



Telephone and Related Services Request for Proposal (RFP)
December 9, 2021

The intent and purpose of this Request for Proposal (RFP) is to establish a contract for telephone and voicemail services for Floyd County Government. We seek an experienced firm to provide services to all Floyd County Government buildings including the County Administration Building, the Extension and Recreation Building, the County Courthouse, the Library, and the forthcoming Parks and Recreation Building. The bid request is for the entire system, including telephones, voicemail, support, and maintenance.

Desired services and equipment include:

- Phone System
 - On Premise PBX Phone System with SIP Trunking or similar, or
 - VOIP with equipment separate from current desktop and laptops being used by staff
 - Note: the technology must be separate from the core internet service due to cybersecurity concerns.
- Phones and “seats” for 94 employees (may vary some with final count and the interest of constitutional officers)
- Annual support and maintenance
- 21 Digital metered extensions for fax
- Remote and in person accessible voicemail
- Long distance
- Ability to continue to use existing Polycom conference phones
- Ability to send mass voice or text messages to predetermined phone books
- Ability to have a menu option for telephone callers to eliminate need for receptionist call pick-up
- Other technology or processes that will allow the county to easily add functionality, expand and upgrade systems and devices

Offerors should possess and use their extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed Floyd County’s requirements. Preference will be given to the vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity requirements, and ongoing service and support. Ease of operations, management and support of the new phone system will be a critical factor in selecting a vendor. Individual vendors may submit more than one option to allow the county more flexibility.

Award shall be made to the responsible offeror whose proposal is determined to be the most advantageous, “Best Value” to Floyd County, and taking into consideration the evaluation factors set forth in the Request for Proposals.

The award of a contract shall be at the sole discretion of Floyd County Government, with an award anticipated within 45 days of receipt of proposals. The award shall be based on the evaluation of all information as Floyd County may request. Floyd County reserves the right to accept or reject any or all proposals in whole or in part and to waive any informality in the proposal if determined to be in the best interests of the County. Further, Floyd County reserves the right to enter a contract deemed to be in its best interest.

Evaluation of the firms responding shall be based upon the following criteria, when determining the “Best Value” proposal:

Evaluation Factor	Weight (%)
1. Vendor’s cost, including unit prices, labor rates, travel/trip charges, etc.	40
2. Background and Experience.	20
3. Responsiveness of proposal in fulfilling Floyd’s requirements.	15
4. References of past clients with similar size.	15
5. Preparation and responsiveness of submitted proposal.	10

Evaluation Process: The staff evaluation committee will select at least two vendors best suited to meet the needs of Floyd County based on the scoring of the evaluation criteria. Negotiations shall then be conducted with each of the offerors selected. Price shall be considered but need not be the sole determining factor. After negotiations have been conducted with each offeror selected, the staff evaluation committee shall select the offeror which, in its opinion, has made the best proposal, and shall request that the Board of Supervisors award the contract to that offeror.

Should the staff evaluation committee determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, the staff will inform the Board of Supervisors and a contract may be negotiated and awarded to that offeror with their approval. Floyd County may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria set forth above.

To Apply: Please submit your detailed bid document, along with the following completed documents: Submission are due no later than January 15, 2021, 4:00 pm EST to Angie Ellis, Account/Finance Specialist, Floyd County, 120 W Oxford Street, Floyd, Virginia 24091, or email aellis@floydcova.org. Please include “RFP: Telephone

Services” in the subject line. Proposals received after 4:00 pm will not be accepted or considered. Applicants may submit their question(s) by emailing aellis@floydcova.org.

The County reserves the right to cancel this RFP and/or reject any or all proposals, to waive informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the County of Floyd, determined to be in the best interest of Floyd County, Virginia. All expenses related to responding to this request for proposals are the sole responsibility of the offeror.

Disclaimer: Floyd County does not discriminate against an applicant because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment. Minority and/or female businesses or firms are encouraged to apply.

Attachment A

Statement of Qualifications and Experience

Expressions of interest the goods/and or services requested by the County shall be made by submitting a statement of qualifications, including background and experience of staff members who would be assigned to the work and a summary listing of similar project conducted by the firm. The firm must have a proven record of experience in providing similar services. Offeror should address the following criteria:

1. Provide an overview of your firm, history, length and breadth of applicable experience, facility locations and management.
2. Provide a description of successful completion of comparable work on similarly complex projects.
3. Provide a description of your key personnel who will be tasked with executing the project, including any applicable experience, certifications or education relevant to the proposal.
4. Provide a listing of references for past projects.

The selected candidate shall have:

1. All necessary certifications and licensing required for the goods or services to be acquired, including authorization to do business in the Commonwealth of Virginia.

Each firm submitting a proposal for items included in this RFP shall prepare and submit the following information, in addition to addressing the qualifications stated above:

1. Name of Firm or Business
2. Business Address
3. Business Phone; Fax No.
4. E-mail address

5. How many years have you been in business in Virginia and under what names?

6. General Character of services provided by your firm:

7. Commonwealth of Virginia Sales Tax Registration No., if applicable:

8. Federal I.R.S. Identification No.:

9. List the firm's places of operation:

10. Provide a clear statement of your experience and qualifications relevant to services proposed to be provided.

11. Execute and return this Statement of Qualifications, Attachment B, and Attachment C.

12. I certify that I:

- am capable of providing the services as outlined in this proposal,
- will comply with the rules and regulations outlined by the U.S. Code, the Code of Virginia, the County of Floyd, and all rules and regulations of the County, the Virginia State Corporation Commission, and other applicable laws and regulations.
- Have received Attachment D, Contract Terms, and agree to be bound by the applicable terms contained therein unless exceptions thereto are specifically noted in the proposal. I recognize that exceptions to any terms included in the RFP may constitute grounds for the County to declare my proposal non-responsive, in the discretion of the County. (I understand, however, that for architectural and engineering contracts, I will not be required to state any objections to the proposed contract terms until after offerors are ranked for negotiations, in conformity with Va. Code Section 2.2-4302.2(A)(4)).

Authorized Signature

COMMONWEALTH OF VIRGINIA,

CITY/COUNTY of _____, to-wit:

The foregoing Statement of Vendor Qualifications was acknowledged before me this
_____ day of _____, 20____, by _____.

Attachment B

NON-COLLUSION CERTIFICATION

The following certifications are made:

1. The bid or offer (1) is made without prior participation, understanding, agreement, or connection with any corporation, firm, or person submitting a bid/offer for the same materials, supplies, equipment, or services with respect to the allocation of the business afforded by or resulting from the acceptance of the bid or proposal, (2) is in all respects fair and without collusion or fraud, and (3) is or is intended to be competitive and free from any collusion with any person, firm, or corporation.
2. The offeror has not offered or received any kickback from any other offeror or Contractor, supplier, manufacturer, or subcontractor in connection with the bid/offer on this solicitation. A kickback is defined as an inducement for the award of a contract, subcontracts, or order, in the form of any payment, loan, subscription, advance, deposit of money, services, or anything, present or promised, unless consideration of substantially equal or greater value is exchanged. Further, no person shall demand or receive any payment, loan, subscription, advance, and deposit of money, services, or anything of value in return for an agreement not to compete on a public contract.
3. The offeror is not a party to nor has he participated in nor is obligated or otherwise bound by agreement, arrangement, or other understanding with any person, firm, or corporation relating to the exchange of information concerning bids, prices, terms, or condition upon which the contract resulting from the acceptance of his bid or proposal is to be performed.
4. The offeror understands that collusive bidding is a violation of the Virginia Governmental Frauds Act and federal Law, and can result in fines, prison sentences, and civil damage awards and agrees to abide by all conditions of this proposal.
5. The offeror or subcontractor has not and will not confer on any public employee having official responsibility for a procurement transaction any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.

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Offeror

By: _____

COMMONWEALTH OF VIRGINIA,

CITY/COUNTY of _____, to-wit:

The foregoing Non Collusion Certification was acknowledged before me this _____
day of _____, 20____, by _____.

My Commission expires: / /

Notary Public

Attachment C

The undersigned submits the attached proposal to the County of Floyd.

Authorization:

Firm Name: _____ Date: _____

Mailing Address: _____

Phone Number: _____

Fax Number: _____

Email: _____

By: _____

Signature: _____

Title: _____