

Request for Proposal (RFP) - Phone Support and Maintenance for Mitel Phone Systems for the Buffalo County Offices and City of Kearney/Buffalo County Law Enforcement Center in Kearney NE.

1. Introduction

Buffalo County is looking for a qualified vendor capable of providing phone system support and maintenance services for its Mitel Phone Systems. The intent of this RFP is to find a potential vendor that can support our Mitel Phone Systems for the Buffalo County Offices and the City of Kearney/Buffalo County Law Enforcement Center.

2. Background

Buffalo County Offices and the City of Kearney/Buffalo County Law Enforcement Center utilize a Mitel phone system for communications across multiple departments and locations in Kearney NE. To ensure continued operational efficiency, Buffalo County seeks a vendor to provide comprehensive support and maintenance services, including troubleshooting, repairs, software updates and system enhancements. This vendor would need to work closely with our local IT Department and 911 Director.

3. Scope of Service

As part of this RFP Buffalo County is looking for:

- Technical Support, Onsite Support and Help Desk Services 24/7
- System Maintenance. Preventative and Corrective including software updates and patch management.
- Hardware Repair and Replacement Services.
- Training local IT department and 911 Director on maintaining the Mitel Phone Systems.

4. Vendor Qualifications

Interested vendors should provide:

- Company background and experience supporting Mitel phone systems
- Certifications and partnerships with Mitel
- References from similar governmental or law enforcement agencies
- Service level agreements (SLA) offerings
- Pricing Proposal

5. Additional Information

-Approved Qualified Vendors, at their request can have a tour of our facilities and additional documentation as needed to provide a Proposal.

6. Response Submission

Vendors should submit responses via mail or in person by March 7, 2025

Proposals will be opened during the Board of Commissioners meeting on March 11, 2025

Buffalo County Clerk

PO Box 1270

Kearney NE 68848