal statutes expressly mandate or encourage geographic preference."

Category	Point Range
Phone System	0 - 60
Support	0 - 20
Price	0 – 20
Maximum Points	100

The Sample Proposal Evaluation form with more detailed scoring criteria is located in Appendix A.

Capital Area Community Services will contact prior organizations served to verify the experience provided by the Offeror.

D. Review Process

In compliance with Uniform Guidance 2 CFR Part 200.319 – Competition, *Capital Area Community Services* has conducted this procurement in a manner that prohibits the use of statutorily or administratively imposed state or local geographical preferences in the evaluation of bids or proposals, except in those cases where applicable federal statutes expressly mandate or encourage geographic preference.

The *Capital Area Community Services* may, at its discretion, request presentations by or meetings with any or all Offerors to clarify or negotiate modifications to the Offerors' proposals.

However, *Capital Area Community Services* reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, that the Offeror can propose.

Capital Area Community Services contemplates award of the contract to the responsible Offeror with the highest total points.

Certifications

On behalf of the Offeror:

1. The individual signing certifies that he/she is authorized to contract on behalf of the Offeror.
2. The individual signing certifies that the Offeror is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of the Offeror.
3. The individual signing certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition.
4. The individual signing certifies that the prices quoted in this proposal have not been knowingly disclosed by the Offeror prior to an award to any other Offeror or potential Offeror.
5. The individual signing certifies that there has been no attempt by the Offeror to discourage any potential Offeror from submitting a proposal.
6. The individual signing certifies that he/she has read and understands all of the information in this Request for Proposal.
7. The individual signing certifies that the Offeror, and any individuals to be assigned to the audit, does not have a record of substandard audit work and has not been debarred or suspended from doing work with any federal, state, or local government.

Dated this _____ day of _____, 20_____.

(Offeror's Firm Name)

(Signature of Offeror's Representative)

(Printed Name and Title of Individual Signing)

Appendix

A. Sample Proposal Evaluation

Capital Area Community Services		
Request-for-Proposal - Phone System		
Proposal Evaluation		
Phone System		Points
VOIP based system able to support current operations and expansion		20
Initial install: 64 handsets / 5 locations		
Add on #1: Grand River: 30 handsets / 1 location		
Add on #2: Willow Administration: 6 handsets / 1 location		
Potential total size: 300+ handsets / 22+ locations		
Redundancy provisions for internet, power and server interruptions		6
Auto Attendant		2
Auto Directory		2
Voice Mail		2
Voice Mail via Text or Email		2
Follow Me (to cell phone, other office, etc.)		4
Conferencing		4
Call-Center Capability		4
Compatibility of new system with existing systems		4
Ease of Use/Administration		5
Subtotal - Phone System		55
Support		
Strength of Vendor Organization		10
(# staff/business experience/years in operation)		
Small/Minority/Woman-Owned Business Enterprise		2
Approach to Project		4
Available Support (Business hours, 24/7, etc.)		5
Strength/Reputation of Manufacturer		4
Subtotal - Support		25
Price		20
(Consider upfront cost and recurring cost)		
Total Points		100