REQUEST FOR PROPOSAL
Town of Orange Park
VOICE-OVER IP TELEPHONE SYSTEM & SERVICE

RELEASE DATE: 10/08/2015

DUE DATE: 11/10/2015

Dear Respondents:

In general, the Town of Orange Park seeks a firm that can provide a complete Internet Protocol Telephony System and Services (VOIP). This system will replace the current telecommunications system and must be capable of meeting future growth requirements. The Town of Orange Park requires a VOIP system and services that provides station-to-station dialing, a centralized voice mail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single telephone system. The equipment shall be new models and in current production. Reconditioned, remanufactured, demo models shall not be accepted. The system should rely on standard internet connections for carrying the voice traffic.

Respondents should possess and use their extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the Town of Orange Park's requirements. Preference will be afforded to the vendor that provides a comprehensive, full featured, cost effective solution for current specifications, future requirements, and ongoing service, support and reliability.

Ease of management and support of the new telephone/voice mail system and services will be a critical feature. Complex systems that require advanced certifications to manage are not desirable. The Town of Orange Park currently has an in house Sprint PBX telephone system.

Three (3) copies of the proposal shall be submitted for consideration to the Town of Orange Park Administrative Office by **1600 hours, 11/10/2015**. Format of the proposals shall follow the format as provided in the request for proposals. All respondents must respond to each and every feature or question and identify whether they comply or don't comply and identify any and all exceptions. Though you will see questions regarding pricing throughout the solicitation, pricing shall not be placed anywhere in your response, other than in the PRICING (Proposal Cost Form) Section at the end of the RFP.

The selected firm's proposal shall be submitted to the Town of Orange Park for consideration of award.   The decision of the Town of Orange Park is final. This request for Proposal does not commit the Town of Orange Park to award a contract, to pay for any costs incurred in the preparation of a proposal, or to procure or contract the services or supplies. The Town of Orange Park reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified source, or to cancel in part or in its entirety the Request for Proposals if it is in the best interest of the Town of Orange Park.   The Town of Orange Park

may require the firm selected to participate in negotiations, and to permit such price, technical or other revision of their proposals as may result from said negotiations.

A pre-proposal conference is scheduled at 2025 Smith Street on 10/13/15, at 1300 hours with a tour of facilities after conference. Please direct all questions or requests for additional information to abarker@townop.com. Question/requests will be responded to at the pre-proposal conference, then e-mail will be sent to all respondents post conference to include any questions asked at the conference.

Sincerely;

Alvin Barker
Town of Orange Park

Table of Contents

1. Introduction

All respondents must respond to each feature and identify whether they comply or do not comply and identify any exceptions. Format of the proposals shall follow the format as provided below. Incomplete submissions will not be accepted.

The purpose of this RFP is to solicit competitive bids that will assist the Town of Orange Park in determining if a VOIP telephony solution is a cost justifiable solution to their communication needs.

The following locations are included in this RFP. The current number of voice circuits in use today is a guideline for determining the necessary bandwidth required to provide at least the same number of simultaneous calls for that location. Respondents should specify any additional internet bandwidth required for their solution.

Location	Users	Handsets	Telephony Circuits	Current Internet
Town Hall	19	20	1 PRI	100 by 20
Fire Department	20	13	13 Non-PRI	Broadband
Police Department	27	18		
Public Works	15	15	10 Analog Lines	Broadband 27 by 7
Remote users	0			

2. Overall Design

The solution will be a system and service that delivers all the necessary elements of a voice communication system for all three of the Town of Orange Park's facilities: Town Hall, Public Safety Building, and Public Works Department.

The solution must include but not be limited to:

- Data control elements necessary to provide communication system functionality, i.e. call set-up/ tear-down, ring, transfer, etc.
- "Virtual" call paths that can be shared between locations
- Access to the PSTN
- New and ported existing ELS and DID numbers
- Local Access and Long Distance Access
- Manageable devices that service as a point of demarcation for the service being proposed
- Centralized Voice Mail Service
- Conference bridge ("Meet Me" Conference Calling) for any number of designated users
- Fully integrated graphical call control and monitoring interface
- User Presence Information (optional software to provide information on user availability).
- User defined "Find and Follow" capability (i.e. individual call follow settings)
- Basic ACD capabilities
- Caller ID on the handset
- Call history on the handset
- E911, defined as the ability to accurately identify the point of emergency call initiation.

- Manageability – defined as the ability to remotely institute basic system functions and modifications, i.e. adds, moves, changes, feature modifications.
- The system has to have design feature to integrate with Orange Park Police Department E911 Public Service Access Point (PSAP) system. The communication specialists will be able to answer and transfer administrative line from the PSAP system (Solocom).

3. Service Delivery

The service must be maintained by the service provider and hosted at the service provider's location(s). This location must be considered a "hardened" site, designed to provide service resiliency in the event of catastrophic events.

    a. Where is the data center(s) located that will provide the telephony service?

    b. Provide specific information about your data center's ability to survive a catastrophic outage.

    c. How is the service delivered to the Town of Orange Park?

    d. What redundancies can or have been designed into the service delivery method?

    e. How are redundancy and survivability addressed, both locally and at the Data Center level?

    f. Provide survivability options for end site service in the event of network failure.

    g. Is the service uptime guaranteed? To what extent?

4. Call Quality

    a. What features or functions are in place to ensure the highest possible call quality is maintained at all times?

    b. What measures does the vendor provide to monitor call quality on an ongoing basis?

    c. Is the voice quality guaranteed?

    d. How does the proposed solution account for internet routing by the "last mile" internet provider that might create latency and affect voice quality?

    e. What is the bandwidth required for each active call? Inbound/Outbound? Local station-to-station?

    f. Is there a point-to-point connection to VOIP service provider and the Town of Orange Park?

5. Network Functions

Required Features:

a. Ability to function as a part of a network with a centralized voice mail system, including the ability to light message waiting indicator at each site.

b. Station-to-station dialing to any extension on the network regardless of location.

c. Local switching capability to eliminate the use of two call paths for an interoffice call.

d. Support for remote extensions for remote workers.

e. Ability to utilize all voice mail features among all users independent of each user's location.

f. The appearance of one large system, rather than many separate systems, to the internal and external callers

g. Ability to transfer calls transparently to any location on or outside the network.

h. Ability to administer all systems from one, or any, location.

i. Allow various levels of calling privileges such as long distance and international calls, for example, to be programmable by extension.

j. Ability to allow the telephone number to be blocked from Caller ID when placing external calls.

k. Ability to answer user-defined groups of Town of Orange Park extensions at another extension

l. Ability to distinguish between internal and external calls, when a call is transferred, or forwarded, from one system to another.

m. Does the VOIP system uses the current phone jack in each office? Does the VOIP system requires new wiring in every office? Does provider plans to integrate with the current data network?

n. Can the VOIP system use a microwave link between Ash Street (Public Works) location and the primary location located on Smith Street (Public Safety)?

Additional questions:

How many simultaneous conference calls can be scheduled?

Are the existing network circuits all tested prior to deployment?

6. Attendant Consoles

Required Features:

    a. The system shall provide PC based attendant consoles at all locations for the servicing of incoming calls to the system.

    b. The console should feature a simple, uncluttered layout of call appearance keys, attendant function keys, and an easy to read display.

Additional Questions:

Describe the display on your console. How many lines does it display? How much information does the display on the console provide about calls?

Can all incoming trunk or attendant calls be directed to a designated night service console extension?

Describe the specific steps the operator must go through to actually see the correct name/extension number and transfer a call.

7. Automated Attendant

Required Features

    a. Five deep tree (minimum)

    b. Caller interaction will be based upon DTMF, with errors (incorrect entries) being sent to an informational message and returned to the earlier point in the menu.

    c. Can Automated Attendant messages be recorded and changed remotely?

    d. Does the Automated Attendant feature allow for multiple users to administer the recordings via web interface?

    e. Will the Automated Attendant support call queuing?

8. Software Administration

Required Features:

    a. Ability to administer multiple remote sites through a centralized web console via secure (https/ssl) Internet or VPN connection.

    b. A password must be required for system administrator access.

c. Provide multiple levels of administrators for site and global permissions.

d. Ability to track administrator activity for audit trail purposes.

Additional Questions:

Is the system administration application accessible from any console with internet access?

How many levels of security can be defined? Can some administrative users be defined with "view-only" permissions?

Define the support that is provided with this system (Help Desk, after hours availability, costs etc.).

How does provider provide future software releases (both at Town of Orange Park site and at Data Center Facility)?

How are software upgrades performed? What costs are associated with future upgrades?

When system or station software updates are performed, must the system be shut down, or can these types of activities take place in an on-line environment?

How frequently do you recommend that the operating system software, which includes up-to-date moves and changes, be backed up?

What changes can the telephone user make as opposed to requiring the system administrator?

Can a single instance of the administration tool be used to manage all systems within an enterprise?

9. Telephones

Please include a photograph of each type of proposed telephone along with a users' guide for each type of telephone. Please include information on any additional telephone sets that are supported by the proposed system and services. The preferred telephones would be SIP compliant with HD quality chipsets. The following telephone configurations would meet most of the Town of Orange Park's needs:

1) 2-line telephone with grayscale display and full duplex speakerphone
2) 3-line telephone with color display and full duplex speakerphone
3) 6-line telephone with full duplex display

Required Features:

- Flexible support for inline power (power over Ethernet), local power, or closet power.
- Ability to support headsets.

- Message wait indicator.
- Ability to forward telephone to another number inside or outside the network.
- Bridged (multi) Line Appearance.
- Intercom Calling.
- Multiple Line Appearances
- Ability to access a directory of telephone numbers via the telephone set.
- Built-in switch to provide connectivity to the computer.
- Full duplex capability on speaker telephones.
- When on speakerphone have noise cancelation for ambient noise in the room.
- If wiring not compatible with RJ45 for the new phones and the phones are added to current data network system the following are required:
  - Phones to have 100mb ports for IP Passthrough
  - Switches to be changed to POE Switches shall be Dell or Cisco (48 ports)
  - New Layer 3 Core Switch to handle Quality of Service and VLAN Traffic to keep the network clean. All servers and other switches would plug into this. but will be required if you do IP Passthrough – At a minimum you would want a Dell 3024

Additional Questions:

PBX/Voicemail server – if the solution has a local install – can any of it be put into your local server VMWARE environment to save on additional physical hardware?

Is there a way to tell when someone is already on the telephone before we try to call him or her?

How many of the buttons, or keys, are programmable as extension numbers on each telephone type?

Are shared extensions supported on the IP telephones? If yes, explain how this would work in a call coverage application.

Do the telephones require manual labeling of features or lines?

How are software/firmware upgrades applied to the telephones?

Do your telephone sets require local power? Please indicate whether each telephone set requires local or wiring closet power?

What model of headsets are available for your telephones? Do they work on all the telephone models?

Do you offer an IP softphone? If yes, please provide a general description of the softphone and its features and capabilities.

Please fill out the following chart as to the availability of other specific features:

FEATURE	YES	NO	OPTIONAL
Message Waiting LED			
Audio Volume Adjust			
Auto Off-hook Preference			
Bluetooth			
Bridged Call Appearances			
Bridged Line Appearance			
Call Forking (distribute calls to multiple endpoints)			
Call Forward All Calls			
Call Forward Busy			
Call Forward No Answer			
Call Forward to any number			
Call Groups			
Call History			
Call Hold / Release			
Call Park / Pickup			
Call Pickup Directed (pick up other extensions using a feature code)			
Call Redirect			
Call Transfer			
Call Transfer Blind			
Call Transfer Consultative			
Call Waiting			
Call Waiting Caller ID Name and Number			
Caller ID Block/Unblock			
Caller ID Presentation			
Calling Line ID Name and Number			
Conferencing (3 or 4 way)			
Dial by Name Directory			
Headset Compatibility			
Headset: Wireless headset on/off hook (without lifter)			
Hot Key Pad			
Hunt Groups			
Intercom			
Last Call Return (on available CallerID)			
Last Number Redial			
Make / Drop Conference			
Missed Call Indicator			
Multiple Calls Per line Appearance			
Paging: Group Paging			
Prime Line Select			
Privacy – Do not Disturb			
Programmable Buttons w/ paperless labels			
Ringer Pitch Adjust			

FEATURE	YES	NO	OPTIONAL
Ringer Volume Adjust			
Ringer: Distinctive Ring (internal/external)			
Ringer: Simultaneous Ring			
Shared Extensions on Multiple Telephones			
Single Button Retrieve			
Speaker Phone Full Duplex			
Speaker phone Mute			
Speed Dial (Auto-Dial)			
Speed Dial (Corporate Directory)			
Speed Dial (Personal)			
Time & Date			
Voice Mail Login Button			
Voicemail: Forward messages to other users and append them with their own comments			
Voicemail: Manage voice mail from their personal computer or inside their email inbox?			
Voicemail: Play, pause and replay messages			
Voicemail: Record messages, send and mark "urgent" etc.			
Voicemail: Record personal greetings. How many different ones can they have?			
Voicemail: Record responses and reply to voice mail messages			
Voicemail: Send or forward messages to other users at any location in the system using extension addressing			

Additional Features (Optional)

Please use the table provided below to indicate other features, not listed above that are available on your solution. Please indicate if these options are included as part of your basic package or if they are optional features available only at an additional expense. Do not include the cost of the features in this section.

Feature Name	Description	Included/Optional
Telephone directory on hand set		
Six way or more conference calling		
Personalized ring tones		
Bluetooth head sets		
Computer access to voicemail		

Feature Name	Description	Included/Optional
Other:		
Other:		
Other:		
Other:		
Other:		
Other:		
Other:		
Other:		

10. Voice Mail

Required Features:

- Users must be required to enter a password to access their voice mailbox.
- Unlimited number of voice mail messages can be stored in any voice mailbox.
- Unlimited voice mail storage capacity.
- Require a system administrator password.
- Ability to stamp each new message with a time/date.
- Ability to access voice mail remotely.

Optional Features:

- Ability to allow remote change of greetings and passwords.
- Ability to easily transfer a caller directly to an internal voicemail.

Required User Features:
- Obtain user instruction through system prompts or other online training.
- Modify own passwords.
- Easy to setup "voice mail to email" to access voice mail messages from email inbox.

Required System Administration Features:

- The following should be capable of being managed via a secure (ssl/https) web browser interface:
- Assign default passwords for users, and reset passwords for users that have been locked out of their mailboxes.
- Add, delete, or modify a user.
- Ability to run detailed reports on system utilization by dates, times, extensions, etc.

Additional Questions:

How would the system administrator perform a backup and restore on the voice messaging system?

What would be involved to install unified messaging to your proposed system?

Are voice messages stored in an industry standard format?

How does your system handle a full mailbox? Does it archive old voice in an archive area then allow new messages?

How would voice messages be archived and retrieved for the purposes of public record requests?

What types of reports does your system provide? Please include examples.

11. 911 Calls

Required Features:

    a. Allow all users to call either 911 to reach emergency services.

    b. An option must exist to allow each and every site on the network to be able to place a 911 call that will send the correct address for the site.

    c. 911 must appropriately and accurately identify Town of Orange Park and its geographic location as well as additional granular information of the user location. (i.e. floor, office) Must meet State of Florida 911 reporting requirements.

12. Music or Messaging on Hold

Required Feature:

    a. Ability to provide music or prerecorded messages through the VOIP system.

    b. MOH files can be changed from any location for any location.

Additional Questions:

What are the requirements to provide music or pre-recorded messages on hold to each of the locations?

What format can these files be?

13. Unified Communications Capabilities

Required Features:

    a. User interface for call control, presence information, call logging and call note taking.

b.   Single repository for users to view call data, call notes, faxes and call recordings, where applicable.

c.   Option to enable fully integrated video conferencing for any system users without requiring additional hardware (other than user web cam).

d.   Option to enable fully integrated web collaboration (desktop and application sharing in real time).

e.   Option to enable desktop faxing

Additional Questions:

How is the UC application software maintained?

What additional UC functionality is available or planned for release within the next year?

14. Monitoring, Diagnostics and Security

Required Features:

a.   Continuous monitoring of network circuits and SIP trunks.

b.   Access to system monitoring reports.

c.   Ability to encrypt VOIP calls for security purposes

Additional Questions:

What remote diagnostics are available? Can administrators see and access any alarms or alerts from remote terminals?

What information is included in your system and services monitoring reports? If they are not currently supported, are there any plans in a future release to include them?

Does the system provide system alarms and alarm notification?

What is the maximum number of simultaneous conversations supported by the proposed system?

What security features/functions are inherent in the system architecture?

15. Reliability and Availability

Should problems occur within one of the buildings in the network, they can have only a minimal effect on call processing on any of the other locations. The primary buildings (main office) in the

proposed network must be able to receive incoming calls and place some number of outgoing calls regardless of the state of the network. The ability to add this level of reliability to additional locations may also be desired and should be clearly identified.

The Town of Orange Park does not expect that all communications will remain as normal in a major outage. Identify each component that is duplicated in your proposal. In the pricing section, provide one price for the redundancy proposed with your system.

Required Features:

    a.   Redundancy to primary sites that also allows for growth.

    b.   Ability to keep basic telephone services operable should the network be down.

    c.   All inbound calls to be forwarded to pre-designated failover numbers for each extension.

Additional Questions

Describe the redundancy provided by your system solution. Is it optional? If so, please clearly provide the pricing for implementation up front, and as an add-on later

In redundant systems, how are databases synchronized?

How does a switchover occur in a redundant system?

Should an entire site become completely uninhabitable, due to any disaster, how long would it take for complete restoration of voice service to all stations at another location?

Does any virus and intrusion protection come with your proposed system? Please explain why or why not?

In consideration of a full-scale rollout of VOIP, which would include all locations, please describe how voice services are maintained at these remote sites if there is an outage at the remote sites.

16. Training

User training will be needed for the proposed telephone and voice mail system. In addition, training will be needed for 2-3 VOIP system administrators. The Town of Orange Park would like the option to have the vendor conduct all of the training for the system administrators and a plan to "train the trainer" in regard to user training. It is not known at this time how many user "trainers" will need training. Please state the price of training per class in the pricing section.

Required Features:

    a.   Review proposed training with designated Town of Orange Park project manager and other assigned personnel prior to first class to possibly fine tune the material to specifically meet the needs of Town of Orange Park.

b.   Conduct end-user training on Town of Orange Park premises prior to cutover.

c.   For every product application proposed, provide a detailed description of the training the vendor will provide along with pricing.

d.   Please provide detailed information on how the Town of Orange Park will access the system to make modifications to the system. Please be prepared to demonstrate this feature during the vendor presentation process.

17. Reporting and Call Detail Reporting (CDR)

Required Features:

Ability to use one centralized call accounting system to track calls out of all locations on the network. The call accounting system must be able to distinguish which telephone originated the call, no matter where the telephone exists on the network.

Additional Questions:

What is the format of the CDR records?

Can they be exported to an external application for analysis?

Does the system have the capability to report by extension number or by location?

What standard reports are included with the system?

Can you describe the process and costs associated with custom report development?
How are customized reports generated?

Can detailed activity reports be generated when needed, or must this feature be enabled on specific extensions before the detailed reporting data is captured?

18. Implementation

Project Management

It is important for the selected vendor to provide support for an organized transition from the current system to the new system; ensuring internal and external communications are maintained and the ease of use through the transition is emphasized to staff and customers.

Required Features:

Vendor shall assign a Project Manager to this installation to work with assigned Town of Orange Park Project Manager.

Respondent is required to supply a complete description of the key activities and responsibilities required for the installation of the proposed system.

A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks the Town of Orange Park is expected to perform to successfully implement the new system.

19. Installation Requirements

Required Features:

Vendors should include any required equipment including switches.

20. Facility Requirements

Required Features:

Space – Provide the physical dimensions of the proposed equipment and/or the rack space required to house the equipment

Power – All power requirements, including any special conditioning, battery backup or grounding requirements.

21. Documentation Requirements

Required Features:

Provide any administrative and training manuals, CDs, and etc.

Provide any configuration documentation on overall system such as switch ports, security settings, class of service with voice mail, etc.

Additional Questions:

What other documentation do you typically provide the customer?

Are these user manuals available electronically?

Does each telephone include a user manual?

22. System Maintenance

Required Features

Awarded vendor agrees to include maintenance to keep all of their equipment working for the length of the contract.

Maintenance should be broken out separately and can be paid annually or monthly over the term of the contract.

23. Support

Required Features

The respondent must supply no more than a 4-hour response to major problems, 24 hours a day, 7 days a week.

Respondents must describe their definitions of major and minor problems.

Provide 24 hours replacement of any failed components of the system.

Explain the amount of time required for full replacement of the central operating hardware/software of the system, assuming a suitable site exists for locating the replacement components.

Awarded vendor agrees to provide all pertinent software upgrades for the life of the contract.

Additional Questions:

Does the vendor provide the Town of Orange Park with a 24x7x365 help desk?

Does the vendor maintain the system or use business partners?

Does the vendor have a technical support center that can be called if questions?

Is there a recommended web site for customers to access technical support?

How long does it take trained personnel to install and load operating system software and database software, if a major disaster destroys the call processing component of the system?

24. Town of Orange Park Provided Services

The Town of Orange Park shall provide the building space and facilities to provide user and administrative training.

The Town of Orange Park will provide the physical rack and/or shelving, power and cooling necessary to house the equipment.

The Town of Orange Park Project Manager shall provide the necessary information to implement the systems in the existing computer environment.

25. Pricing

Pricing shall not be placed anywhere in your response, other than in "Schedule "A" PRICING".

The Town of Orange Park requests respondents to provide all costs associated with a VOIP telephony system and services solution that meets all of the required functionality as described in this document, unless specific exceptions have been noted.

Pricing should include all hardware, software, miscellaneous components and all services require to implement this system in all locations and make the system fully operational.

Pricing should include all costs for monthly telephony service for the number of required extensions ("seats") or number of required SIP trunks to support the anticipated call volumes.

Pricing should include all costs associated with maintaining current OS revisions and phone firmware.

The term of the agreement is a minimum of 36 months and a maximum of 60 months

Based on the assumptions stated above, please provide the total cost of a VOIP system and SIP trunking services solution.

26. General

Insurance – Worker's Compensation and Employer's Liability Insurance. The contract shall comply with the provisions of the Worker's Compensation Act and all other legislation, federal and state, applicable to the work described herein, and the contractor agrees to make all payments, returns, and reports required by these acts.

Certificates of insurance shall be addressed to the Town. All insurance shall be in effect during the term of the contract. Vendor shall provide the following coverage:

- General liability, errors, and omissions insurance not less than $1 million for bodily injury including accidental death, to any one person and aggregate. Property damage not less than $1 million for any one accident or aggregate.
- Vendor's Protective Liability Damage Insurance in the same minimum coverage as under General Liability Insurance.

Security - The contractor shall have all of the employees that work on the site pass a finger print background check (card will be provided by Orange Park Police Department) and the contractor will bare verification cost incurred. Once background is completed, the contractor employees shall complete/pass CJIS security prior to entry into the Public Safety building.

Other Requirements

Proposals Submitted on a Timely Basis. All proposals must be submitted to Orange Park Town Clerk

Town of Orange Park
Address: 2042 Park Avenue, Orange Park, FL 32073.

Any proposal received after 1600 hours on 11/10/2015 will be deemed non-responsive and will not be considered for evaluation. Faxed copies will not be accepted.

The Request for Proposal together with the vendor's response to the proposal shall constitute the basis of the contract. If vendor intends to have the Town of Orange Park sign an additional contract form, it must be submitted with their proposal.

Proposal Calendar - It is anticipated that once the bid awarded and agree on calendar will be develop not to exceed 120 days project deadline.

27. Evaluation Criteria

The following criteria and weighing will be used to evaluate the proposal. The more complete the information the higher the possible score. The award will be made to the firm scoring highest on the criteria:

45 Points - Requested Specifications – The evaluation committee will score each RFP on its compliance with required functionality, quality, maintenance program, reliability, availability and overall design.

45 Points - Cost – This includes the costs of a VOIP system and services solution. Please include any and all incidental costs such as overtime or any other hidden costs. (Schedule A PRICING)

10 Points - References/Past Performance. (Schedule B) Please include a minimum of three (3) and no more than five (5) similar projects the committee can reference. Each system and services referenced should be approximately one year old or older, with some of the same apparatus as proposed.

CERTIFICATION

Please attach the following as part of the proposal:

- State Business license
- Worker's Compensation and Employer's Liability Insurance
- Manufacturer's Certification Letter - Letter from proposed manufacturer stating local reseller is in good standing with Vendor and authorized to do business in the area.

PROPOSED SERVICES

Labor Charges if they apply, should be included in "Schedule "A" 11. Pricing Form".

Proposes are required to furnish the most current labor charges as listed below.
Standard time and labor charges: 8 am to 5 pm Monday – Friday (except Holidays)

After hour time and labor charges: After 5 pm Monday – Friday plus weekends charges for off-site technical services.

Hourly technical telephone consultation rate: (Charged for telephone consultation by technical systems specialists and for remote "moves, adds and changes"

Miscellaneous (other) rates; specify/describe: Travel time, meals, car rental, or stipends will not be considered or evaluated.

<u>Schedule A</u>

28. <u>PRICING PROPOSAL COST FORM</u>

VOIP system and services

Name_____ _____ Date _____

Address _____

Telephone   _____ Fax _____

Name of Authorized Representative _____

Signature of Authorized Representative _____

1. List all equipment and associated pricing for each location

2. List all pricing for monthly telephony service

3. List all pricing for monthly maintenance/service agreement

4. List all pricing for all services related to implementation

5. List all labor charges for additional labor as specified in Certification section.

6. List any optional equipment or services pricing necessary to comply with requirements specified in RFP response

7. List any optional equipment or services pricing for options or additional features or functionality not requested in the RFP, but respondent would like to propose

Schedule B

29. REFERENCES/PAST PERFORMANCE

Please list references with whom you have had a business relationship within the last three years. One of the business relationship should be governmental agency. Include contact name their job title, telephone number, fax number and business name.

Please include as part of this proposal a description of work and past performance.

Business Name_____
Contact Name _____
Address_____Zip_____
Telephone_____Fax_____
Description of Work Scope_____
_____
_____
_____

Business Name_____
Contact Name _____
Address_____Zip_____
Telephone_____Fax_____
Description of Work Scope_____
_____
_____
_____

Business Name_____
Contact Name _____
Address_____Zip_____
Telephone_____Fax_____
Description of Work Scope_____
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Attach additional pages if needed.