

Gulf Bend Mental Health Mental Retardation Center – DBA Gulf Bend Center Request for Proposal – Hosted VoIP Phone System

Gulf Bend Center (GBC) is requesting a proposal from Business Phone System vendors with experience in Business Phone systems, the coordination of VoIP and modern Communications technologies to integrate a Comprehensive Unified Communications system.

I. BACKGROUND INFORMATION

GBC is a community center in the State of Texas formed as the result of legislation passed in 1965. GBC is a 501(c)(3) non-profit agency governed by a nine-member Board of Trustees. It has grown from a small organization offering limited services to a major behavioral health provider, serving over six thousand individuals annually in a comprehensive array of mental health services for adults, children & adolescents, crisis services, intellectual developmental disabilities services and other services. GBC provides services in a seven-county region that includes: Victoria, Jackson, Calhoun, Refugio, Goliad, Dewitt, and Lavaca Counties.

A. Purpose of the Hosted Phone System

The purpose of this Request for Proposal is to obtain the services of a vendor that will demonstrate an understanding of our business communication needs and provide a comprehensive communications system for our identified needs. This vendor will demonstrate how modern communication technologies can integrate with our infrastructure, across all sites and potentially with existing systems.

B. Term of the Service / Contract

The contract for services, based upon the Board of Trustees' approval of the proposal, will be for a set term of 9 years with options to terminate at 3 and 6 years.

Effective (Potential Start Date Sept 2022):

1. While the term of the Agreement begins on September 1, 2022, and ends on August 31, 2031, GBC shall have two (2) options to terminate the Agreement, with or without cause, upon sixty (60) days' written notice in advance of the third anniversary of the Agreement, August 31, 2025, or upon sixty (60) days' written notice in advance of the sixth anniversary of the Agreement, August 31, 2028.
2. Should GBC choose to terminate the Agreement and GBC provides adequate notice under section 1, above, the Agreement shall be terminated effective August 31, 2025, or August 31, 2028, respectively.

C. Dispute Resolution

Disputes concerning the terms of contracted services that cannot be resolved will be brought before an independent mediation center, whose decision will be binding upon both parties.

II. TECHNICAL PROPOSAL CONTENT:

NOTE: There should be no dollar units or total costs included in the Technical Proposal of the document.

A. Cover Letter

See Conditions for Submission of Proposal in Section IV.

B. Technical Component

To clearly describe the vendor's understanding of the work to be done, the proposer will:

1. Provide descriptions and explanations requested which are included in *Attachment A – Vendor Response to GBC Description of System/Services*.
2. Provide evidence that the proposer has experience in performing described business phone systems and include current and past reference businesses.
3. Explain the proposer's approaches to performing services.
4. Specify a timeline for services to be performed.
5. Describe any labor cost, hardware cost and any third-party services/costs, etc.
6. Describe the proposed contractual labor/professional services.
7. List names of technical/professional staff for the overall services and lead technical/project management staff who will be responsible for planning and directing, along with any certifications.
8. Provide the names and qualifications of any needed outside specialists and consultants that will assist the proposer's staff members.
9. Describe the level of assistance, if any, that will be expected from GBC personnel; and
10. Make a statement concerning the independence of the proposer, including direct and indirect financial interest, and the relationship, if any, of any employee of GBC and/or any member of the Board of Trustees.

C. Management Component

The proposer will furnish satisfactory evidence of capability to provide in a professional and timely manner the services stated in the Request for Proposal. To meet this requirement, the proposer will provide any review, audit, or other customer referrals, if requested by GBC.

D. Evaluation

Criteria used to evaluate the proposer's methodologies, products and services will be based in part by responses to *Attachment A – Vendor Response to GBC Description of System/Services*.

III. DOLLAR COST BID PROPOSAL METHODOLOGY

A. Price Structure and Methodology

The dollar cost bid should contain all pricing information relative to performing the services as described in this request for proposal. GBC will not be responsible for expenses incurred in preparing and

submitting the technical proposal or the sealed dollar cost bid. Such costs should not be included in the proposal. The first page of the dollar cost bid should include the following information:

1. Name of vendor.
 - Must include any affiliated parties to the service/system as applicable.
2. The cost structure for the life of the contract including detail of all costs Gulf Bend Center would incur. These costs may or may not include:
 - Subscription or Software fees and terms (if applicable)
 - Structure:
 - Per seat/device
 - Per user
 - Concurrent users
 - Hosting fees (if applicable)
 - Transaction fees (if applicable)
 - Implementation fees (if applicable)
 - Training fees (if applicable)
 - Documentation fees (if applicable)
 - Hardware costs and usable life cycle (if applicable)
3. Describe each cost of the comprehensive communications system proposed:
 - Hosted Phone System services and hardware
 - Long-Distance
 - Trunk lines, circuits
 - Unified Components (Messaging, Video, Collaboration tools, etc.
4. Please provide a sample of a contract and standard Service Level Agreement (SLA)

B. Manner of Payment

Payments will be made in accordance with the vendor contract or professional services engagement letter.

IV. CONDITIONS FOR SUBMISSIONS OF PROPOSAL

A. Proposals must include:

A cover letter clearly stating the name of the vendor and the name, address, and telephone number of the proposer's representative. Proposal must address each of the requirements as stated in this Request for Proposal.

B. Acceptance/Rejection of Submittal

GBC may reject any and/or all proposals, and to negotiate portions thereof, including the following:

1. Proposals that address only part of the requirements contained in this Request for Proposal with not be considered.
2. Select any proposal, considering the quoted estimated fee and other factors.
3. Request any additional information from the proposer that GBC may require.
4. Reject proposals that have been modified.

C. Preparation Costs

1. GBC shall not be responsible for proposal preparation costs, nor for the cost, including attorney fees associated with any administrative, judicial, or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal.
2. By submitting a proposal, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.
3. **Attachment B** must be completed and signed by authorized signatory.

D. Oral Interviews and Other Communications Prior to Submission

Oral communications should be limited to what is described below in Section VI. Assistance to Proposers.

E. Late Submissions

Proposals not received prior to the date and time specified will not be considered and will be returned to the proposer unopened.

F. Confidentiality – Open Records Act

The content of all proposals will be kept confidential throughout the selection process. Once the selection process has ended and a selection has been made, copies of any proposal will be available for other respondents to review.

G. Disposition of Proposals

All materials submitted in response to the RFP shall become the property of the Center.

H. Non-Participation

If you do not wish to participate in the current proposal process, but wish to participate in the future, all procurement ‘Request for Proposals’ will be provided on the public website for Gulf Bend Center at <https://www.gulfbend.org/>. The link will be found on the home page by clicking on the tab or link that says ‘RFP/Contracts.’ If you will provide your vendors future interest in bidding for products and/or services, please submit a "No Bid" by the same time that the proposal is due and at the same location as stated for bidding.

I. Awarded Proposal Withdrawal

An awarded proposal that has been accepted by GBC, may not be withdrawn, or canceled by the proposer without permission of GBC.

J. GBC Provisions

1. **FUNDING:** Funds for payment have been provided through GBC budget approved by the Board of Trustees annually for each fiscal year. State of Texas statutes prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or obligations that may arise past the end of the current GBC fiscal year shall be subject to

budget approval.

2. SALES TAX: GBC is exempt by law from payment of Texas Sales Tax and Federal Excise Tax.
3. EXCEPTIONS/SUBSTITUTIONS: All bids meeting the intent of this request for proposal will be considered for award. Bidders taking exception to the specifications, or offering substitutions, shall state these exceptions in the 'Exceptions/Comments' section provided below, 'Attachment E,' or by attachment as part of the proposal. The absence of such a list shall indicate that the bidder has not taken exceptions and that GBC shall hold the bidder responsible to perform in strict accordance with the specifications of the proposal. See **Attachment A**. GBC reserves the right to accept all or none of the exception(s)/substitutions(s) deemed to be in the best interest of GBC.
4. PROPOSAL MUST COMPLY with all federal, state, county and local laws concerning these types of service.
5. INVOICES: When applicable, invoices will show all information as stated above and will provide a monthly invoice. Invoicing will be mailed directly to Gulf Bend Center Accounts Payable Department, 6502 Nursery Dr., Ste 100, Victoria, Texas 77904, or emailed to payables@gulfbend.org.
6. REMEDIES: The successful bidder and GBC agree that both parties have all rights, duties, and remedies available as stated in the Uniform Commercial Code.
7. VENUE: This agreement will be governed and construed according to the laws of the State of Texas. This agreement is performable in Victoria, Texas.
8. ASSIGNMENT: The successful proposer will not sell, assign, transfer or convey this contract, in whole or part, without the prior written consent of GBC.
9. SILENCE OF SPECIFICATION: The apparent silence of these specifications as to any detail or to the apparent omission from it of a detailed description concerning any point will be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications will be made based on this statement.

V. PROCEDURES FOR SUBMITTING PROPOSALS

A. Delivery of responses to the Request for Proposal, whether email, mail, or hand delivery, should be addressed to:

Anna Arage, CFO
Gulf Bend Center
6502 Nursery Drive, Ste 100
Victoria, TX 77904
anna1685@gulfbend.org
361-582-2339

(Hand Deliver to First Floor front desk, Attn: Anna Arage)

Proposal must be received no later than Tues, **June 28, 2022**, by EOB.

B. Number of Copies of Proposal

Submit one copy of the Technical Proposal (Phone System) and one copy of the Dollar Cost Bid (Phone System). Each copy must be clearly marked as "Technical Proposal (Phone System)" or "Dollar Cost Bid (Phone System)".

VI. ASSISTANCE TO PROPOSERS

1. Additional information about the Request for Proposal process, may contact Anna Arage, CFO, by phone at 361-582-2339. If there is no answer, please leave a message. You may also contact the Center's CFO by email at anna1685@gulfbend.org. Please put 'RFP – Phone System' in the subject line of email.
2. Technical questions of the RFP regarding Phone System & UC needs and operations of GBC's communications systems, may contact Glenn Zengerle, I.T. Director, by phone at 361-582-2357. If there is no answer, please leave a message. You may also contact the Center's I.T. Director by email at gzengerle@gulfbend.org. Please put 'RFP – Phone System' in the subject line of email.
3. Questions will be routed to the appropriate subject matter expert within GBC and responses to questions will be summarized as written responses and may be added as a FAQ addendum to the RFP posting on our website.

VII. STATEMENT OF REQUIREMENTS

A. Proposal Guidelines

Please respond as outlined in this request for proposal and observe the following guidelines:

1. Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
2. Written proposals must be received at our offices no later than Tues, **June 28, 2022** – Electronic proposal must be emailed to anna1685@gulfbend.org no later than **5:00 pm on Tues, June 28, 2022**.
3. Our final contractor selection will be made in part on our evaluation of the criteria outlined in *Attachment A* of this Request for Proposal.
4. Submission of a proposal will be construed to imply agreement in advance to the services outlined in the enclosed materials.
5. Brochures, photos, annual reports, or any other appropriate printed material may be included in your proposal.
6. The proposal package should be kept as brief as possible, however, with the subject areas clearly defined.

B. Vendor Questionnaire and/or Description of Capabilities

For requested vendor responses, description of systems, description of services, explanation of vendors capabilities and or solutions, please provide details in *Attachment A*.

C. Confidentiality of Records of Individuals Served by this Agreement.

Contractor agrees to keep all protected health information (PHI) of employees confidential in accordance with all applicable state and federal laws, statutes, and regulations protecting the confidentiality of such information, including the following: Code of Federal Regulations, Title 45, Parts 160 and 164, Federal Standards for Privacy of Individually Identifiable Health Information (e.g. Federal Privacy Rule); 42 C.F.R. Part 2; Code of Federal Regulations, Title 42, Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records; and the Texas Health and Safety Code, Chapter 81, Chapter F (confidentiality of information related to HIV/AIDS test results).

D. Key Dates Required for the RFP

1. The following outlines Gulf Bend Center's key target dates and events for RFP process.
 - Mon, 05/23/2022 RFP is available at <https://www.gulfbend.org>
 - Fri, 05/27/2022 – Fri, 06/10/2022 Initial inquiries, questions, etc., via phone calls and email
 - ***Tues, 06/28/2022*** ***Deadline for receipt of Proposals to the Center's office EOB.***
 - Wed, 06/29 – 7/15/2022 Center's Executive Mgmt Committee proposal review time.
 - Tues, 07/26/2022 Board approved required
 - Wed, 07/27/2022 Notification of Awarded Proposal
2. Proposals shall be received no later than **Tuesday, June 28, 2022, EOB (5pm)**.
3. Proposers must sign and date the proposal on the appropriate page provided below.
4. Proposals which are not signed and dated in this manner may be rejected.
5. Initial communications may be scheduled with the Center's Executive Management Committee to go over questions and/or concerns. Verbal questions/responses will be supported with written emails or documents.
6. The Committee will be available to correspond with interested vendors as to clarification of needs during the initial open RFP period.
7. Bids received after the deadline, will not be considered for the award of the contract, and will be considered void and unacceptable.
8. We will contact all vendors who turned in proposals following the reviewing.
9. GBC reserves the right to extend the submission deadline, or any other deadline or date indicated in the RFP if an extension would be in the best interest of Gulf Bend Center.
10. The signed RFP will function as a bidding contract which must include all other necessary agreements.

ATTACHMENT A

Vendor Response to GBC Description of System/Services Requirements Requested

EVALUATION WORKSHEET

This attachment is to be used to document GBC's evaluation of the proposers' qualifications. GBC will evaluate proposals based on the below-listed criteria as a means for quantifying the relative strengths and weaknesses of the various proposals. If oral interviews are necessary to break a tie or for making final clarification in the evaluation process, additional points may be awarded. While the total score is a significant factor, the requester of the services reserves the right to consider other factors in making a final selection.

PROFESSIONAL QUALIFICATIONS

The evaluation of vendor/professional firm qualifications of the proposers will be based on the following criteria:

I. MANDATORY CRITERIA

Proposals will not be considered for further evaluation unless there is compliance with the following criteria. The proposer:

- A. Must have demonstrated past performance to perform required services.**
- B. Must not have a record of substandard work.**
- C. Must submit a proposal meeting all the requirements of the Request for Proposal.**

II. TECHNICAL CRITERIA

Proposals which have met each of the criteria in Section I above will be evaluated on the following criteria:

Vendor Questionnaire

Note: Vendors should reference each Section below in their typed responses to each item. Vendor may consider copying the PDF as a template to their own document to assure they respond to each item.

A. TECHNICAL EXPERIENCE OF THE VENDOR/PROFESSIONAL FIRM

Company Overview

1. Identify your company name and headquarters, along with the name and headquarters of your parent corporation, if applicable. Provide address, main phone number, and website URL.
2. Provide a brief overview of your company and history of your organization, including your mission statement.
3. What is the core product of your business?

4. What separates your product from your competition?
5. What are your major industry market areas?
6. What is the projected growth and development of your company?
7. Identify the solution(s) you are proposing.
8. How is your product hosted and managed?
9. Does your product as proposed include all functions and capabilities or is it reliant on other parties?
10. How is your solution priced?
 - Recurring subscription? If yes, how are users, seats calculated?
 - One-time hardware? If yes, what is the expected life cycle?
 - One-time license? If yes, how are users, seats calculated?
 - Other?
11. What is the total number of active clients that use the proposed solution?
12. What is the average size of your customers?

B. FUNCTIONAL AND TECHNICAL REQUIREMENTS

Background – Current Network Infrastructure

1. Our organization's (GBC's) network consists of one (1) main building serviced by an AT&T 100 Mbs symmetrical SLA managed fiber internet service which provides both internet service and AT&T PRI channel.
2. GBC uses Meraki and Cisco hardware for managing the networking.
3. Four of our small satellite facilities have their own local internet service and are connected via Meraki Firewall and VPN.
4. Currently, two of our satellite locations have linked VOIP services.
5. The Center's main building is undergoing renovations and Cat 6 cabling will be in place with dedicated cabling for VOIP.
6. Staff are issued company smartphones and mobile (laptop) computers for business use.

Existing System Functionalities

1. The Center currently has an on-premises ShoreTel voice over IP solution in place.
2. 155 – 170 employees/users across the organization and workplace sites.
3. Currently we have approximately 125 IP Desk-phone sets in use.
4. With a new system, we anticipate that 25% - 35% of our users may need a desk phone depending on capabilities of the system.
5. Our workforce is comprised of a variety of users.
6. A significant percentage of our users are mobile and work in the community using mobile cell (iPhone) phones, and mobile laptop computers.
7. Users will work in the community and from their home(s).
8. The remainder of our workforce are in an office and clinic setting of our main outpatient clinic or satellite offices.
9. These consist of clinicians, office/clerical, reception, operator, administrative support, executive, billing, finance, and human resource office staff.
10. Toll-Free Business line into system's main PBX.
11. Capability to route additional Toll-Free Business lines into system's main PBX.
12. 100 D.I.D. phone numbers (from AT&T) to be used with individual extensions or auto-attendant routing.

13. Voicemail – Ability to enable/disable voicemail per extension.
14. In addition, ability to review, play & transfer voicemail via graphic interfaces or via voice-guided touch-tone commands.
15. Auto-Attendants (multiple) – for both On and Off schedules (holidays)
16. Call Control – Work groups or Hunt groups
17. Paging – Overhead and/or on desk phones
18. Announcement for On-Hold (aka: music on hold)
19. System Directory
20. PBX Operator Assistance – Assisting callers to reach desired party.
21. The Center has enterprise-wide use of Microsoft Hosted Exchange environment and MS Teams, but this is not integrated into our phone system.

Gap-Fit Analysis

To conduct the gap-fit analysis, GBC expects that the **selected** vendor will review all business and technical requirements with the Center's staff in one or more onsite meetings. The vendor will review and confirm all requirements and update the requirements list with any necessary changes to ensure the vendor and the Center have a mutual understanding of all business and technical requirements. The gap-fit analysis will be a critical point in the Center vendor relationship, as the Center intends for this exercise to provide the opportunity for both parties to gain consensus on expectations and challenges involved in the system roll-out. The Center should come away from this analysis with a clear understanding and agreement of how the vendor intends to address its specific system needs and determine if any additional resources are needed.

Gulf Bend Center is located and operates in south Texas along the Gulf Coast region known as the crossroads between Houston, San Antonio, and Corpus Christi. Our region consists of Victoria County and the surrounding six counties (Lavaca, Jackson, Calhoun, Refugio, Goliad, and DeWitt).

Gulf Bend Center currently has full-time offices in Victoria and Calhoun counties. We operate part-time out of shared offices with partner organizations in other counties within our region.



System Requirements

Proposals shall address the above noted current capabilities and the following functional and technical requirements in all areas. The proposed system must meet or exceed listed criteria. It should be stated in the proposal submission how the vendor will address listed criteria, including specific descriptions or explanations of the process were noted below.

Proposals should demonstrate a clear understanding of work and system to be delivered. Comprehensiveness of the work, project, and services to be rendered will be a component of the decision process. It is expected that the proposal include realistic time estimates of each major segment of the work/project/services and the estimated amount of time.

General description of requested system

Hosted VoIP Phone System – Gulf Bend Center is requesting proposals for a Phone/Communication System to incorporate and integrate efficiently into our existing infrastructure in a way which will provide us with affordable, versatile and Unified Communications via combination of on-premises or hosted systems. A key goal is to obtain business continuity of our communications without reliance on on-premises systems during local infrastructure outages as well as the capability to route calls to mobile devices at any time.

Hardware

ID#	Feature
H1	<ul style="list-style-type: none">• Approximately 175 total extensions consisting of a combination of<ul style="list-style-type: none">○ Business grade Desk IP-Phones○ Some combination of Soft-Phones (Cell phones used as desk phones) and/or Desk phones.
H2	<ul style="list-style-type: none">• Switches (if vendor requires something other than existing Meraki POE switches)
H3	<ul style="list-style-type: none">• Routers if vendor proposes new circuits in proposal.
H4	<ul style="list-style-type: none">• Headset capability (12 to 24 units for certain reception desk staff)
H5	<ul style="list-style-type: none">• Capability for DID to Analog lines for legacy systems as needed.

General

The Center is requesting the overall phone system have the following features and (G22 *) ability to incorporate unified communications.

ID#	Feature
G1	Integrated GULF BEND CENTER Directory Integration with MS Active Directory
G2	System Management: <ul style="list-style-type: none">• End-user interface for configuring devices• Enterprise Management of system and Extensions (Users/Accounts/Lines)

G3	Programmable auto-attendants
G4	IVR (Interactive Voice Response) capabilities with auto-attendant
G5	Programmable Call Queue
G6	Conforms to FCC requirements for Enhanced 911 (explain process)
G7	4-digit extension dialing
G8	Hunt Groups or Work Groups depending on how solution addresses needed functionality
G9	Caller ID: <ul style="list-style-type: none"> • Display of in-bound caller ID • Control of the Center's caller ID projection (explain capabilities)
G10	Failover for extensions
G11	Announcement line – Broadcast Center wide –Fire Drills/ Emergency situations
G12	9-1-1 notification
G13	Reporting by tag, extension, Hunt, and Work Group including: <ul style="list-style-type: none"> • tag/GULF BEND CENTER/extension • number of calls incoming • number of calls outgoing • billable numbers dialed
G15	Configurable day/night mode for Groups
G16	Programmable call flow
G17	Always on and “On-demand” call recording
G19	Redundant phone servers in separate geographic areas (more than fifty miles apart)
G20	Capability to replace an extension with a spare phone (explain process)
G21	Provide a wide range of phone types including: <ul style="list-style-type: none"> • Basic phone • Soft phones (Smart-Phones) <ul style="list-style-type: none"> ○ [Gulf Bend staff are issued iPhones on AT&T FirstNet service] • Remote or Mobile Office phone <ul style="list-style-type: none"> ○ Integration with MS Teams • Multiline phones • Conference phones • Conference Room Phones and/or integration with multi-Media
G22 *	Ability to Integrate with other Communication Platforms for: <ul style="list-style-type: none"> • Text/Chat and Video such as MS Teams. • Unified Communications
G23	Ability to block certain toll calls

G24	Ability to block nuisance callers
G25	Ability to route specific incoming calls to an extension
G26	Ability to page a Group or all extensions
G27	Overhead paging interface
G28	Disaster / Emergency Routing
G29	Headset capabilities (Address handsfree private use) for reception desk, nurses, caseworkers, office, and mobile users.

Voicemail

The Center is requesting that the voicemail system have the following features.

ID#	Feature
V1	Time and Date of call
V2	Extension or number (ID) of caller
V3	Message
V4	Save message
V5	Delete message
V6	Forward/copy message to extension
V7	Forward/copy message with annotation to extension
V8	Forward/copy message to multiple extensions
V9	Remote voicemail retrieval
V10	Visual Voicemail. GUI for managing voicemail.
V11	Integration of voicemail with MS Exchange Outlook email.

Per Extension

The Center is requesting that every extension have the following features.

ID#	
E1	Call Hold
E2	Do not Disturb
E3	Call Pickup from extension
E4	Call Pickup from Group
E5	Call Waiting
E6	Call transfer

E7	Call Forward All
E8	Call Forward Busy
E9	Call Forward No answer
E10	Voicemail
E12	Unique four-digit extension
E13	Enhanced 911 address
E14	DID number and/or Hunt Group number
E15	Extension monitoring by light/display
E16	Incoming message/voicemail light/display
E17	AutoDial
E18	Caller ID
E19	Three-way calling
E20	Follow me
E21	Speed Dial
E22	Memory Buttons
E23	Redial
E24	Busy Redial
E28	Conference Calling (include maximum number of participants)
E30	Difference messages for no answer or busy/DND
E31	Ability to Record Conversation

Locations

ID#	Building	Location	Network Details	User Count	
Site 1	Gulf Bend Regional Plaza (Clinic & Admin Offices)	6502 Nursery Dr, Victoria, Tx 77904	100MB AT&T Managed SLA Fiber	150	3 Story Office/Clinic
Site 2	DeTar Family Medicine Center (Imbedded Satellite Counseling Clinic)	501 E. Colorado, Victoria, Tx 77901	Suddenlink Cable Internet modem	2	GBC leases 1 office space and shared reception area.
Site 3	Wellness Community (Satellite Office)	1103 N. Nimitz, Victoria, Tx 77901	Suddenlink Cable Internet modem	3-4	Single-Story office

Site 4	Community Resource Center (Satellite Office)	1103 N. Nimitz, Victoria, Tx 77901	Suddenlink Cable Internet modem	1-2	Single-Story office
Site 5	Community Response Team (Satellite Office)	311 E. Constitution, Victoria, Tx 77901	Suddenlink Cable Internet modem	3-7	Office located within Victoria County Special Crimes Unit facility.
Site 6	Port Lavaca Clinic (Imbedded Satellite Counseling Clinic)	1200 Virginia Street, Port Lavaca, Tx 77979	Sparklite Cable Internet modem	1-2	MH Counseling clinic within local Medical Clinic.

ATTACHMENT B
RFP – HOSTED PHONE SYSTEM
ACKNOWLEDGEMENT
TO BE COMPLETED BY BIDDER

GULF BEND CENTER IN ITS SOLE AND ABSOLUTE DISCRETION SHALL HAVE THE RIGHT TO AWARD CONTRACTS FOR ANY OR ALL MATERIALS LISTED IN EACH PROPOSAL, SHALL HAVE THE RIGHT TO REJECT ANY AND ALL PROPOSALS, AND SHALL NOT BE BOUND TO ACCEPT THE LOWEST PROPOSAL AND SHALL BE ALLOWED TO ACCEPT THE TOTAL PROPOSAL OF ANY ONE VENDOR/PROFESSIONAL FIRM, OR AS OTHERWISE STATED IN THIS PROPOSAL.

THIS SUBMISSION IS GUARANTEED AS AN IRREVOCABLE OFFER VALID THROUGH DATE JUNE 28, 2022 AFTER THE PROPOSAL OPENING DATE.

BY RETURNING THIS BID PROPOSAL COMPLETED, THE BIDDER CERTIFIES THAT THE PROPOSAL SPECIFICATIONS ARE UNDERSTOOD AND COMPLIED WITH. PROPOSAL MAY BE CONSIDERED INVALID IF NOT RETURNED.

Name and Address of Company:

Authorized Representative:

Company Name

Authorized Signature

Number/Street Address

Typed or Printed Name

City, State, Zip Code

Title

Telephone Number

Fax Number

Email address

BID AMOUNT FOR SERVICES TO BE RENDERED WITHIN ALL ASPECTS OF THIS RFP – FY18 FINANCIAL AUDITING SERVICES TOTAL:

\$ _____

BIDDER MAY ATTACH SUPPORTING DOCUMENTATION AS DEEMED NECESSARY. PLEASE REFERENCE DETAILS ON ‘ATTACHMENT D.’

ATTACHMENT C
NOTICE 'NO BID' FORM

Dear Vendor,

Please check the appropriate box below, complete the remainder of this form and return it **PRIOR TO THE SCHEDULE DUE DATE OF THE BID:**

- ☐ Our Company cannot provide the services requested.
- ☐ We have chosen **NOT** to submit a Proposal now. We did not submit a Proposal because:

Reason(s) _____

- ☐ Please REMOVE our name from future requests until further notice.

Reason(s) _____

Company Name: _____

Representative (Print Name): - _____

Address: _____

Email: _____

Phone Number: (____) _____ Fax Number: (____) _____

PLEASE RETURN THIS FORM ONLY TO:

ANNA ARAGE, CFO
GULF BEND CENTER
NOTICE 'NO BID' RFP (DESCRIPTION): HOSTED PHONE SYSTEM
6502 NURSERY DRIVE STE 100
VICTORIA TEXAS 77904
OR EMAIL AT: anna1685@gulfbend.org

Authorized Signature: _____

Title: _____ Date: _____

ATTACHMENT D
BIDDER DETAILS FOR RFP
HOSTED PHONE SYSTEM

DETAILS OF BID: _____

Details may include hours, number of individuals, travel expense, etc. _____

PLEASE NOTE: GBC WILL INCLUDE ANY NOTES NEEDED. _____

**ATTACHMENT E
EXCEPTIONS/COMMENTS**

EXCEPTIONS/COMMENTS:

Bidder's exceptions and or comments provided: _____

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____
- i) _____