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www.acha-fl.com

Request for Proposal for a Corporate VOIP Phone System

SCHEDULE

Issued: Monday, December 6, 2021

Site Visit: Tuesday, January 4, 2022 8:00am to 12:00pm EST

Deadline for Questions: Wednesday, January 5, 2022 at 4:00pm EST

Answer to Questions Provided: Tuesday, January 11, 2022

Deadline for Submission: Thursday, January 20, 2022 @ 4:00 p.m. EST

Proposal Review Period: January 24 – 28, 2022

Board of Directors Review/Approval: Wednesday, February 2, 2022

Contact for this RFP: Ronald Hall, Director of Operations

E-mail: ron@acha-fl.com

Alachua County Housing Authority does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, familial status, or receipt of public assistance in the admission or access to, or treatment in, its programs and activities. In employment, Alachua County Housing Authority does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, or genetic information. Alachua County Housing Authority will provide appropriate communication auxiliary aids and services upon sufficient notice. Alachua County Housing Authority will also provide this document in alternative formats upon sufficient notice. Alachua County Housing Authority has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Kenneth D. Armstrong, Alachua County Housing Authority, 703 NE 1st Street Gainesville, FL 32601, Telephone Number 1-352-372-2549 (voice), or Alachua County Relay 1-800-955-8771 or 711.

⊠ Table of Contents ⊠

	<u>Page</u>
I. INTRODUCTION.....	3
II. GENERAL TERMS AND CONDITIONS.....	3
III. OBJECTIVES AND REQUIREMENTS.....	4
IV. BUSINESS REFERENCES.....	8
V. PROPOSAL PRICING.....	10
VI. PROPOSAL SUBMISSION.....	10
VII. PROPOSAL EVALUATION.....	12
VIII. TERMS AND CONDITIONS.....	13
APPENDIX A – Vendor Information Sheet.....	15
APPENDIX B – Vendor Certification Form.....	17
APPENDIX C – Key Proposal Dates.....	18

Alachua County Housing Authority
Request for Proposals for an Corporate VOIP Phone System

I. INTRODUCTION

Overview

In this **Request for Proposal for an Corporate Voice over IP (VOIP) Phone System** (the "Request"), Alachua County Housing Authority is requesting proposals from experienced, qualified, and professional companies to facilitate a comprehensive telephone system replacement and installation.

Services under this RFP will include, but are not limited to phone system design, equipment procurement and installation, and a comprehensive training plan for both users and administrators.

About Alachua County Housing Authority

Alachua County Housing Authority's Mission is to assist low income and disadvantaged members of the community locate and maintain affordable housing in a safe and sanitary environment. To satisfy this mission, Housing Authority administers public housing and various other federal and state programs and grants which assist the low income and disadvantaged; additionally, the Housing Authority supports community programs that assist the low income, the disadvantaged and those who are the least able to represent themselves, such as the homeless and children.

Alachua County Housing Authority is an independent quasi-governmental agency that, at its core, couples the efficiencies of the private financial markets with public purpose goals to provide affordable rental housing opportunities for Alachua County residents. In addition to Public Housing, it administers a number of federal housing-related programs including the various Housing Choice Voucher Rental Assistance programs, Neighborhood Stabilization Project and a Single Room Occupancy through a remodeled motel. These federal programs, as well as others, reduce costs associated with housing for residents.

For more information about Alachua County Housing Authority, please go to www.acha-fl.com .

II. GENERAL TERMS AND CONDITIONS

Review and Compliance

It is the responsibility of each Vendor to review this entire document, including its attachments, and comply with all requirements of this Request. "Vendor" refers to any person or entity who may, or does, submit a proposal in response to this Request.

Questions and Answers

All Vendor questions deemed relevant and material to this Request along with the response answers will be posted by Alachua County Housing Authority at <http://www.acha-fl.com>, no later than Tuesday, January 11, 2022 by 5:00pm EST.

Any responses or answers provided by Alachua County Housing Authority to Vendor questions will automatically become a part of this Request.

Proposal Terms

All proposals submitted by Vendors and received by Alachua County Housing Authority will be treated as contract offers. A Vendor's proposal must remain as submitted from the time of receipt of the proposal by Alachua County Housing Authority and continue for a minimum of 90 days after the date of Vendor's product demonstration, pursuant to this Request, and may not be unilaterally modified by Vendor during that period.

Alterations, modifications or variations of a proposal after the submission deadline will not be considered by Alachua County Housing Authority, unless authorized by an amendment or addendum to this Request issued by Alachua County Housing Authority.

In the case of any award pursuant to this Request, the awarded Vendor must keep in effect all proposal terms, including pricing, throughout any contract negotiations.

Proposal Costs

Alachua County Housing Authority is not liable for any expenses incurred by the Vendor in the preparation, delivery, or presentation of their proposals, or in connection with any product demonstrations.

Costs of developing and delivering proposals and demonstrations pursuant to this Request are solely at the expense of the Vendor.

Proposal Materials

All proposals submitted, including all items and materials submitted as part of the proposals, become the property of Alachua County Housing Authority, whether or not selected. Proposal materials may be appended by Alachua County Housing Authority to any contract between Alachua County Housing Authority and the Vendor providing such materials.

Contract Term

The initial term of the contract awarded, pursuant to this Request, will be for a minimum of three (3) years from the date the contract is executed between the Vendor and Alachua County Housing Authority. Alachua County Housing Authority reserves the sole right and option to extend the contract in incremental terms of one (1) year each which, including the initial contract term, will not exceed a total of five (5) years.

III. OBJECTIVES AND REQUIREMENTS

Alachua County Housing Authority's expectation is to have a fully functional corporate voice over IP phone system installed and ready for use by March of 2022 as negotiated with the accepted vendor. The selected Vendor will have access to the building as needed so long as it is coordinated with Alachua County Housing Authority staff and the site supervisor. Necessary hardware and cabling shall be installed and tested by the Vendor. Training for administrators and users shall be conducted prior to the cutover to the new system.

General Requirements

Proposals must demonstrate the Vendor's understanding of Alachua County Housing Authority's needs and expectations as prescribed in this Request, and must demonstrate the Vendor's capability to meet those needs and requirements.

Specific Requirements

The Vendor will provide the **following scope of work:**

- Propose a solution that the Vendor deems the best fit based on the size of the organization and scope of the RFP
- Design, configure, install, and test any necessary phone system hardware and cabling
- Configure and install phones and necessary peripherals
- Integrate phone system with audio visual equipment in conference rooms
- Execute a cutover plan that allows us to retain existing phone numbers and extensions
- Provide training to IT staff on administrator functions
- Provide training to end users on general use of phone and phone system features
- Provide system documentation including administrator guides and user manuals

Telephone System Features

Below are the telephone system features, both required and optional, that Alachua County Housing Authority is seeking under this Request:

Required Features:
Adequate size – system must support a minimum of 28 handsets and extensions but should allow scalability for future expansion
Retain existing phone numbers & extensions if possible
Redundancy/high availability – ensure there is no “single point of failure” for the system, or that it is quickly recoverable
Auto Call Distribution (ACD) – the ability for multiple users to login to a queue and have the system distribute calls across the available users. Single sign-on or login from the computer would be desirable.
Auto-attendant / call flow programming – self-service call routing by listening to menu options and selecting the appropriate option.
Dial by name/extension directory - allow users to search for an employee if they know the name or extension without having to go through reception
Call logging and reporting – run reports on incoming and outgoing call volume, call distribution, call length, numbers, etc. <ul style="list-style-type: none">○ Intuitive user-driven ad-hoc report building capabilities
Day/night mode – automatic or easily changeable call routing when the business is closed (for example, after 5 pm, calls go straight to voicemail or auto-attendant).
Situational voice messages/recordings – leave a message on the public phone number to communicate unexpected closures (hurricane days) or other important information

- Ability to update the message remotely so there is no need to come to the office during inclement weather

Headset support – support for wireless/hands-free headsets either provided by the system manufacturer or support for third-party options

- Staff would like longer range headsets for mobility (for example, going to retrieve a file while still being able to speak to a caller)

Soft phone support – make/receive calls through a PC, and/or allow the routing of calls through the computer if someone is away from their desk

Staff directory – quickly locate a staff phone number/extension through the phone system or computer without having to manually update phone lists

Unified messaging – voicemail sent to email, or voicemail stored online on the phone system, ideally with size limitation/quota options

Staff training – vendor-provided training on phone system usage and features

- Including how-to videos, user guides, or cheat sheets
- Training for administrative staff on configuring the system
- Training for switchboard-specific features

Technical support service level agreements – ensuring that the turnaround time for technical support issues is within an acceptable timeframe

Call presence settings –

- Pre-defined voicemail/call-routing options for different scenarios such as out of office, on vacation, away from desk, etc.
- Ability to record different messages depending on presence setting
- Support for integration with Outlook calendar to automatically adjust phone presence setting to match busy/out of office

Voicemail customization – ability to customize settings such as allowed length

Conference/two-way calling – call one or more people, or provide conference lines that can accommodate three or more people

Caller ID – display name and number of caller when possible

Phone handset controls – ability to easily mute, transfer, silence, send calls to voicemail

Call forwarding – ability to forward calls to a different extension or mobile phone with an option of where voicemail is left if no one answers

Intuitive user interface – administrative console that is easy to navigate with the ability to allow users to control some phone functions online

Emergency/911 call alerting – notify select users if someone dials 911 from a company phone so that first responders can assist

Multiple extensions on a single handset – ability for an executive assistant to see multiple lines ringing from a single handset and be able to answer any of them

Speed dial – allow users to have simple or one-button calling to extensions they frequently dial

SIP phone support – support for any SIP capable phone such as third-party conference phone systems (Polycom)

Optional/Desired Features:

Power over Ethernet – power phones by network cable connected to POE capable switch

Voicemail transcription – receive a transcription of voicemails to email or other digital format

Call recording – ability to record calls to audio files

Hold music – callers listen to music while placed on hold (statistically they are likely to stay on the line longer if the line is not silent)

Robo-call/text system – automate outbound calling to leave a voicemail if no one answers, or connect the call to staff if someone picks up. Call or text clients to remind them of scheduled appointments/inspections.

Intercom/paging system – could be utilized to quickly deliver critical/emergency information to all handsets

Faxing – ability to send online faxes or faxes through email – this could also be outsourced

Work Conditions

The Vendor will:

Store all of materials and equipment in a safe and orderly fashion and dispose of any install-related waste in proper disposal containers, and/or remove from the premises.

Be in full compliance with all applicable State, Federal and local laws, rules, and safety regulations. The Vendor shall perform its obligations in a safe manner, utilizing proper technique and equipment to preserve both worker and staff safety.

Any lost, stolen, or damaged items, including damage to finished surfaces resulting from the performance of this contract will be repaired to Alachua County Housing Authority’s satisfaction at the Vendor’s expense.

Security Requirements

The Vendor will be responsible for any privacy breaches caused by its actions or inaction or those of its agents/employees allowing any unauthorized person(s) gaining access to any confidential or protected information. The Vendor will take every precaution to train the highest level of security protection of all sensitive, protected, and/or confidential documentation & materials throughout the project.

Identification

Each person who is an employee or agent of the Vendor shall display his or her company ID badge at all times while on Alachua County Housing Authority premises.

Insurance

During the term of any contract awarded pursuant to this RFP, Vendor, at its sole cost and expense, will provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the contract. At a minimum, such insurance shall include:

- (i) Commercial General Liability coverage, occurrence basis, with a minimum of \$1,000,000 combined single limit (with defense cost in excess of limit of liability); and
- (ii) Professional Services Liability or Errors and Omissions coverage, with a minimum limit of insurance of \$2,000,000.

Vendor’s insurance coverages must be primary insurance with respect to Alachua County Housing Authority. Any insurance by Alachua County Housing Authority will be excess of Vendor’s insurance and will not contribute with it.

Vendors must address this question in their proposals: Does your organization currently have or will your organization be able to provide the insurance requirements as specified in this RFP?

Yes		No	
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Any exceptions and/or assumptions to the insurance requirements **must** be identified in the Vendor’s response. Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, Alachua County Housing Authority will not consider any additional exceptions and/or assumptions during any negotiations.

Upon contract award, the successful Vendor **must** provide certificates of insurance identifying the coverages specified in this RFP in a form acceptable to Alachua County Housing Authority and listing Alachua County Housing Authority as additionally insured.

IV. BUSINESS REFERENCES

Vendors must provide a minimum of three (3) business references from clients who implemented a new VOIP Phone System of similar scale and composition as described in this Request within the last three (3) years. Alachua County Housing Authority reserves the right to contact and verify any or all references provided.

Using the following table format, Vendors must provide up-to-date, accurate, and complete contact information for each of the three (3) business references:

Request: Alachua County Housing Authority Request for Proposal for VOIP Phone System	
Business Name:	
Business Reference Contact Information	
Name:	
Street Address:	

City, State, Zip:	
Phone, including area code:	
Email address:	
Alternate Contact Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Email address:	
Project Information	
Brief description of the VOIP Phone System project and services performed for you:	
Project start and end dates:	
Project Cost:	
Was project completed in time originally allotted, and if not, why?:	
Was project completed within or under the original budget/ cost proposal, and if not, why?:	
Briefly summarize overall satisfaction in work performed:	

V. PROPOSAL PRICING

Cost Items

The Vendor must provide:

A detailed, **all-inclusive firm fixed pricing** for all costs associated with this Request. Please be sure to indicate **\$0.00** if there is no associated cost(s); do not leave the cost of a listed item blank.

An all-inclusive firm fixed price covers all deliverables, labor, materials, and out-of-pocket, travel and other expenses relating to the specific item listed below.

The basis of the price and any underlying assumptions (including assumptions concerning travel expenses) must be included in the Vendor's cost proposal.

Include all necessary labor, hardware, software, configuration and programming and the selection of the proper type and quantities of the system components and accessories to assure a complete and operational system. Include unit pricing for 28 handsets and peripherals such as headsets and allow for quantity adjustments as needed.

Payment

Generally, payment by Alachua County Housing Authority will be tied to specific milestones, which may include satisfactory acceptance testing, and/or deliverables.

Payment terms are net 30 days after receipt of correct invoice containing information required by Alachua County Housing Authority and acceptance of deliverable (after testing).

VI. PROPOSAL SUBMISSION

This section of the Request deals with the requirements for the contents and submission of proposals.

RFP Point of Contact

To ensure clear communications, the following individual has been designated the point contact for this RFP. All requests, questions, proposal documents and/or correspondence must be communicated through this designated RFP contact:

Name:	Ronald Hall
Title/Dept:	Director of Operations
Address:	Alachua County Housing Authority, 703 NE 1 st Street Gainesville, FL 32601
Email:	ron@acha-fl.com
Tele#:	352-372-2549 ext 512

Vendor contact with any Alachua County Housing Authority employee, consultant, Board Member or other Alachua County Housing Authority representative concerning this Request other than the Alachua County Housing Authority contact person given above will be grounds for proposal rejection.

Questions

All questions must be in writing and submitted only to the designated RFP contact email address previously given. Attempting to ask questions in person, or by telephone, will not be allowed and can disqualify a Vendor.

Vendors will only rely on written statements issued from Alachua County Housing Authority's designated RFP point of contact.

Deadlines & Delivery

It is the responsibility of each Vendor to ensure a timely submission of their proposal to Alachua County Housing Authority at ron@acha-fl.com.

All proposals with attachments **must be submitted by e-mail in PDF format** and must be received by Alachua County Housing Authority by **Tuesday, January 20, 2022 no later than 4:00 p.m. EST**. Alachua County Housing Authority is not responsible for late delivery of a proposal for any reason.

Late proposals submitted after 4:00 p.m. EST on **Tuesday, January 20, 2022 will not be accepted or considered.**

Hard copy, facsimile or telephone proposals **will not be accepted or considered.**

When submitting your proposal to ron@acha-fl.com, the email subject line must state:

"RESPONSE TO CORPORATE VOIP PHONE SYSTEM REQUEST FOR PROPOSAL"

Organization/Formatting

Proposals must be presented following the prescribed instructions within this Request. The proposal, along with all supplemental documentation required under this Request must be:

Submitted in electronic .PDF format

Pages numbered consecutively

Provided in the sequential order listed below:

1. Vendor Information Sheet (see Appendix A)
2. Vendor Proposal Response
3. Company W-9
4. Current Certificate of General Liability Insurance
5. Current Certificate of Workers Compensation Insurance
6. Business References (See table under Section IV)
7. Itemized Costs
8. Vendor Certification Form. (see Appendix B)

Content

All information requested by this Request must be submitted as part of Vendor's proposal. **Only information that is received in response to this Request will be evaluated.**

References to information submitted to Alachua County Housing Authority outside this Request process or references to Internet website addresses will be deemed non-responsive and will not be considered by Alachua County Housing Authority.

Cross-references to other portions of a Vendor's proposal submitted in response to this Request are acceptable, but must reference the specific section number and heading for identification.

All proposals must include completed and signed Vendor Information Sheet (Appendix A) included in this Request. The Vendor Information Sheet must be placed at the front of the proposal.

All proposals must include a completed and signed Vendor Certification form attached to this Request under Appendix B.

VII. PROPOSAL EVALUATION

An RFP Evaluation Committee, consisting of Alachua County Housing Authority employees and/or Board members, will review all proposals. This Evaluation Committee may contact any of the references provided by the Vendor, contact any Vendor for clarification of response, and/or seek information from any other sources concerning any aspect of this Request.

Subject to the selection factors, reservation of rights, and other terms and conditions of this Request, Alachua County Housing Authority will select the proposal most advantageous to Alachua County Housing Authority. The Evaluation Committee will be evaluating the detail, completeness, and accuracy of each proposal and will select the proposal that provides the best value in meeting Alachua County Housing Authority's business objectives.

Vendors are cautioned the Evaluation Committee is in no way obligated to make inquiries for clarification or omitted information regarded essential to complete a thorough evaluation of a Vendor proposal. Proposals at the time of submission that are not complete, accurate or concise, or contain discrepancies or omissions may not be considered.

Any award is contingent upon the successful negotiation of finalized contract terms. In no event will any claimed obligations of any kind be enforceable against Alachua County Housing Authority, unless and until such time Alachua County Housing Authority and the selected Vendor have entered into a written contract.

This Request and the successful Vendor's proposal, as may be modified pursuant to this Request, will be incorporated by reference into, and be a part of, any contract between Alachua County Housing Authority and the Vendor.

RFP award scores will be based on both technical and financial evaluations through a comprehensive review and analysis by the evaluation committee.

Evaluation Scoring	Points
Qualifications and experience of persons assigned to project:	20
Ability of proposed solution meet functional requirements outlined in RFP	30
Completeness of proposal; all required documentation submitted	20
Methodology/Work Plan and Time Line	10
Proposal Pricing - Costs covered under this proposal are exempt from all Federal and State Taxes. Prices must be clear, accountable, and auditable, covering the full spectrum of services required. Costs and compensations must be consistent with current market rates. Also see section V above.	30
Maximum Award Points:	110

VIII. TERMS AND CONDITIONS

Rights Reserved by Alachua County Housing Authority

In addition to the rights reserved by Alachua County Housing Authority elsewhere in this Request, Alachua County Housing Authority reserves the right to:

Adjust the timetable for this Request as deemed necessary.

Waive informalities and minor irregularities in proposals received.

Reject and not consider any or all Vendors who do not meet the requirements of this Request, including but not limited to incomplete responses and/or non-responsive proposals.

Reject any or all proposals received and not to award a contract pursuant to this Request, or to cancel or terminate this Request process at any time, whether before or after any proposals have been submitted or received, if deemed by Alachua County Housing Authority to be in its best interest.

Negotiate price or other factors included in any proposal submitted to Alachua County Housing Authority, and in the event Alachua County Housing Authority is unable to negotiate a mutually satisfactory contract with the successful Vendor under this Request, Alachua County Housing Authority may, in its sole discretion, negotiate with another Vendor or cancel this Request and not award a contract to any Vendor.

Reject the Vendor selected pursuant to this Request and to offer a contract to another Vendor in the event the selected Vendor does not enter into the required contract to provide moving services and related services described in this Request.

Negotiate directly with one Vendor if the responses to this Request demonstrate a lack of competition.

Correct or amend this Request. In no case will this Request be amended within seven (7) days of the proposal submission deadline unless the amendment includes an extension of time. Alachua County Housing Authority will not be liable for any costs incurred as a result of changes to this Request.

Other Terms and Conditions

Conflict of Interest. The Vendor, any principal or affiliate of the Vendor, or anyone who will be paid for work on the Contract, that has business ties, familial relations, or other close personal relations with a current Alachua County Housing Authority employee or a commissioner, or anyone who was a Alachua County Housing Authority employee or a commissioner within the past year must disclose this information under **Appendix A - Vendor Information Sheet**.

Vendor Certification Form. As a mandatory requirement of this proposal, **all** Vendors must complete and submit the Vendor Certification Form attached to this Request as **Appendix B**, along with their proposal submission.

Confidentiality and Nondisclosure. Vendor shall maintain in trust and confidence and shall not disclose to any third party, except as such disclosure may be authorized in writing in advance by Alachua County Housing Authority, and shall not use for any unauthorized purpose, any and all information, documents and data received or obtained from or on behalf of Alachua County Housing Authority. Vendor may use such information, documents and data only to the extent required for the purposes described in this Request. Vendor shall adhere to all security, confidentiality and nondisclosure policies and procedures required by Alachua County Housing Authority for the protection of such information and data from unauthorized use and disclosure and from loss.

Freedom of Access Act. Information submitted by a Vendor in any proposal becomes public information, and is subject to disclosure in accordance with the requirements of law, including without limitation the Freedom of Access Act, 1 M.R.S.A. Section 401 et seq. ("FOAA"), except as provided therein. Vendor acknowledges that Alachua County Housing Authority is required to comply with FOAA.

Protest Procedures. Protests of any award made pursuant to this Request must be submitted in writing to Alachua County Housing Authority at the address given on the cover page of this Request, to the attention of: Director of Operations. To be considered, protests must be received by Alachua County Housing Authority within fifteen (15) calendar days from the date of notification of the contract award and provide specific reasons and any supporting documentation for the protest.

APPENDIX A
VENDOR INFORMATION SHEET

for
 Alachua County Housing Authority Request for
 Proposals for a Corporate VOIP Phone System

Please provide the following information, completed and signed, and place this form at the front of the proposal:

General Information	
Company Name:	
Federal Tax ID:	
Street Address:	
City, State, Zip:	
Telephone#:	
Contact Person for Questions	
Name:	
Title:	
E-mail Address:	
Telephone#:	
Business Description	
# Years in Business:	
# Years providing VOIP phone systems of similar scale and composition as described in this Request:	
Current Company Size:	
Current # Workers:	
Evidence of Workforce expertise, experience, qualifications, and knowledge in VOIP phones system implementation and support services:	<i>Please be sure to include all supplemental qualification documents.</i>

<p>Summarized Narrative of Vendor’s ability to provide the services, materials, and labor required under this RFP:</p>	
<p>List of planned resources to be included to meet the obligations of this Request:</p>	
<p>Conflict of Interest. Does the Vendor, any principal or affiliate of the Vendor, or anyone who will be paid for work on the contract have business ties, familial relations, or other close personal relations with a current Alachua County Housing Authority employee or commissioner, or anyone who was an Alachua County Housing Authority employee or commissioner within the past year? If yes, please describe here:</p>	

APPENDIX B
VENDOR CERTIFICATION FORM

for

Alachua County Housing Authority Request for
 Proposals for a Corporate VOIP Phone System

Vendor Name	
Vendor Address	

The undersigned Vendor represents and certifies as follows:

1. The prices in this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other Vendor or potential Vendor.
2. No attempt has been made at any time to induce any firm or person to submit any intentionally high or noncompetitive proposal or to otherwise submit or refrain from submitting a proposal for the purpose of restricting competition.
3. Vendor has not given, and will not give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to any employee or representative of Alachua County Housing Authority in connection with this request.
4. Vendor acknowledges that Alachua County Housing Authority will determine whether a conflict of interest exists and that Alachua County Housing Authority reserves the right to disqualify any Vendor on the grounds of actual or apparent conflict of interest.
5. Vendor has not employed or retained any person or entity to solicit or obtain any contract resulting from this Request and has not paid or agreed to pay to any person or entity any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of any such contract.
6. Vendor understands and acknowledges that the representations in its proposal are material and important and will be relied on by Alachua County Housing Authority in evaluating the proposal. Vendor certifies that, to the best of its knowledge, all of the information contained in its proposal is true, correct and complete and acknowledges that any intentional misrepresentation by Vendor will disqualify Vendor from further consideration in connection with this Request.
7. The undersigned individual is legally authorized to sign this Vendor Certification Form for and on behalf of Vendor and to bind Vendor to the statements made herein.

Name, Title and Signature of Individual with Authority to Bind Vendor	
Name	
Title	
Signature	
Date	

APPENDIX C
KEY PROPOSAL DATES

for

Alachua County Housing Authority Request for
Proposals for a Corporate VOIP Phone System

All dates are subject to change at Alachua County Housing Authority's discretion.

All proposal documents, correspondence, and/or questions must be emailed to: ron@acha-fl.com

RFP Issuance:	
Date Issued:	<u>Monday, December 6, 2021</u>
Questions & Answers:	
Questions:	<p>Questions will be received: From: <u>Monday, December 6, 2021</u> to <u>Wednesday, January 5, 2022 at 4:00pm EST</u> Questions must be emailed directly to: ron@acha-fl.com</p>
Answers:	<p>All questions, and their subsequent answers, will be posted on the Alachua County Housing Authority website for public viewing. www.acha-fl.com Questions will be answered periodically with a final Q&A list provided on Tuesday January 11, 2022 provided to all known respondents and on the ACHA website www.acha-fl.com To locate these postings, go to the Alachua County Housing Authority website located at: http://www.acha-fl.com under the "Procurement" tab.</p>
Pertinent Proposal Dates:	
Optional Site Visit:	<u>Tuesday, January 4, 2022 from 8:00am to 12:00pm EST located at 703 NE 1st Street Gainesville, FL 32601</u>
Deadline for Proposal Submission:	<p><u>Thursday January 20, 2022 no later than 4:00 p.m. EST via email to ron@acha-fl.com</u> <i>**Please be sure emailed proposal is in PDF format, as well as all supplemental documentation.</i></p>
Proposal Evaluation Review:	From: <u>Monday, January 24, 2022</u> to <u>Friday, January 28, 2022</u>
Board of Directors Review/Approval:	<u>Wednesday, February 2, 2022</u>
Contract Award Date:	February, 2022
Operational Date:	As negotiated with Vendor. ACHA would like to have system installed and operational in March 2022.