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## REQUEST FOR QUOTE (RFQ)

### **VOICE BROADCASTING PLATFORM SERVICES**

**Issue Date:** May 27, 2020

Provide the information requested below:

- ◆ All information should be returned no later than Wednesday, June 10, 2020 by 3:00 PM.
- ◆ Questions to this RFQ will be accepted in writing only. You may submit questions no later than Wednesday, June 3, 2020 prior to 5:00 PM. Responses will be provided no later than Thursday, June 4, 2020.
- ◆ Responses must be emailed to the Authorized Contact:  
Cynthia Caruso, Contracting & Procurement Specialist  
Email: [ccaruso@wsalamo.org](mailto:ccaruso@wsalamo.org)  
Phone: (210) 272-3250

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Workforce Solutions Alamo is a 501(c)(3) organization. We are accepting Quotes to provide Voice Broadcasting Platform Services on an as-needed basis. WSA is a non-profit organization exempted from sales taxes.

Any subcontracting must be specified in the quote. All subcontracting is subject to applicable federal, state and local laws, rules, regulations and policies. If a bidder proposes to subcontract any of the services and activities to be provided, the bidder must indicate which services and activities will be subcontracted and the rationale behind using subcontractors instead of providing the services directly. The bidder must also describe how subcontractors were (or will be) procured and selected, their qualifications, as well as the basis for payments. Subcontractors are subject to the same requirements as the bidder under this bid request and resultant contract.

### **Scope of Work**

Services included under this agreement will include furnishing Voice Broadcasting Platform (Robocalls) Services. WSA wants to automate the dialing process and only connect our representatives to calls that are answered by a live customer, filtering out no-answers and busy signals. WSA is looking for a cost-effective solution with the following features:

- Easy to Use
- Real-time Reporting
- Send Calls or Texts

- No long term contracts
- Caller-ID Option
- Privacy/Data Protection
- 24/7 Support
- Retry Unanswered Numbers
- Voicemail Detection
- Set Time Restrictions
- Upload Library
- Message Library
- Schedule Messages
- Unlimited Usage vs Pay Per Message Pricing

### **Contractor Responsibilities**

The individuals who perform Services on behalf of the Contractor are hereinafter referred to as "Contractor Personnel" and at all times meet the requirements set forth. The Contractor's personnel shall hold the appropriate current and valid license(s) required. The Contractor shall have additional personnel available to perform services at multiple WSA locations at the same time if required by WSA.

The Contractor shall provide all labor, materials, miscellaneous parts, equipment, tools, transportation and methods of communication required to perform the work listed in this document. If required, the Contractor shall provide additional miscellaneous services necessary to meet requirements of the specified services throughout the term of the agreement.

The Contractor shall provide a primary point of contact to ensure continuity of services for WSA. The Contractor will be required to be available during normal business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday with Saturdays being optional.

Prior to assigning any individual to perform the Services, Contractor shall perform a criminal background check (in accordance with, and subject to any restrictions or limitations imposed by, Texas law) that includes discovery of any conviction of a felony during the last seven (7) years and Contractor shall confirm that the individual's employment complies with relevant immigration law. Contractor shall not assign Contractor Personnel if that employee has in the last seven (7) years been convicted of a felony or does not meet the requirements under the immigration laws.

**Date:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Company Address:** \_\_\_\_\_

**City, State, Zip:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Type of Service:** \_\_\_\_\_

**Name & Title of Officer/Authorized Representative:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**# of Years in Business:** \_\_\_\_\_

**# of Staff:** \_\_\_\_\_

**Insured?**      Yes \_\_\_\_\_      No \_\_\_\_\_ (General/Auto/Worker Comp)

**Licensed:**      Yes \_\_\_\_\_      No \_\_\_\_\_ (Required- Attach a copy with quote)

List All Service Areas (Alamo Region) where service can be provided per this request for quote:

\_\_\_\_\_

Service Areas where service can NOT be provided per this request for quote:

\_\_\_\_\_

**Rates:**

Monthly Subscription/ Unlimited Usage \_\_\_\_\_

Pay Per Message \_\_\_\_\_

**References:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_