

**WEAKLEY COUNTY, TENNESSEE
INVITATION TO BID
RFP #2025-01**

The Weakley County, Tennessee Finance Department will be accepting bids on the following item:

WEAKLEY COUNTY BOARD OF EDUCATION PHONE SYSTEM

Information can be obtained from the Department of Finance, 8319 Highway 22, Suite B, Dresden, TN 38225, between the hours of 8:00 A.M. and 4:30 P.M or online at www.weakleycountytn.gov.

Bids will be accepted **until 3:00 P.M., August 1, 2024**, at the Weakley County Department of Finance. Bids must be sealed and marked on the outside of the envelope **"SEALED RFP #2025-01 – BOE PHONE SYSTEM."**

Bids may be hand delivered or mailed to:

John H. Liggett
Director of Finance
Weakley County, Tennessee
8319 Highway 22, Suite B
Dresden, TN 38225

Nothing herein is intended to exclude any responsible vendor, his or her product or service, or in any way restrain or restrict competition. On the contrary, all responsible vendors are encouraged to offer a proposal. Weakley County is compliant with Title VI of the 1964 Civil Rights Act and as a result, does not discriminate on the grounds of race, creed, national origin or gender.

Bid document may be downloaded at www.weakleycountytn.gov.

Any questions concerning the bid should be made to John Liggett, Director of Finance (731-364-5429).

**WEAKLEY COUNTY, TENNESSEE
RFP SPECIFICATIONS
RFP #2025-01**

Request for Proposals Specifications

This Request for Proposals (RFP) is intended to solicit proposals from vendors capable of satisfying the Weakley County Board of Education's needs for a mid-size to large business cost telephone system. Vendors shall provide a response outlining the rollout of a Local Hosted Voice over Internet Protocol (VoIP) telephone system. This document provides information to assist qualified Bidders in preparing their responses and to ensure a fair and accurate subsequent evaluation and comparison process. To that end, this RFP:

- Provides information essential to soliciting meaningful recommendations and realistic commitments from the vendor;
- Specifies the desired format and content of proposals in response to this RFP;
- Outlines the Weakley County Board of Education's evaluation and selection criteria;
- Establishes a schedule for the preparation and submission of proposals in response to this RFP; and,
- Establishes a performance standard for the selected vendor.

This RFP, and the selected proposal in response to this RFP, will be incorporated into the contract resulting from this solicitation; provided, however, that the contract may contain terms different from or in addition to this RFP and the successful proposal.

Project Objectives

The Weakley County Board of Education would like to replace or update as necessary the system at multiple buildings and locations with a modern unified system. In doing so, the BOE seeks to address several shortcomings in the current PBX technology, including but not limited to:

- Limited or inadequate functionality in current systems particularly Voice Mail options;
- Use of expensive and underutilized PRI type circuits from current carrier(s);
- Reduce the overall cost of ownership and recurring expenses.

This RFP implies no obligation on the part of Weakley County Board of Education and reserves the right to reject any and all proposals.

Minimum Qualifications

To ensure complete and fair consideration, proposals must adequately respond and conform in all material respects to the requirements stated by this RFP, and, Bidders shall document and validate the capability to fully perform all requirements defined by the RFP. Factors to be considered include, and may not be limited to: experience, integrity, reliability, capacity and other factors required to provide the services defined by the RFP.

Project Scope of Work

The Weakley County Board of Education is seeking proposals for a Locally Hosted VoIP telephone system. The scope of this Request for Proposal (RFP) is for IP Phones, network equipment (if specifically required by vendor), IP Phone services, software (if any), and training. **The system will be implemented in a scheduled rollout by building not to exceed 2 months (60 days) from the signing of a contract.**

Below is a list of features that should be included:

- 9-1-1 Notification
- Announcement Line
- Auto-Attendant
- Auto-Dial
- Busy Redial
- Call Flow
- Call Forwarding
- Call Queue
- Call Waiting
- Digital to Analog (D2A) device
- Day/Night Mode
- Dial in Direct (DID)
- Do Not Disturb (DND)
- Extension monitoring
- Failover
- Follow me
- Hunt Group
- Integrated Voice Response (IVR)
- On demand Call recording
- Outlook integration
- Overhead paging
- Soft phone
- Speed Dial
- Full Voice Mail Feature Set
- Voice Mail Recording
- Automation and Programmability

The provider of the proposed phone system must have the ability to port all existing phone numbers over to the new system. Any provider who is unable to allow the use of the current phone numbers will not be considered.

Specific Requirements

The Weakley County Board of Education will implement the system by building. Number of extensions are based on current phone count at each location. The number of extensions or requested equipment is subject to change based on proposals and need. The BOE is interested in an App that would allow users to call or text a recipient without the recipient being able to identify or trace the mobile number of the user.

The following are acceptable models, but we will accept anything equivalent:

For Essential: Yealink T31G or equivalent

For Enhanced: Yealink T34W

For Executive: Yealink T46U

Currently, a total of 219 devices are needed and are outlined in the chart below:

Weakley County Board of Education			
ID#	Essential	Enhanced	Executive
Central Office/Finance	33	10	1
Dresden Elementary	12	1	1
Dresden Middle	16	1	1
Dresden High School	14	1	1
Gleason School	8	1	1
Greenfield School	16	1	1
Martin Elementary	11	1	1
Martin Middle	11	2	1
Martin Primary	4	1	1
Sharon	12	1	1
Westview	14	1	1
Personal Development Center	20	1	5
Weakley County Transportation	8	1	1

Training Plan

As part of the Project Scope, the selected vendor will develop, provide, and manage an adequate plan for training. This Training Plan must include the information described below.

1. The role and responsibility of the system and/or rollout vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to BOE end-users).
2. The role and responsibility of the BOE staff in the design and implementation of the training plan.
3. Overview of proposed training plan/strategy, including options for on-site and/or off-site training services, for the core project team, end-users, and technology personnel.
4. Proposed training schedule for BOE personnel of various user and interaction levels.
5. Descriptions of classes/courses proposed in the training plan. (The vendor should specify the unit of measure for its training, e.g., units, classes, days, etc., and define the hours associated with these units of measure.) The vendor must be very clear about exactly what training courses are included in the cost of the proposal.
6. The knowledge transfer strategy proposed by the software and/or rollout vendor to prepare BOE staff to maintain the system after it is placed into production.
7. Detailed description of system documentation and resources that will be included as part of the roll-out by the vendor including, but not limited to, detailed system user manuals, "Quick Reference" guides, online support, help desk support, user group community resources, and others as available.

It is the BOE's intention that the selected vendor will coordinate the training of BOE personnel in the use of its system/s and that satisfactory implementation of an approved training plan will be a key component of this project's deliverables.

System Documentation

As part of the Project Scope, the selected vendor will develop and provide documentation that describes the features and functions of the proposed application software. The documentation shall be provided for both users and the technical personnel who will administer and maintain the system. It is desirable that

differing levels of documentation (user documentation and technical documentation) exist. The selected vendor shall provide documentation in web-based and PDF forms for each application module. Bidders shall provide sample System Documentation as part of proposal submission, in accordance with the Submittal Response Format. In addition, vendors shall provide an overview of the system documentation that will be provided as part of system rollout.

CANCELLATION OF THE CONTRACT

The Weakley County Board of Education may terminate any agreement resulting from this solicitation at any time, for any reason or for no reason, upon thirty days advance written notice to the Contractor. In the event of such termination the Contractor shall be compensated for services and work performed prior to termination

USE OF BRAND NAMES

Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict (Bidders/Vendors) to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The (Bidder/Vendor) is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the BOE to determine if the product offered meets the requirements of the RFP. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the (Bidder/Vendor) clearly indicates in its (bid/proposal) that the product offered is an "equal" product, such (bid/proposal) will be considered to offer the brand

Evaluation Criteria

Selection shall be, deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the RFP, including price if so stated in the request for proposal. Price shall be considered, but need not be the sole determining factor. After demonstrations have been conducted with each Vendor so selected, the Purchasing Agent shall select the Vendor which, in its opinion, has made the best proposal, and shall award the contract to that Vendor. Should the Purchasing Agent determine in writing and in his or her sole discretion that only one Vendor is fully qualified, or that one Vendor is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Vendor.

The evaluation criteria in the following table are intended to be the basis by which each proposal will be evaluated, measured, and ranked. The Weakley County Board of Education hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to the stated criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria.

Evaluation Criteria

Criteria	Description	Maximum Score
Functional & Technical	A clearly demonstrated understanding of the work to be performed and completeness and reasonableness of the proposing firm's plan for accomplishing the requested services	30 points
Experience	This criterion considers (1) the Vendor's past performance on any BOE contracts, (2) the results of reference checks, and (3) the Vendor's experience in providing the services solicited by this RFP as set forth in the Vendor's response	30 points
Initial Cost	Phone types presented as well as the reasonableness of initial equipment pricing	20 points
Ongoing Costs	The cost of on-going maintenance and service	20 points
	TOTAL POSSIBLE POINTS:	100 points

Submittal Response Format

Vendors shall submit two (2) hardcopies of the Proposal to the Weakley County Department of Finance. In addition, vendors shall submit one (1) electronic versions of the Proposal on separate thumb drive in addition to the hardcopy proposals. Documentation that is provided in Adobe PDF shall be in a searchable format. Any attachments provided in the RFP package in MS Excel format shall be completed and returned by vendors in the same format.

The following table contains the organization suggested guidelines for proposal responses.

Table 5: Technical Proposal Organization Guidelines

Tab/Section No.	Proposal Section
Tab 1	Cover Page and Executive Summary
Tab 2	Proposed System
Tab 3	System Support
Tab 4	Company Background and History
Tab 5	References
Tab 6	Exceptions to Terms and Conditions
Tab 7	Attachments: Required Forms
Tab 8	Price Proposal

Tab 1: Cover Page and Executive Summary

The first tab of the proposal should contain the Cover Page of the RFP and an Executive Summary. The Cover Page shall be signed by an authorized representative of the company such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s). A signature on the Cover Page hereby provides the BOE acknowledgement and acceptance of the "Conditions" and the execution of same during the discharge of any succeeding contract.

The Executive Summary should provide a brief summary of the proposal contents, emphasizing any unique aspects or strengths of the proposal. Tab 1 should not exceed four pages.

Tab 2: Proposed System

The second tab of the proposal should include a textual description of the proposed system for providing the services, Project Scope. The purpose of this summary is to ensure the BOE has a high-level understanding of the proposed system. The narrative should be written for an audience of the end-user community.

Additionally, this section must also more specifically address the following:

- What is the product name and version/level being supplied?
- Are phones provided through the vendor? If so, please list available phones and include price list. Include any warranty information for phones. If no, give a list of supported phone vendors and models, and briefly explain the commissioning process for phones.
- Must phones be provided through the vendor and only through the vendor?
- How often is the software for the phone system upgraded? What is the cost of the upgrade(s)?
- Does the product require specialized switching equipment? If so, please include specifications and procurement options and pricing.
- How and where is voicemail stored? How is it secured? What is the maximum storage capacity per user/system?
- How and where are recorded calls stored? How are the calls retrieved? How are they secured? What is the maximum storage capacity per user?
- Provide screen shots of administrative interface.
- Provide screen shots of end-user interface.
- Provide sample reports for departmental usage, billing invoices, and call queue reports.
- Ability to customize billing. Options to receive invoices by location or BOE. Would we have online billing options?
- Would we have a billing team assigned specifically to the BOE? What would our level of billing support look like?
- Does your solution provide for monitoring an extension (no parties can hear), coaching an extension (only the extension can hear you), or “barging in” on a call (all parties can hear)?
- Are phones metered by minutes per month? If so, provide a price schedule. If so, are minutes pooled?
- Provide a schedule of costs for long distance, including what areas, if any, are free.
- What is the maximum number of incoming calls supported?

Marketing materials should not be submitted on the proposed functionality.

Vendors shall describe any assumptions made in proposals in detail. These should include any assumptions related to the current BOE technical environment, staffing, project management approach, and BOE resources available during roll-out and support phases

Tab 3: System Support

The third tab of the proposal should include a textual description of the support available for the proposed system. This section must include a summary description of the support system’s operations and capabilities and any potential limitations. The purpose of this summary is to ensure the BOE has a high-level understanding of the support process. The narrative should be written for an audience of the end-user community.

This section must also more specifically address the following:

- What is your total downtime for the past 1 year? 2 Years?
- What are your technical support hours?
- Do you provide a Service Level Agreement? Please summarize and include.
- What is your average resolution time for incidents, events, and problems?

Marketing materials should not be submitted on the system support.

Vendors shall describe any assumptions made in proposals in detail. These should include any assumptions related to the current BOE technical environment, staffing, project management approach, and BOE resources available during rollout and support phases. Please list, in detail, any costs related to incident service calls, whether they be on-site or remote.

Tab 4: Company Background and History

The fourth tab of the proposal should include a comprehensive narrative history of the firm, including the development of its experience in providing services similar to those described in Project Scope. The following points should be addressed in the third tab of the proposal.

- Total number of employees;
- Office locations;
- Total number of active clients;
- Total years offering systems similar to the proposed system;
- Other products offered by company;
- If the firm is currently involved in any pending or current litigation.

If a partnership with third-party companies is a part of a proposal, the company background and history shall be provided for all third-party companies. It is expected that all of the points above shall be addressed for each company involved in a proposal, prime or third-party.

Tab 5: References

The fifth tab of the proposal should identify the Vendor's references for the project. Vendors shall provide at least three (3) substantive clients with whom the Vendor has worked during the past three (3) years that are of similar size and complexity to the Weakley County Board of Education. References shall be from past clients that have been live with the vendor installed phone system for a minimum of one (1) year where possible.

Vendors shall complete a Vendor Reference Form for each of the references as contained in Attachment A. Completion of Attachment A shall indicate that the Vendor grants consent for the BOE to contact any and all references given.

In the event the Vendor cannot provide the required references, substitution of other organizations should be made to ensure three (3) total references are provided. Vendors shall indicate how these substitute references deviate from the requested characteristics.

Tab 6: Exceptions to Terms and Conditions

The sixth tab of the proposal should include any exception the Vendor takes to the terms and conditions set forth in this RFP. It is the Weakley County Board of Education's intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

Tab 7 : Required Forms

The seventh tab shall include all required forms. These include:

- Proprietary/Confidential Information Form (See Attachment B)
- Any and all addenda, signed (if applicable)
- Any and all forms contained within.

Tab 8: Price Proposal

The eighth tab is the price proposal consisting of two sections:

1. A completed Cost Proposal that consists of pricing listed for each phone type (Essential, Enhanced, and Executive).

2. Pricing and details related to corresponding app, so users download on their personal devices in order to utilize as a work device. An app would give your personal device a “dummy” number so the recipient of the call/text is not able to see your personal phone number. Bid award would not be determined solely on the availability of this app; however, if available, please indicate the pricing to include licensing of 355 users. Each of the 219 phones requested above should come with an app licenses, so only 136 additional app licenses would be needed.
3. The Vendor’s standard travel and expense policy.

Contractors should include any technical data sheets or statements that would be helpful in determining proposal compliance with minimum specifications.

Bids will be reviewed and awarded on the basis of the lowest and best bid as determined by the Director of Finance.

Owner reserves the right to reject any and all bids.

No bidder may withdraw his bid within 60 days of the actual opening thereof.

Any questions concerning this bid should be directed to John H. Liggett, Director of Finance at (731) 364-5429.

ATTACHMENT A: Vendor Reference Form

Vendors shall complete a Vendor Reference Form for each provided reference in accordance with Section 5.8 of the RFP.

1. General Background

Name of Client:

Number of Employees:

Operating Budget:

Address:

Project Manager/Contract:

Title:

Phone Number:

E-Mail Address:

Summary of Project and Current Status:

2. Project Scope

Please indicate all modules that were implemented as part of the project:

3. Project Information

Total Project Budget:

Project Start Date:

Project End Date:

ATTACHMENT B: PROPRIETARY/CONFIDENTIAL INFORMATION

Name of Firm of Bidder/Vendor:

Trade secrets or proprietary information submitted by an Vendor shall not be subject to public disclosure under the State of Tennessee Freedom of Information Act; however, the Vendor must invoke such protections provided by state law, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected, including the section of the proposal in which it is contained, as well as the page number(s), and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute a trade secret or proprietary information. In addition, a summary of proprietary information provided shall be submitted on this form. The designation of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. If, after being given reasonable time, the Vendor refuses to withdraw such a classification designation, the proposal will be rejected.

SECTION/TITLE	PAGE NUMBER(S)	REASON(S) FOR WITHHOLDING FROM DISCLOSURE

Check this box if there are none.

**This document must be completed and returned with proposal.*

ATTACHMENT C: SAMPLE STANDARD CONTRACT RFP

This Contract entered into this ___ day of _____ 20___, by _____ hereinafter called the "Contractor" and Weakley County Board of Education, called the "BOE".

WITNESSETH that the Contractor and the BOE, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the BOE as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From _____ through _____.

The contract documents shall consist of:

(1) This signed form;

(2) The entire BOE Request for Proposal (no revisions by the Contractor)

dated: _____

If applicable, any Official BOE Addenda(s):

#1, dated: _____

(3) The Contractor's Proposal dated _____ and the attached negotiated modifications (if applicable) to the Proposal, all of which documents are incorporated herein.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

WEAKLEY COUNTY BOARD OF EDUCATION:

By: _____

By: _____

Title: _____

Title: _____

BIDDER CERTIFICATION

The Director of Finance requests, as a matter of policy, that any consultant or firm receiving a contract or award resulting from this Request for Sealed Bid issued by the County of Weakley, Tennessee, shall make certification as below. Receipt of such certification, under oath, shall be a prerequisite to the award of contract and payment thereof.

I (we) hereby certify that if the contract is awarded to our firm, partnership or corporation that no members of the elected governing body of Weakley County or member of his or her immediate family, including spouse, parents or children or any person representing or purporting to represent any member or members of the elected governing body, has received or has been promised, directly or indirectly any financial benefit, by way of fee, commission, finder's fee, political contribution or any similar form of remuneration on account of the act of awarding and/or executing this contract under a Request for Proposal.

Handwritten Signature of Authorized Principal(s):

Name: _____

Title: _____

Name of Firm/Partnership/Corporation:

Date: _____

WEAKLEY COUNTY IRAN DIVESTMENT ACT COMPLIANCE

The Iran Divestment Act of 2016, effective as of July 1, 2016, is codified at Tenn. Code Ann. § 12-12-101 et seq. The Iran Divestment Act, with certain exceptions, prohibits local governments, including Weakley County, from entering into contracts with persons or entities engaged in investment activities in the energy sector of Iran. Pursuant to the terms set forth in Tenn. Code Ann. § 12-12-105, a person engages in investment activities in the energy sector of Iran if:

- (1) The person provides goods or services of twenty million dollars (\$20,000,000) or more in the energy sector of Iran, including a person that provides oil or liquefied natural gas tankers, or products used to construct or maintain pipelines used to transport oil or liquefied natural gas, for the energy sector of Iran; or
- (2) The person is a financial institution that extends twenty million dollars (\$20,000,000) or more in credit to another person, for forty-five (45) days or more, if that person will use the credit to provide goods or services in the energy sector in Iran and is identified on a list, created pursuant to § 12-12-106, as a person engaging in investment activities in Iran as described in this section.

This Act requires the State of Tennessee's chief procurement officer to publish on the State's web site a list of persons it determines engage in investment activities in Iran (the "Prohibited Entities List").

Any BIDDER that is on the Prohibited Entities List will be ineligible to contract with Weakley County.

Pursuant to the Act, any BIDDER that attempts to contract with Weakley County must certify, at the time the bid is submitted, that the BIDDER is not identified on the Prohibited Entities List. A bid shall not be considered for award, nor shall any award be made, where the BIDDER fails to submit a signed and verified Bidder's Certification.

BIDDER'S CERTIFICATION OF COMPLIANCE WITH IRAN DIVESTMENT ACT

Tenn. Code Ann. § 12-12-101 et seq.

Comes _____ (Printed name of Principal Officer of
Company), for and on behalf of _____, (the "Company") and,
after being duly authorized by the Company so to do, makes oath that:

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106.

Signature

Title: _____

Sworn to and subscribed before me, a Notary Public, this ____ day of _____,
20____.

_____ Notary Public

My Commission Expires: _____