

## REQUEST FOR QUOTATIONS

Original Date Issued: Monday, February 1, 2021  
Deadline for Questions: Monday, February 8, 2021  
Closing Date: Monday, February 22, 2021, 11:59PM ET  
Anticipated Award Date: April 1, 2021  
Reference: ICMA Washington DC Telephony  
Subject: **Request for Quotations No. ICMAHO/Telephony/2021**

The International City/County Management Association (ICMA) seeks quotations from eligible Offerors for Telecommunication Equipment and Services for ICMA in Washington, D.C. ICMA anticipates awarding one (1) single award a result of this solicitation. ICMA reserves the right to award more or fewer awards than anticipated.

All questions concerning this solicitation should be directed to [workwithus@icma.org](mailto:workwithus@icma.org) with copy to John Cook, ICMA Director Technology Operations, at [jcook@icma.org](mailto:jcook@icma.org). All communications must include the solicitation title, **ICMAHO/Telephony/2021**, in the subject line.

No communication intended to influence this procurement is permitted except by contacting the designated contacts above. Contacting anyone other than the designated contacts (either directly by the Offeror or indirectly through a lobbyist or other person acting on the Offeror's behalf) in an attempt to influence this procurement: (1) may result in a Offeror being deemed a non-responsive Offeror, and (2) may result in the Offeror not being awarded a contract.

This solicitation in no way obligates ICMA to award a contract nor does it commit ICMA to pay any cost incurred in the preparation and submission of a quotation.

ICMA bears no responsibility for data errors resulting from transmission or conversion processes.

ICMA appreciates your responsiveness and look forward to a mutually beneficial business relationship.

Sincerely,

Ray Baray  
Chief of Staff

A decorative graphic in the bottom right corner of the page, consisting of several overlapping, semi-transparent squares in various shades of blue and grey, arranged in a grid-like pattern that tapers off towards the right.

## **PURPOSE**

ICMA seeks a qualified service provider to provide Telecommunication Equipment and Services for its headquarter office in Washington, D.C.

## **INSTRUCTIONS TO THE OFFERORS**

Offerors interested in providing the services described above should submit a package following the prescribed format in the Submission Requirements section of this RFQ.

Adherence to the quotation format by all Offerors will ensure a fair evaluation with regard to the needs of ICMA. Offerors who do not follow the prescribed format may be deemed non-responsive. A letter transmitting the quotation must be signed by an officer of the firm authorized to bind the Offeror as required by this solicitation.

1. Signed transmission letter.
2. Package no more than 5 pages excluding required forms covering section 1, 2 and 4.
3. Completed and signed required forms, section 3.

Packages must be submitted electronically to [workwithus@icma.org](mailto:workwithus@icma.org) with a copy to John Cook, ICMA Director of Technology Operations, [jcook@icma.org](mailto:jcook@icma.org), with a subject line noting the RFQ title and number found on the cover page of this RFQ.

Applications received after the closing date stated on the top of the cover page of this RFQ will be rejected.

No phone calls please.

## **SPECIFICATIONS AND TECHNICAL REQUIREMENTS**

The sections below contain the technical requirements of the commodities/services. Offerors are requested to provide quotations containing the information below on official quotation price format included in the Submission Requirements section 4 of this RFQ.

### **Technical Specifications and Required Features**

- Cloud based VoIP phone system, requiring no on-premise equipment.
- Standard phone features, including hold, forwarding, park, hunt, camp and speakerphone.
- Ability to use physical phones, computers or mobile devices for calls.
- Contact center for six (6) agents with skills based routing, agent management, reporting.
- Custom hold audio (music or voice).
- Audio conferencing features.
- Compliance with NDAA Section 889
- Easy to configure auto-attendant feature with scheduling.
- Easy to use management features.
- Reliable network, minimum 99% uptime guaranteed
- Secure phone connections and backend.

## Value-Added Features

Any other features of the proposed products and services. Examples of such features include:

- Ability to add an attendant role.
- Fully international capable – users can place calls from anywhere in the world.
- Call accounting.
- Ability to make video calls.
- Voicemail transcription and voicemail to email.
- Ability to easily transfer calls between devices.
- Integration with NetForum.
- Ability to port ICMA’s current DID and 800 numbers from the current system to the new phone system.
- Ability to scale usage and costs up or down based on the number of employees. ICMA currently has about 100 employees.
- Single Signon Capability
- Auto-provisioning capability (msi install or other method)

Offerors must indicate whether their product and services meet the Required Features and Technical Specifications. Value Added Features are optional. Offerors must indicate any additional costs of the Value Added Features.

### **SUBMISSION REQUIREMENTS**

|                               |   |
|-------------------------------|---|
| Section 1:<br>Company profile | Please limit to no more than one (1) page:<br>Provide a description of your business including the year established<br>Provide a copy of your annual report (not counted toward page limit/hyperlink accepted if available online) and include information on company size, number of employees and annual revenue. |
| Section 2:<br>References      | Provide at least three (3) examples of relevant work similar to the specifications found in this RFQ; contact information should include the contact name, phone number, e-mail address, and website address.   |
| Section 3:<br>Required Forms  | Completed and signed W-9<br>Completed and signed ICMA Vendor Form<br>Form are available at <a href="https://icma.org/requests-for-proposals">https://icma.org/requests-for-proposals</a>  |

#### Section 4: Price format

Offerors should provide pricing in a format similar to the table below. Pricing should be provided with options for Monthly, One-year, and/or Multi-year, if available.

| Description and Specification                 | Month-to-Month Contract | One-Year Contract | Multi-Year Contract |
|---|-------------------------|-------------------|---------------------|
| Required Features and Technical Specification |                         |                   |                     |
| Value Added Features (if applicable)          |                         |                   |                     |

**TYPE OF CONTRACT TO BE AWARDED**

Fixed price or other transactional contract type.

**CONTRACT TERM AND DELIVERY DATES**

Final delivery dates will be negotiated upon award.

**EVALUATION AND AWARD PROCESS**

Offers will be evaluated based upon:

- Adherence to Technical Specifications and Required Features (as defined above) (40%)
- Price (30%)
- Implementation process and timeline (10%)
- Past performance/references (10%)
- Value added features (10%)

The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and meets or exceeds the minimum required technical specifications, and is judged to be the best value based on a lowest-price, technically-acceptable basis.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. ICMA reserves the right to waive immaterial deficiencies at its discretion.

ICMA reserves the right to award under this solicitation without further negotiations. The Offerors are encouraged to offer their best terms and prices with the original submission. It is anticipated that award will be made solely on the basis of these original quotations. However, ICMA reserves the right to conduct any of the following:

- ICMA may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, ICMA may issue a partial award or split the award among various offerors, if in the best interest of ICMA.
- ICMA may cancel this RFQ at any time.

## **GENERAL CONDITIONS**

Late submissions and submissions lacking the appropriate completed forms will not be considered. Faxed submissions will not be accepted. Submissions will not be accepted at any other ICMA location other than the email address above. If changes are made to this solicitation, notifications will be sent to the primary contact provided to ICMA from each Offeror. ICMA takes no responsibility for effective delivery of the electronic document.

This solicitation does not commit ICMA to award a contract, pay any costs incurred in preparing a proposal, or to procure or contract for services or supplies. ICMA reserves the right to accept or reject any or all submissions received, to negotiate with all qualified sources, or to cancel in part or in its entirety the solicitation when it is in ICMA's best interest.

The Offeror shall disclose any indictment for any alleged felony, or any conviction for a felony within the past five years, under the laws of the United States or any state or territory of the United States, and shall describe circumstances for each. When an Offeror is an association, partnership, corporation, or other organization, this disclosure requirement includes the organization and its officers, partners, and directors or members of any similarly governing body. If an indictment or conviction should come to the attention of ICMA after the award of a contract, ICMA may exercise its stop-work right pending further investigation, or terminate the agreement.

It is ICMA's Policy that no gifts of any kind and of any value be exchanged between Offerors and ICMA personnel. Discovery of the same will be grounds for disqualification of the Offeror from participation in any ICMA's procurements and may result in disciplinary actions against ICMA personnel involved in such discovered transactions.

Offeror must disclose any financial or organizational interest – as an employee, consultant, business partner, investor, shareholder, borrower, lender, beneficiary, board member or trustee – in an actual or potential competitor, contractor, sub-contractor, customer, client, vendor, donor or recipient of ICMA, that might produce a conflict of interest or the appearance of a conflict of interest should this contract be awarded.

Offeror warrants that it shall not discriminate because of race, color, religion, sex, national origin, political affiliation, non-disabling physical and mental disability, political status, matriculation, sexual orientation, gender identity or expression, genetic information, status as a veteran, physical handicap, age, marital status or any other characteristic protected by law.

ICMA shall use good faith efforts to provide contracting and procurement opportunities for SBD's. SBD categories include minority business enterprises (MBE), woman-owned business enterprises (WBE), small veteran and disabled veteran owned businesses, Historically Black Colleges and Universities (HBCUs), predominantly Hispanic Universities (HACUs), small businesses in Historically Under-utilized Zones (HUBZones) and private voluntary organizations (PVOs) principally operated and managed by economically disadvantaged individuals.

United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The Offeror under any award resulting from this RFQ must ensure compliance with these laws.