



# RFP 032017

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## Mitel VoIP Phone System Implementation

Bay County Finance Department  
Purchasing Division  
On behalf of  
Bay County Information Systems Division

**JAMES BARCIA**  
**BAY COUNTY EXECUTIVE**

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**REQUEST FOR PROPOSAL---THIS IS NOT AN OFFER**

IF FOR ANY REASON YOU CANNOT BID, RETURN THIS FORM SO STATING TO ENSURE THAT  
YOUR NAME MAY BE RETAINED ON OUR PROPOSERS LIST

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<b>DATE OF REQUEST</b>	JULY 7, 2017
<b>REFERENCE PROPOSAL NUMBER</b>	RFP 032017
<b>MANDATORY PRE-BID MEETING</b>	JULY 24, 2017 9:00 AM
<b>PRE-BID MEETING LOCATION</b>	BAY COUNTY BUILDING 515 CENTER AVE., 7 <sup>TH</sup> FLOOR BAY CITY, MI 48708
<b>DEADLINE FOR VENDOR QUESTIONS</b>	JULY 26, 2017 5:00 PM
<b>RESPONSES DUE FROM COUNTY</b>	JULY 28, 2017 5:00 PM
<b>PROPOSED DATE/TIME REQUIRED</b>	AUGUST 4, 2017 11:00 AM
<b>SUBMIT PROPOSAL TO:</b>	BAY COUNTY FINANCE DEPT. PURCHASING DIVISION ATTN: FRANCES MOORE BAY COUNTY BUILDING 515 CENTER AVENUE, 7 <sup>TH</sup> FLOOR BAY CITY, MI 48708-5128
<b>MARK PROPOSAL:</b>	“MITEL VOIP PHONE SYSTEM IMPLEMENTATION RFP - DELIVER TO PURCHASING IMMEDIATELY”

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The Bay County Purchasing Division on behalf of the Bay County Information Systems Division is seeking proposals from qualified bidders for:

**MITEL VOIP PHONE SYSTEM IMPLEMENTATION**

This RFP is for the complete installation of a Mitel based VoIP phone/Unified Communications system in Bay County, Michigan a government facility. The Mitel system will replace an aging Rolm TDM PBX system. The successful bidder will purchase equipment based on a Mitel provided Bill Of Material (BOM) using National Joint Powers Alliance (NJPA) pre-negotiated pricing along with third-party ancillary devices as described in this RFP and as deemed necessary by the successful bidder for a complete and competent phone /UC solution. It is expected that the implementation will take place early in the third quarter of 2017, assuming that the County selects an acceptable bid to this RFP.

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## **1. Executive Summary**

- 1.1. This is a request for Proposal from a qualified vendor to acquire and install a pre-defined Mitel 3300 based VoIP voice communications system in seven Bay County (“County”) facilities.
- 1.2. The County is undertaking a comprehensive communications overhaul including VoIP conversion, new PBXs, new phones, carrier and WAN configuration and carrier change, network switch upgrades to VoIP QoS POE capable and replacement of analog fax machines with a centralized fax-server and unified messaging. Requirements for the new phone system have been pre-defined by the County with the assistance of consultants with the Gateway Group.
- 1.3. The new VoIP based system, running on the County’s network will replace obsolete but functioning Rolm PBXs.
- 1.4. Based on myriad requirements, a Mitel 3300 base phone system with approximately 475 endpoints was selected and a bill of materials created by Mitel engineers to meet the County’s requirements as documented by the County with assistance of the consultant. The Mitel equipment will be acquired by the selected vendor according to the attached bill of materials with National Joint Powers Alliance (NJPA) pre-negotiated contract pricing.
- 1.5. The phone cut-over date is TBD. The County’s upgraded POE network will be in place and operational on or before August 31, 2107.

## **2. Bay County**

- 2.1. Bay County is a County government providing typical municipal services including taxation, courts, public infrastructure, PSAP center, Sheriff’s department and various government services and recreational facilities. Several top positions are elected offices including the county executive, clerk, sheriff, drain commissioner, register of deeds, prosecutor, board of commissioners and treasurer.
- 2.2. The County has assembled an internal team to coordinate the situation analysis, needs definition and implementation including high-level representatives from the following departments:
  - 2.2.1. IT
  - 2.2.2. PSAP
  - 2.2.3. Purchasing



- 2.3. The County's Information Technology and phone communications systems are managed by the County's IT department. They handle stage one troubleshooting and repair.
- 2.4. The main County campus is comprised of the following buildings:
  - 2.4.1. County Building
  - 2.4.2. Law Enforcement Center
  - 2.4.3. Central Dispatch
  - 2.4.4. Court House
  - 2.4.5. Health Department
- 2.5. Addresses for the buildings and other details can be found in Attachment A
- 2.6. The WAN for the main County campus has been recently overhauled including the installation of Power over Ethernet switches in all locations.

### **3. Current Communications Technology Situation**

- 3.1. The County manages a private WAN interconnected by County owned fiber, Ethernet and coaxial links.
- 3.2. See Attachments B, C and D - WAN Topography
- 3.3. Main building (515 Center Ave) is connected by County owned fiber to:
  - 3.3.1. 1200, 1228 and 1230 Washington (all three in same building)
  - 3.3.2. 503 Third St
- 3.4. Eight other facilities are connected via IPsec VPN channel over Air Advantage and Charter Internet connections.
- 3.5. Community Center (800 John F. Kennedy Dr.) is connected by 5 Ghz Ubiquiti wireless bridge.
- 3.6. Switches are Cisco WS-C2960X-48FPS-L. Core switches are Cisco WS-C3850-12XS-S.
- 3.7. VM ware environment (v5.5). County desires PBX and all other functions to be VM where possible and practice.
- 3.8. Desktops - Windows 7 Professional with a minimum 4BG of ram and 128GB drives.

- 3.9. Active Directory (AD) for all phone name, extension and rights, except for stations that do not have any name or facility in AD.
- 3.10. The County will handle all cabling requirements.
- 3.11. All buildings have automatic emergency generators and UPS on critical systems and devices.
- 3.12. PSTN connectivity is provided by 123Net via two PRI trunks of 23 channels each. The PRI trunks will be replaced by a SIP trunk with capacity for 46 concurrent calls. 123Net will continue to be the phone provider.
- 3.13. Internet services are provided by Air Advantage. The County Building (515) has a 100/100 Mbps connection.
- 3.14. There are three overhead paging systems (Bogen) located in the Sheriff's Office, Health Dept. and Courts. They will require analog paging adapters and connection to the new PBX gateways.
- 3.15. The Juvenile Home (520 Hampton Rd.) requires 24 hour high availability phone service.
- 3.16. Elevator phones are required in three (3) buildings, 515 Center Ave, 503 Third St and 798 Pine Rd., Essexville.
- 3.17. Jail door has one door phones that links to 9-1-1 Central Dispatch.
- 3.18. There are approximately 60 mobile devices in use for County business. Android and Apple.

#### **4. Bay County PSAP**

- 4.1. Bay County operates a PSAP Central Dispatch Center at 1228 Washington Street with a back-up facility at 3921 Wheeler Road, Bay City.
- 4.2. The CAD (Computer Aided Dispatch) system at the PSAP Central Dispatch center is Intrado Viper system.
- 4.3. There are six Centrex 9-1-1 lines coming into the Viper system.
- 4.4. The Viper system can interface with "admin" phones on the new VoIP PBX via SIP trunk or PRI connection (with QSIG).
- 4.5. Currently, the PSAP admin phones (six lines) are Centrex.

## 5. General Statement of Work

- 5.1. Review requirements and associated Mitel BOM and Schematic.
- 5.2. Review installation sites.
- 5.3. Meet with twenty departments to review requirements, phone, MDF and IDF locations and access.
- 5.4. Create a project implementation plan.
- 5.5. Create a call plan based on existing call paths and input from department heads where new call paths are desired.
- 5.6. Adjust BOM if required (with approval).
- 5.7. Acquire Mitel equipment.
- 5.8. Acquire any additional equipment specified in the RFP or as deemed necessary to complete a competent phone/UC system as outlined in this RFP, subsequent bidding communications, identified during departmental review and site visits, and industry best practices. Must be approved by County in advance.
- 5.9. Test and confirm that the County's WAN, Routers and Switches are VoIP ready and set to support VoIP QoS. Advise County as necessary on settings and adjustments that may be required.
- 5.10. Program VoIP phones for all desktops and designated locations. The County will physically place and connect phones.
- 5.11. Work with 123.Net to coordinate carrier cut-over, interfaces, emergency call flow and e911 programming.
- 5.12. Interface with paging systems at two locations.
- 5.13. Set up Mitel Notification system and train County to program and maintain. Mitel resources will support the successful bidder / installer with initial set-up and programming of the notification system. See Mitel professional support line items in the BOM.
- 5.14. Interface with new PSAP system to connect and program six (6) PSAP phones to include PSAP lines and administrative lines.
- 5.15. Connect POTS lines for back-up at all facilities and program as appropriate.
- 5.16. Program call flows, phone, VM.

- 5.17. Set up enterprise-wide directory access from the phones via Active Directory integration.
- 5.18. Train designated County trainers. Live on-site training. Three (3) sessions of 6 to 12 persons per session.
- 5.19. Train administrators to manage call control, VM and access programming call reporting and notification system.
- 5.20. Create simple videos of five minutes or less for ten most significant phone, recording and VM functions.
- 5.21. Coordinate phone cut-over.
- 5.22. Provide post-cut over support for sixty day after cut-over.
- 5.23. Provide call flow programming, recording set-up and administrator support for 60 days after cut-over.
- 5.24. Prepare documents to describe fail-over operation including redirecting DID lines to alternate trunks.
- 5.25. Test fail-over per prepared documents. Revise as necessary.
- 5.26. Provide user documentation.
- 5.27. Provide as-built documentation.
- 5.28. Provide physical emergency notebook with electronic version of all documents. To include contact information, description of common high-level failure modes (eg, PBX failure, WAN failure, carrier trunk failure, etc.).
- 5.29. Remove obsolete telephony equipment.

## **6. On-going Maintenance and Support**

- 6.1. The County will be purchasing five years of Software Assurance from Mitel through the successful bidder/installer as included in the provided Mitel NJPA BOM.
- 6.2. The County intends to purchase on-going technical support from the successful bidder/installer by purchasing in advance a block of hours one year in advance. Bidders are to provide Proposals for blocks of first year technical support in increments of 50, 100, and 250 hours.
- 6.3. Assume that 80% of technical support can be handled by phone/electronic communication.

- 6.4. The County will purchase support in one of the quoted increments and the successful bidder/installer will provide monthly reports of hours used.
- 6.5. Bidders are to include in their bid response a description of their trouble-ticket system, 7/24 support and escalation procedures.

## **7. Project Start**

- 7.1. The County intends to contact both successful and unsuccessful Bidders by September 8, 2017. A project launch meeting will be scheduled shortly afterwards.

## **8. Contractor Responsibility**

- 8.1. A contract that may result from the Request for Proposal will specify that the prime contractor is solely responsible for fulfillment of the contract. These contract requirements cannot be subcontracted by the contractor without the County's prior written approval.

## **9. Specific Requirements**

### **9.1. General**

- 9.1.1. The specifications SOW and requirements stated in this RFP should be considered as a framework for a comprehensive phone system for the County. The County expects the successful Bidder to apply its expertise and resources to assure that a full and proper phone system be installed and made operational to the best current standards and the needs of a municipal government

### **9.2. Objectives**

- 9.2.1. The County's high-level objectives for this project include:

- 9.2.1.1. Installation of a competent, flexible VoIP phone system with Unified Communications features across all six County facilities
- 9.2.1.2. A system with expandable features and capacity able to evolve with changing needs and expectations of taxpayers and employees over the next ten years.

- 9.2.1.3. A VoIP phone system that is extremely reliable and durable, able to survive extreme weather problems and operational exigencies.
- 9.2.1.4. A phone system that is easy to maintain and manage, including handling most MACs (moves, adds and changes) of phones, programming call flow, setting up recording functions and access, VM access, PW control, etc.
- 9.2.1.5. Minimal on-going support costs, including low software assurance costs.

## **10 System Components:**

Quantities of System Components specified in the Requirements spreadsheet (Attachment A), Mitel BOM and certain components stated herein. The successful bidder will be responsible for aligning actual required quantities with actual purchase BOM.

- 10.1. Phone System Hardware Major Items.
  - 10.1.1. See Mitel BOM (Attachment E) for particulars and quantities.
- 10.2. 3300 CX Media Gateways including storage for VM.
- 10.3. 3300 CX Analog Survivable Branch Offices.
- 10.4. Basic utility phones - Mitel 5304 IP.
- 10.5. Low line phones - Mitel 6920 IP.
- 10.6. Mid line phones - Mitel 6940 IP.
- 10.7. Conference room phones - UC 360 Collaboration Point.
- 10.8. IP Paging Adapter - Mitel 4585 IP or equivalent.
- 10.9. Door phone - Algo 8028 SIP door phone or equivalent.

## **11 Phone System Software & Licenses**

- 11.1. PBX software.
- 11.2. SIP trunking.
- 11.3. Various licenses for trunk and station ports.

- 11.4. Voice Messaging software and user licenses.
- 11.5. Desktop phone assistant (MiCollab) software and user licenses.
- 11.6. Notification System.
- 11.7. Conferencing function.
- 11.8. Recording Software and user licenses (if any are required).
- 11.9. Call activity analysis and reporting software.
- 11.10. UPS and power control.
  - 11.10.1. The Client will provide UPS at all locations to support local PBX / survivable gateway, phones via POE switch, paging adapter and all other devices to support phone communications and pager operations for a minimum of ten minutes after a power failure (all facilities have diesel generator back-up power). Vendor shall provide the County with current requirements (at 120 VAC) for all equipment installed. Vendor will also provide information on average power draw (from POE switches) of the various phone types being installed.
  - 11.10.2. The vendor will be required to supply power strips and cabling necessary. If existing AC outlets are not adequate in capacity or not conveniently located, vendor shall request the County to have appropriate AC outlets to be installed.
  - 11.10.3. Power lines and plugs are to be installed so they cannot be disconnected without tools. A clamp or bracket shall be used to secure the power plug to the outlet box and cable ties or or some other device shall be used to anchor the power cable at the UPS, PBX, etc.
  - 11.10.4. Power connections and cabling shall be installed neatly and labeled to best industry practices.

## **12. Implementation and Training Requirements**

- 12.1. Bay County wishes to receive train-the-trainer style training. A number of individuals will be designated as trainers who will train individuals in their respective departments. The training will need to include:

- 12.1.1. Basic operations and features of the phones including fixed and soft-button functions and features, receiving calls, placing calls, transferring phone calls, conferencing multiple parties, setting up and retrieving voicemail, setting up departmental and personal speed-dial, and basic trouble shooting of phone issues.
- 12.1.2. Use of the MiCollab desktop application.
- 12.1.3. The County would like Information Systems Division to be trained on the administration of the phone system, Mitel Mass Notifications, Web Conferencing, Paging and Call Reporting.
- 12.1.4. The County would like the Mitel Partner to provide staging and setup of phones at the County and then the configured phones will be deployed by Bay County ISD. The County will provide a secured storage area for un-deployed equipment.
- 12.1.5. The County would like recommendations for a staged implementation plan, preferably three to four stages. Facilities that will be receiving new phone equipment include:
  - 12.1.5.1. County Building.
  - 12.1.5.2. Bay County Law Enforcement Center.
  - 12.1.5.3. Central Dispatch, Bay County Court System.
  - 12.1.5.4. Bay County Health Department (interconnected with fiber to County Building).
- 12.1.6. Outside departments currently running on either Spectrum Business or other providers include:
  - 12.1.6.1. Civic Arena.
  - 12.1.6.2. Community Center.
  - 12.1.6.3. Animal Control.
  - 12.1.6.4. Mosquito Control.
  - 12.1.6.5. Department of Aging Rainbow Center.
  - 12.1.6.6. Juvenile Home.
  - 12.1.6.7. Golf Course.
  - 12.1.6.8. Center Ridge Arms.



- 12.2. Bay County would like a LAN/WAN assessment provided to determine requires for Quality of Service. There will need to be training provided for the County IT staff on implementation and maintenance of QoS on the network to provide the best service of the VOIP system.

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## **13. Unique Requirement**

### 13.1. Rack Mounting

13.1.1. All equipment is to be rack-mounted. Rack space will be made available by the County.

### 13.2. Voice quality

13.2.1. All phones and voice processing are to be configured for wide-band settings (G.722)

### 13.3. PSAP

13.3.1. Custom engineering and programming will be required to interface the 3300 system with the Dispatch Center's Viper Computer Aided Dispatch system and the Center's audio recording system.

## **14. Removal of old equipment and cabling**

14.1. The Vendor shall install the new VoIP system "in parallel" with the existing phone system so that both system will be operational during set-up, programming and training. The new phone system is to be fully operational internally prior to cut-over.

14.2. Within two weeks of the last cut-over to the new phone system, the vendor shall remove to the maximum extent practicable, all obsolete PBX equipment, phone equipment, analog phone cabling, board mounted phone interfaces, etc. The vendor will consult with the County as to the desired and acceptable disposition of the removed equipment and any residual value and/ or associated costs.

## **15. Deliverables**

15.1. In addition to the equipment, services, licenses stated elsewhere in this RFP:

15.1.1. Technical documentation such as Admin Guides etc.

15.1.2. Contact and escalation information.

15.1.3. As-Built BOM, network diagram.

15.1.4. Number of licenses purchased for each device and function.

15.1.5. Call flow programming tables and/or charts including all DID numbers, back-up POTS lines and programmed extensions.

15.1.6. Five (5) spare 6940 IP phones

## **16. Project Timeline**

- 16.1. Vendor is to review the project timeline for critical milestones and interaction with related resources and parties prior to submitting a Proposal. Submission of a Proposal confirms that the vendor can and will meet the relevant project milestones.
- 16.2. The successful bidder will advise the County and related parties as to its required dates for contracts, information provision, network readiness, facility access, power wiring, training rooms and schedules, and all other aspects required to achieve a smooth and organized project and achieve the stated phone cut-over date.
- 16.3. The County expects to sign off on the final project within sixty days after phone cut-over. Partial payments will be made prior to cut-over and after cut-over but before final sign-off and payment authorization. Terms to be negotiated and agreed upon prior to contract signing.

## **17. Resource Requirements**

- 17.1. The County requires the successful bidder to assign a senior level project manager for the duration of the project, from beginning at contract signing to the end at contract sign-off.
- 17.2. Provide contact information and role definition of all vendor team members and management.
- 17.3. Mandatory Bidder Requirements.
- 17.4. Mitel Gold level or greater qualification.
- 17.5. Inventory facility and technicians within three hours' drive time of Bay County building.

## **18. Additional Desirable Bidder Attributes**

- 18.1. Experience with recent municipal government VoIP implementations
- 18.2. Knowledge and experience with PSAP communications operations and protocols.

## **19. Effort required by the County during project**

- 19.1. The bidder is to outline the estimated effort required by the County and/or Consultant during the project. As example, time required for project management meetings, for arranging meetings with departments, coordinating training, and installing software on VM servers, assisting with Active Directory adjustments and interface, etc.

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<b>Task</b>	<b>Work Days</b>	<b>Description of required tasks</b>
Project Management		
User Input		
System Design		
WAN Network performance testing and adjustment		
Installation and set-up		
Training		
Post cut-over support and adjustments		
Documentation		
Other		
Sign-off		
<b>Total Work Days Required</b>		

Table 1 – County Effort Required

## 20. Purchases and payments

### 20.1. Purchasing of hardware, software and licenses

20.1.1. Successful bidder / installer shall acquire County approval prior to purchasing any hardware, software or licenses in excess of \$500 for the County. The Mitel provided / installer modified NJPA BOM is to be reviewed with County prior to purchase. Any additional discount / purchase options are to be described to the County, including time-sensitive discounts.

### 20.2. Payment Arrangement

20.2.1. Bay County will pay using the following schedule:

20.2.1.1. 50% up front

20.2.1.2. 25% when programming complete and implementation has begun

20.2.1.3. 15% (final) after final cut-over

20.2.1.4. 10% at sign-off (60 days after cut-over.)

### 20.3. Ensuing reductions and additions

20.3.1. The County reserves the right to return up to 5% of un-opened, un-licensed purchased hardware/software/licenses within 30 days of cut-over, incurring reasonable re-stocking charges.

20.3.2. The County reserves the right to purchase additional hardware/software/licenses at NJPA pricing for a minimum of one year after initial contract with installer.

### 20.4. Details Costs

20.4.1. State the following in your Proposal:

20.4.1.1. Fixed Cost of all Mitel hardware and software acquired under NJPA schedule.

20.4.1.2. Cost of hardware and software acquired for the project not covered by the Mitel NJPA schedule

20.4.1.3. Fixed cost for performing all work required to satisfy the Statement of Work specifications.

- 20.4.1.4. Break out costs for user and administrator training and provide a cost for any additional training sessions that may be required by the County.
- 20.4.1.5. Allowances for expenses, travel, subsistence etc. must be quantified and included in the fixed price. These cannot be submitted later.
- 20.4.1.6. Itemized breakdown of the cost of any options being proposed beyond the minimum specifications, e.g. alternative software, hardware, or materials.
- 20.4.1.7. Costs shall be exclusive of all taxes; Bay County is tax exempt and will provide a certificate to the selected provider. Unquantified costs will not be accepted.
- 20.4.1.8. Bidders shall indicate any discounts in addition to NJPA that relate to this Proposal.
- 20.4.1.9. Early payment discounts.
  - 20.4.1.9.1. Any other discounts.

20.4.2. The Bidder is responsible for any errors on the calculation of the costs provided in response to this Request for Proposal.

## 20.5. Support Costs

- 20.5.1. Provide technical support costs and options for the installed Mitel VoIP phone system including:
  - 20.5.1.1. Five years of Software Assurance (SA) Costs
  - 20.5.1.2. Installer phone and on-site tech and training support in blocks of 50, 100 and 250 hour increments.
  - 20.5.1.3. Proposal for on-site tech and training support for years two to five.

## 21. Required Format of Proposal

- 21.1. Bidders are to annotate a version of this RFP for their narrative responses.
- 21.2. Bidders are to provide an XLS format spreadsheet with their cost and budgeting responses.
- 21.3. Bidders may provide additional information about their company and relevant projects and experience.

- 21.4. Bidders are not required to provide product information on the equipment and software outlined in the Mitel NJPA schedule for the County.
- 21.5. Bidders are required to provide product information on any products included in their Proposal that is not included in the Mitel NJPA schedule for the County.

## **22 Project Management**

- 22.1. The bidder must nominate an experienced project manager for implementing and managing the proposed solution from inception to sixty days after final cut-over. Provide full details, including CV in the response to this Proposal.
- 22.2. A secondary PM should “shadow” the primary PM and be capable and ready to step in for the Primary PM in the event of illness, family emergency or vacation. The County expects that this project will be the PM’s highest priority project during the planning, implementation and post-cut adjustment phases.
- 22.3. Where applicable, the bidder should outline its approach to project management including specific project management methodologies.

## **23 Costs**

- 23.2. In the costs section, the note the following guidelines:
  - 23.2.1. Quote the fixed price costs in US dollars
  - 23.2.2. Provide an overall fixed price for base requirements along with separate line item costs for optional items. This must be the Bidder’s best and final offer.
  - 23.2.3. The bidder must confirm that the Proposal, including all costs, holds good for not less than 90 days from the final date for receipt of tender responses.



## **24 Bidder's General Information**

24.1.1. The following information, in this format, is required by each Proposal submitted:

- 24.1.1.1. Name, address, telephone, and fax number of bidder.
- 24.1.1.2. Contact person dealing with the Proposal.
- 24.1.1.3. Description of role, or element of contract, to be fulfilled by any consortium/ third-party.
- 24.1.1.4. Identification of party who will carry overall responsibility for the contract.
- 24.1.1.5. Confirmation of acceptance by the Bidder and any third parties of the terms and conditions of tender.
- 24.1.1.6. Confirmation of acceptance by the tenderer and any third parties regarding overall responsibility for successful delivery.

## **25 Bidder's Profile**

25.1.1. The following information, in this format, is required by each bidder when submitting its Proposal:

- 25.1.1.1. Length of time in existence.
- 25.1.1.2. Number of employees.
- 25.1.1.3. Brief description of the company's principal areas of activity.
- 25.1.1.4. Any additional information in support of this Proposal.

25.1.2. Provide a brief profile of the key personnel who will be delegated to this project.

25.1.3. Identity the key personnel responsible for carrying out each service/task.

25.1.4. Technical knowledge of the personnel responsible for each service/task.

25.1.5. Qualifications of the personnel responsible for each service/task.

25.1.6. Provide a brief description of the role to be fulfilled by any consortium or third-party.

25.1.7. Bidders shall provide details of relevant customers from its existing customer base.

25.1.8. Financial Details

25.1.9. Bidders shall provide a financial profile for the last three financial years including independently audited certified accounts. In the absence of said accounts, sufficient data should be supplied to enable the Issuer to determine the bidder's financial stability.

## **26 Quality Certification**

26.1. Bidders with formal quality certification(s) may provide details of the said certification(s).

26.2. Details of Management and Key Personnel

26.2.1. Bidders shall provide profiles of the key personnel who will be involved in the project, including the following information:

26.2.1.1. Identity of the key personnel who will be responsible for performing each services/task.

26.2.1.2. Technical knowledge of the personnel who will be responsible for performing each service/task.

26.2.2. Bidders should also outline the proposed arrangements to manage this contract with details of the proposed reporting and liaison arrangements.

## **27 Reference Projects**

27.2. Provide details of three (3) reference projects at which the Bidder has provided similar services as per the proposed specifications.

27.2.1. The following information is required for each reference site:

27.2.1.1. Name of Company

27.2.1.2. Contact name

27.2.1.3. Telephone number and/or email address

27.2.2. Summary of technical architecture, software, system configuration etc. and other information that Bidder feels is appropriate to this Request for Proposal.

27.2.2.1. Note: Limit this section to a maximum of five [5] pages not including appendices.

27.2.3. These references may be contacted to verify the ability of the Bidder to implement the activities as described in this Request for Proposal.

## **28 Evaluation & Award Criteria**

- 28.1. Qualification Process
- 28.2. Proposals which do not satisfy ALL qualification criteria will be excluded from this bid including:
  - 28.2.1. Late submissions
  - 28.2.2. Incomplete submission
  - 28.2.3. Lack of required Mitel certification
  - 28.2.4. Bidder's location is out of stated geographical range.
- 28.3. Bidders should note that only those tenders which meet all of the qualifying criteria will be eligible for inclusion in the award process.
  - 28.3.1. Quality of the Proposal and methodology.
  - 28.3.2. Demonstrated understanding of the requirements.
  - 28.3.3. Range of previous relevant experience.
  - 28.3.4. Quality of resources available for this project.
  - 28.3.5. Ability to meet the project timescale.
  - 28.3.6. Cost

## **29 Evaluation Criteria**

- 29.1. Proposals will be evaluated on the following criteria:
  - 29.1.1. Proven track record of key personnel in providing required services
  - 29.1.2. Financial viability
  - 29.1.3. Technical ability
  - 29.1.4. Understanding of requirements

- 29.1.5. Appropriateness of the proposed solution
- 29.1.6. Approach to standards issues, e.g. interoperability
- 29.1.7. Project Management
- 29.1.8. Quality of customer support, after sales service, and technical assistance.
- 29.1.9. Ability to meet project timeframes.
- 29.1.10. Cost, including daily rates, payment schedule, and non-financial incentives e.g. using existing licenses.

### **30 Conformity to Specification**

- 30.1. Bidders shall provide detailed specification on all products being offered for the contract, which must be acceptable to the County.
- 30.2. All goods, articles and materials being offered must comply with recognized standards during the contract period.
- 30.3. Acceptance of articles, goods or materials shall be subject to any test, which the County may determine.

### **31 Estimated Quantities**

- 31.1. Quantities referred to in the Proposal are an estimate only of the anticipated requirements.
- 31.2. Where applicable, the County may order quantities greater or lower than any estimate and may require them to be delivered to places named in the order.

### **32 Status of Parties**

- 32.1. On acceptance of the service contract, the Successful Bidder shall be bound to supply the articles, goods or services covered in accordance with such orders as may be issued by the County during the contract period.
- 32.2. Successful Bidders shall maintain sufficient stock levels to meet Bay County's requirements for the contract duration.
- 32.3. Where a Bidder cannot meet its contractual requirements during the project, it shall notify each relevant location in advance so that alternative arrangements can be made.

- 32.4. The County reserves the right to purchase articles, goods or services in one lot, or by division into lots.
- 32.5. The County shall not be bound to purchase a minimum amount of articles, goods or services in any one lot.

### **33 Contract Performance**

- 33.1. The Contractor shall be bound to deliver, at its own expense and risk, the articles, goods and materials as required for this project; delivery shall not be complete until these are received and signed on behalf of the County.

### **34 Technical Obsolescence**

- 34.1. If during the course of the contract new products become available which, in the view of the County will improve the project, the Bidder will be given the opportunity to quote for these items.

### **35 Contract Termination**

- 35.1. The County shall terminate the contract in the event of the Bidder (i.e. Contractor) failing to comply with any of the contract's terms and conditions and shall be entitled to recover from the Contractor any loss resulting from such termination.

### **36 Contractual Terms and Conditions**

- 36.1. Where a contract is agreed, it becomes binding only upon the approval of the Chairman of the Bay County Board of Commissioners and services cannot be rendered until such time.
- 36.2. The contract amount will be payable upon completion of the services in a manner determined by the County.

### **37 Legal Review**

- 37.1. The County requires that all Bidders agree to be bound by the requirements as outlined in this document. It is recommended that Bidders have these requirements reviewed with its legal counsel.

## **38 Contract Deviations**

- 38.1. Any terms and conditions which may be the subject of negotiation will be discussed between the County and the Bidder. This process will NOT be deemed an opportunity to amend the Bidder's Proposal or adjust the fixed price cost.

## **39 Subcontractors**

- 39.1. The role of subcontractors must be clarified in the Proposal. Identify the major subcontractors by name. The prime contractor will be wholly responsible for all tax withholdings that may be required on behalf of any of the subcontracts.

## **40 Governing Law**

- 40.1. The laws of the State of Michigan will govern this procurement.

## **41 Compliance with the Applicable Law**

- 41.1. The bidder agrees, upon successful contract award, that services will be performed within applicable federal and state laws and applicable regulations of the State of Michigan.

## **42 Additional Costs**

- 42.1. The County may ask the Bidder to make a presentation of their Proposals. All costs and expenses associated with such presentations shall be borne by the Bidder.
- 42.2. Where samples are required to determine conformity to product specification, fitness for purpose and suitability for contract, these shall be provided free of charge and delivered to the relevant location at the Bidder's expenses.

## **43 Terms and Conditions**

In this section, describe the conditions that apply in respect of this Proposal and should be noted in the response documents.

- 43.1. Information supplied by Bidders will be treated as contractually binding. However, the County reserves the right to seek clarification of any such information.
- 43.2. The County undertakes to use its best endeavors to hold confidential any information provided by Bidders in response to this document, subject to its legal obligations.
- 43.3. All payments under the contract will be conditional on the Bidder being in possession of valid certificates.
- 43.4. Proposal must be completed in accordance with the Format of Proposal as specified in this document.
- 43.5. Conflicts of interest involving a contractor (or contractors in the event of a group or consortium bid) must be fully disclosed, particularly where there is a conflict of interest in relation to any recommendations or Proposals put forward by the Bidder.
- 43.6. Invoicing arrangements will be agreed with the successful bidder(s). The County undertakes to make payment of invoices arising out of this Proposal within 45 days of receipt of invoice.

#### **44 Implementation**

- 44.1. After the contract is awarded, the County will arrange a meeting before work commences to discuss the technical environment and other requirements.

#### **45 Financial Arrangements**

- 45.1. Terms and conditions must be adhered to throughout the entire contract.
- 45.2. Payment for all services will be on receipt of appropriate invoices.
- 45.3. The County retains the right to withhold payment where a contractor fails to meet its contractual obligations.

#### **46 Contract Award / Termination**

- 46.1. The County reserves the right to cancel/postpone the contract award.
- 46.2. The County also reserves the right to terminate the contract at any stage.

46.3. In the event that the project must be abandoned, provisions will be made by the County for the termination of the supplier(s) contract on payment of agreed costs accrued to the date of termination.

## **47 Ownership**

47.1. The County will remain the sole owner of all deliverables including, but not limited to reports, manuals, graphics etc.

## **48 Framework of Agreement:**

48.1. The period of contract will extend for approximately 18 months.

## **49 Site Visits**

49.1. Where a site visit by the Bidder is deemed necessary prior to submission of the Proposal, the County shall arrange this with the appropriate personnel.

## **50 Alternative Proposal**

50.1. The Bidder may submit an alternative Proposal which offers additional economic, financial or technical merits.

## **51 Proposal Validity Period**

51.1. The Proposal shall be valid for the duration of the contract, unless otherwise stated.

## **52 Subcontracting**

52.1. Sub-contracting is acceptable up to a maximum of 15% of the gross contract price.

## **53 Contract Review**

53.1. The County will review the contract on an ongoing basis and may revise its needs at any stage to take account of changing business requirements.



## 54 General Information

- 54.1. CHANGES TO RFP: All additions, corrections or changes to the solicitation documents will be made in the form of a written Change Form signed by Frances Moore or an attorney within Bay County's Department of Corporation Counsel only. Bidders shall not rely upon interpretations, corrections, or changes made in any other manner, whether by telephone or in person. Additions, corrections, and changes shall not be binding unless made by such a written, signed Change form. All written, signed Change Forms issued shall become part of the Agreement documents. Change Forms will be sent to all known potential bidders by e-mail.
- 54.2. CONTACT INFORMATION: To receive these communications, possible bidders are asked immediately to send contact information by email to Frances Moore, Bay County Purchasing Agent, at [mooref@baycounty.net](mailto:mooref@baycounty.net); failure to do so may limit your ability to submit a complete, competitive Proposal.
- 54.3. RIGHT TO WITHDRAW BIDS: By submitting a Proposal in response to this RFP, Bidder agrees to be bound by this RFP's terms and conditions. Proposals may be withdrawn by the Bidder without penalty at any time before notification that the Bidder's Proposal has been selected. However, if the Bidder withdraws after selection of its Proposal but before executing the Contract for any reason ("Late Withdrawal"), Bidder shall pay liquidated damages to the County in an amount equal to five percent (5%) of the amount of the Proposal ("Liquidated Damages"). The County and Bidder intend these Liquidated Damages to constitute compensation and not a penalty. The parties acknowledge and agree that the harm caused to the County by such a Late Withdrawal of a Proposal would be impossible or very difficult to accurately estimate at the time of the Late Withdrawal and that the Liquidated Damages are a reasonable estimate of the anticipated or actual harm that might arise from such a Late Withdrawal. Bidder's payment of the Liquidated Damages shall be Bidder's sole liability and entire obligation and County's exclusive remedy for Late Withdrawal of Bidder's Proposal.

- 54.4. RFP, PROPOSALS AND ACCEPTANCE DO NOT OBLIGATE: The parties agree that they will not consider either distribution of this RFP or receipt of Proposals by the County or even notification of Proposal acceptance by the County as an obligation or commitment by the County to enter into a contractual agreement. Rather, the parties understand that the County will have no binding obligation until it signs the Contract approved by its legal counsel.
- 54.5. TAX-EXEMPT STATUS: Bay County is a tax-exempt entity. The successful bidder will receive a tax-exempt form.
- 54.6. FREEDOM OF INFORMATION ACT: All bids are confidential until the listed bid opening time and date; however, as a public entity, Bay County is subject to the Michigan Freedom of Information Act (FOIA). Information contained in proposals may be subject to FOIA requests.
- 54.7. RESPONSIBILITY: Bidder is solely responsible for ensuring its bid is received by the Bay County Purchasing Agent in accordance with the solicitation requirements, before the date and time specified in this Request, and at the place specified.
- 54.7.1. The Bay County Purchasing Agent shall not be responsible for any delays in mail or by common carrier or mistaken delivery. Delivery of bid shall be made to the Bay County Purchasing Agent, Bay County Building, 7<sup>TH</sup> Floor, Bay City, MI 48708.
- 54.7.2. Deliveries made before the due date and time but to the wrong office will be considered non-responsive unless re-delivery is made to the office specified before the due date and time specified in this request.
- 54.8. INSURANCE: The Bidder shall purchase and maintain insurance sufficient to protect it from any and all claims which may arise out of or result from the Bidder's services related to this RFP and any resultant contract, whether such service be by the Bidder individually or by any subcontractor or by anyone directly or indirectly employed Bidder, or by anyone for whose acts Bidder may be liable, including independent contractors. Insurance policies purchased and maintained shall include, but are not limited to, the following:

- 54.8.1. Worker's compensation insurance for claims under Michigan's Workers' Compensation Act or other similar employee benefit act of any other state applicable to an employee in the minimum amount as specified by statute;
- 54.8.2. Employer's liability insurance, in conjunction with workers' compensation insurance, for claims for damages because of bodily injury, occupational sickness or disease or death of an employee when workers' compensation may not be an exclusive remedy, subject to a limit of liability of not less than \$100,000 each incident;
- 54.8.3. Commercial General Liability insurance for claims for damages because of bodily injury or death of any person, other than the Bidder's employees, or damage to tangible property of others, including loss of use, which provides coverage for contractual liability, with a limit of not less than \$1,000,000 each occurrence and mandatory \$1,000,000 annual aggregate;
- 54.8.4. Professional liability coverage (error and omissions) with limits of liability of \$1,000,000 claim applicable to this retention.
- 54.8.5. Insurance required shall be in force until acceptance by the County of the entire completed work, and shall be written for not less than any limits of liability specified above. The Bidder has the responsibility of having any subcontractor comply with these insurance requirements. Certificates of insurance, shall be provided to the County's Department of Corporation Counsel no less than ten (10) working days prior to commencement of the project.
- 54.8.6. All coverages shall be with insurance carriers licensed and admitted to do business in Michigan, and are subject to the approval of the County.
- 54.8.7. All Certificates of Insurance and duplicate policies shall contain the following clauses:
- 54.8.7.1. *"It is understood and agreed that thirty (30) days advance written notice of cancellation, non-renewal, reduction and/or material change in coverage will be mailed to Bay County's Department of Corporation Counsel, 515 Center Avenue, Suite 402, Bay City, MI 48708"; and*

54.8.7.2. *“It is understood and agreed that the following are listed as additional insureds: The County of Bay, including all elected and appointed officials, all employees and volunteers, all boards, commissions, departments and/or authorities and their board members, employees and volunteers.”*

54.9. COST OF DEVELOPING PROPOSAL: The Respondent shall be responsible for all costs incurred in the development and submission of its Proposal.

54.10. PROPOSAL DELIVERY: To be considered, the Proposal must be delivered and a sealed envelope and be clearly marked “Mitel VOIP Phone System Implementation” and contain six (6) copies of that portion of the proposal including all attachments.

**The County will not accept proposals sent by FAX machine or E-mail.**

54.11. NON-DISCRIMINATION: In the performance of the proposal and resultant contract, bidder agrees not to discriminate against or grant preferential treatment to any individual or group on the basis of race, sex, color, ethnicity, or national origin in the operation of public employment, public education, or public contracting. Bidder shall not discriminate against any employee or applicant for employment to be employed in the submission of this Proposal or in performance of the duties necessitated by an award of the proposed contract with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of his or her race, color, religion, national origin, ancestry, gender, height, weight, marital status, age, except where a requirement as to age is based on a bona fide occupational qualification, or disability that is unrelated to the individual's ability to perform the duties of a particular job or position. Any breach of this provision will be regarded as a material breach of the contract.

- 54.12. PROPOSAL OPENING: There will be a public proposal opening immediately following the deadline to receive proposals in the Bay County Finance Department conference room located in the Bay County Building, 7<sup>th</sup> Floor, 515 Center Avenue, Bay City, Michigan. All bidders are invited to attend and hear the proposals read.
- 54.13. PROPOSAL REJECTION/ACCEPTANCE: The County reserves the right to accept or reject any or all proposals, to waive any irregularities and to make the final determination as to the best low qualified proposal.
- 54.14. PROPOSAL AWARD: In the event the bid is awarded directly by the Finance Officer, a Notice of Intent to Award will be used to notify all bidders of her intent to award the bid to the vendor providing the best value to the County. If a bidder disagrees with this intent, the bidder may obtain from the Purchasing Office, a bid protest form, which must be completed and returned to Frances Moore, Bay County Purchasing Agent, Bay County Finance Department Purchasing Division, 7<sup>th</sup> Floor, Bay County Building, 515 Center Avenue, Bay City, MI 48708-5128, (989) 895-4037 within ten (10) working days from the date of the notice of intent to award.
- 54.15. CONTRACT: The County's award of this proposal is conditioned upon the execution of a formal agreement for products and services between the selected bidder and the County. In submitting a proposal, bidder acknowledges that contents of this RFP will become incorporated within any formal agreement. This RFP does not include every term and condition which shall appear in the formal agreement. In the event that the bidder does not execute the formal agreement within the stated time limit, the County may reject the selected bidder and proceed to accept another qualified proposal, or reject all proposals. A copy of a bidder's suggested terms and conditions may be submitted with bidder's Proposal, however, neither the County's acceptance of any proposal nor award of any contract pursuant to this RFP shall be construed as any definitive acceptance by the County of Bidder's suggested terms and conditions. In the event of a conflict of terms, the order of precedence to resolve the conflict will be as follows: Michigan State law, the terms and conditions of the signed contract, the terms and conditions of this RFP, and last, the Bidder's Proposal.
- 54.16. QUESTIONS: All questions about this RFP must be directed in writing, via email, to:

*Frances Moore*  
*Purchasing Agent*  
*mooref@baycounty.net*

**Under no circumstances will phone calls be accepted.**

54.17. ADDENDUM: Responses to any inquires will be issued in one (1) Addendum no later than July 28, 2017 and will be sent to all known bidders. Every attempt to answer your inquiries will be made however Bay County has the right to not answer any questions received after the July 26, 2017 due date.

54.17.1. Correspondence or inquiries made directly to bidders regarding their proposals from all other persons are to be directed to those County employees designated above for appropriate review and response. Contact with other County staff or County Board Commissioner could be reason for disqualification.

54.17.2. Any significant explanation desire by a proposer, regarding the meaning or interpretation of the Request for Proposals must be requested with sufficient time allowed for a reply to reach all prospective proposers to submit their proposals. Any information giving to a prospective bidder concerning the Request for Proposal will be furnished to all prospective bidders as an amendment or addendum to the Request for Proposal, if such information would be of significance to uninformed bidders. The County shall make the sole determination as to the significance to uninformed bidders.

54.18. DISPUTES: In the event a proponent disagrees with the recommendation of the Bay County Finance Officer concerning this award, the individual may obtain from the Purchasing Division a Bid Protest Form which may be completed and returned to Frances Moore, Bay County Purchasing Agent, Bay County Finance Department, Bay County Building, 7th Floor, 515 Center Avenue, Bay City, Michigan, 48708-5128, (989) 895-4037, within ten (10) working days of the Notice of Bid action.

54.19. **ADA ASSISTANCE** The County of Bay will provide necessary and reasonable auxiliary aids and services, such as a signer for the hearing impaired and audio tapes of printed materials being considered, to individuals with disabilities upon two days' notice to the County of Bay. Individuals with disabilities requiring auxiliary aids or services should contact the County of Bay by writing or calling:

Amber Davis-Johnson  
Corporation Counsel  
Bay County Building  
515 Center Avenue  
4rd Floor  
Bay City, MI 48708-5128  
Telephone (989) 895-4131  
TDD (989) 895-4049

Frances Moore, Purchasing Agent  
Finance Department, Purchasing  
Division  
Bay County Building  
515 Center Ave  
7<sup>th</sup> Floor  
Bay City, MI 48708-5128  
Telephone: (989) 895-4037  
FAX Number: (989) 895-4039  
Email: [Mooref@baycounty.net](mailto:Mooref@baycounty.net)

**THIS QUALIFICATION PROCESS WILL BE CONDUCTED IN CONFORMITY WITH THE  
BAY COUNTY PURCHASING POLICY AS FOUND ON THE BAY COUNTY WEBSITE  
[www.baycounty-mi.gov](http://www.baycounty-mi.gov).**

## Appendices

### Appendix A — Sample Format of Submission

#### Company details

<b>Company Name</b>	
<b>Address</b>	
<b>City/State/Zip</b>	
<b>Phone Number</b>	
<b>Fax Number</b>	
<b>Website</b>	

#### Type of Company

<b>Type of Company</b>	
<b>Sole Trader</b>	
<b>Partnership</b>	
<b>Private</b>	
<b>Public</b>	
<b>Limited Liability</b>	
<b>Other (Please Specify)</b>	
<b>Date of Company Registration</b>	
<b>Company Registration Number</b>	
<b>Number of Employees</b>	

#### Key Personnel

Please give details of all personnel who will be dedicated to this project indicating qualifications and relevant experience.

Provide a detailed CV for lead team members.

<b>Name</b>	<b>Qualification</b>	<b>Experience</b>



### Financial Information and Bank Details

State your company's gross revenue for the past three years.

### Additional Financial Statements

Please submit complete copies of Financial Statements (e.g. Trading and Profit and Loss Accounts, Balance Sheets. For limited Companies, provide Directors' and Auditors' Reports) for these periods.

Failure to provide the above information may result in disqualification.

### Bank details

Name and address of bank(s) from who references may be requested.

Bank Details	
Name	
Address	
City/State/Zip	
Account Number	

### References

Provide the names and addresses of three organizations that are prepared to act as references on your behalf. Ensure that all references are relevant to this Request For Proposal.

References	
Name	
Address	
Company	
Website	
City/State/Zip	
Phone Number	

The rest of this page is intentionally blank

## Appendix B - Proposal check list

The Proposal should include sufficient information to permit the evaluation of the bidder's competency. To assist this process, the following checklist should be completed and returned with your Proposal:

Item	Enclosed
Statement of understanding by the Proposer	
General approach and methodology proposed for project	
Personnel allocated to the project with the proposed time input for each individual	
CV's with specific reference to project related expertise	
References to similar projects carried out in the previous three (3) years	
Fixed Cost	
Daily Rates	
Outline of the basis proposed for payment	
Additional costs shown separately	
Third party name, address, telephone, email address and other relevant contact references. Description of role in project	
Financial statement for the previous three (3) financial years	
Statement effect that information not identified as sensitive may be released to the public domain	
Certification acknowledging non-collusion	
Additional information relevant to the proposal	

Bidders should provide details of the minimum and optimum hardware specifications required to operate any software included in their Proposal.

Specifications should include all important features, e.g. processor speed, hard drive, DRAM / SDRAM, monitor, graphics cards, audio, modem, and operating system.

The rest of this page is intentionally blank

## Appendix C – Certification of Non-Collusion

The individual signing below certifies:

1. He/She is fully authorized to submit this Proposal, including all assurances, understanding and representations contained within it which shall be enforceable as specified.
2. He/She has been duly authorized to act as the official representative of the bidder to provide additional information as required and, if selected, to consummate the transaction subject to additional, reasonable standard terms and conditions presented by County.
3. This Proposal was solely developed and prepared without any collusion with any competing Proposer and/or Bay County employee and Bidder has not entered into any type of agreement of any nature to fix, maintain, increase or reduce prices or competition regarding the items covered by this Proposal.
4. The content of this Proposal has not and will not knowingly be disclosed to any competing or potentially competing proposer prior to the proposal opening date, time, and location indicated.
5. No action to persuade any person, partnership, or corporation to submit or withhold a Proposal has been made.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

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

\_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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

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

## Appendix D — Contact Details

Please complete this form with your company details.

Contact Details		
Company Name		
Address		
City/State/Zip		
Telephone number		
Fax number		
Contact person		
Position in the Company		
Email address		
Website (if applicable)		
Number of employees	Full time _____	Part time _____

The rest of this page is intentionally blank

## Appendix E — Declaration for Applicants

All applicants are required to complete this declaration.

I, \_\_\_\_\_ of \_\_\_\_\_  
Name of bidder's representative Bidder

have completed the enclosed documentation in respect this Request for Proposal application.

I declare that the following documents have been enclosed with our application:

Item	Enclosed
Eight (8) copies of the Request for Proposal	Yes
Completed Bank Details Form	Yes
Completed CV Forms	Yes
Certification of Non-Collusion	Yes
Completed Contact Details Form	Yes

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Position in Company \_\_\_\_\_

Date \_\_\_\_\_

All of these documents **MUST** be submitted. Failure to do so will result in the submission not being accepted.

**Attachments:**

*Attachment A - Bay County Basic Telephony Data Version 4. Excel spreadsheet. Locations, quantities of devices and licenses per location.*

<https://www.dropbox.com/s/tdwv9h7iomvbzck/Bay%20County%20-%20Basic%20Telephony%20Data%20-V4.xlsx?dl=0>

*Attachment B - Schematic of County WAN*

[https://www.dropbox.com/s/1s8zp41qccnbsuh/LAN\\_WAN%20Network%20diagram.pdf?dl=0](https://www.dropbox.com/s/1s8zp41qccnbsuh/LAN_WAN%20Network%20diagram.pdf?dl=0)

*Attachment C - Schematic of WAN Switches.*

<https://www.dropbox.com/s/lzvdI934d12rv6j/Bay%20County%20Network%20Visio.pdf?dl=0>

*Attachment D - Bay County WAN Switch particulars.*

<https://www.dropbox.com/s/xfucnkcvmd8eka/Details%20about%20the%20switches.pdf?dl=0>

*Attachment E - Mitel provided pro-forma Bill of Materials. Version 13 April 2017*

<https://www.dropbox.com/s/zo1020rk8808prt/Mitel%20-%20Bay%20County%20BOM%20with%20NJPA%204-13-2017.xlsx?dl=0>

*Attachment F - Mitel provided system schematic, Version 18 April 2017*

<https://www.dropbox.com/s/wfu1d7e4724rpgg/Mitel%20proposed%20system%20schematic%2018%20April%202017%20-%20Bay%20County.pdf?dl=0>

*Attachment G - Example Call Accounting Reports*

<https://www.dropbox.com/s/n044ug0v9m1h2qh/Bay%20County%20Telephone%20Usage%20Example%20Report.pdf?dl=0>

*Attachment H - Glossary of Acronyms and Terms used in this RFP*

<https://www.dropbox.com/s/cl3auxjtkd6akm5/Glossary%20for%20Bay%20County%20RFQ.docx?dl=0>

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