

COUNTY OF JASPER, MISSOURI

JASPER COUNTY SHERIFF'S OFFICE

REQUEST FOR PROPOSALS 2024-001

JASPER COUNTY SHERIFF'S OFFICE TELEPHONY SYSTEM

REQUEST FOR PROPOSALS

The Jasper County Sheriff's Office is seeking proposals for A TELEPHONY SYSTEM FOR THE JASPER COUNTY SHERIFF'S OFFICE, which is located at 231 South Main Street, Carthage, Missouri, 64836, as described in specifications that can be picked up at the following locations:

Jasper County Sheriff's Office
231 S Main Street
Carthage, Mo. 64836

Jasper County Commissioners Office
302 S. Main
Jasper County Courthouse, Room 101
Carthage, Mo. 64836

Specifications can also be found on the Jasper County website, www.jaspercounty.org

Sealed proposals will be received at the Jasper County Commissioners office, 302 S. Main, Room 101, Carthage, Mo., 64836 until Tuesday, March 5th, 2024 at 10:00 AM at which time they will be publicly opened and read aloud in the commissioner's office.

Equal Opportunity Employer

Lt. Matt Stoller
Jasper County Sheriff's Office
231 S Main St
Carthage, MO. 64836
417-358-8177

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1. Information for Bidders

This Request for Proposals is intended to solicit proposals from qualified bidders for the purpose of replacing the existing telephony system with the best solution that provides a reliable, secure, scalable, and enterprise-wide communications platform designed to meet our needs today and into the future. The solution must support, among other things, centralized administration, inter-site dialing and directory, advanced PBX features, inter-site voice and fax mail with unified messaging, and emergency services. Bidders are encouraged to bid all components and services listed and certify that they are capable of successfully meeting the specifications and requirements. The Jasper County Sheriff's Office reserves the right to make a single award, multiple awards, adjust quantities either up or down, or make no award on an item by item basis as determined to be in the best interests of the Sheriff's Office based on the available funding.

1.1 Identification of Contact Person

All questions, requests for clarifications or interpretations shall be directed to:

Duane George
Network Administrator
Jasper County Sheriff's Office
231 S Main St
Carthage, MO. 64836
417-358-8177
dgeorge@jaspercountysheriff.org

Contact with other county employees regarding this RFP is expressly prohibited without prior consent from the contact person or their designee. Bidders directly contacting employees risk elimination of their offering from further consideration.

1.2 Inspection of Specifications and Site of Work

Bidders shall take such steps as necessary to ascertain the nature and location of the work and any peculiar local conditions which may affect the work or its cost. Failure to do so will not relieve the bidder of his responsibility for proper estimation of the difficulty or cost of the work. Site visits must be scheduled with Duane George no later than five (5) business days prior to the bid opening.

1.3 Interpretation of Specifications

If a bidder has any questions which arise concerning the true meaning or intent of the specifications or any part thereof, or believes that any part of this Request for Proposal is unfairly restrictive, he shall request in writing, at least ten (10) calendar days prior to the date fixed for the bid opening, that an interpretation be made and an addendum be issued by the County, which shall then be delivered to all bidders of record. All addenda issued shall become part of the contract documents. Failure to have requested an addendum covering any questions affecting the interpretation of the specifications shall not relieve the Contractor from delivering the completed project in accordance with the intent of the specifications. The County will not be responsible for any explanation or interpretation of specifications not specifically included in an addendum. Failure to acknowledge in the bid all addenda issued may constitute grounds for rejection of that bid.

1.4 Qualifications of Bidders

The County may make such investigations as deemed necessary to determine the ability of the bidder to perform the work and the bidder shall furnish to the County all such information and data for this purpose as the County may request. The County reserves the right to reject any bid if the evidence submitted by the bidder or investigation of such bidder fails to satisfy the County that such bidder is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.

1.5 Equivalent Material

Wherever definite reference is made in these specifications to the use of any particular material or equipment, it is to be understood that any equivalent material or equipment may be proposed which will perform adequately the duties imposed by the general design, subject to the approval of the County unless specifically stated otherwise. Equivalent material must be clearly marked and fully described.

1.6 Preference for U.S. Manufactured Goods

On purchases in excess of \$5,000, the County shall give preference to products manufactured, assembled or produced in the United States, if quantity, quality, and price are equal.

1.7 Transient Employer Law

All bidders are required to ensure they are in compliance with all current state and federal laws as they pertain to the employment of transients, foreign workers, or immigrants. Failure to comply will result in disqualification from this opportunity and possible legal action.

1.8 Basis of Award

The Sheriff's Office reserves the right to make an award on the basis of the lowest and/or best bid as received from a responsible bidder. The Sheriff's Office also retains the right to accept or reject any or all bids, to waive informalities and to advertise for new bids as the interest of the County may require. The Sheriff's Office may accept the bid which is judged best, although it may not be the lowest bid.

1.9 Bid Security

None required.

1.10 Laws and Regulations

All applicable state laws, county ordinances, and rules and regulations of all authorities having jurisdiction over the project shall apply to the contract throughout.

2. Proposal Response Preparation and Submission

Each proposal response shall be prepared in accordance with the instruction set forth within this document. The specified Bid Security (section 1.9) must be included with the bid response. The box or envelope which the vendor delivers their bid in shall include labels identifying the name of the project, bid number, and name of the bidder submitting the response. No responsibility will attach to the Sheriff's Office for premature opening of bids not properly submitted as instructed. Use the following format for labels:

JCSO TELEPHONY SYSTEM

BID NO.: 2024-001

<INSERT NAME OF BIDDER>

OPENS: Tuesday, March 5, 2024 at 10:00AM

2.1 Submit one original and two (2) printed copies. The original shall be marked as such with each of the copies being marked appropriately. Failure to provide the required number of copies may be grounds for rejection of the bid.

2.2 Bids must be submitted using the format examples provided where applicable. Failure to submit bids in the stated format may be grounds for rejection of the bid. Changes, additions or limiting provisions made to the format may render the bid informal and may cause its rejection.

2.3 All prices must be in ink or typewritten. Mistakes may be crossed out and corrections typed or written in ink adjacent thereto. All corrections must be initialed by the person signing the bid form.

2.4 Each bid must be signed in ink and include the full business address of the bidder. Bids by partnerships must be signed in the partnership name by one or more of the general partners. Bids by a corporation must be signed by an officer of the corporation or other person authorized to bind the corporation to the bid. The names and titles of all persons signing shall be typed or printed below their signatures.

2.5 Bids must be received by the County of Jasper no later than the date and time designated. Method of delivery is at the sole discretion and risk of the bidder. Bidders mailing their bids should allow sufficient time to insure receipt of their bids by the date and time designated. Bids will be publicly opened and read aloud at the designated date and time.

2.6 **Electronically transmitted or faxed copies of the proposal are not acceptable.**

2.7 The bidder may withdraw the bid after depositing with the Commissioner's Office at any time prior to the stipulated time of receipt for such bids. No bid shall be withdrawn within ninety (90) days after the opening thereof, unless material errors are apparent.

2.8 The Sheriff's Office and all entities represented in this request are tax exempt by law. Federal tax exempt certificate will be furnished if requested. Pursuant to Section 144.030.1 RSMo, the Sheriff's Office has been approved as exempt from Missouri sales/use tax. Do not include this tax in the amount bid, as the Sheriff's Office will provide the necessary tax exemption certificates on applicable items.

2.9 The Sheriff's Office will not pay costs incurred, including but not limited to the preparation, printing, delivery, demonstration or site visits undertaken to respond to this RFP. All costs will be borne by the bidder.

2.10 The bidder is cautioned when submitting pre-printed terms and conditions or other type materials to make sure such documents do not contain other terms and conditions which conflict with those of the RFP and its contractual requirements. The bidder agrees that in the event of conflict between any of the bidder's terms and conditions and those contained in the RFP that the RFP shall govern.

2.11 The vendor may add supportive, technical information to the bid response, but should refrain from adding unnecessary promotional literature that is not pertinent to the RFP.

3.0 Request for Proposal Statements

3.1 All pricing shall be as indicated on the pricing pages. The County shall not pay nor be liable for any other additional cost including, but not limited to taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.

3.2 The contractor shall not transfer any interest in the contract, whether by assignment or otherwise, without the prior written consent of the Sheriff's Office.

3.3 The contractor shall fully coordinate all contract activities with those activities of the Sheriff's Office. As the work of the contractor progresses, advice and information on matters covered by the contract shall be made available by the contractor to the Sheriff's Office throughout the effective period of the contract.

3.4 The contractor shall agree and understand that all discussions between the Sheriff's Office and the contractor and all information gained by the contractor as a result of the contractor's performance under the contract shall be confidential and that no reports, documentation, or material prepared as required by the contract shall be released to the public without the prior written consent of the Sheriff's Office.

3.5 The contractor shall agree and understand that due to security requirements for the agencies included, the contractor shall be required to furnish identifying information for all individuals performing work under this agreement and/or entering the buildings in a form acceptable to the Jasper County Sheriff's Office. Affected individuals include any personnel and/or subcontractors who have access to the agency buildings during the course of performing the work and or services. Background checks will be required and approval of on-site employees must be completed by the Jasper County Sheriff's Office prior to work. Contractor's employees will be required to present valid government issued picture identification, prior to work.

3.6 Prevailing Wage

Where applicable, the successful contractor shall not pay less than the prevailing wage hourly rate for each craft or type of workman required to execute this contract as determined by current Missouri statutes. It is the responsibility of the contractor to ensure they are in compliance with current wage and labor regulations, rules, and statutes.

3.7 Insurance

The successful contractor shall provide all proof of relevant insurance and bonding as part of their RFP response. Certificates shall be accompanied by the telephone number and name of the contractor's insurance agent, and shall be provided prior to commencement of work.

4.0 Evaluation, Award, and Protest Procedure

4.1 An evaluation committee will review all proposals. Award recommendation will be based upon the lowest and/or best proposal. Final decision upon which bidder will be receive the award lies solely with the Sheriff of Jasper County.

4.2 Protest Procedure

Bidders wishing to challenge the award decision must submit their protest in writing to the Jasper County Commission. Protests must be received by the Commissioner's Office (located at 302 S. Main, Carthage, MO 64836) within ten (ten) business days of the date of the award.

The protest and must specify the grounds upon which the protest is based. A valid protest must 1) come from an actual bidder or offeror for the request, and 2) who claim to be the rightful award. That is, a protest is not valid if filed by a bidder who cannot show they would be awarded the contract if their protest were accepted.

The Commission, along with the Sheriff (or his designated appointee), and County legal counsel will review the protest and issue a written decision within thirty (30) calendar days. All decisions are final and not subject to any appeal.

5.0 Agency Background and Project Overview

The Jasper County Sheriff's Office is seeking bids for a telephony system to be installed in at least four separate physical locations including the main Sheriff's Office, Detention Center, Mechanic Shop, and the Carthage Courthouse. This system must be able to support at least 150 phones (and with the potential to grow beyond 150 phones).

Our facilities are connected via Dark Fiber and point to point Ubiquiti wireless bridge, so connectivity will not be an issue between buildings.

6.0 Technical Specifications

Below are the specifications we would like to see contained in the bid. Bidders are encouraged to list additional features that they believe differentiate their product from their competitors, even if those features are not called for in this section. This section only lists those minimum specifications and features which are required or desired by the Sheriff's Office.

All proposed telephony specifications should include, at minimum the following:

- Comprehensive solution from a top tier manufacturer and/or reseller.
- Reliable and scalable platform with minimum number of servers.
- POE- powered, either internally or through the use of a POE injector.
- Cost effective total solution including product, installation, and maintenance.
- Centralized administration and management of hardware and software.
- Easy to use phones, applications, and features with superior voice quality.
- Mobility of users regardless of location.

- Centralized auto attendants and voice messaging to all users.
- Choice of regular voice mail or unified messaging for all users.
- Integration with corporate email and instant messaging applications.
- Ability to provide integration with corporate business applications.
- Ability to interface with new/existing paging/intercom systems.
- Ability to record incoming/outgoing/and internal extension to extension calls
- Allow users to access, review and download their own calls with permissions set appropriately (preferred)
- The auto attendant must provide callers with a call tree and directory.
- Include hardware and software maintenance and support for 1, 3, and 5 years.
- Prices should be provided on a per-item basis and should include a statement of how long the pricing is valid.