



**MERCY CORPS**

Request for Bid Reference Number: **HQ532**

**Hosted Voice over IP (VoIP) Telephone System for Two Offices  
in US.**

Date: **March 20<sup>th</sup>, 2024**

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## Mercy Corps Overview

Mercy Corps is a global team of humanitarians working together on the front lines of today's biggest crises to create a future of possibility, where everyone can prosper.

**Our mission: to alleviate suffering, poverty, and oppression by helping people build secure, productive, and just communities.**

In more than 40+ countries around the world, over 6,000+ team members work side by side with people living through poverty, disaster, violent conflict, and the acute impacts of climate change. We're committed to creating global change through local impact — 95% of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. And we go beyond emergency aid, partnering with local governments, forward-thinking corporations, social entrepreneurs, and people living in fragile communities to develop bold solutions that make lasting change possible.

## Project Background and Context

Mercy Corps is requesting bids for a hosted VoIP phone system at its Portland Oregon and Washington DC offices. The solution should include all products, services, installation, and any other activities necessary to deliver a fully functional VoIP system. There is currently no need for business application integrations or unified messaging.

## Desired Services & Scope of Work

Mercy Corps is requesting bids for a hosted VoIP phone system at its Portland Oregon and Washington DC offices. The solution should include all products, services, installation, and any other activities necessary to deliver a fully functional VoIP system. There is currently no need for business application integrations or unified messaging.

All phones must be giga-bit capable and offer dual switched network port capability. Bidder may include various models and pricing to meet the above requirements.

The existing 800 and local numbers should be ported over to the hosted solution.

An Admin Portal should be available to Mercy Corps staff for the management of extensions, Auto-attendant menus, voice mail, and training provided on basic use.

Domestic long distance included and optional "billing code" that links to Mercy Corps department accounting codes. Auto attendant/IVR with after hours and holiday scheduling.

Softphones, Agent workgroups and Hunt group.

## Mercy Corps Office's location:

### 1. Portland Office:

- 45 SW Ankeny St, Portland, OR 97204
- Current Environment:
- 1GB Internet (WiLine Communications)
- Fortinet 200F firewall
- Cisco Catalyst 9400/9300 PoE switches
- On-prem ShoreTel system (existing)
  - ShoreGear
  - 23 channel PRI
  - ShoreTel 230/560/655/480g phones.

Initial requirements for new system:

- 75 extensions: 55 Full w/VM. 20 Standard (dial tone only.) 5 with Soft Phone.
- 55 standard desk phones
- 1 reception phone
- 3 Fax lines (ATA)
- 800 numbers (from carrier)
- Agent Workgroup or ring group for 5 agents.

### 2. Washington DC Office

- 1111 19th St NW Ste 650, Washington, DC 20036
- Current Environment:
- 200 MB Internet (provided by current VoIP vendor)
- Meraki MX84 firewall
- Meraki MS PoE switches.

Hosted phone and internet system (existing):

- 200 Mb Internet
- SD-WAN
- 20 extensions
- 10 standard phones (Mitel 5324)
- 1 reception phone (Mitel 5224)
- 1 Fax line (POTS)

Initial requirements for new system:

- Similar to existing, as DC is on a hosted VoIP system.
- Fax line moved to ATA if needed.

## Evaluation of Bids

Mercy Corps Tender Committee will conduct an evaluation which will grade selection criteria on a pass/fail basis. Supplier's bids **must meet the minimum standard** established here in order to receive a passing mark. Any bidder who receives a failing mark on any criteria will be automatically disqualified from the tender process.

**Selection Method: Lowest Price, Technically Acceptable (LPTA) will be considered as the winning bidder(s) assuming the price is deemed fair and reasonable and subject to additional due diligence.**

Bidder pass/fail criteria are as follows:

#	Selection Criteria	Pass or Fail?
1	Product/Service/Work Technical Specifications (as listed in section III above)	
2	Delivery Time/Project Schedule – June 30th, 2024	
3	Resources – Dedicated Service Technicians and Engineers for platform cutover, training, and customer support. Account and Project Management availability.	
4	Corporate Capabilities - Financial capacity, corporate structure, and technical expertise to perform and maintain the requirements of the platform for medium to large enterprises. Proven Industry Recognition for UCaaS.	
5	Warranty/After Sales Support – 1-to-3-year support options.	
6	Product Demo	

**Please submit your technical and financial offers for each office, including your response to the evaluation criteria mentioned in the table above, so that we can appropriately evaluate your offer.**

## Bid Format & Requirements

In order to secure information in a form which will ensure that your bid will be properly evaluated, you are asked to submit your bid in the format listed below. Standard bid formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:
  - Full legal name, jurisdiction of organization or incorporation and address of the company
  - Full legal name and country of citizenry of company’s President and/or Chief Executive Officer, and all other officers and senior managers of the company
  - Year business was established
3. Name and professional qualifications of personnel who would provide the services.
4. Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.

**Note:** Please send us a completed supplier information Form that is attached in addition to the other documents. Furthermore, if you have any comments on the contract template provided, please let us know; if not, it will be considered as consent.

# CONTACT FOR BID INQUIRIES AND BID SUBMISSION

## CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

Lubna Mousa, Senior Global Procurement Manager @ [lumousa@mercycorps.org](mailto:lumousa@mercycorps.org)

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question-and-Answer period (as outlined in the RFB Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at [www.mercycorps.org/tenders](http://www.mercycorps.org/tenders)

## CONTACT FOR BID SUBMISSION

Please email an electronic version of your response (via e-mail), including all supporting documentation to the following email address:

Global Procurement at [gptenders@mercycorps.org](mailto:gptenders@mercycorps.org)

## RFB CALENDAR/TIMELINE

EVENT TYPE	DATE
RFB Published	March 20 <sup>th</sup> , 2024
Questions and Answers Period	March 26 <sup>th</sup> , 2024 – March 28 <sup>th</sup> , 2024
RFB Responses Due	April 08 <sup>th</sup> , 2024, at 5:00PM Pacific

# Other Terms & Conditions

## WITHDRAWAL OF RFB

Bids may be withdrawn before the RFB submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFB submittal deadline can be made; however, they may not be re-submitted after the deadline.

## RFB COSTS

All costs incurred in the preparation and presentation of bids to the RFB shall be completely absorbed by the responding party to the RFB. All documents submitted as part of the RFB will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

## AWARD BASIS

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission.

Mercy Corps reserves the right to accept or reject any and all bids, to waive any irregularities in any bid process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

### **CONTRACTUAL DEVELOPMENT**

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFB or developed subsequently during the selection process.

### **CONTRACT TERMS**

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

### **EQUAL OPPORTUNITY**

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age, or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFB.

### **LIMITATIONS**

Mercy Corps reserves the right to reject any and all Bids and to waive any informality in the solicitation process. Total bid length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.

## **Sample Contract**

This is the anticipated contract and is a condition to the tender. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.

Any deviations or justifications from this contract must be set out in the tender bid with proposed alternative language.

Attached to this tender you will find a sample purchase contract template for Mercy Corps that you can review, comment on, or accept.

## **Attachments to the RFB**

**Attachment 1 -Supplier Information Form template**

**Attachment 2 – Mercy Corps Sample Contract template.**