

Request for Proposal Template

.Call Center Hardware Upgrade.

**Sunnydale Call Center
2200 W. Carson Street
Torrance, California
90501**

Student Name

Student Email

MGMT408—Week 7 Course Project Part 2

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1. INSTRUCTIONS TO BIDDERS

1.1. General Description of Work

Sunnydale Call Center, Torrance, California, is soliciting proposal from vendors to replace 500 single monitors with 1,000 dual LED Energy Star certified monitors. We are looking for monitors to increase agent productivity and reduce overall energy expenditure. In addition, we are looking for warranties that will include repair and service support provided by the company in which this RFP is rewarded.

1.2. What Must Be Included with Bid

Each contractor that submits an RFP submittal must include the following:

- Company name, address, and telephone number
- General information of your company
- Product description
- Price
- Warranty Information and support services

1.3. Schedule of Bid Period Activities

Sunnydale Call Center reserves the right to request additional information.

- Submit all materials no later than October 1, 2021, at 5:00 p.m. to:

Sunnydale Call Center
Attn: Rupert Giles
2200 W. Carson
Street
Torrance, California 90501

- Contract will be rewarded withing 5 business days and installation will occur by November 15, 2021 unless otherwise extended.

1.4. Location of Work

Old monitors and new monitors are located and delivered to 2200 W. Carson Street, Torrance, California 90501. It is the responsibility of the contractor to provide all equipment needed to complete contract. If site visit is needed, additional information or questions are needed, please contact Dawn Summers at (555)555-5555 no later than four business days of submission.