

May 19, 2023

The Downtown Raleigh Alliance is accepting proposals from firms to provide phone and internet services. Accordingly, we invite your firm to submit a proposal to us by June 1, 2023. A description of the company, the services needed, and other pertinent information follows.

Background of Downtown Raleigh Alliance (DRA)

DRA's mission is advancing the vitality of Downtown Raleigh for everyone. Downtown Raleigh has emerged as a vibrant center of activity that continues to welcome historic growth and investment. As an apex of commerce and government, it is also home to a thriving creative culture with artists, musicians, innovative tech companies, award-winning chefs, and cutting-edge makers working to create the Downtown Raleigh experience.

The DRA was incorporated as a North Carolina nonprofit business association in 1996 under subparagraph 501(c)(6) of Section 145, 26 U.S. Code. The long-term strategy of the DRA is formulated by an all-volunteer Board of Directors, comprised of prominent civic, governmental, business and philanthropic leaders; while day-to-day affairs are executed by the DRA's President and staff.

Through this leadership structure, the DRA has established itself as one of Raleigh's most influential public-private partnerships.

DRA's Strategic Goals

- Improve downtown economy through recruitment, pop-ups, financial support, research, marketing & promotions.
- Advocate to make Downtown a place for everyone that reflects evolving needs and interests of the community and lessons learned from the recent past.
- Make downtown an engaging place to live, work, and visit through safe activations that appeal to a wide variety of stakeholders.
- Improve and maintain the sense of safety and security in downtown through our Ambassador program, Social Services and work with RPD.
- Elevate and improve DRA's internal organization and processes through improved database, project management, communication, financial stewardship, and planning.

Services to Be Performed

Your proposal is expected to cover the following services as a minimum:

1. A phone system that will operate with a hybrid work environment. Include a breakdown of the proposed phone system features.
Current System (Mitel/ShoreTel) phone hardware/services are 14 units, 1 Polycom, 19 DID, Auto-attendant, Fax line via BizHub C368
2. Ability to port our existing phone numbers
3. Fast and secure internet connection at a minimum of 500M
4. Static IP Address
5. Installation/Implementation of the phone system and internet
6. Maintenance/Service
7. Training
8. Technical Support/Customer Service

Your Response for This Request for Proposal

In responding to this request, please provide the following information:



1. Provide an overview of your organization and detail your firm's experience in providing phone and internet products and services
2. Describe the firm's commitment to staff continuity to clients
3. Identify the partner, manager assigned
4. Describe how your firm will approach the phone and internet installation, training, and ongoing maintenance/service
5. Set forth your fee proposal for the phone and internet system with a contract timeframe including any required hardware, up front installation costs, ongoing phone and internet service fees along with any licenses or maintenance costs, and cost of support, with whatever guarantees can be given regarding increases in the length of the contract.
6. Provide names and contact information for three other similarly-sized clients.
7. Describe how and why your firm is different from other firms being considered, and why the selection of your firm as DRA's phone and internet provider is the best decision we could make.

Questions or Requests for Additional Information

Requests for additional information should be emailed to Roxanne Coffey, Office Manager, and roxannecoffey@downtownraleigh.org. Please feel free to visit our website to learn more about DRA: www.downtownraleigh.org.

Evaluation of Proposals

The DRA will evaluate proposals on a qualitative and quantitative basis. In addition to cost considerations and products and services proposed, results of discussions with other clients, and the firm's completeness and timeliness in its response to us.

As previously mentioned, if you chose to respond to this request, please do so by June 1, 2023 at 4 pm, attention to Roxanne Coffey, Office Manager, 333 Fayetteville, St, Suite 1150, Raleigh, NC 27601. Or via email to roxannecoffey@downtownraleigh.org. If you have any questions or would like further clarification of any aspect of this request for bid, please contact Roxanne Coffey by email.

