

**REQUEST FOR QUOTES
for
CLOUD PHONE SOLUTION**

For the

**HAGERSTOWN HOUSING AUTHORITY
35 WEST BALTIMORE STREET
HAGERSTOWN, MARYLAND 21740**

Sean Griffith, Executive Director



5/4/2022

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REQUEST FOR QUOTES

5/4/2022

The Housing Authority of the City of Hagerstown, Maryland is soliciting quotes for an agency wide cloud-based phone solution.

The services required are listed in the Scope of Services section of this Request for Quote document.

Please find attached the Authority's Request for Quotes for an agency wide cloud-based phone solution dated 5/4/2022. All responses are due no later than end of business 6/30/2022 to:

Hagerstown Housing Authority
Attn: George Stull
35 West Baltimore Street
Hagerstown, MD 21740

Thank you for your interest. Please direct any questions to the undersigned at 301-733-6911 ext. 138.

Sincerely,

George Stull
Director of IT
Phone: 301-733-6911 ext. 138
Email: gstull@hagerstownha.com

SCOPE OF SERVICES

The following general services will be required:

- Provide (68) phones with power adapters if POE. Wi-Fi and ethernet compatible for connecting to the phone service from any location.
- Provide (35) compatible wireless headsets with microphone capability
- Provide (6) wall mounts
- Unlimited calling within the United States
- User level SMS
- User level DID
- Voicemail-to-text
- User level extension numbers
- 24/7 Support
- User level internet faxing capability
- Audio conferencing
- Video meetings with up to 100 participants
- Reporting and auditing tools
- Integration with Office 365
- Call recording
- Single sign-on
- Remote multi-site admin and management
- Hot desking
- Caller ID
- Call waiting
- Call transfer
- Call hold
- 3-way calling
- Paging
- Extension to extension calling
- Call Park
- Call Park pickup
- Intercom
- Do not disturb
- Programmable multi-level phone tree
- Mobile App
- Desktop App
- Voicemail
- Voicemail storage minimum of 10 hours
- System backup
- Antivirus
- Conduct admin training for (3) employees
- Conduct onsite group training on the use of the equipment and functionality
- 60-day post-installation follow-up group training

- Installation of all phones, cellphone apps, and desktop apps
- Setup phone tree
- Work with Hagerstown Housing Authority to select which phone lines to port to the cloud-based solution
- User resources such as manuals, video guides, etc.

INFORMATION AND CLARIFICATION

Additional information and/or clarification may be obtained by contacting the Director of I.T. at telephone (301)733-6911 ext. 138 or email gstull@hagerstownha.com.

It is requested that all questions or comments regarding the quote be provided to the Authority at least (4) days prior to the quote due date to allow sufficient time for review and acknowledgement.

REQUIREMENTS FOR QUOTE SUBMISSION

The following minimum information shall be incorporated within the quote submitted by your firm:

1. Cost Quote Form. Complete and submit form included in Quote Booklet.
2. Principal Owner(s); name and address.
3. Qualifications and Previous Experience; Business References.
4. Proposed Payment Schedule. List payment terms and anticipated billing periods.
5. Total Quote Cost. The total quote cost should be inclusive of all requirements and should also include a breakdown of the cost of accessories and optional features as well as additional costs such as sign-up fees, roaming charges, long distance charges, shipping charges, detailed invoice fee, etc.



MINORITY & FEMALE BUSINESS ENTERPRISE EFFORTS

It is the policy of the HAGERSTOWN HOUSING AUTHORITY that maximum practicable opportunity be provided to Minority & Female Business Enterprises to participate in the contracting and purchase activities initiated by the Housing Authority.

This participation may be in the form of general contracting, subcontracting, supply of materials, equipment, or as minority tenant employees of the contractor/subcontractor.

BUY AMERICAN

PHAs shall follow Buy American requirements of section 1605 of the Recovery Act and use only iron, steel and manufactured goods produced in the United States in their projects. RE: HUD publishes a Stimulus Act Capital Fund Implementation Notice dated March 18, 2009



EQUAL EMPLOYMENT OPPORTUNITY AFFIRMATIVE ACTION



Equal Employment Opportunity (EEO) was established by Executive Order 11246 on Sept 24, 1965. This executive Order ensures equal employment opportunities for minorities.

Under Equal Employment Opportunity provisions, employers (Vendors/Contractors) agree to take affirmative actions to ensure and maintain a working environment free of harassment and intimidation. Also, that employees are not discriminated against because of race, sex, color, national origin or religion.

DOES YOUR BUSINESS MEET THESE GUIDELINES

(IF SO – PLEASE LET US KNOW)

SECTION 3 ECONOMIC OPPORTUNITIES FOR LOW INCOME RESIDENTS AND LOCAL SECTION 3 BUSINESS FIRMS



Section 3 is a provision of the Housing and Urban Development act of 1968, which requires that programs receiving funding under HUD provide to the greatest extent feasible opportunities for job training and employment to low income residents.

Contractors and Vendors must make a good faith effort to utilize Section 3 residents as trainees and employees and make a good faith effort to award contracts to Section 3 business concerns.

DEFINITION

A "SECTION 3 BUSINESS" CONCERNS:

A business enterprise, which meets any one of the following three circumstances:

- a) Is 51% or more "owned" by Section 3 residents, or
- b) Whose permanent, full time employees include persons at least 30% of whom are currently Section 3 residents, or
- c) A business concern that provides evidence of a commitment to subcontract in excess of 25 percent of the dollar award of all subcontracts to business concerns that meet Section 3 qualifications.

"SECTION 3 RESIDENT"

- 1) A public housing resident, or
- 2) A "low income" resident of the Section 3 covered area or
- 3) A person seeking training and employment preference (bears responsibility of providing evidence of eligibility).

"LOW" AND "VERY LOW" INCOME

"Low Income" - Families whose income does not exceed 80% of the local "median" income.

("Very Low Income" - Incomes which do not exceed 50% of the local "median" income.)

"MEDIAN INCOME"

FY 2020 - The Local Median Income for the Hagerstown, Maryland area as published in the HUD User Website (<http://Huduser.org>) is \$79,800 (4-Person) as of 04/01/2020 per (HHA Housing Dept. Chart 04/01/2020) is \$63,850.

**COST QUOTE SUBMISSION FORM
For Cloud Phone Solution**

Request for Quotes dated 5/4/2022

Date: _____

We propose to perform all services and provide all hardware as listed in the above Request for Quote for the total sum of _____ \$ _____
(written)

- Cost Quote: Attach cost breakdown showing monthly cost, cost for accessories, optional features.
- Proposed Installation Period: Attach schedule of installation, setup, and training.

FIRM: _____

ADDRESS: _____

BY: _____
Authorized Official

TITLE: _____

FEDERAL ID or SOCIAL SECURITY NUMBER: _____

Submit this form with the information items requested in this RFQ to the following:

George Stull
Director of IT
Hagerstown Housing Authority
35 West Baltimore Street
Hagerstown, MD 21740

**SAMPLE CONTRACT
COMMUNICATIONS SYSTEM**

WHEREAS, The Housing Authority of the City of Hagerstown has requested quotes for Communications System,

WHEREAS, _____ has been the successful bidder in this matter; and

WHEREAS, the parties desire to enter into a contract for the provisions of said goods and/or services,

NOW THEREFORE, in consideration of the contractual amount of _____ Dollars (\$_____) and the promises and covenants of the parties, the parties do agree as follows:

1. The following documents represent the contract between the parties:
 - a. Request for Quote dated 5/4/2022
 - b. Cost Quote Submission Form.
 - c. Contract.
 - d. Stipulation Against Liens.
 - e. General Requirements.
 - f. Addenda, if any.

2. The instruments set forth in paragraph 1, above, embody the entire agreement of the parties. There are no promises, terms, conditions, or obligations other than those contained therein; and this contract shall supersede all previous communications, representations, or agreement, either verbal or written, between the parties. No letter, telegram, or other communication passing between the parties concerning any matter during this contract period shall be deemed a part of this agreement, nor shall it have effect of modifying or adding to this agreement. All modifications to this agreement must be made in accordance with paragraph 11 of the General Conditions of the Contract (Non-Construction).

3. _____ acknowledges receipt of this document and a copy of all documents set forth in paragraph 1, above, which forms the complete contract between the parties.

IN WITNESS WHEREOF, we have set our hands and seals this ____ day of _____, 2022.

WITNESS:

By: _____ (SEAL)
(Print Name and Title)

THE HOUSING AUTHORITY OF THE CITY
OF HAGERSTOWN, MARYLAND

By: _____ (SEAL)
Sean Griffith, Executive Director