

**NEIGHBORS IN NEED OF SERVICES, INC.
HEAD START/EARLY HEAD START PROGRAM**



**Bid Packet for
Telephone Support Services
FY 2017/2018
17-RFP-029**

**Neighbors In Need of Services, Inc. Head Start/Early Head Start
Invitation to Bid**

Bid Number# 17-RFP-029

Bid Title: Phone System Support Services

Date Due: September 13, 2017

Due No Later Than: 4:00 p.m.

NINOS Inc. Head Start / Early Head Start Program is a private non-profit organization. NINOS Inc. Head Start / Early Head Start Programs provide services to low income families for children from birth to five years of age. The agency is funded to serve 2,914 children throughout the counties of Cameron and Willacy Counties. The agency is currently seeking bids for its Telephone Support Services needs: **(Attachment "A")**

Closing Submission Date & Public Opening

Please submit the following information in a sealed envelope by 4:00 p.m. on September 13, 2017. Bid opening will be held on September 14, 2017 at 9:00 a.m. at NINOS, Inc. Administration office located at 22887 State Highway 345, Rio Hondo TX 78583.

Inquiries

For further information please contact Ruben Garcia at (956) 399-9944 ext. 113 or email at ruben.garcia@ninosinc.org

Non-Discrimination & Equal Opportunity

No person shall on the grounds of race, color, religion, sex, national origin, age, handicap, political affiliation or belief be excluded from participation in, be denied the benefits of, be subjected to discrimination under, or be denied employment in the administration of or in connection with any program or activity funded in whole or in part with funds made available under this contract.

Non-Responsive Proposals

Proposals may be judged non-responsive and removed from further consideration if any of the following occur:

- The proposal is not received timely in accordance with the terms of this proposal
- The proposal does not follow the specified format
- The proposal does not include documentation of accompanying credentials

Review Process

NINOS Inc. reserves the right to reject any or all proposals submitted and contemplates award of the contract to the responsible offer or with the most advantageous bid.

**Neighbors In Need Of Services, Inc. Head Start / Early Head Start
Instructions**

Carefully read all instructions, requirements and specifications. Fill out all forms properly and completely. Prior to returning your sealed bid response / submittal, all Addendums - if issued - should be reviewed and downloaded by entering the NINOS, Inc. web site at www.ninosinc.org.

Please return bid in sealed envelope. Be sure that return envelope shows the Bid Number, Description and is marked "SEALED BID".

RETURN BID TO:

Delivered to the administration office by Delivery Services.

Attn: Lina Garza
22887 State Highway 345
Rio Hondo, TX 78583

Mailed using USPS.
Attn: Lina Garza
PO Box 189
Rio Hondo, TX 78583

You must sign below in ink failure to sign will disqualify the offer. All prices must be typewritten or written in ink.

Company Name: _____

Company Address: _____

City, State, Zip Code: _____

Telephone: _____ Fax No: E-mail: _____

Print Name: _____ Signature: _____

(Your signature attests to your offer to provide the goods and/or services in this bid according to the published provision of this bid.)

Attachment "A"

Bid Specification for Telephone System Support

Scope of Work

The successful vendor will be on call to provide technical assistance and system administration to the NINOS, Inc.'s NEC phone systems and provide general professional services on an as-needed basis primarily during normal business hours: Monday to Friday 8:00 a.m. to 5:00 p.m. Vendor must guarantee a 4-hour response time for emergency situations at all hours. Vendor must be certified by NEC.

Specific responsibilities include, but are not limited to, the following:

1. Vendor will provide support and all programming (Main Office and centers located in Cameron and Willacy Counties, TX)
2. Vendor will maintain NINOS, Inc. internal voice wiring. Vendor will act as the liaison on behalf of the NINOS, Inc. with the NINOS, Inc. Service Provider (Currently AT&T)

Current Telephone System Description

NEC SL2100
NEC SL1100
NEC DSX
Voice Mail System
SIP line card
12 button phones
24 button phones

Per Hour Charge: _____

Trip Charge: _____

VENDOR INFORMATION

Name of Firm

Business Address

Telephone

Mailing Address

Fax

City

State

Zip Code

Signature

Type or Print

Title

Attachment "B"

1. Equal Employment Opportunity-All contracts shall contain a provision requiring compliance with E.O. 11246, "Equal Employment Opportunity," as amended by E.O. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."
2. Debarment and Suspension (E.O.s 12549 and 12689) No contract shall be made to parties listed on the General Services Administration's List of Parties Excluded from Federal Procurement or Non procurement Programs in accordance with E.O.s 12549 and 12689, "Debarment and Suspension." This list contains the names of parties debarred, suspended, or otherwise excluded by agencies, and contractor declared ineligible under statutory or regulatory authority other than E.O. 12549. Contractors with awards that exceed the small purchase threshold shall provide the required certification regarding its exclusion status and that of its principal employees.