



## **WorkLink Workforce Development Board**

Workforce Innovation and Opportunity Act  
Telephone System (RFQ)  
18-WIOA-05

Issue Date	Friday, October 26, 2018
Deadline for Submissions	12:00PM (EST), December 7, 2018
Technical Assistance	Jennifer Kelly jkelly@worklinkweb.com
Executive Director	Trent Acker

[www.worklinkweb.com](http://www.worklinkweb.com)

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## **I: GENERAL RFQ INFORMATION**

### **A. Introduction & Purpose**

The WorkLink Workforce Development Board (WDB) is seeking the services of a qualified organization for the procurement and installation of a Telephone System as noted in section II: Scope of Work. The location of the work required under this RFQ will be for the Clemson SC Works Center, 1376 Tiger Boulevard, Suite 102, Clemson, SC 29631.

### **B. Funding Available Through this RFQ**

It is anticipated that one (1) organization will be funded to provide installation of a Telephone System described in this RFQ's Statement of Work.

### **C. Eligible Organizations**

Any private-for-profit, private-nonprofit, or public entity with a minimum twelve (12) months of documented experience may submit a proposal.

### **D. Deadline for Receipt of Proposals**

An electronic copy of the proposal must be emailed to [jkelly@worklinkweb.com](mailto:jkelly@worklinkweb.com) no later than 12:00 p.m. (EST) on Friday, December 7, 2018.

Late proposals will not be accepted. WorkLink reserves the right to determine the timeliness of all submissions.

### **E. Technical Assistance**

All questions should be directed only to Jennifer Kelly at [jkelly@worklinkweb.com](mailto:jkelly@worklinkweb.com) or her designee.

Questions regarding this quote must be submitted in writing via email by 12:00 pm (EST) on Thursday, November 15, 2018. No questions or requests for additional information will be accepted after this date and time.

All questions and answers received will be posted to the website at <http://www.worklinkweb.com/welcome/request-for-proposals/> by 12:00pm (EST) on Friday, November 16, 2018.

A walkthrough of the facilities is **mandatory** and will be performed at the following times:  
Monday, November 12, 2018 at 2:00pm (first choice)  
Wednesday, November 14, 2018 at 2:00pm (second choice if not available on first choice)

**Please RSVP to Jennifer ([jkelly@worklinkweb.com](mailto:jkelly@worklinkweb.com)), Thursday, November 8, 2018 by 5:00pm, indicating which of the walkthrough sessions you will be attending.**

PLEASE NOTE: Any questions received for which the answer(s) would change the scope of this RFQ or solicitation will be posted on the WorkLink website ([www.worklinkweb.com](http://www.worklinkweb.com)).



**F. General Proposal Conditions**

1. All costs of proposal preparation shall be borne by the applicant. The WDB shall not, in any event, be liable for any pre-contractual expenses incurred by the applicant in the preparation and/or submission of the proposal.
2. The applicant shall include the applicant's best terms and conditions. Submission of the proposal shall constitute a firm and fixed offer to the WDB that will remain open and valid for a minimum of four months from the proposal submission deadline.
3. Nothing contained in this RFQ shall create any contractual relationship between the applicant and the WDB. Selection of applicant as a contractor is not an acceptance of the terms and conditions included in the proposal. Selection is only the beginning of an offer-counteroffer process.
4. The WDB reserves the right to extend the submission deadline. Applicants have the right to revise their proposals in that event.
5. The WDB reserves the right to withdraw this RFQ at any time without prior notice. The WDB makes no representation that any contract will be awarded to any offeror responding to this RFQ. The WDB reserves the right to reject any or all bids and/or items therein. The WDB reserves the right to determine that the RFQ is a "failed competition," that there are not a sufficient number of satisfactory proposals to award the funds. In that case, the WDB may reissue the RFQ to get additional proposals or award the contract on a sole source basis.
6. Proposals shall be reviewed and rated by the WDB as submitted. No changes or additions may be made by the applicant after the deadline for receipt of proposals.
7. If the applicant knowingly and willfully submits false information, the WDB reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false data submitted in response to this RFQ, the WDB reserves the right to withdraw the funding award or terminate that contract.
8. The WDB reserves the right to verify the information in the proposal. If the information in the proposal cannot be verified, and if errors are not willful, the WDB reserves the right to reduce the rating points awarded.

**G. General Contract Conditions**

1. The Contractor will be required to comply with all Federal, State, local, and WDB laws, regulations, policies and procedures, and any subsequent amendments thereto, as applicable.
2. By submitting a proposal, applicants are:
  - A. Making a commitment to carry out all contractor responsibilities, and comply with all requirements;
  - B. Making a commitment to comply with all federal, state, and local affirmative action, non-discrimination, and equal opportunity requirements;
  - C. Certifying that they possess the skills, knowledge, and expertise to successfully plan and operate the project as described in the RFQ;
  - D. Certifying that they possess the organizational structure, fiscal system, facilities, and



experienced and qualified staff necessary for successfully managing their proposed project;  
 E. Certifying that neither they nor their principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this grant by any Federal department or agency.

3. The applicant to whom the contract is awarded shall be required to enter into a written contract with the WDB on a form approved by the WDB. The proposal, or any part thereof, may be incorporated into the final contract; however, the WDB reserves the right to further negotiate the terms and conditions of the contract with the selected applicant.

4. In the event a contractor does not provide services during the period as specified in the contractor's proposal to, and as negotiated by the WDB, the contract will be deemed breached.

5. The scope of work associated with this RFQ is approximately from December 15, 2018 – February 28, 2019 with month-by month renewal options pending Board approval.

**II. SCOPE OF WORK**

The WDB intends to replace or update the SC Works Clemson Center’s current telephone system. WorkLink WDB seeks proposals on the type of system that best suits our needs. WorkLink WDB seeks a system that is functional in terms of current SC Works Center needs, but that can easily and inexpensively be updated/ upgraded to address future needs. We need approximately 42 telephones. Current system has approximately 2 fax lines.

The selected Vendor will be our primary source for the following:

- Business telephone system hardware, software and voice mail equipment
- Installation and configuration services for this equipment
- Training of users and administrators
- Maintenance of purchased and installed equipment and software, if necessary
- Upgrades to the installed systems as necessary
- Coordination between System and Services
- Ensuring there are no other ancillary costs other than those specified in the proposal
- Additional features not requested and appropriate pricing.

<p>Minimum phone system features should include:</p> <ol style="list-style-type: none"> <li>1. Automated Attendant (includes ability to provide temporary messages)</li> <li>2. Hunt Group</li> <li>3. Voice Mail</li> <li>4. Conferencing</li> <li>5. Caller ID</li> <li>6. Microphone Muting</li> <li>7. Speed Dial and Redial</li> <li>8. Call Forwarding, Hold and Transferring</li> <li>9. Extension Dialing</li> <li>10. Call History Log</li> <li>11. Directory Listing</li> </ol>	<p>Wish List Items:</p> <ol style="list-style-type: none"> <li>1. Music on hold</li> <li>2. Headset-Enabled</li> <li>3. Email notifications</li> <li>4. Readable Voicemail</li> <li>5. Privacy Settings</li> <li>6. Manage voicemails remotely</li> <li>7. Make/receive calls from any phone or mobile device while still displaying the Caller ID of a business line</li> <li>8. Large conference group calling</li> </ol>
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The business phone system(s) must be scalable. Multiple options may be offered. The bidder should include



a per unit cost for each piece of hardware and/or service offered.

Note: Phone numbers should remain the same for staff where possible.

### **III. CONTRACT/FISCAL POLICIES**

#### **A. Method of Contracting**

Contractors will be required to enter into a Contract with WorkLink WDB's Administrative Entity, the SC Appalachian Council of Governments ("COG"). Although the WDB will not sign vendor contract forms, elements of the latter contract may be incorporated in the WorkLink Contract as additional terms and conditions if approved by the COG.

#### **B. Cost/Price Reasonableness**

The price (and or cost) must be determined by the WDB to be reasonable and competitive. Applicants shall justify the proposed cost by describing the cost elements that go into the cost (i.e., cost of materials and equipment, installation and associated fees, and other related costs).

### **IV. INSTRUCTIONS FOR COMPLETING AND SUBMITTING PROPOSALS**

#### **A. General Instructions**

- ✔ One electronic copy of the proposal must be submitted. Subject line of email must read "Proposal – SC Works Phone System."
- ✔ All proposals must be assembled in the following order:
  - Cover Sheet
  - Project Narratives
  - Timeline for implementation
  - Budget
  - 2018 W-9 Form
  - Required Affidavits (sign and scan into final quote package)
- ✔ Applicants must use the forms provided here in completing their proposals.
- ✔ Do not submit information, data, forms or letters not specifically requested.

#### **B. Project Narrative**

Proposals should include the following information:

##### *Company Information*

- ✔ Full legal company name
- ✔ Year business started
- ✔ Location of company headquarters
- ✔ Brief company history
- ✔ Current # of people employed

##### *2. Experience/References*




- ✔ Describe your experience in implementing similar proposed systems.
- ✔ Overview of Vendor IT staff, qualifications and certifications
- ✔ Submit the name of three organizations that can serve as references that you are currently providing services for—include contact person and telephone number as well as the website address (if applicable).

##### *3. Contact Information*


- ✔ Key contact name, title, address (if different from above address), email address, and direct telephone number.

##### *4. Description of Phone System Proposed*



-  Include Vendor Partners for the solution proposed
-  Include scalability factors and per unit cost for phone system features
-  Include a phone system manual if available

5. *Description of Labor, Equipment, Supplies, and Other needed to complete the project*

 Software and Hardware:

- Clearly specify each piece of hardware (server, switches, proprietary hardware) with model numbers and software with version numbers. List must be complete and include all costs. Please include a per phone cost. (Number quoted in the RFQ is the maximum needed, and may be reduced due to total amount of contract.)
- Planned/warranted lifespan (based on the manufacturer or creator's intention to support) of hardware
- All quantities of equipment (hardware, software, licenses)
- Licenses with costs
- Implementation plan and costs
- Risk assessment

If needed:

- Failover option or plan
- Maintenance or support contracts, etc.
- Maintenance requirements
- Migration path of upgrades or updates and their respective impact to operations

The proposal should include a contract for all proposed equipment and services including coordination between the system and the available services. The contract must include all costs for the proposal, and there shall not be any additional ancillary costs. If the Vendor does not wish to submit an actual contract with the proposal, due to different alternatives proposed and pending choices from those alternatives, a sample contract should be submitted with the proposal. The Contract shall include all insurance provided, surety bonds and costs, etc. The contract must state that the vendor provides its own worker's compensation insurance or is not required to provide same.

**C. Budget and Budget Narrative**

Please provide a budget for the costs associated with all items. Include a narrative for each line item of your budget to show how you arrived at the proposed costs.

All equipment, software, licensing, and maintenance pricing, negotiations or variations must be clearly stated. All pricing and negotiations must include both a five (5) and seven (7) year analysis of the Total Cost of Ownership. It shall include the costs of any necessary upgrades at the Clemson SC Works Center to make the system operational. There shall be no additional costs associated with the purchase, installation and/or operation of the proposal.

The WorkLink WDB staff and the selected bidder will work toward implementing a solution under the following:

- WorkLink WDB will consider all Vendor hardware proposals, but purchase of equipment for future replacement of phones must not be limited to a single vendor resource.
- All equipment will include all necessary power cords and cables that may be needed.
- Proposal shall include all costs associated with the purchase, installation, connection and/or maintenance of the proposal. No additional equipment, infrastructure or costs may be added at a later date. The proposal must be complete.



- Any company submitting a proposal is responsible for doing its due diligence to anticipate all costs associated with the proposal.

#### **D. Instructions for Completing Exhibits**

Please complete the Cover Sheet, Form A – Project Narrative, and a Budget with a budget narrative. In addition, there are four (4) affidavits that must be completed, signed, and returned with your proposal.

### **V. FUNDING RECOMMENDATION PROCESS AND EVALUATION CRITERIA**

#### **A. Funding Recommendations Process**

The funding recommendations process is as follows:

##### *1. Acceptance for Review*

Only proposals received by the deadline shall be accepted and reviewed. Proposals submitted that are substantially incomplete, or use unauthorized forms may be termed "unrateable" and not reviewed.

##### *2. Contents Review*

Proposals received by the deadline and accepted for review shall be ranked and scored according to the criteria listed in this RFQ.

#### **B. Evaluation Criteria**

Evaluation of proposals will be based on a competitive selection process. Evaluation criteria is as follows:

##### *1. Past Experience - 25 Points*

Applicants shall be rated primarily on whether or not it has a substantial history of providing similar services. References shall weigh heavily in the scoring.

##### *2. Statement of Work - 35 Points*

Applicants will be rated on the quality of the system proposed, maintenance and availability of replacement parts, and the proposed timeline of the project.

##### *3. Cost Reasonableness - 40 Points*

Applicant's proposed costs will be reviewed to determine that costs are reasonable and competitive with other applicants.

Factors in the above categories may include:

- Cost
- Functionality of standard equipment and features to meet our specific needs
- Availability of additional capabilities to add as needed
- System growth and expansion
- Ability to save communications costs by using Internet Technologies
- Ease of use
- Product quality, reliability, and warranty plan
- Vendor qualifications
- Overall reputation in the industry
- Experience and expertise with the product being offered
- Service and support resources, including training by vendor for the installation and maintenance
- Certified vendor relationship with product manufacturer
- References where similar systems have been installed
- Points will be established to each of the above at a later date prior to the evaluation to ensure equal competition between vendors.





## **VI: RFQ Timeline of Events**

- A. Friday, October 26, 2018 – RFQ issued
- B. Thursday, November 8 – RSVP to attend one of the walkthroughs
- C. Monday, November 12 (2:00pm) – Walkthrough of facilities
- D. Wednesday, November 14 (2:00pm) – Walkthrough of facilities
- E. Thursday, November 15 (12:00pm) – Technical Assistance deadline
- F. Friday, November 16 by 5:00pm – Questions and Answers posted to website
- G. Friday, December 7 by 12:00pm – Proposals due
- H. Monday, December 10 – Proposal reviews begin
- I. Friday, December 14 – Executive Committee of the Board votes on Telephone System Vendor
- J. Monday, December 17 – Enter negotiations with bidder and issue letters to unsuccessful bidders
- K. Wednesday, December 19 – Telephone System contract begins
- L. Thursday, February 28, 2019 – Telephone system installation contract work is completed



Cover Sheet

**WorkLink Workforce Innovation and  
Opportunity Act  
Telephone System (RFQ)  
18-WIOA-05**

Applicant Information

Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Signature: \_\_\_\_\_

Date of Submission: \_\_\_\_\_



# AFFIDAVIT I

## AFFIDAVIT OF NON-COLLUSION

I, \_\_\_\_\_, depose and say that I am the

\_\_\_\_\_ of \_\_\_\_\_, who  
(“President”, “Vice-President”, etc.) (Insert name and address of proposing organization)

submits this proposal to the WDB and hereby declares that this proposal is genuine, and not sham or collusive, nor made in the interest or in behalf of any person not herein named and the that the applicant had to put in a sham proposal, or any other person, firm or corporation to refrain from submitting a proposal, and that the applicant has not in any manner sought by collusion to secure for himself in advantage over any other applicant.

\_\_\_\_\_ at \_\_\_\_\_  
Date City, State

Affix Corporate Seal:

I certify or declare under penalty of perjury that the foregoing is true and correct.

\_\_\_\_\_  
Signature



## AFFIDAVIT II

ALL ORGANIZATIONS MUST COMPLETE THE FOLLOWING AFFIDAVIT AS TO NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITIES.

The undersigned representatives do hereby certify that, consistent with the regulations issued pursuant to the Workforce Innovation and Opportunity Act of 2014 the applicant or contractor does and will continue to comply with Title VI of the Civil Right Acts of 1964 (42USCS2000d) and all other applicable federal, state and local statutes relative to non-discrimination.

The undersigned further recognizes that the WDB may not contract with any organization, which is not compliance with these assurances. No person shall on the grounds of race, creed, national origin, color, handicap, sex, sexual preference, religion, age, or political affiliations, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity funded in whole or in part with funds available under the Workforce Innovation and Opportunity Act of 2014.

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Organization

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Location (address)

---

City, State and Zip Code

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Officer's Signature

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Officer's Title with Organization

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Date



# AFFIDAVIT III

## CERTIFICATION REGARDING LOBBYING CERTIFICATION FOR CONTRACTS, GRANTS, LOANS AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal Loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form LLL. "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all "sub-awards at all tiers (including sub-contracts, sub-grants and contracts under grants, loans, and cooperative agreements) and that all" sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

\_\_\_\_\_  
Grantee/Contractor Organization Program/Title

\_\_\_\_\_  
Name and Title of Authorized Signatory

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\*\*Note: In this instance, "All," in the Final Rule is expected to be clarified to show that it applies to covered contract/grant transactions over \$100,000. (per OMB).



# AFFIDAVIT IV

Certification Regarding  
Debarment, Suspension, Ineligibility and Voluntary Exclusion  
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

(1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

\_\_\_\_\_  
Name and Title of Authorized Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

