

July 19, 2021

Due Date: July 28, 2021, 12 Noon

**REQUEST FOR PROPOSAL
for
Cloud-Based Telephone System
For
THRIVE ALABAMA
A NONPROFIT HEALTHCARE ORGANIZATION
Mary Elizabeth Marr, Chief Executive Officer**

Thrive Alabama seeks to engage a provider/implementer/installer of a cloud-based telephone system for its healthcare clinics and offices.

To be considered, proposals should be submitted to Marc Seldon, mseldon@thrivealabama.org by **12:00 noon, July 28, 2021**.

COMPANY BACKGROUND

Thrive Alabama is a Federally Qualified Health Center 501(c)(3) nonprofit organization with clinics in Huntsville, Florence, and Albertville, Alabama. Thrive Alabama has provided healthcare and support services for 30 years in North Alabama. The agency currently serves more than 4,000 people with services that include primary healthcare, sexually transmitted infection (STI) treatment, HIV prevention and education, nutritional counseling, substance abuse, mental health treatment, housing assistance, Affordable Care Act insurance registration, and transportation.

Thrive Alabama employs approximately 100 full-time staff and has a number of contractual agreements with health care providers in our service area. Our mission is to empower our patients to create a healthy community by providing compassionate, accessible, affordable, comprehensive care.

In 1988, as the AIDS Action Coalition, Thrive Alabama began offering volunteer services such as providing dinner or assisting with rent payments to people living with HIV and AIDS. In 1992, Thrive Alabama opened the Joe Davis Clinic to provide medical services. To better represent our expanded services and the improved health of our clients we changed our name in 2015 to Thrive Alabama. In 2018, we launched ThriveMobile, a service that includes free HIV/STI testing and basic STI treatment on a 33-foot clinic on wheels throughout our 12-county service area.

SCOPE of WORK

Thrive Alabama is seeking proposals for a cloud-based telephone system for its sites. The desired system will provide extension dialing across the organization sites. Costs for features for approximately 150 users with scalability, multi-site solution, voice mail, integrated voice response, automatic call distribution, contact center capability to include call monitoring and barging, call history reports, real-time analytics, and reports. Solutions should include managed support plans with 8x5 customer phone support and on-site support as needed. Implementation and training plans should be clearly delineated. All costs should be clearly listed.

QUALIFICATION REQUIREMENTS and SUBMITTALS

Firms will be evaluated on the basis of experience, quality of proposed approach, with the overall cost being a consideration. Responses must contain the requested information and additional information as needed for clarification. Proposals should be concise while including the required information. Contact Marc Seldon for information or clarification.

SITES and EQUIPMENT INFORMATION

Sites:

1. 600 St Clair Avenue Huntsville (6 Buildings) 117 regular phones, 8 call center executive phones
 2. 806 Governors Drive Huntsville (3 suites) 30 regular phones
 3. 112 S. Pine Street Florence 12 regular phones
 4. 201 E. McKinney Avenue Albertville 5 regular phones
- Total – 164 regular phones, 8 call center executive phones

Phone quantities are an approximation and will increase or decrease based on final determination of needs.

Thrive Alabama, based on discussions with the selected vendor, is responsible for ensuring necessary equipment infrastructure in its facilities.

Contact Marc Seldon for information or clarification.

INFORMATION REQUESTED

Information should be provided and sectioned according to the following.

- I. Corporate Information
 - Company history, including present ownership and key project members.
 - Location of corporate offices. Specify which office will be primary in this project.
 - Evidence of financial capacity to perform the service.
- II. Experience
 - Provide the following information for two completed projects of a scope similar.
 - Project Name with point of contact information

- Location
- Scope

III. Project Approach

- Provide information on system recommended, its capabilities and features.
- Provide information on implementation, testing and training.
- Provide other pertinent information

IV. Project Pricing

- Provide monthly seat charges, activation charges, equipment charges and all upfront costs.
- Provide monthly recurring costs and details related.
- Provide professional services costs for configuration, installation, testing and training.
- Provide maintenance support costs and related details.
- Provide other costs not listed.

EVALUATION CRITERIA and METHOD OF AWARD

Proposals submitted will be evaluated and scored according to the following categories, points and weight factors.

Category	Maximum Raw Points	Weight Factor
I. Corporate Information (See # I. in Information Requested above)	2	1
II. Experience (See # II above.)	5	2
III. Project Approach (See # III above.)	5	5
IV. Project Pricing (See # IV. above.)	0	0

Proposals will be scored according to the above matrix with a maximum score of 37 points available. The owner may choose to interview firms including demonstration of the proposed solution based on evaluation of the submittal. Selected firms will be notified accordingly.

GENERAL TERMS AND CONDITIONS

1. Thrive Alabama reserves the right to reject any or all proposals, in whole or in part, at any time prior to selecting a provider and entering into a contract, for any reason without liability.
2. All costs associated with the preparation of the submitter’s proposal will be solely the responsibility of the responder.
3. Thrive Alabama reserves the right to select the most qualified and responsive proposer in its sole judgment and according to its evaluation process.
4. All submittals and related correspondence and supporting materials are the property of Thrive Alabama upon receipt. Proprietary information in the submittal(s) should be so indicated; however, a general indication that the entire contents or a major portion of the proposal is proprietary will not be honored.

5. Proposers must not have been debarred, excluded or suspended from participation in any federal or state health care program, nor convicted of a crime for which a person can be debarred, excluded or suspended.
6. The laws of the state of Alabama govern the terms and performance of any resulting agreement.
7. List any current, pending or threatened firm-related litigation and any during the past five (5) years.

LAST ITEM ON THIS PAGE