DuPage Township

Request for Proposal (RFP)

Phone System/Service

Soliciting Agency: DuPage Township

Proposals Due By: 4:00 pm on July 14, 2019

Submit to: DuPage Township

ATTN: Linda Youngs, DuPage Township Assistant to the Supervisor

241 Canterbury Lane, Bolingbrook, IL, 60440

For More Information: [lyoungs@dupagetownship.com](mailto:lyoungs@dupagetownship.com).

**1. INTRODUCTION OF PROJECT**:

DuPage Township invites qualified providers to submit a proposal and statement of qualifications for professional information Phone System/Service for the period of August 1, 2019 to April 30, 2021. The qualified vendor will enable DuPage Township to significantly improve the internal telephone system, enhance the quality of service, minimize support costs and maximize return on investment. We have approximately 30 phone lines in three separate buildings.

**2. PURPOSE AND OBJECTIVES**:

Purpose – DuPage Township telephone system infrastructure. DuPage Township is seeking a business partner to provide a phone system, service, and support. DuPage Township may also look to the successful firm for special projects and consulting from time to time such as installation of the telephone system and programming.

Objective – Our primary objective is to help better manage the cost of maintaining the phone system, while also improving end user satisfaction with the system.

• Keep existing telephone numbers

• Conference calling. (Voice Conference Technology: specifically, the ability to connect to

multiple internal and external locations in a conference call structure)

• Caller ID

• Speaker Phone

**3. SCOPE:**

The following services shall be provided:

• User and handset administration

• PBX programming, auto attendants, and call routing

• Provide labor for support and training

**4. INVOICING PROCEDURES:**

The DuPage Township requests that invoicing occur upon actual receipt of services. Although the Township utilizes an expedient process, vendors are advised that it could take up to thirty (30 days) to process invoices for payment.

**5. PRICING:**

a. Prices shall be submitted on the attached Financial Proposal Form.

b. All prices offered herein shall be firm against any increase for the first twelve (12) months from the effective date of the proposed contract. Any contract price revisions shall be based on industry price changes and supported by adequate detail to document same.

c. Price revisions shall not be allowed or implemented without the prior consent of DuPage Township’s Purchasing Officer.

d. If price adjustments are requested pursuant to the terms of the contract, the contractor must notify DuPage Township Purchasing Officer ninety (90) days prior to the current year’s contract expiration date.

e. DuPage Township reserves the right to accept or reject within 30 days after the request for a price increase.

f. In the event of any industry wide price decrease for any product during the term of this proposed contract, the successful proposer will reduce the price of the product by the same percentage reduction as such industry wide price decrease.

**6. CONTRACT TERM:** DuPage Township intends to issue a contract that may not exceed the term of the current Township Supervisor.

**7. PROPOSAL REQUIREMENTS:**

The following information shall be required in the RFP submittal:

1. Letter of Transmittal – The letter is not intended to be a summary of the proposal itself and must contain the following statements and information:

a. Company name, address, and telephone number(s) of the firm submitting the proposal.

b. Name, title, address, e‐mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.

c. Federal and state taxpayer identification numbers of the firm.

d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.

e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.

f. Statement which indicated “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the township.”

g. General Vendor Information – Please provide the following information:

i. Length of time in business ii. Length of time in business of providing proposed services

iii. Total number of clients

iv. Total number of public sector clients

v. Number of full‐time personnel in:

vi. Consulting

vii. Installation and training

viii. Sales, marketing and administrative support

ix. Location of headquarters and any field offices

x. Location of office which would service this account

2. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.

3. Describe your approach to providing these services and your methodology for providing ongoing support.

4. Provide the name, title, address and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

5. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. Full resumes of these individuals should be appended to the proposal. The local availability of staff that will be providing these services shall be an important consideration.

6. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to the township?

7. Proposal Summary – Summarize your proposal and your firm’s qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps the township determine your overall qualifications. Your proposal summary is not to exceed two pages.

**8. EVALUATION CRITERIA AND METHOD OF AWARD**:

It is the intent of the DuPage Township to conduct a comprehensive, fair and impartial evaluation of proposals received. Award shall be made to the provider that is believed by staff to be the best fit for the Township. The DuPage Township reserves the right to reject any and all proposals for any reason or no reason. Final selection will be based on a combination of relevant experience, available qualified staff, schedule of rates and ability to meet the Township’s needs. Final approval will be made by the DuPage Township Board. The vendor who is awarded this contract will be required to obtain a Village of Bolingbrook and Romeoville occupation license.

**9. TIMELINE FOR RFP PROCESS:** The timeline listed below is the DuPage Township’s estimation of time required to complete the RFP process. All efforts shall be made to abide by this schedule but it may change due to different circumstances. All proposals must be delivered to DuPage Township in a sealed envelope. This will not be a public bid opening.

DuPage Township, Attn: Linda Youngs, 241 Canterbury Lane, Bolingbrook, IL 60440

Advertise RFP Notification: Week ending June 29,2019 Receive Proposals: July 14, 2019 at 10 AM Meet to review: Week ending July 14,2019 Dupage Township Recommendation: July 16, 2019 Notice to Proceed: July/August

Contact: Linda Youngs – Assistant to Supervisor, DuPage Township – 241 Canterbury Lane., Bolingbrook, IL 60440. 630-759-1317 Lyoungs@dupagetownship.com