

Request for Proposal for Telephone System

Responses Due July 19th, 2019

Partnerships With Industry

7540 Metropolitan Drive, suite 105

San Diego, CA 92108

Contact: Brian Garbark

Email: bgarbark@pwiworks.org

Purpose

The purpose for this Request for Proposal (RFP) is to identify business phone system vendors that can provide custom solutions to Partnerships With Industry (PWI.)

Vendors will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

Background

Partnerships With Industry (PWI), a 501(c)(3) nonprofit organization, began in 1985 as one of the first organizations in California to offer its Clients the choice of "supported employment" opportunities out in the community. This program was developed to help individuals with intellectual or developmental disabilities become self-sufficient and self-confident members of the San Diego County community. Today we are helping individuals with disabilities thrive in the greater San Diego community by preparing them for workforce entry through vocational assessment and providing job placement and ongoing job coaching services. PWI is built on the premise that every adult with a disability, willing to work, has the ability to be an active part of the workforce and society.

Services to be Provided

PWI has identified the following required services.

- Automated Call Distribution: An Automatic Call Distributor (ACD) is a device that distributes incoming calls to a specific group of phones that operators use.
- Automated Attendant with integrated voicemail system that allows callers to be automatically transferred to a user's extension without the intervention of a receptionist.
- Dial by Name Directory
- Do Not Disturb option allowing all calls directly to voicemail without ringing the extension.
- Express Messaging option
- Message-only information "mailboxes" for business hours, directions, job offerings, and answers to other frequently asked questions. These mailboxes may be forwarded to a designated extension after each message plays, or the user can return to the main menu.
- Ability to configure multiple extensions to a single voicemail box.
- In-house PWI managed voicemail, extensions, passwords, phone programming, etc. via Mac and PC interface.
- Ability to provide monitoring data on incoming/outgoing call volume, response times, un-listened-to voicemail, and more.

- Flexible main greetings for holiday, inclement weather announcements, and emergency situations.
- Ability to check voicemail from an outside line.
- Voicemail transcription to email.
- Change voicemail settings from an outside line (like do not disturb, vacation greetings, illness greeting).
- Call-forwarding to external and internal destinations (including cell phones).
- Voice Conferencing Technology: The ability to connect to multiple internal and external locations in a conference call structure.
- Desktop and virtual lines
- Implementation of new system to be completed by September 1st, 2019
- Flexibility: month to month contract to ensure flexibility to scale equipment, licensing, and services up or down on an as needed basis
- Session Initiation Protocol to be included in the proposed solution
- Existing IP system in place; no new structured cabling necessary
- Priority queue to service department
- Priority scheduling for adds, moves, and changes
- Priority dispatch on all service calls
- Preferred service and replacement of defective equipment per factory recommendations
- No charge for "no trouble found" service calls
- Remote support service calls via telephone or emails during normal business hours
- Unlimited training
- Local and Long-Distance audits and recommendations upon request
- Service Provider Bill reconciliation
- Annual analysis of connectivity charges
- No remote labor charges for software upgrades
- No remote labor charges for equipment addition or replacement

Locations:

Metro
7540 Metropolitan Drive
Suite 105
San Diego, CA 92108

North
4059 Oceanside Blvd.
Suite B
Oceanside, CA 92056

East
9560 Pathway Street
Suite 1
Santee, CA 92071

South
1161 Bay Blvd.
Suite F
Chula Vista, CA 91911

Current user counts

Metro = 29
North = 13
East = 14
South = 11

Evaluation Criteria

Partnerships With Industry (PWI) is looking for one company to provide all of the services listed above. Following receipt and review of the proposals by PWI, the selected firm may be invited to an interview at PWI offices and make on-site presentation of their proposed solution. The decision to interview the respondents will be at PWI 's sole discretion based on evaluation of each respondent's proposal. PWI reserves the right to reject any and all responses, and to waive any irregularities of information in the evaluation process. The final decision is the sole decision of PWI. The selected firm will be given an opportunity to present their proposal in detail. Those directly responsible for the design of this project will be expected to attend.

Although PWI may conduct interviews to select among the final candidates, it is not PWI 's intent to seek extensive clarification of the proposals received. Therefore, it is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work in the proposal.

The successful firm will be chosen through a qualitative review of these factors.
The following criteria will be used to evaluate proposals received:

1. A clear project plan with implementation timeline
2. Experience and past performance with similarly sized not for profit organizations
3. Capability of proposed solution
4. Cost
5. Engagement with community

Proposal Preparation and Submission Requirements

The proposal shall clearly address all of the information requested herein. Since the written proposal

will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. Proposals should be thorough yet concise.

Proposals are to be sent via email to the contact listed below, received no later than: Monday, July 19th, 2019 at 4:00 p.m. PST.

Company Name: Partnerships With Industry
7540 Metropolitan Drive, suite 105
San Diego, CA 92108
Contact Name: Brian Garbark
Email: bgarbark@pwiworks.org

Any questions regarding this RFP must be submitted by e-mail to PWI by 4:00 p.m. July 12th, 2019. All questions will be answered as promptly as possible. Responses to inquiries that substantially or materially change the RFP will be made available to all prospective vendors. The proposal shall be organized in the following manner with the subject headings and sequence indicated.

1. Introduction
2. Experience and Past Performance
3. Organization and Personnel
4. Proposed Solution(s) - Based on Description of Services
5. References of similar company size and scope
6. Pricing, Hourly Rates and Other Fees

This RFP is available as a MS Word file. Please answer all questions in the format provided.

Selection Process Schedule

The schedule of the selection process is as follows:

- July 5th, 2019 - Release of the RFP
- July 12th, 2019 - Vendor RFP Questions Due
- July 19th, 2019 - RFP Responses Due
- July 24th, 2019 - Meeting PWI team and selected company to prepare a Scope of Work
- July 26th, 2019 - Scope of Work Due
- August 2nd, 2019 - Notification of Selection Results
- September 1st, 2019 – System “Go Live” date

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the responding company.

Additional Information

Submitted responses to this RFP become the property of PWI. PWI reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.