



HENDERSON COUNTY CAPITAL PROJECTS

Memorandum To: Interested Bidders

*From: Thad Ninnemann
Capital Projects Project Manager*

*Subject: Request for Proposals
Henderson County Emergency Services Headquarters Phone System*

Date: March 15, 2018

Henderson County is seeking proposals for a full IP-PBX phone system for the Henderson County Emergency Services Headquarters in Hendersonville, NC.

Mandatory Pre-Bid Meeting: March 21, 2018 @ 10:30 am
Henderson County Government Offices
First Floor Meeting Room
100 North King Street
Hendersonville, NC 28792

Proposals are due: April 6, 2018 @ 10:00 am
Henderson County Government Offices
Attention: Thad Ninnemann
100 North King Street, 2nd Floor, Suite 206
Hendersonville, NC 28792

Location of Work: Henderson County Emergency Services Headquarters
2529 Asheville Highway
Hendersonville, NC 28791



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Detailed Scope of Work:

Furnish the necessary supervision, labor, tools, equipment and materials to complete the required work inclusive of:

Provide a full IP-PBX phone system to support a PRI circuit (not a cloud based system), including 51 IP telephones with speakerphone capability, 2 conference telephones, 5 WiFi cordless telephones, and line level output to interface with the amplifier on a customer provided paging system for the Emergency Services Headquarters Building currently under construction. The associated server shall be equipped with redundant hard drives and power supplies, and include five years of manufacturer's warranty. The system shall provide day/night greetings for four separate departments and a voice mailbox for each desk phone user. Proposal must include installation, programming, and end user training including but not limited to all features such as greetings and call routing for four departments, and capability to support six analog extensions for fax. Cabling infrastructure and rack space will be provided by Henderson County. The phone system will operate on a dedicated network, and the proposal must include POE switches and patch cables to support the phone system. Phone system vendor is to provide appropriate UPS for the server. Proposal shall include general information on the planning and implementation process offered. Options for ongoing maintenance contracts must be provided as a separate cost.

- Provide all required permits.
- Provide for landfill and hauling fees.
- Restore all disturbed areas around the site.
- Work limitations to be discussed at the mandatory Pre-Bid meeting.
- All approved work schedules will be coordinated with HC Project Management and the HC IT Department personnel.



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The following information must be included in the proposal:

1. Proposals are to be in the form of a Proposed Contract signed by the bidder and ready for the County's signature:
 - a. Include lump sum price for base bid inclusive of all work required.
 - b. Include separate pricing for any proposed alternates.
 - c. Include equipment delivery date and project start date
 - d. Proposals will be awarded based on base bid and acceptance of equipment delivery date and project start date.
2. Warranty: Provide a standard 1year warranty on parts/labor. Provide pricing on a service agreement for parts/labor for years 2 through 5.
3. See Henderson County Insurance and Bond Requirements posted under General Information at <http://www.hendersoncountync.org/rfp> for the following:
 - a. Insurance (if appropriate) per Article 11
 - b. Bonds (if appropriate) per Article 12
4. For Disadvantage Business Enterprise requirements, see Minority Business Participation Guidelines posted under General Information at <http://www.hendersoncountync.org/rfp>
5. As a party wishing to contract or otherwise do business with Henderson County, You must understand that you have a duty (imposed by North Carolina law in 2013), as a condition of payment for goods provided or services rendered, to Comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes (E-Verify). Further, if you provide the goods and services to the County utilizing a subcontractor, you must require the subcontractor to comply With the requirements of Article 2 of Chapter 64 of the General Statutes as well. You are required to verify, by affidavit, compliance of these terms of this Section upon the County's request.

Henderson County reserves the right to reject any and / or all bids. Qualified contractors interested in bidding on the project should contact Becky Snyder @ bsnyder@hendersoncountync.org