

CITY OF AMERICUS
REQUEST FOR PROPOSALS
CONTACT CENTER – IVR PHONE SYSTEM
RFP NUMBER 2021-002

The City of Americus, Georgia is issuing this Request for Proposal (RFP) for the purpose of soliciting vendor proposals for a complete contact Center – IVR Phone System to serve the current and projected needs of the City. The application software and hardware configuration should comply with the minimum specifications as outlined in the RFP.

The City desires to contract with a single vendor for this service. However, the City reserves the right to evaluate all proposals and reserves the right to purchase from any vendor.

One original and three copies of the proposal will be accepted until March 31, 2021 at 11:00 AM. Proposals submitted must be binding for no less than ninety (90) days after the date received. The City will select the proposal, or combination of proposals, that, in its opinion, is in the best interest of the City. The City reserves the right to reject any or all proposals or portions of a proposal. The City also reserves the right to waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any or all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which is the best proposal. In addition, to accept the proposal (or proposals) deemed to be in the best interest of the City, i.e., the most qualified proposal will not necessarily be the proposal with the lowest cost. Further, the City reserves the right to accept a proposal (or proposals) for any or all items separately or together.

Vendor inquiries are to be directed to Paula Martin, City Clerk. **One original and three copies of the proposal clearly marked "Contact Center – IVR Phone System Proposal", signed by an officer of the company, are to be submitted and addressed on the outside as follows:**

Paula Martin, City Clerk
City of Americus
101 West Lamar Street
Americus, GA 31709

Proposals may also be hand-delivered to the above address by the date and time specified. It is the responsibility of the Offeror to deliver the proposal in accordance with these instructions contained above and/or elsewhere in the RFP. Proposals dispatched, but not received by the City by proposal closing time, will be returned, after receipt, unopened to the Offeror.

Award of Contract - The final award of the proposal or contract will be made by the Mayor and Council of the City of Americus.

Contract - In addition to the completed proposal, a resulting contract may be required by the City, including but not limited to, written correspondence between the City and the vendor after the proposal submission, facsimiles, and product literature.

Confidentiality of Documents - Proposals shall be opened to avoid disclosure of contents to competing offerors and kept secret during the process of negotiation. However, all proposals that have been submitted shall be open for public inspection after contract award. Trade secrets and confidential information, as specified by the vendor, contained in the proposals shall not be open for public inspection.

Contact with City Employees. To ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the person(s) so named in this RFP. Contact with any other City employee, except at the vendor pre-bid meeting, (if conducted), is expressly prohibited without prior consent of the person(s) so named herein. Vendors directly contacting other City employees will risk elimination of their proposal from further consideration.