



Advertisement for Request For Proposals (IT)

Project Name: 24 Hour Video Call Center

Project Number: 298-VideoCallCenterFY24

The City of Asheville, NC is requesting proposals, per North Carolina General Statutes § 143-129.8 Purchase of Information Technology Goods and Services from qualified firms to provide equipment and services as listed below:

Description of Work:

City is seeking a vendor to provide a 24-hour call center for our customers to utilize when in need of assistance at all exits and entrances.

Proposal Schedule:

Issuance of RFP	Friday June 14, 2024
Pre-Proposal Meeting (not mandatory) Google Meet joining info Video call link: https://meet.google.com/puv-jvrn-bqu Or dial: (US) +1 720-541-9270 PIN: 589 808 524# More phone numbers: https://tel.meet/puv-jvrn-bqu?pin=8218834885643	Thursday June 20, 2024, 2:00pm
Deadline to Submit Questions	Wednesday June 26, 2024 5:00 pm EST
Proposals Due	Monday July 15, 2024 3:00pm EST
Project start	Tuesday October 2, 2024

Pre-Proposal Meeting attendance is highly encouraged but not mandatory.

Proposal Documents:

This Request for Proposals (RFP) is posted on the City procurement website at www.ashevillenc.gov/bids. This is *the official source* of this solicitation. All updates to this solicitation shall come in the form of published addenda and shall be published to the same location. **The City will not be responsible for full or partial sets of RFP Documents including any addendum obtained from any other source.**

The City of Asheville reserves the right to reject any or all proposals and to waive informalities.

**Information:**

All questions concerning this Request for Proposal (RFP) should be submitted via email to:

Project Manager
Josh Mallernee
Jmallernee@ashevillenc.gov

Asheville Business Inclusion Policy: The City of Asheville has adopted the Asheville Business Inclusion Policy to encourage women and minority businesses' participation in the public bidding process. The purpose of this outreach effort is to increase the likelihood of availability and utilization of MWBEs in the award of contracts. Proposers are hereby notified that this RFP is subject to that Policy's provisions. Questions regarding the Asheville Business Inclusion Policy may be directed , Office of Economic Development, City of Asheville, Post Office Box 7148, Asheville, NC 28802-7148 or by phone at (828) 259-8050 or by email abi@ashevillenc.gov.

Proposers are invited to show proof of MWBE status, to include NC Office of Historically Underutilized Businesses or other MWBE certifications. If not already certified with the ABI Office at the City of Asheville, proposers are further invited to become certified with the City of Asheville as an MWBE vendor. Please use this link: [ABI Certifications](#)

It is the Policy of the City to (1) provide minorities and women an equal opportunity to participate in all aspects of its contracting and procurement programs and (2) to prohibit any and all discrimination against persons or businesses in pursuit of these opportunities.

Drug Free Workplace: The City of Asheville is a drug-free workplace employer. By submitting this bid, the prospective contractor certifies that if awarded the contract, they and their subcontractors shall comply with the following:

The City requires contractors/vendors entering into a contract with the City to provide a drug-free workplace in the performance of said contract. The contractor, upon execution of the contract, certifies that it will provide a drug-free workplace during the performance of the work on this contract. The contractor agrees to do the following:

Notify employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the workplace and specify the actions that will be taken for violations of such prohibitions. Responsive actions should be appropriate and sufficient to address and remediate any violations of this requirement.

Miscellaneous Requirements of the Proposal:

- Prospective Contractors are notified of a City policy that prohibits contracting with persons or firms who are delinquent in the payment of ad valorem taxes owed to the City of Asheville.
- All proposals must be submitted on the FORM provided.

- End -