



# **Request for Proposals**

## **County Telephone System and Services**

**Request for Proposal No. 10-46**

**Issue Date: June 8, 2010**

**Due Date: July 7, 2010, 11:00 AM**

### **Closing Location:**

Douglas County Board of County Commissioners  
Douglas County Courthouse, 2nd Floor  
P.O. Box 747  
213 South Rainer  
Waterville, Washington 98858-0747

### **CONTACTS:**

Juan Sanchez, MIS Director:	Phone Number:	509-745-8533
	Fax Number:	509-745-9026
	E-mail:	jsanchez@co.douglas.wa.us
Dayna Prewitt, Clerk of the Board:	Phone Number:	509-745-8537
	Fax Number:	509-745-9045
	E-Mail:	dprewitt@co.douglas.wa.us

**TABLE OF CONTENTS**

**1 GENERAL INFORMATION AND INSTRUCTIONS TO PROPONENTS..... 4**

1.1 INTRODUCTION ..... 4

1.2 PROJECT SCHEDULE ..... 4

1.3 PROPOSAL INQUIRIES ..... 4

1.4 COUNTY RELEASE OF NETWORK INFORMATION ..... 5

1.5 PRE-PROPOSAL CONFERENCE ..... 5

1.6 ONSITE DEMONSTRATIONS ..... 5

1.7 SUBMISSION OF PROPOSALS:..... 6

1.8 PROPOSAL RESPONSE FORMAT ..... 6

1.9 GENERAL PROPOSAL CONSIDERATIONS ..... 7

1.10 SUBCONTRACTORS AND THIRD PARTIES..... 8

1.11 PROPONENT QUALIFICATIONS AND MINIMUM REQUIREMENTS ..... 9

1.12 MANUFACTURER QUALIFICATIONS AND MINIMUM REQUIREMENTS ..... 10

1.13 PUBLIC ANNOUNCEMENTS..... 12

1.14 CONTRACT TEMPLATE ..... 12

1.15 EVALUATION..... 12

1.16 EVALUATION CRITERIA ..... 12

1.17 MANDATORY CRITERIA ..... 12

1.18 ADDITIONAL TERMS ..... 13

**2 TECHNICAL REQUIREMENTS ..... 14**

2.1 GENERAL SYSTEM ARCHITECTURE ..... 14

2.2 SITES AND PROJECT PHASING..... 14

2.3 SINGLE SYSTEM OPERATION ..... 15

2.4 EXISTING ENVIRONMENT ..... 16

2.5 SYSTEM RELIABILITY, SURVIVABILITY AND SECURITY ..... 16

2.6 FEATURE SETS ..... 18

2.7 STATION EQUIPMENT..... 20

2.8 STATION REVIEWS AND FINAL QUANTITIES ..... 23

2.9 DESKTOP INTEGRATION ..... 23

2.10 MOBILITY..... 23

2.11 SYSTEM ADMINISTRATION AND MANAGEMENT ..... 24

2.12 VOICE MAIL SYSTEM..... 25

2.13 CALL CENTER..... 29

2.14 E9-1-1 FUNCTIONALITY ..... 29

2.15 CALL ACCOUNTING..... 29

2.16 UNIFIED MESSAGING PLATFORM..... 30

**3 MAINTENANCE AND SUPPORT ..... 31**

3.1 DESIGN AND OPERATION ..... 31

3.2 CONFIGURATIONS..... 31

3.3 EQUIPMENT MODELS ..... 31

3.4 PRODUCT LIFE CYCLE ..... 31

3.5 CURRENT INSTALLATIONS AND DEMONSTRATIONS..... 31

3.6 WARRANTY COVERAGE ..... 31

3.7 EQUIPMENT REPLACEMENT..... 31

3.8 MAINTENANCE DURING WARRANTY ..... 32

3.9 ROUTINE REPAIRS ..... 32

3.10 END OF WARRANTY PERIOD..... 32

3.11 MAJOR SYSTEM FAILURE ..... 32

3.12 PREVENTATIVE MAINTENANCE ..... 32

3.13 PERFORMANCE MONITORING ..... 32

3.14 REMOTE DIAGNOSTICS ..... 33

**4 IMPLEMENTATION PLAN AND SCHEDULE ..... 34**

4.1 IMPLEMENTATION PLAN..... 34

4.2	SYSTEM INSTALLATION .....	34
4.3	EQUIPMENT DELIVERY AND STORAGE.....	34
4.4	SITE PREPARATION .....	35
4.5	SYSTEM CONFIGURATION AND PHONE STATION DESIGN.....	35
4.6	REGULATIONS .....	35
4.7	PAYMENT OF MATERIAL AND SERVICES .....	35
4.8	PREMISES .....	35
4.9	ITEMIZATION.....	35
4.10	CUTOVER PLANS .....	35
4.11	PROJECT COMPLETION.....	36
4.12	DOCUMENTATION .....	37
4.13	EQUIPMENT DISPOSAL.....	37
<b>5</b>	<b>TRAINING.....</b>	<b>38</b>
5.1	END USER TRAINING .....	38
5.2	VOICE MAIL TRAINING.....	38
5.3	ATTENDANT TRAINING.....	38
5.4	OUTBAND TELEPHONE NOTIFICATION BROADCAST TRAINING.....	38
5.5	SYSTEM ADMINISTRATION TRAINING.....	38
5.6	POST-CUTOVER TRAINING .....	38
<b>6</b>	<b>PRICING .....</b>	<b>39</b>
6.1	PRICING FORMAT .....	39
6.2	APPROXIMATION OF QUANTITIES .....	39
6.3	PRICING TIMEFRAME.....	39
6.4	PAYMENT SCHEDULE.....	39
6.5	AUTHORIZED SIGNATURE .....	39
6.6	SUMMARY PRICING.....	40
6.7	DETAILED PRICING - FORMAT .....	41
6.8	ATTACHMENT A – CONFIDENTIALITY AGREEMENT .....	42
6.9	ATTACHMENT B – PROPOSAL COVER LETTER.....	43
6.10	ATTACHMENT C – CONTRACT TEMPLATE .....	44

# 1 GENERAL INFORMATION AND INSTRUCTIONS TO PROPONENTS

## 1.1 Introduction

Douglas County (the "County") is located in North Central Washington and has a population of approximately 37,000 people. The County has approximately 250 employees at eight facilities located throughout the County. The County is soliciting written proposals for a telephone system platform to serve its facilities. The system requirements are described in detail in Section 2 of this Request for Proposals (RFP). The County invites proposals for the telephone system platform from firms that have had experience in furnishing, installing and maintaining telephone systems to municipal government and other multi-site organizations of similar size and complexity.

Upon receipt of proposals, the County intends to engage in competitive negotiation to identify a proposal most advantageous to the County and, if such a proposal is identified, to award a contract. The County is not required to award any contract and may reject any and all proposals.

## 1.2 Project Schedule

The anticipated selection schedule is as follows:

Activity	Date
Issue RFP	June 8, 2010
Pre-Proposal Conference	June 21, 2010
Last Date for Questions	June 25, 2010
Proposal Due Date	July 6, 2010
Estimated Notice of Award	July 13, 2010
Implementation Commences	August 3, 2010
Cutover Date	August 31, 2010
Completion of Training	September 17, 2010
Initial Performance Period Ends	October 18, 2010

## 1.3 Proposal Inquiries

All inquiries related to this Request for Proposals process are to be directed, in writing, as follows. Information obtained from any other source is not official and should not be relied upon. Inquiries and responses will be recorded and will be distributed to all Proponents.

Ms. Dayna Prewitt, Clerk  
Board of County Commissioners  
Douglas County Courthouse, 2nd Floor  
P.O. Box 747  
213 South Rainer  
Waterville, Washington 98858-0747  
Phone: 509-745-8537  
Fax: 509-745-9045  
E-Mail: [dprewitt@co.douglas.wa.us](mailto:dprewitt@co.douglas.wa.us)

All inquiries of a technical nature are to be directed as follows. Inquiries and responses will be distributed to all Proponents.

Mr. Juan Sanchez  
Management Information Services, Director  
Douglas County Courthouse, 2nd Floor

P.O. Box 40  
213 South Rainer  
Waterville, Washington 98858-0040  
Phone: 509-745-8533  
Fax: 509-745-9026  
E-mail: jsanchez@co.douglas.wa.us

#### **1.4 Release of Network information**

The County will provide high level network information to potential proponents upon receipt of a Confidentiality Agreement, provided as Attachment "A." All individuals who will have access to view County network information should sign and submit this agreement. Proponents will be required to sign this document prior to participation in the pre-Proposal Conference.

In order to receive network information, please submit signed Confidentiality Agreements to Mr. Juan Sanchez, MIS Director at the address provided above.

#### **1.5 Pre-Proposal Conference**

A pre-proposal conference and walk-through to discuss the content of this RFP and answer any proponent's questions will be held **June 21, 2010, at 11:00 AM, at the Douglas County Public Services Building, 140 19th Street N.W., East Wenatchee, Washington. You are strongly urged to attend since important relevant information will be discussed.** Your installation representatives should attend this pre-proposal conference. Proponents will be required to sign a Confidentiality Agreement, provided as attachment "A", in order to participate in the pre-proposal conference. A tour of key facilities will follow the meeting. Each interested Proponent is requested to notify the MIS of its intent to attend and the number of people that will attend.

#### **1.6 Onsite Demonstrations**

Selected proponents may be invited to participate in onsite meetings and product demonstrations as part of the evaluation process. Proponents will be given time to set up equipment. The County will provide a PowerPoint projector and access to the Internet, if requested. A detailed outline will be provided shortly following vendor invitation to participation, and will include questions intended to clarify your proposals. A general outline for the demonstrations is as follows:

#### **Initial Demonstrations – to core selection team, consultant, some department representatives - 1 hour setup time, 2 hour meeting & product demonstration**

- Introductions of key personnel
- Vendor and implementation team overview
- Review of system architecture and the proposed system design and configuration
- Review of space/rack space requirements at all sites
- Review of survivability/redundancy options
- Confirmation of ability to deliver required features
- Implementation plan review, including task description outline and schedule
- 90 minute product demonstration including
  - Brief demonstration of phone sets, displays, and station user features
  - Speaker phone functionality including paging functions, hands-free use, do not disturb
  - PC-based console operation for Police front counter
  - Management system including move/add/change processes, performance monitoring, alarms
  - Voice mail and automated attendant operation, setup and configuration
  - Call center set and supervisor information displays

- Call accounting system operation, setup and configuration
- E911 system operation
- Call forwarding and mobility features
- 30 minute question and answer period

### **1.7 Submission of Proposals:**

Submit the following as an entire package together in one large envelope or package.

Submit **5 hard copies and 1 copy in PDF format on a CD** of your Technical and Pricing Proposal in a sealed package plainly marked “**RFP 10-46, County Telephone System and Services - Technical and Pricing Proposal,**” with the name and address of the proponent on the outside of the package.

Submit Technical and Pricing Proposals to:

**Douglas County  
Board of County Commissioners  
Douglas County Courthouse, 2nd Floor  
P.O. Box 747  
213 Rainer Avenue  
Waterville, Washington 98858**

Proposals must be received at the above address no later than **11:00 A.M. on July 6, 2010**. Proposals received later than the date and time specified will not be considered. Proposals may not be submitted by fax or email. **DO NOT ADDRESS YOUR PROPOSAL TO THE NAME OF AN INDIVIDUAL.**

### **1.8 Proposal Response Format**

Prepare your responses to this RFP using the following format:

#### **1.8.1 Technical Proposal**

##### *Section 1 - Letter of Transmittal*

Include a brief statement demonstrating your understanding of the work to be performed under this contract, and identifying the contact person that will be responsible for and have authority to communicate on behalf of the Proponent. Please use the format as provided in Attachment B.

##### *Section 2 - Vendor Description & Qualifications*

Provide a description of the qualifications and experience of your firm. Include responses to the specific required items listed in Section 1 of this RFP regarding Manufacturer Qualifications and Service Provider Qualifications.

##### *Section 3 - System Description*

Provide a complete and detailed technical and functional description of the equipment and services proposed. Include in this section your responses to all required items listed in Sections 2 of the RFP. This section shall include a general description of the system architecture, and a detailed explanation of the system as designed and configured for the County. A diagram of the system that illustrates the components to be installed at each facility, and a complete listing of components by facility, shall be included in this section. Provide catalog cuts or specification sheets for all system components. Do not include any component pricing in this section.

##### *Section 4 - Statement of Work*

Provide a complete project work plan, detailing all tasks that will be performed under the contract. Include a listing of all tasks, and name the responsible parties for completing the tasks. Provide

responses to all items in Section 3 of the RFP. Provide a detailed schedule itemizing each task, and identifying the date by which the tasks must be completed in order to meet the County's anticipated completion date of August 31, 2010. Identify and quantify any anticipated service disruptions that may occur during the cutover. Identify any County resources that you will require to perform tasks (staff support, office space, space to store tools and equipment, access to buildings, etc.)

#### *Section 5 – Warranty, Maintenance and Service*

Provide complete responses to all the stated requirements for a full warranty (minimum one year from date of acceptance), and subsequent service agreements upon expiration of the warranty. Identify the location of the work site from which service technicians will respond to service calls, the distances between the work site and Waterville and East Wenatchee, and the travel time required for response.

#### *Section 6 - Training*

Provide complete responses to all the stated requirements for training for end users, call center agents and supervisors, system administrators and technical support staff.

Proponents are urged to pay particular attention to items identified as "Required" or "Mandatory", and to respond affirmatively that "Required" and "Mandatory" elements of the RFP are, in fact, included in your proposal. Use of the terms "shall" and "must" shall be construed by the Proponent as a "Required" or "Mandatory" item. Failure to respond affirmatively to "Required" or "Mandatory" items may be grounds for elimination of your proposal from further consideration.

#### *Section 7 - Pricing*

Complete the Pricing Sheet as described in Section 6 of this RFP. The Pricing Sheet must be signed by an authorized representative of the Proponent's firm.

Complete one detailed spreadsheet identifying all materials, components and labor costs per building. Provide unit pricing and summary system pricing, including all discounts applicable to the County. Include trade-in or buy back values for existing County systems.

### **1.9 General Proposal Considerations**

#### **1.9.1 Proposal Clarity**

RFP responses shall be as clear and concise as possible, while providing the level of detail necessary for an informed evaluation. The County will place a higher value on proposals that expressly respond to its detailed requirements. Proponents are requested to refrain from adding unnecessary materials to their responses including marketing brochures and the like, unless specifically pertinent to the proposed solution. Proponents not conforming to this proposal format may be considered non-responsive to the RFP.

In an effort to reduce waste we request that all proposals be double-sided pages. Submittals shall be on recycled regular white paper. Color copying and binding should be limited, no plastic or unnecessary materials are to be added to the proposal.

### **1.9.2 Proposal Costs**

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the County, if any. If the County elects to reject all proposals, the County will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever. The County is likely to require one or more meetings at the County, with proponents that have been selected as finalists for this project. If selected as a finalist, all relevant persons from such finalist candidate firms may be required to undergo a criminal background check (mentioned below at Section 1.12.2) due to the sensitive nature of County infrastructure to which any ultimate respondent/contractor will be exposed. Proponents are solely responsible for their own expenses attributable to any activity or materials related to such meetings.

### **1.9.3 Completeness of Proposal**

By submission of a proposal the Proponent warrants that all components required to run and manage the telephone system have been identified and included in the proposal or will be provided by the Vendor at no additional charge to the County.

### **1.9.4 Reservation of Rights**

The County reserves the right to:

- Reject any and all proposals received in response to this RFP.
- Waive or modify minor irregularities in proposals received.
- Utilize any and all ideas and suggestions submitted in the proposals received.
- Adopt all or any part of a Proponent's proposal in selecting the optimum configuration.
- Change the quantities of equipment or features to be furnished in order to reflect any system requirements which may become known after issuing the RFP. The unit prices furnished with the proposal will be used to modify the Proponent's quoted price.
- Negotiate with multiple Proponents to serve the best interests of the County.
- Should the County be unsuccessful in negotiating a contract with the selected Proponent within an acceptable time frame, the County may conduct negotiations with another Proponent.

### **1.9.5 Withdrawal of Proposals**

Once a proposal is submitted and received by the County for consideration and comparison with the other proposals similarly submitted, the Proponent agrees that it may not and will not withdraw it within one hundred eighty (180) consecutive calendar days after the actual date of the opening of proposals, unless extended by addendum.

### **1.9.6 Proponent Examination of Work Sites**

Proponents will be given the opportunity to visit representative sites following the pre-proposal meeting. Finalists will be given the opportunity, if requested, to visit all sites to confirm space requirements.

### **1.10 Subcontractors and Third Parties**

It is the County's intention to award a single contract for the work to be performed. Proponents intending to use subcontractors or third parties to provide any components/subsystems or to perform any portion of the work must include a description of which portion(s) of the Contract will be performed by subcontractors or third parties, the names and addresses of the subcontractors/third parties, and the expected amount of money each will receive under the Contract. Proponents may not use the services of subcontractors/third parties not named in the Proponent's proposal without prior written permission from the County. If at any time during the

term of the resulting Contract, a Proponent adds or changes any subcontractor/third party provider, it shall promptly notify the County, in writing, of the names and addresses and the expected amount of money each new or replaced subcontractor/third party will receive. The Proponent will be completely responsible for the actions of its subcontractors/third party providers, the components/subsystems that they provide, and the performance of their work as if the subcontractors/third parties were employed directly by the Proponent.

### **1.11 Proponent Qualifications and Minimum Requirements**

#### **1.11.1 Historical and Background Information**

Proponents shall provide historical and background information concerning their firms, including all of the following information:

- Name, mailing address, email address, telephone and facsimile numbers of firm
- Federal tax identification number
- Length of time in business
- Number of employees, locally and nationally
- Number of systems of the model, size and complexity proposed for the County installed by Proponent locally and nationally
- Location of Proponent's nearest maintenance facility, parts depot and customer service center
- Number of technicians at closest facility trained and certified to maintain/install the proposed system.
- List all certifications for the proposed solution held by the Proponent
- Copy of Proponent's most financial statements, annual report, bank references, and/or other documentation used by your firm to indicate financial stability to prospective customers

#### **1.11.2 Confidentiality Agreements and Background Checks Required**

All individual members of Proponents' teams that will have access to the County's information technology environment and/or documentation regarding the information technology environment and/or that will enter County facilities shall sign Confidentiality Agreements prior to accessing the documentation or the facilities.

All individual members of Proponents' teams that will have access to documentation regarding the County's information technology environment and that will enter County facilities shall agree to undergo background checks performed by the County Sheriff prior to accessing the documentation or the facilities. Background checks require submission of a copy of a driver's license or other government issued photo identification.

Confidentiality agreement submittals and background check materials for all key proponent team members should be gathered and provided to the County immediately following notification of award.

#### **1.11.3 Proponent References**

The Proponent must be able to demonstrate experience and capability in installation and maintenance of the proposed system, by providing evidence of successfully completing projects of similar size and scope. The Proponent shall provide a list of customer references, with the following information:

- Customer name and location
- Contact person(s): name, title and telephone number
- Proponent's project manager for the engagement
- System size (stations, trunks, etc.)

- Number of sites and type of connectivity
- System model number and software generic version in use at present
- System installation date (by the Proponent)
- Years system being maintained by the Proponent

At least three (3) such references shall be provided.

The Proponent shall provide evidence that it has completed in the past three (3) years:

- At least three (3) VoIP system installations of 150 or more extensions
- At least three (3) installations in a multi-facility, networked environment of 4 or more system sites

The County may make any investigations as it deems necessary to determine the ability of Proponents to perform the work, and Proponents shall furnish the County all such information and data for this purpose as the County may request. The County will place greater emphasis on large, multi-facility networked installations. The County will also place greater emphasis on experience with clients with complex business requirements.

#### **1.11.4 Project Management and Installation Team**

A critical component of the County's evaluation of the Proponent will be the team of individuals that the Proponent proposes. The Proponent shall identify and appoint a competent and experienced Project Manager to act as its resident representative, and to supervise its employees and subcontractors/third party providers during the installation, cutover, and final testing of the system. The resume' of the proposed Project Manager, including references, shall be submitted with the proposal. During any subsequent interviews, the proposed Project Manager shall attend with other Proponent representatives. The County will use these opportunities to evaluate the proposed Project Manager, and his/her communications skills and project management/leadership capabilities.

The Proponent shall also identify additional key personnel who shall support the designated Project Manager, and be available to the County in the absence of the primary Project Manager. The Proponent shall inform the County of escalation procedures available to the County. Once the key project team members have been assigned and accepted by the County, the County will reserve the right to approve any proposed substitutions.

The County will place greater emphasis on project management and installation teams that have demonstrated experience in all aspects of project management – requirements gathering, system design and configuration, training, testing – in large multi-site installations with complex business requirements.

### **1.12 Manufacturer Qualifications and Minimum Requirements**

#### **1.12.1 Confidentiality Agreements and Background Checks Required**

Individual members of Manufacturers' teams that will have access to documentation regarding the County's information technology environment and that will enter County facilities shall sign Confidentiality Agreements prior to accessing the documentation or the facilities.

Individual members of Manufacturer' teams that will have access to documentation regarding the County's information technology environment and that will enter County facilities shall agree to undergo background checks performed by the County of Bellingham Police Department prior to accessing the documentation or the facilities.

Confidentiality agreement submittals and background check materials for all key proponent team members should be gathered and provided to the County immediately following notification of award.

### **1.12.2 Place in the Market**

Based on currently available marketing and sales research, the Proponent shall obtain from the Manufacturer information on the ranking of the proposed solution with respect to the number of systems installed, the number of VoIP stations installed, and other pertinent data that will assist the County in evaluating the success of the proposed solution in the market. The County will place greater emphasis on the level of market penetration in multi-site systems in the range of 250 stations.

### **1.12.3 Manufacturer's Guarantee**

Part A - The Proponent shall secure from the manufacturer, if the Proponent is not the manufacturer, a written guarantee executed by the manufacturer stating that the Proponent is qualified and certified by the manufacturer to perform the work described in the RFP pertaining to manufacturer's products. The manufacturer shall indicate the level of partnership achieved by the Proponent.

Part B - The Proponent shall secure from the manufacturer, if the Proponent is not the manufacturer, a written guarantee executed by the manufacturer stating that the manufacturer, in the event that the Proponent is unable to complete an acceptable installation within the terms and conditions of such contract, will perform or cause to be performed all installation obligations of the proponent for the awarded contract at no additional cost to the County.

Part C - The Proponent shall secure from the manufacturer, if the Proponent is not the manufacturer, a written guarantee executed by the manufacturer stating the manufacturer, in the event that the Proponent is unable to provide continuing maintenance within the terms and conditions of such contract, will perform or cause to be performed all maintenance obligations of the proponent for the awarded contract at a cost to the County no greater than Proponent's then prevailing rates per the proposal.

Part D - For a seven-year period from the date the County has accepted the installation pursuant to the terms of the contract the manufacturer's guarantee will also include the following:

- a. Parts supply. Provide a guarantee of availability of proposed station equipment and key components for a minimum of 7 years.
- b. Manufacturing field support and maintenance to protect the County from interruption of service due to the inability of the Proponent to meet his service obligations. This support and maintenance will be provided at the costs identified in the Proponent's proposal. The determination of what constitutes inability of the Proponent to meet service obligations under the contract shall be that of the County in its sole discretion.
- c. Continued enhancement and upgrade of the proposed system hardware and software

Part E - In the event the Proponent proposes to supply principal components of the system from different manufacturers, separate written guarantees from the manufacturers must be supplied as requested above. Proponents should request directions from the County if a question is raised as to whether an item comprises a principal component requiring a separate manufacturer's guarantee.

Part F - The Proponent must demonstrate that it has a stable and long-term relationship with the manufacturer. Provide documentation of the nature and length of the professional relationship.

The above referenced manufacturer's guarantee shall be submitted with the proposal. The County will consider alternative language that provides similar guarantees to the County and commits the manufacturer to support the County in the event of the inability or failure of the Proponent to meet its obligations.

#### **1.12.4 Manufacturer's User Group**

Proponents shall provide the name, address, web site, and other contact information all user groups for the manufacturer's systems.

#### **1.13 Public Announcements**

Public announcements or news releases pertaining to this contract shall not be made without prior permission of the County.

#### **1.14 Contract Template**

Attached hereto as Attachment "C" is a contract template for equipment purchase and services. All respondents should review it carefully and be prepared, if selected, to enter into an agreement that is substantially similar to Attachment "C". Material changes to the agreement will not be permitted, however respondents should be aware that some tailoring of the agreement to fit the end transaction may be necessary. This RFP and Proponent response to RFP may be attached as an exhibit to the resulting contract in order to establish the scope of work or for any other relevant reason.

#### **1.15 Evaluation**

Evaluation of proposals will be by a committee formed by the County.

#### **1.16 Evaluation Criteria**

An award will be made to the Proponent whose proposal is most responsive to the needs of the County as determined solely by the County. High level evaluation criteria to be included in the County's assessment of proposals will include, in no particular order, the following:

- Qualifications and experience of Proponent – see requirements in Section 1 of RFP
- Qualifications and experience of manufacturer - see requirements in Section 1 of RFP
- Technical requirements - see requirements in Section 2 of RFP
- Maintenance and support - see requirements in Section 3 of RFP
- Implementation plan and schedule - see requirements in Section 4 of RFP
- Training - see requirements in Section 5 of RFP
- Cost

#### **1.17 Mandatory Criteria**

Proposal Preparation, Submittal, Presentations

- Proposal must be received at the closing location by the specified closing date and time.
- Proposal must be in English and not be sent by facsimile.
- Five paper copies of the technical and pricing proposal must be submitted, along with one electronic copy in PDF format on CD-ROM.
- Proposal must contain a signed letter of statement(s) substantially similar in content to the sample proposal letter in Attachment "B".
- The County may invite selected proponents to make presentations to the selection committee. The proponent will bear the costs for any presentations. Proponents must be prepared to provide complete, live product demonstrations during the presentations.
- The County will have sole discretion in selecting the Proponent and has the right to reject all proposals.

Reference information

- Evidence of references as described in section 1.11.3, including
  - Three (3) customer references

- Evidence of having completed three (3) VOIP system installations of 150 or more extension within the past three (3) years
- Evidence of having completed three (3) installations in a multi-facility, networked environment of 4 or more system sites

## **1.18 Additional Terms**

### **1.18.1 Acceptance of Proposals**

a) This Request for Proposal should not be construed as an agreement to purchase goods or services. The County is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal or with any Proponent. Proposals will be assessed by the evaluation committee. The County will be under no obligation to receive further information, whether written or oral, from any Proponent.

b) Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, state, or municipal statute, regulation or by-law.

c) The County will have sole discretion in selecting the Proponent(s) and has the right to reject all proposals.

### **1.18.2 Liability for Errors**

While the County has used considerable efforts to ensure an accurate representation of information in this Request for Proposal, the information contained in this Request for Proposal is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be comprehensive or exhaustive. Nothing in this Request for Proposal is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this Request for Proposal.

### **1.18.3 Modifications of Terms**

The County reserves the right to modify the terms of this Request for Proposal at any time at its sole discretion. This includes the right to cancel this Request for Proposal at any time prior to entering into a Contract with the successful Proponent(s).

### **1.18.4 Ownership of Proposals and Public Disclosure**

All documents, including proposals, submitted to the County become the property of the County. They will be received and are subject to the provisions of the Public Records Act.

## 2 TECHNICAL REQUIREMENTS

### 2.1 General System Architecture

The County envisions installing an IP telephony system to support all County facilities listed below, including the following components and subsystems.

- IP telephony system servers, switches, gateways and associated primary system components
- Telephone sets of various capacities and functionality
- Interfaces to support analog sets and other analog devices
- Interfaces to support connection to the County wide area network, ISDN PRI and analog central office trunks
- Voice mail platform to support messaging and automated attendant functionality
- Call center platform for inbound and outbound call centers
- E9-1-1 system to provide extended location identification for callers dialing 911 (building and floor location at a minimum)
- Call accounting system
- Unified Messaging System to support the potential later integration of email, voice mail, and fax
- Outbound telephone notification broadcast capability

Proponents shall submit a general description of the proposed system architecture including all primary system components and building blocks. Proponents shall submit a description of the proposed system as designed and configured for the County, including a narrative description and system/network diagram. Proponents shall include a listing of the specific components in each building and floor, and the proposed connectivity among components for their proposed system with their proposals. All components shall be new, no refurbished components will be considered.

Proponents shall also submit the physical requirements for the system components, including required space/rack space units, power requirements, and environmental condition parameters under which the equipment operates, for each site.

The County recognizes that the total solution may include products from more than one manufacturer. Proponents shall state clearly which of the system components and subsystems are manufactured by the primary system manufacturer, and which components/subsystems are third party products. The County will place greater emphasis on total solutions that minimize the number of different manufacturers and demonstrate by reference the proven ability to integrate and operate seamlessly. Proponents shall provide evidence of the successful integration of any third party products.

### 2.2 Sites and Project Phasing

The County is not implementing the proposed system in a phased approach. If the Proponent believes that a phased approach is beneficial, the Proponent's proposal should include a section addressing phasing of implementation by facilities and/or features.

## **2.3 Single System Operation**

The proposed solution shall operate as a single telephone system across all County sites. High level functionality that shall be incorporated into the single system operation includes the following.

### **2.3.1 Coordinated Dialing Scheme**

The proposed system shall support a 3 digit extension numbering scheme and extension-to-extension dialing across all sites on the system. Proponents shall identify all system elements that consume numbering plan resources, including DID and non-DID extension numbers, feature access codes, voice mail services, call center pilot and agent ID numbers, E9-1-1 ELINs, and any others. Proponents shall identify any limitations that exist with their proposed solution regarding numbering resources, such as numbering plan resources that are pre-determined (all feature codes must begin with a "1," for example). The County will place greater emphasis on platforms that conserve numbering plan resources.

### **2.3.2 Feature Transparency**

All system features shall be able to be employed transparently across the network. Features such as call transfer, call park, call forwarding, conferencing, as well as the features of subsystems including voice mail, call center and E9-1-1 location identification shall be able to be employed among all facilities

### **2.3.3 Number Portability**

Any extension number in the County's numbering plan must be able to operate at any building. There shall be no requirement to dedicate certain number blocks to specific buildings or system nodes.

### **2.3.4 System Management and Administration**

The telephone system and peripheral systems shall be able to be managed and administered from a single platform that may be accessible from anywhere on the network, or from secure remote locations. The County will place greater emphasis on management platforms that present a single point of entry for the management of the telephone system and its subsystems (voice mail, call center, call accounting, E9-1-1, etc.), and that automatically populate and update system and subsystem databases without the need to access multiple platforms and duplicate effort. Minimum system administration functionality is defined in the System Management and Administration section of this document.

### **2.3.5 Network-Wide Automatic Route Selection**

The system shall be designed and configured to route outgoing calls from any extension via the most appropriate available facilities system-wide, to allow any extension so configured to access network facilities terminated at any site, and to allow system administrators to limit access to network resources on a flexible basis.

### **2.3.6 Centralized Attendant Service**

Incoming calls to any attendant console shall be able to be directed to any extension anywhere on the network.

### **2.3.7 Access to Centralized Resources**

The system envisioned by the County includes several shared, centralized resources including the telephony servers, gateways, voice mail system, call center platform, call accounting system

and E9-1-1 extended location identification platform. The system shall be designed to allow access to these and any other shared system resources from extensions anywhere on the network.

## **2.4 Existing Environment**

### **2.4.1 Telephone System**

The current telephone systems serving the County consist of a series of independent, stand alone systems and stand alone voice mail systems. VOIP serves some small facilities.

Most County telephone systems have been in operation for 10-15 years at this time. Systems are on hardware maintenance contracts. A local service provider is used for most programming and add/move/change work for most departments. Internal staff provides basic voice mail and training/troubleshooting support. Telrad platforms are the major install base. An Imagen platform is used for voice mail.

Some locations with small number of staff and/or telephones use single handsets and/or answering machines over Verizon POTS lines.

A profile and count of overall equipment and services in use today is as follows:

#### **Item Estimated Count**

Number of telephone handsets: 213

Number of voice mail boxes: 230

Number of Analog Ports (Fax Machines, Speaker Phones, Panic Buttons): 36

### **2.4.2 Existing Network**

The County facilities are interconnected by fiber optic lines. All internal telephone extension locations are served by CAT5 Ethernet cable and outlets.

Wireless network services for employee use are extremely limited at this time, but may be expanded at County facilities.

Additional information regarding the network configuration may be provided to finalists at a later date. For the purposes of the RFP, Proponents shall assume that the County's network has been designed to support the IP telephony system. If Proponents believe that more detailed information is required to complete their designs, then Proponents may request additional information, and shall state their specific reasons for the request.

Proponents shall identify in their responses the deficiencies, if any, of the County's current networking system.

### **2.4.3 Existing Cable Infrastructure**

All locations that will receive IP telephone sets are equipped with category 5 or better cable from an existing wall jack back to the appropriate wiring closet. For the purposes of the RFP, Proponents may assume that the horizontal cabling is installed per industry standard and will meet category 5 or better measurement criteria. If individual instances where the horizontal cabling can be demonstrated to be inadequate are uncovered during the installation process, the County will address these instances with the selected Proponent at that time.

In all locations where the telephone equipment location and the carrier demarc are physically separated, the County has linked locations with fiber optic cable.

## **2.5 System Reliability, Survivability and Security**

### **2.5.1 Hardware - Physical and Geographic Redundancy**

The system shall remain available for generating incoming, outgoing and internal calls, despite

individual component failures. In order to guard against failures that will make the system inoperative, the system shall possess sufficient resiliency, redundancy, survivability and physical diversity to minimize the scope of a major component failure. The system configuration shall include, at a minimum, three sets of physically diverse telephony servers, one set located at the Douglas County Courthouse site (Waterville), and the other two sets located in East Wenatchee at the Public Services Building site (140 N.W. 19th Street) and the Law & Justice Facility (110 2nd Street S.E.). Each server shall be capable of supporting the entire system in case of the failure of the others, with automatic failover, and mirrored databases.

Following a major system failure, the system shall not lose any critical databases or tables. Failure of a backed-up component must be automatically reported at a system administrator's workstation or similar facility.

Proponents shall also detail the nature of partial degradations that occur as a result of certain component failures and outline failure modes that may occur. Basic system call handling operation should continue in the presence of minor, less crucial component failures.

In addition, since the County envisions a shared voice mail/automated attendant platform, the voice mail platform shall include a sufficient redundancy that insures continued operations in the event of a critical component failure.

### **2.5.2 Backup Power**

In the event of a primary power failure, the two East Wenatchee sites have generator power. In addition, the County has installed UPS at the Waterville site to power servers, gateways and switches in the event of a power failure. At sites with generators, each UPS have been sized to provide approximately 10 minutes of power. At sites with no generator, each UPS has been sized to provide either approximately 10 minutes of power, or approximately 2 hours of power, depending on the need to maintain service at each location. At any time when the system is running off battery backup or emergency power, it shall activate an alarm that can be transmitted to a system administration workstation(s), cell phone, pager, and/or email. Proponents shall describe the available alerting options.

### **2.5.3 Building Survivability**

Each County building must be survivable. For the purpose of the project, survivability means that no building shall be dependent on central equipment in another building to initiate calls in the event that the building becomes isolated due to a network or major component failure. The County envisions survivable gateways in each building other than the two primary sites, equipped with ports to support connection to analog POTS lines.

### **2.5.4 Security**

Proponents shall describe in detail their approach to securing the system from viruses, denial of service attacks, and other potential security breeches. Describe any known security concerns or gaps for IP telephony systems in general and your system specifically, and describe how these concerns have been addressed.

### **2.5.5 Software**

Proponents shall describe the operating system on which the telephony servers, voice mail servers, call center servers, E9-1-1 system and any other server-based platforms run.

The software generic proposed should be sufficiently mature to provide reliable operation. Contractors shall provide the following data for the proposed generic version:

- Total number of operating hours
- Total number of lines connected to fielded systems currently supported by the proposed generic version

- Total number of line-hours of operating experience

### **2.5.6 Station Equipment**

Proponents shall provide evidence that the proposed telephone sets can withstand physical stress of typical use. In particular Proponents shall be able to demonstrate the sets' resistance to damage from dropping, strain on line and handset cords and the reliability of keypads and displays in heavy usage. Proponents shall include one telephone instrument, representative of the family of instruments proposed, with their responses. The set will be returned after the proposal evaluation has been completed.

### **2.5.7 Transmission**

The system shall provide toll quality transmission from end-to-end for station-to-station and station-to-trunk calls to insure a high level of sound quality. Describe the metrics used to measure sound quality. The proposed system shall be effectively non-blocking.

### **2.5.8 Efficient Use of Network Resources**

The system will operate across a County IP network that will be shared with other data and video services. The County requires a system that makes efficient use of network resources. Proponents shall describe their proposed solution's approach to the efficient use of resources including features such as Release Link Trunking.

## **2.6 Feature Sets**

### **2.6.1 General System and User Features**

The proposed solution shall include a full complement of telephony features typically incorporated into today's enterprise IP telephone systems. Proponents shall provide a complete list and description of all system and user features available with the proposed system. State whether each feature is:

- Standard
- Optional, but included in your pricing
- Optional, not included in your pricing

The County will evaluate the general system and user feature sets based upon the applicability of the features to the County's requirements, the ease of use of the features, the ease of management, configuration and reconfiguration of the features, whether features are standard or optional, and costs.

Proponents shall describe which features and settings can be controlled, configured and reconfigured by end users, which are controlled by the system administrator, and the level of flexibility that the system administrator has to allow or disallow end user control. Proponents shall describe the tools available to end users to control, configure or reconfigure features and settings.

Proponents shall describe what features and settings can be activated, deactivated or reconfigured by the end user from remote locations (i.e., activate call forwarding from home, for example).

### **2.6.2 Specific Features Requested**

County departments have indicated the need for the following specific features. Proponents shall confirm the availability of each feature and state whether it is standard, optional or not available. If optional, provide pricing.

- Hands free announce and respond via phone speaker - The system shall support the ability to have calls answered by others to be announced to a user via the phone speaker, and to have the user respond hands free, without picking up the handset. State

whether this feature can be suppressed by the user to prevent listening in on office conversations.

- Paging to phone speakers – The system shall support the ability to page to individual phones or groups of phones, over the phone speakers. Describe any system limitations to this feature, including the number of sets that can be paged in a group, the number of broadcast groups, the location of the telephones, or any other limitations. Can analog sets with speakers be paged individually and as part of page groups? Can all phones in the system be paged at once? If a user has placed his/her phone in a do not disturb condition, does an attempt to page the phone override the do not disturb function?
- Ability to record phone conversations – The Police department is interested in options for voluntary (or as otherwise legally permitted) recording of telephone conversations. Describe system support for this feature, along with any security provisions for limiting access to this feature.
- Conference – The system shall support the ability for station users to initiate a multi-party conference of up to four (4) people, including up to three (3) people outside the system. Describe any limitations to this capability. How many simultaneous conferences can occur? How many people can be in conferences simultaneously? Can a conference be initiated from one telephone, and then transferred to another telephone?
- Conference bridge – The system shall include as an option a conference bridge function allowing the County to host conferences of up to 10 participants. Participants will call a number and enter a pass code to join the conference. Describe how this resource is managed. Is the bridge always available, or must it be scheduled. Does the conference bridge use the same conference resources as the station-initiated conferencing, and, if so, what is the impact?
- Outbound telephone notification broadcasts – The system shall include the capability to initiate flexible telephone voice notification broadcasts, with dynamic group creation and message content, and call reporting and feature monitoring, for up to 60 recipients per notification. This feature will be used by courts for juror notification.
- Outbound caller ID – The system shall include the capability to allow the County to control what information is passed for outbound caller identification. Describe the capabilities that exist and the ability for the County to manage outbound caller ID information. It is an absolute requirement that certain stations will be “silent” and send no caller ID information at all.
- Inbound caller ID – The system shall have the ability to display inbound caller ID based on the information passed by the carrier. In addition, the County prefers a solution that displays caller ID on inbound calls when the called party is on the phone, allowing the called party the opportunity to decide whether to take the call.
- Panic buttons – The County currently uses panic buttons, providing a means for County employees to summon help in case of emergency. The panic buttons operate on telephone lines. Depressing a panic button typically installed under a desk or counter will dial a telephone number that alerts law enforcement or security firms and identifies the location of the panic button that initiated the call. The panic buttons are provided by the County and are in place. The selected Proponent shall state whether its proposed system can support the panic buttons, and identify the costs to provide the interface and programming to support the application. Should the County elect to continue to operate the panic buttons on traditional POTS lines, the selected Proponent shall take the necessary steps to ensure that the panic button operation is not disrupted during the system installation.

- Ring tones – The system shall support a variety of ring tones. Describe the options available. Does the system support different ring tones for internal and external calls? Does the system support different ring tones for different lines ringing on the same set? Do all telephone sets come equipped with volume control? How are ring tones managed – by the end user or by the system administrator?
- Ring loud bells – The system shall support the ability to ring loud bells and other alerts when certain telephone numbers are dialed, in addition to ringing the telephone set to which the call is dialed.
- Night answer features – Several departments activate night answering features in which incoming calls are answered by an automated attendant or go directly to a voice mailbox. State whether this feature can be activated by a single button. State whether this feature can be activated and deactivated on a scheduled basis, with no manual intervention required. State whether this feature can be activated remotely, and if so, how.
- Secondary Ring Locations – State whether the system supports the ability for secondary ring locations. Incoming calls to an extension or DID number may ring at one or more locations initially, and then ring at one or more secondary locations. State any limitations that exist to the number of locations that can ring initially, the number of locations that be secondary ring locations, and the total number of locations at which any one line can ring.

The County will place greater emphasis on systems and project teams that best support the features described above, and that, in the County's estimation, provide the greatest level of flexibility in configuring the system to support the unique needs of individual departments and users. The availability of features, the ease with which features can be configured and reconfigured, the apparent ability of the proposed project team to design and implement solutions based on the unique needs of individual departments and users, and costs will be evaluated.

## 2.7 Station Equipment

The County will implement a system consisting primarily of IP telephones, with limited use of analog telephones. Power to IP telephones will be delivered by Power over Ethernet switches provided by the County using the 802.3af standard. Station counts to be used for system pricing are provided in the table below. Stations shall be ADA compliant and hearing aid adaptable. The system shall also support the use of TDD's.

The system will be required to support, at a minimum, the following telephone types:

- **IP telephone sets** equipped with multiple, fixed and programmable line appearance keys, feature keys, displays of adequate size and resolution to allow users to take advantage of set-based applications, and speakerphones. The system shall include a family of small, medium and large sets, and optional add-on modules providing the capability of additional line appearances and/or features. For the purpose of proposal development, the County has identified three (3) full-featured IP telephones to be included in proposals:
  - **Small** – 1 to 4 line appearances, display, and speakerphone
  - **Medium** – up to 8 line appearances, display, and speakerphone
  - **Large** – up to 16 line appearances, display, and speakerphone

Proponents shall submit the following information to describe the proposed IP telephone sets.

- **Display** – Describe the display, including size (length and width), resolution

(pixels), and the number of lines and characters that can be displayed.

- **Applications** – Describe the applications that can be accessed via the IP set. Describe the applications that are included in your proposal pricing and any additional applications that are currently deliverable. The system should include an application development tool that allows the development of additional applications, and the standards that are supported (HTML, XML, etc.). The County will place greater emphasis on products that include the access to an array of applications on the telephone set, a tool kit to allow the County to develop customized applications, and displays of adequate size and resolution to fully support those applications.
- **Headset Support** – Describe the ability of the proposed sets to support wired and wireless headsets. Describe whether the sets have headset jacks. Describe whether the sets support Bluetooth wireless headsets, and whether an outboard appliance is required.
- **Power Consumption** – Identify the power required to serve each IP telephone set in WATTS. Identify the power requirements in an on hook condition, off hook condition, and during call setup. Identify how many of the proposed IP sets can be served by a Cisco 3560 48 port PoE switch and by a Cisco 3750 48 port PoE switch.
- **Softphones** – software supporting telephone service integrated into a PC, with no physical telephone set. Proponents shall submit details of the Softphone capabilities
- **PC-based attendant consoles** – Proponents shall provide a complete description of the console application, including screen images. Required features include an in/out board and DSS/BLF display.
- **Call center/ACD sets** – The County envisions having the ability to set up call center functionality on an as-needed basis, for example when the Emergency Operations Center is activated. In this example, existing office staff and telephones may be “commandeered” to take calls during an emergency. Therefore, the system shall allow traditional IP sets to be quickly reconfigured as call center sets with the features typically assigned to call center agents and supervisors. The County will place greater emphasis on solutions that do not require dedicated call center instruments that are different than normal office IP sets.
- **Analog single line telephone sets.** The system shall also support the connection of analog devices such as fax machines, credit card authorization devices, modems and several existing analog Polycom conference telephones.

Proponents must provide a description and photographs of the entire family of telephone instruments that may be used on their proposed system, identifying instrument size, fixed and assignable button appearances and features, and color selections.

The number of working devices required at each location is approximately as follows. (Note Paragraph 2.8 regarding the selected contractor’s responsibility to perform detailed station reviews to determine final system configuration and quantities.) Contractors shall include these quantities of devices in their proposals.

Proponents shall use the following table to determine the quantities of station equipment to include in its proposal.

<b>CITY (Location)</b> <i>Building (Location)</i> • Department	Medium IP Sets	Large IP Sets	Analog Ports for Fax, Panic, CC machines
<b>EAST WENATCHEE</b>			
<i>Law &amp; Justice Building (110 2nd St NE)</i>			
• Sheriff	20	4	2
• District Court	17	-	3
• Probation Services	6	-	1
<i>Shop (110 2nd St SE)</i>	5	-	1
<i>Public Services Bldg (140 19th St NW)</i>		-	-
• Transportation & Land Services	55	5	6
• Assessor	7	-	-
• Solid Waste	3	-	1
<i>RSN (636 Valley Mall Pkwy)</i>	8	-	1
<b>WATERVILLE</b>			
<i>Courthouse Complex (213 S. Rainier)</i>			
• Assessor	7	-	1
• Auditor	15	-	1
• Clerk	9	-	1
• Commissioners	6	-	3
• Engineer	1	-	-
• Maintenance	1	-	-
• Management Information Srvc	3	-	1
• Prosecuting Attorney	8	-	1
• Sheriff	4	-	1
• Superior Court	4	-	2
• Treasurer	6	-	1
• WSU Extension	4	-	2
<i>NCW Fair (North Monroe)</i>	3	-	1
<i>Shop (North Monroe)</i>	3	-	1
<b>MANSFIELD</b>			
<i>Shop (25 2nd St.)</i>	3	-	1
<b>BRIDGEPORT</b>			
<i>District Court (City Hall)</i>	2	-	2
<i>Sheriff's Office (City Hall)</i>	3	-	1
<i>Shop (1025 Jefferson)</i>	1	-	1
<b>Total IP Sets</b>	<b>204</b>	<b>9</b>	<b>32</b>

## **2.8 Station Reviews and Final Quantities**

The County requires that the successful Proponent conduct detailed station reviews as part of its project plan, after a contract is executed. Station reviews shall include meetings with representatives from each department to determine the requirements at each facility, and properly apply the capabilities of the system to each station. The County requires that the successful Proponent physically visit and interview representatives from each department in order to understand the configuration and operation of each site and to complete the system configuration. The County will provide direction to the selected Proponent regarding County guidelines and standards for the use of system features.

The exact quantity and type of telephone instruments to be installed at each site will be determined as a result of detailed station reviews to be conducted by the successful Proponent, with assistance from the County, after the execution of a contract. Proponents shall provide the add/delete price for each model that will be used for any set type substitutions that may occur as a result of these station reviews.

The County views this as a time-consuming task critical to the successful completion of the project. The County requires that Proponents dedicate substantial resources and time in order to insure the best possible system configuration.

## **2.9 Desktop Integration**

Proponents shall submit descriptions of the desktop integration features available in their systems. Include in this discussion the following, at a minimum:

- Ability for users to manage telephone feature configuration
- Ability for users to manage voice mailboxes
- LDAP Integration
- Communications portals
- Presence and status features
- Ability to dial from a directory (click-to-dial)
- Ability to access voice mail messages

## **2.10 Mobility**

The County has a requirement for its workforce to be mobile, and requires a telephone system to support this mobility for home workers (telecommuters) and mobile workers, and in order to provide employee/citizen access to communications services and systems in the event of a disaster.

### **2.10.1 Telecommuters**

For staff that will work from home, regardless of frequency, the system shall have the ability for staff to make and receive calls as if the worker was in the office. The County envisions functionality allowing workers to “log in” from a remote site, using either a Softphone client or IP telephone set. This functionality shall provide all the capabilities that the worker would enjoy if he/she was at his/her office. When activated, incoming calls to the worker’s extension shall ring at the remote site, and provide all the information (caller ID, for example) and feature access (call transfer, conference, for example) that the worker has when working from the office. Also when activated, outgoing calls shall access County network facilities (PRIs) and shall be captured and reported on by the call accounting system. The worker shall be part of the County 4 digit dial plan when this feature is activated.

Proponents shall submit a detailed description of the mobility functionality included in their proposals to support telecommuters, and also provide a description of other telecommuter capabilities available with the proposed solution. Proponents shall submit details regarding the client software Proponents shall also submit the pricing elements for this functionality. For example, does each telecommuter require an additional license?

### **2.10.2 Mobile Workers**

For staff that will work in the field, the system shall have the ability to extend office calls to a cellular telephone. This capability is not to be confused with simple call forwarding to a cell phone. The required capability is that office extensions can be extended to a cell phone. Features shall include:

- Ability to toggle a live call from office phone to cell phone
- Ability to toggle a live call from cell phone to office phone
- Ability to receive incoming DID calls with caller ID
- Ability to access system network services (PRIs) to initiate outgoing calls
- Ability to make and receive internal calls using the 3 digit dial plan
- Ability to activate the feature remotely
- Ability to access all office phone features from the cell phone while activated
- 911 calls dialed from the cell phone while activated will show cell phone location to PSAP.

Proponents shall describe this functionality in detail, including any necessary hardware or software, the process by which the feature can be activated locally and remotely, and costs. If there are individual license fees, identify those costs.

### **2.10.3 Other Mobility Features**

Proponents shall describe any other mobility features that are available with the system. For any such features, identify the application, any necessary hardware and software, and associated cost structure.

## **2.11 System Administration and Management**

System administration and management services shall be provided to enable the County to manage the system. The proposed system shall include the hardware, all required software, programming, and the necessary link to the telephone system. The system shall be able to be accessed via the County network and remotely via VPN or web portal, with appropriate security.

As a minimum, the system must support the following:

### **2.11.1 Moves, Adds and Changes including:**

The system shall provide a means for the County to perform moves, adds, and changes in real time, or on a scheduled basis.

### **2.11.2 Class of Service Definition and Maintenance**

The system shall provide a means for the County to assign classes of service which define the set of privileges and features available for each station. The system shall also provide a means for the County to create new classes of service as the need arises. Proponents shall identify the number of classes of service that the system will support.

### **2.11.3 Control of Network Services**

The system shall allow the County to exercise access to and control over network services attached to the system.

### **2.11.4 System Performance Monitoring and Reporting**

The proposed system shall be equipped with all necessary hardware and software to monitor system performance, generate alarms, conduct diagnostic tests, and create reports providing summary and detailed history of the system performance. Proponents shall describe all conditions and parameters that are monitored and reported on. Selected conditions and parameters that shall be included are:

- Voice quality on the IP network
- Security (reporting on a security breaches, attempted security breaches)
- Resource utilization
- Alarms and actions taken
- Trunk utilization (utilization of all trunks and PRI channels)

The County will place greater emphasis on administration and management systems that allow all (or most) systems and subsystems (telephone system, voice mail, call center, E9-1-1, and optional call accounting) to be managed from a single platform or portal. The County will place lesser emphasis on solutions that require system administrators to log in and out of multiple applications in order to manage the system.

**Nothing in Section 2.11.1 through 2.11.4 is intended to absolve the selected Proponent of any of its responsibilities to develop and load all initial databases (telephone system, voice mail, call center, E9-1-1, telemanagement system, call accounting, outbound telephone notification broadcasting), perform MAC work, monitor system performance, respond to alarms, and otherwise conduct preventive and responsive maintenance in compliance with the terms of the warranty or any future maintenance agreements.**

## **2.12 Voice Mail System**

### **2.12.1 General**

Proponents shall propose a voice mail system designed to support the County telephone system. The County envisions a shared voice mail system located at the Data Center facility. As an option, the County will evaluate the feasibility of a physically and geographically redundant system, with a second system located at the Public Works Operations site at 2221 Pacific.

The system shall be equipped to support 225 mailboxes, 30 concurrent accesses and adequate storage to allow users to store voice mail messages up to 30 days. Provide all underlying assumptions used to calculate the amount of storage based upon industry standards and Proponents' experience in similar installations.

### **2.12.2 Voice Mail Integration Features**

The proposed telephone system must be capable of full and transparent integration with the proposed voice mail system (VMS) system. Minimum integration features must include:

- Lighting message waiting lamp on phone set
- Providing stutter dial tone on stations not equipped with message waiting lamp
- Forwarding of calls to personal greeting
- Transfer of calls from a coverage point directly to the mailbox of the originally intended destination

- Out calling from voice mail system

### **2.12.3 Voice Mail System Capacity**

Identify the following quantities:

- Total number of mailboxes allowed in system
- Total number of mailboxes configured as proposed
- Maximum number of messages allowed per mailbox and in system
- Maximum message duration
- Number of personal greetings
- Maximum personal greeting duration

### **2.12.4 Send Messages**

These required features apply to sending/recording a message:

- Cancel message without address re-entry
- Message re-record
- Message review
- Pause during message creation
- Silence compression
- Invalid Address notification
- Subscriber Name Verification
- Message delivery confirmation
- Notification of message non-delivery
- Mark as Private/Confidential Message
- Urgent message designation

### **2.12.5 Group Distribution Lists**

These required features apply to the creation and use of distribution lists:

- Identify maximum number of distribution lists per user/system-wide
- Identify maximum number of names per distribution list. The County will place greater emphasis on solutions that allow a broadcast to all mailboxes in the system.
- User review of distribution list by name
- List nesting and/or concatenation
- Duplicate Addressee Removal

Proponents shall describe the process by which a system distribution list is created. Proponents shall describe the process by which a user creates an individual distribution list.

### **2.12.6 Receive Messages**

These required features apply to receiving a message:

- System states total number of messages in mailbox
- Message scan by sender name
- Skip to next message Playback/Record Controls (Pause, Repeat, Skip, Replay)
- Message Disposition Controls (Save, Delete, Forward, etc.)
- Time/Date Stamp
- Message Reply/Transfer; i.e., ability to call back individual leaving message
- Reply to message (without reentry of sender's number/name)
- Forward message with oral comments (front-end or back-end)
- Adjustable volume control (on playback)

### **2.12.7 Call Answering**

These required features apply to the VMS call answering capabilities:

- Personal Greetings of variable duration
- Ability to pre-record multiple personal greetings and change or re-record personal greetings from any telephone (or via web portal)
- Identify maximum greeting duration
- Ability for caller to transfer out of voice mail once in a user's mailbox
- Ability for caller to mark message urgent
- Ability for caller to elect to dial out to mailbox owner if this option is offered in the greeting
- Support for callers from rotary telephones
- Automatic message entry; i.e., no need to press "1" (for example) to leave a message

### **2.12.8 Voice Mail Security**

The VMS shall have security measures available. Contractors shall confirm the following capabilities:

- The system shall provide for a personal ID in addition to a password.
- The subscriber shall be able to select and change personal passwords at any time from anywhere.
- The system design shall be able to prevent the System Administrator or anyone else from learning personal passwords, and from listening to voice mail messages of users.
- The system shall disconnect a call after three incorrect attempts to enter an ID/password, or
- The system shall be configured to transfer to a pre-defined extension after three incorrect attempts to enter an ID/password.

### **2.12.9 Remote Voice Mail Access**

The VMS shall support access to all of the system features by a VMS user (i.e., user with an assigned mailbox) dialing into the system remotely using a standard DTMF telephone set. The feature invocation keys/key sequences shall be the same for both local and remote users.

The VMS shall also support access to the VMS via a desktop integration tool or web portal. Describe this functionality and provide pricing, if an optional feature.

### **2.12.10 Automated Attendant**

The VMS shall include a robust Automated Attendant capability. Most County departments will use automated attendant in at least one of three ways:

- As a secondary means of departmental phone answering, when administrative staff are not available, i.e., the automated attendant will answer after 3-5 rings
- As a primary means of departmental phone answering, i.e., the automated attendant will answer immediately
- As a means of night answering, i.e., the automated attendant will answer immediately when the night answer feature is activated

The County will provide guidance to the selected Proponent regarding policies for departmental use of automated attendant features. The County is particularly concerned about insuring that citizens are served properly, including having telephone calls answered efficiently. State whether individual departments are able to change the "zero out" destination, and how this is accomplished. State whether alerts can be generated when "zero out" calls are not answered,

i.e., when “zero out” calls go to a voice mailbox instead of a human.

The system shall support the pre-recording of multiple automated attendant greetings that may be invoked on a scheduled basis or on a manual basis by secure access from any touchtone telephone or via a web portal. For example, departments using automated attendant shall have the ability to have a business day greeting and a nights/weekends greeting that are activated on a scheduled basis. Alternately, departments shall have the ability to answer the phone “live” during business hours, and activate the automated attendant nights and weekends.

The system shall have the ability for users to record/re-record and activate automated attendant greetings by secure access from any touchtone telephone or via a web portal. For example, if the County decides to close its offices due to a major storm, departments shall have the ability to insert an automated attendant greeting from any touchtone telephone or via a web portal remotely.

### **2.12.11 Performance Requirements**

Performance Objectives (listed below) must be satisfied under peak loading conditions:

- Announcement Playback Response Time (i.e. the time from the user depressing a key until the time that they hear VMS playback an announcement) should be less than 1 second (under all load conditions)
- Personal Greeting Playback Time following ring trip for incoming caller should be less than 1 second (under all load conditions)
- The time to deposit a recorded message in recipients' mailboxes should not exceed 15 seconds under peak loading conditions.
- The time to light the message waiting lamp on the recipients' telephone set shall not exceed 15 seconds after depositing the message.

### **2.12.12 Disk Storage**

Proponents shall specify the number and size of disk drives and hours of storage proposed and the maximum number of disk drives available and the maximum hours of storage available.

Proponents shall state whether the system permits the County to expand the system capacity by procuring disk storage independently.

Proponents shall state whether the system utilizes redundant or mirrored disks.

Proponents shall specify the increment of expansion of storage hours up to the maximum configuration of each system proposed.

Proponents shall indicate the quantity of disk storage used for software and database information.

For messages directed to more than one recipient on the VMS only one physical copy of the message shall actually exist within the storage subsystem.

### **2.12.13 Voice Mail System Management and Administration**

Proponents shall describe the system management and administration capabilities of the proposed VMS system. This description should include methods of adding, changing and deleting subscribers, system data base, program, and message backup/storage, etc., and methods of user charge back for usage of the outcalling feature.

An audit trail shall be left on a system log for all administrative functions only.

Proponents shall provide a complete listing of alarms, alerts and status reports that the VMS generates, and the means by which the County can be alerted of alarms and component/system outages.

Proponents shall provide samples of all performance and usage statistics reports that are included in the proposed solution.

## **2.13 Call Center**

### Emergency Operations Center (EOC)

The County will use call center services when it activates its Emergency Operations Center. In these instances, the County will activate a call center with a group of up to ten (10) call takers fielding calls from the public, the media and other agencies, and directing those calls as required. To accomplish this, the County envisions using existing staff, and redeploying both the staff and their existing office telephone sets, The proposed system must have the ability to easily reconfigure office IP sets to call center functionality, and to easily record/re-record messages and announcements that callers may hear when answered and during their queue time.

The EOC call center shall also be able to perform outbound dialing for emergency notification purposes. Typically, this functionality will be used to communicate with County staff to alert them of assignments during an emergency.

Proponents shall describe a proposed solution to the EOC call center requirement - an infrequent but highly critical call center function.

Provide pricing for the application as described.

### **2.14 E9-1-1 Functionality**

The County requires that detailed location identification be provided to the Public Safety Answering Point (PSAP) when County employees dial 911 from a County telephone set. The minimum requirement is that the PSAP receive accurate building and floor information, with the capability to extend this to suite or room number.

Due to the nature of IP telephony systems, and particularly the ability to relocate IP sets and log in as a different user on sets, the County prefers a solution that:

- Uses the switch port as the identifier by assigning a DID number (frequently referred to as an ELIN) to a switch, groups of switch ports, or individual switch ports , and
- Requires no or very little manual intervention to maintain/update location records as telephones are added or relocated

Proponents shall propose an E9-1-1 system that meets these requirements, and provide a full description of the system and its features. In particular, describe the services required and the effort required by the County to perform any tasks to manually maintain/update location records. Describe in detail the services required and the method by which information regarding County telephone locations is communicated to the public ALI database.

### **2.15 Call Accounting**

Proponents shall propose a complete call accounting system as an optional capability. The input to the system shall be in the form of individual complete call records from an SMDR or equivalent output from the telephone system. The call records shall contain the following information, at a minimum:

- Date and time of call
- Originating extension number
- Access Code
- Authorization/Account Code
- Network facility used
- Destination number (internal extension or outside number)
- Duration of call
- Cost of call

- Incoming caller ID

The call accounting system will allow the County to charge back departments for calls as well as the use of telephone equipment and elements of the common telephone switching apparatus. Invoices and reports must be able to be readily generated by the County.

A robust set of management reports must be standard with the system, which includes the capability to aggregate calls made to and from various groups of extensions, user groups and departments. The system must be able to provide reports on incoming, outgoing and internal calls. A key reporting goal would be to electronically generate internal billing statements for each department cost center, along with backup of costs and uses attributable to individuals (e.g., long distance calls, information assistance calls, etc.) desired. The internal billing statements for a given time period would need to be easily reconciled with bills provided by carriers.

The system shall have the ability to generate real-time reports in response to requests for information regarding harassment calls, bomb scares, etc.

Provide samples of all available reports with your proposal.

Proponents shall provide pricing for the call accounting system as an option.

### **2.16 Unified Messaging Platform**

The County utilizes MS Outlook and MS Exchange Servers as its email platform, and the proposed unified messaging system would need to integrate with this system.

Proponents shall list the number of e-mail system solutions that are supported with unified messaging solution. For the MS Outlook and MS Exchange e-mail solutions, proponents shall provide an indicator of number of installations and percentage of install base.

Proponents shall include in their descriptions the options that exist for the storage of voice mail messages in a unified messaging environment in the Proponent's proposed system? In the County's email system? Both?

Proponents shall include in their descriptions the options that exist for the backup of recorded messages. Are there options to allow different criteria for backing up/archiving voice mail messages than email messages?

Proponents shall include listing of all e-mail systems supported Proponents shall provide pricing for the unified messaging system as an option.

## **3 MAINTENANCE AND SUPPORT**

### **3.1 Design and Operation**

Proponents shall warrant that the equipment, components, and services sold or provided in response to this RFP will perform in accordance with their respective design specifications, and will operate in accordance with the manufacturer's published specifications when operated and maintained in accordance with the manufacturer's recommendations for a minimum of seven (7) years from Acceptance.

### **3.2 Configurations**

Proponents shall warrant that the configurations of equipment and services proposed in response to this RFP represent sound design principles being applied to provide a total system solution to the requirements stated in the RFP, and that the equipment and services provided will operate together in a manner to perform the functions expressed in the RFP.

### **3.3 Equipment Models**

Proponents shall warrant that the equipment offered is standard new equipment, and the latest model of regular stock product, with parts regularly used for the type of equipment offered; also that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practice. Proponents shall furnish the current version of software for all systems provided. If a new version or release is issued after contract execution, but prior to the shipment of the system to the County, then the County shall have the option of substituting the new version or release in place of the originally proposed version or release, at no additional charge to the County.

### **3.4 Product Life Cycle**

Proponents shall warrant that the equipment offered is not currently at the end of its product life cycle. To demonstrate this, Proponents shall provide a list of installs in the U.S. (and the total number of lines installed), of the same system as proposed herein, in the last twelve (12) months. Proponents shall submit a statement identifying the length of time from cutover that Proponents will guarantee new parts availability, including specifically the IP sets proposed. The County will place greater emphasis on solutions with long term guarantees (7 years) for availability of new parts.

### **3.5 Current Installations and Demonstrations**

Proponents shall warrant that all of the equipment proposed is currently installed in a user environment of similar size and complexity to the County, and is able to be demonstrated. Experimental or unannounced equipment will not be acceptable unless specifically stipulated by the County.

### **3.6 Warranty Coverage**

Proponents shall warrant that the system as priced, including all hardware and software, will include a complete warranty covering all parts, labor, travel and all other expenses, for a period of a minimum of one (1) year from final Acceptance. The selected Proponent shall serve as a single point of contact, and provide the name, address and telephone number of the individual to contact when maintenance is required. The selected Proponent shall further provide escalation procedures and contact names and numbers to be used when normal maintenance procedures are not adequate to resolve problems.

### **3.7 Equipment Replacement**

During the warranty period, any equipment that must be replaced as a result of conditions covered under warranty shall be replaced with new equipment of the same make and model.

### **3.8 Maintenance During Warranty**

During the warranty period, and during any subsequent maintenance agreements, the selected Proponent shall provide maintenance services on a 24/7/365. The warranty shall include all software patches, dot releases, and major software upgrades. The Proponent will respond to Major Failures within two (2) hours. Response time is defined as the amount of time for a qualified technician to arrive on the County's site. For the purposes of warranty and maintenance, a Major Failure is defined as any failure that affects the following:

- 10% of station equipment out of service
- 10% of network services out of service
- Any PRI circuit interface out of service
- Any building out of service
- Any system node (as defined by the specific architecture implemented) out of service
- Any attendant position out of service
- Any subsystem (voice mail, call center, call accounting, E91-1 system)
- Failure of any integration functionality between systems installed under the resulting contract, or between systems installed under the resulting contract and other existing systems
- Any failure whatsoever which reasonably affects the ability of the County to respond to any emergency situation, or which substantially impedes the County's ability to operate, as determined by the County

### **3.9 Routine Repairs**

During the warranty period, and during any subsequent maintenance agreements, the selected Proponent will complete other routine repairs before the end of the next business day.

### **3.10 End of Warranty Period**

Proponents shall submit with its proposal alternative maintenance options and pricing, including full parts and labor maintenance agreements, time and materials pricing, depot service, factory support and other appropriate alternatives for a period of four (4) years after the expiration of the one year warranty period.

Proponents shall describe the strategy, schedule, and costs for various software upgrades (patches, dot revisions, major new releases). Proponents shall indicate at what point older software versions are not supported.

### **3.11 Major System Failure**

In the event of a Major System Failure, whether due to circumstances covered under warranty or maintenance agreement, or due to Acts of God or nature, or any other cause, Proponents shall agree to deliver and install a replacement system to provide rudimentary telephone service to the County within 48 hours from notification by the County. The costs associated with such replacement system shall be determined based on the cause of the failure.

### **3.12 Preventative Maintenance**

As part of the initial warranty and any subsequent maintenance agreement, the selected Proponent shall perform routine, preventive maintenance on the system on a quarterly basis, at a minimum. Proponents shall describe in detail its preventive maintenance program, and provide sample written documentation of the results of preventive maintenance services to the County with its proposal.

### **3.13 Performance Monitoring**

The selected Proponent shall provide performance monitoring of the system primary components and subsystems as part of the initial warranty and any subsequent maintenance

agreements. If this function is optional, provide pricing separately.

### **3.14 Remote Diagnostics**

Proponents shall have a remote diagnostics and maintenance capability that permits Proponents to monitor system performance, and perform routine diagnostics and maintenance from a remote maintenance facility, and will identify the location and capabilities of this facility. The County may elect to inspect the facility, and Proponents shall agree to such an inspection if the County so requests.

## **4 IMPLEMENTATION PLAN AND SCHEDULE**

### **4.1 Implementation Plan**

Following the notice of award and contract negotiations, the County and Proponent will immediately develop a detailed implementation plan and schedule for all aspects of system implementation, including systems preparation, site reviews, department meetings and station reviews, and all implementation and training activities listed in Sections 4 and 5. The detailed Implementation Plan shall be completed with approval by the County and Proponent within 10 business days after contract execution. Proponents shall note that the approval by the County of the detailed Implementation Plan triggers a payment to the Proponent.

Additionally, the Implementation Plan must include:

- Project team (County and Proponent) communications plans
- Agreement of standardized configuration guidelines for phone sets (to ensure consistency of button use by model) and feature use
- Station Review process and information gathering from departments
- Acceptance of training guides to be provided to end users
- Equipment shipping, storage, and delivery plans
- Verification of adequate rack space
- Work locations for Proponent project team
- Training schedules for end users and technical staff
- End User support during cutover period
- System Administration and Certified Systems Services during and after cutover period

### **4.2 System Installation**

System installation shall include:

- Telephony servers, PoE switches, gateways and associated common equipment
- Software configuration and development of required databases for all systems and subsystems
- All station equipment, including station reviews, set labeling, placement and interconnection at the wall jack and the switch
- System management and administration application
- Attendant consoles
- Voice mail system
- Call center platform
- Call accounting system
- E9-1-1 platform
- Interconnection to the County network (with County support)
- Coordination with carriers for the installation of and interconnection to network services
- Testing of all system functionality, as described in Sections 4.11 and 4.12 below
- Delivery of system documentation, as described in Section 4.13 below
- Training per the requirements stated in Section 5 of this RFP

### **4.3 Equipment Delivery and Storage**

The selected Proponent shall be responsible for the safe transport, rigging, moving and shipping of all systems to their final installation location at all facilities. The selected Proponent shall be responsible for delivering the equipment to the telephone equipment rooms throughout the County. The County has limited space for storage, and does not wish to have the system stored in County storage areas, awaiting relocation to the equipment rooms. The County prefers that

the system be delivered directly to its final installation location.

#### **4.4 Site Preparation**

Unless otherwise specified, the County will perform site preparation (space preparation, power enhancements, lighting, cooling, backboards, and any other construction). A site inspection of primary facilities shall be performed by the selected Proponent prior to delivery and installation to ensure that all required site preparation items have been completed satisfactorily. The site inspection will be coordinated and scheduled with County staff. The selected Proponents shall provide all site requirements with its proposal. The selected Proponent shall certify that the site is suitable for the system following this inspection.

#### **4.5 System Configuration and Phone Station Design**

The performance of the station reviews and development of the system configuration shall be performed by individuals with appropriate experience and certification with the products being implemented.

The County will set standards and provide guidance to the Proponent regarding phone button templates and feature use to ensure enterprise-wide consistency. These standards will be developed during the preparation of the detailed Implementation Plan.

#### **4.6 Regulations**

All work and materials shall comply with all federal and state laws, municipal ordinances, regulations and directions of inspectors appointed by proper authorities. The selected Proponent shall obtain and pay for all permits and licenses required for the performance of the work, and shall post all notices required by law.

#### **4.7 Payment of Material and Services**

Unless otherwise stipulated, the Contractor shall provide all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. The selected Proponent shall verify conditions at the facility, including door openings and passages. Any and all special handling requirements shall be provided and paid for by the selected Proponent.

#### **4.8 Premises**

The selected Proponent shall be responsible for any damages to the structure or property of the County caused by the Proponent, or any subcontractor or other direct or indirect employee of the Proponent throughout the course of this installation. Throughout the progress of the work, the Proponent shall keep the work area free from debris of all types, and remove from the premises all rubbish resulting from any work being performed by him on a daily basis. At the completion of the project, the Proponent shall leave the premises in a clean and finished condition.

#### **4.9 Itemization**

The selected Proponent shall provide the County with an itemized accounting of each item of equipment upon delivery to the County premises pursuant to the final negotiated contract. Only County personnel who are designated and authorized by the County to receive delivery shall be the recipients of those deliveries, and only the signatures of those designated staff members shall be accepted upon the receipts. The County prefers that the Proponent use "just in time" delivery to minimize the requirement for storage of components at County sites.

#### **4.10 Cutover Plans**

The Contractor shall work with the County to develop and coordinate a cutover/transition plan acceptable to the County. The cutover plan shall identify, quantify and minimize any anticipated

down time. The cutover plan must allow for a return to the existing systems should the cutover be unsuccessful. The cutover shall occur during non-business hours.

#### **4.11 Project Completion**

The successful completion of this project shall include installation, testing, and Acceptance, following a successful Performance Period as described below, by the following Acceptance Criteria:

- Prior to Acceptance by the County, the Proponent shall be responsible for performing testing and inspections to verify that the installation and all equipment and materials are performing in compliance with the manufacturer's specifications. County personnel shall have the option of observing the testing and results.
- At a minimum, pre-cutover functional tests as part of the acceptance test plan shall include:
  - All required subscriber, operator and system features for each installed station
  - Operation and integration of all subsystems (voice mail, call center, call accounting, E9-1-1 system)
  - Placement and reception of test calls under a variety of conditions: busy, no answer, call forward, etc.
  - Verification of voice quality meets toll quality transmission standards
  - Tests to correctly place and receive calls via connected common carrier facilities
  - Administrative and Maintenance subsystem capabilities
  - Demonstration of acceptable performance in the presence of traffic overloads
  - Demonstration of automatic fault detection, survivability and recovery following artificially-induced failures of each subsystem
- Upon completion of successful testing and inspection by the Proponent, the Proponent shall provide written notification to the County. The County shall, within 24 hours of notification, exert reasonable effort to commence independent inspection and confirmation, and shall exert reasonable effort to complete said independent inspection and confirmation within 48 hours of commencement.
- Upon satisfactory completion of said testing and inspection, the County shall notify the Proponent, and the Performance Period shall commence.
- A Performance Period of thirty (30) consecutive calendar days of operating in accordance with the manufacturer's published specifications, subsequent to testing, inspection and training, shall constitute a successful Performance Period.
- If a Major Failure (as defined in Section 3.8 above) occurs during the Performance Period, the Proponent shall remedy the problem in accordance with manufacturer's published specifications, and the Performance Period shall recommence for another 30 days.
- Upon successful completion of the Performance Period, and within three business days, the County and the Proponent shall meet to confirm Acceptance, and the Final Acceptance Form shall be executed.
- If a successful Performance Period cannot be accomplished within ninety (90) calendar days after commencement of the first Performance Period, the County reserves the right to find the Proponent in default, and terminate the Contract. In that event, the Proponent shall remove the equipment, and the County shall not be responsible for any payment whatsoever to the Proponent, except for any materials left in place and elected to be reused by the County.

#### **4.12 Documentation**

The Proponent shall provide three (3) complete sets of technical documentation including system manuals, technical specifications, as-built drawings (hard copy and electronic using AutoCAD), and a complete inventory of all components, including at least the serial number, model number, manufacturer, description, and location installed. The inventory database shall be provided in electronic format agreeable to the County.

#### **4.13 Equipment Disposal**

The Proponent shall provide trade-in or buy back incentives proposals for any existing County systems being replaced by the Proponent's system.

## **5 TRAINING**

### **5.1 End User Training**

The selected Proponent shall supply complete station user training for all station equipment types and other end user equipment, for all station users, utilizing live equipment at the County's site not less than one week or more than three weeks prior to cutover, at no cost to the County. The County will provide appropriate space and assist in scheduling of classes for station user training. Each user will be provided with written training materials for his/her telephone station equipment. In addition, a supply of training materials/user guides shall be provided to the County for future use. User guides shall also be available at no cost on line.

### **5.2 Voice Mail and Unified Messaging Training**

The selected Proponent shall supply complete end user training for the voice mail system and unified messaging system, for all station users, utilizing live equipment at the County's site, not less than one week or more than three weeks prior to cutover, at no cost to the County. The County envisions voice mail training occurring in conjunction with end user training. The County will provide appropriate space and assist in scheduling of classes for station user training. Each user will be provided with written training materials for the voice mail operation. In addition, a supply of training materials/user guides shall be provided to the County for future use. User guides shall also be available at no cost on line.

### **5.3 Attendant Training**

The selected Proponent shall supply complete training to a minimum of four (4) attendants on the operation of the PC-based system attendant console, utilizing live equipment at the County's site, within two weeks prior to system cutover, at no cost to the County. Each console attendant will be provided with written training materials for his/her attendant software. In addition, a supply of training materials/user guides shall be provided to the County for future use. User guides shall also be available at no cost on line.

### **5.4 Outbound Notification Broadcast Training**

The selected Proponent shall provide complete training to a minimum of (4) persons on the Outbound Telephone Notification Broadcast features. Each person will be provided with written training materials. User guides shall also be available at no cost on line.

### **5.5 System Administration and Call Accounting System Training**

The selected Proponent shall supply complete training for a minimum of three (3) persons on the operation of the system management and administration functions and call accounting system, within two weeks prior to the system cutover, at no cost to the County. Training will be provided on all primary and peripheral systems and services installed under this contract (telephone system, station equipment, voice mail system, call center platform, E9-1-1 system).

### **5.6 Post-Cutover Training**

"Train the Trainer" or equivalent training shall be provided at no cost to up to 10 staff. The selected Proponent shall provide the materials and support necessary for the County to provide training on an ongoing basis to new employees and refresher training to existing employees. Provide descriptions of all training programs available, length of classes, and quantities of individuals per class. Provide copies of training materials. Training materials and manuals shall also be available on line.

## 6 PRICING

### 6.1 Pricing Format

Pricing for the proposed system must be provided in summary format and detailed format, by building, in the formats in this section. Each chargeable item of equipment, hardware or software must be listed on the attached spreadsheets. The unit purchase and installation prices must apply from the date of contract until the final configuration has been determined as a result of the post-contract station reviews. Add-on unit prices must apply for one full year after final Acceptance

### 6.2 Approximation of Quantities

The quantities given in the proposal are approximate only, being given as a basis for the uniform comparison of proposals, and the County does not expressly or by implication agree that the actual amount of work will correspond therewith. An increase or decrease in the quantity for any unit price item shall not be regarded as sufficient grounds for an increase or decrease in the unit price of that item, nor in the time allowed for the completion of the work.

### 6.3 Pricing Timeframe

It is required that all pricing and provisions of the Proponent's proposal remain in effect for a minimum of 180 days from the submittal date.

### 6.4 Payment Schedule

The Payment Schedule shall be as follows:

Project Phase	%	Notes
Implementation Plan	10%	Submission/Approval of Implementation Plan
Configuration Complete and Equipment List Approved	10%	Completion of Station Reviews, Submission/Approval of Final Configuration and Detailed Equipment List
Final Cutover	60%	Including removal of existing equipment
Training Complete	10%	All Required Training Complete
Final Acceptance	10%	Successful Performance Period (30 Days Post-Cutover and Training) and Submission of All Documentation
Total One-time costs	100%	

Billing and payment for optional Additional Support Services will be done on a monthly basis.

### 6.5 Authorized Signature

Proposals must be signed below by a representative of the Proponent authorized to commit the Proponent to the quoted price and all of the terms and requirements stated in the RFP. Proponent's signature below signifies compliance with all the terms and requirements of the RFP.

**6.6 Summary Pricing**

**6.6.1 Summary Pricing – Format**

Summarize prices for the entire systems as configured and proposed: If particular features are integrated into the Proponent’s system as a standard feature, indicate using **INCL** as appropriate in lieu of providing a price.

Washington State Sales Tax in Douglas County is 8.1%.

	<b>Item</b>	<b>Purchase</b>	<b>Installation</b>	<b>Training</b>
1	Telephone System			
2	Voice Mail system			
3	E911 Application			
4	Call Center - EOC			
5	E911 Application			
6	Call Accounting			
7	Unified Messaging – 225 Initial Users			
8	Unified Messaging – Licensing/Additional User			
9	Conference Bridge			
10	Outbound telephone Notification Broadcasting			
11	Trade-in – Buy Back Incentive			
	<b>Subtotal Prices</b>			
	<b>WSST (8.1%)</b>			
	<b>Total Prices</b>			

**Annual Maintenance Cost (After required 1 year warranty):**

- 12. Annual Maintenance Cost – year 2 following warranty \$
- 13. Annual Maintenance Cost – year 3 following warranty \$
- 14. Annual Maintenance Cost – year 4 following warranty \$
- 15. Annual Maintenance Cost – year 5 following warranty \$

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

Bidder’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Bidder’s Name & Title: \_\_\_\_\_

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

County, State, Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

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



6.7 Attachment A – Confidentiality Agreement

**DOUGLAS COUNTY ACCESS TO INFORMATION & COMPUTER SYSTEMS  
CONSULTANT – CONTRACTOR CONFIDENTIALITY AGREEMENT**

Last: \_\_\_\_\_ First: \_\_\_\_\_ Middle: \_\_\_\_\_

Company/Organization: \_\_\_\_\_

As a potential contractor/subcontractor with Douglas County, I understand that in order to provide a response to the **County Telephone System and Services RFP dated June 8, 2010**, and to perform the terms and conditions of a Agreement for Equipment Purchases and Services, if successful, there is a possibility that I may view confidential information that is highly sensitive and confidential in that it deals with the County's network infrastructure, telecommunications infrastructure, telecommunications uses, and related billing/usage information.

I will maintain the confidentiality of all information which I receive, whether obtained orally, in hard copy or electronically. I will not disclose or use confidential information received for my own personal interest or any other purpose.

The County will use its best efforts to identify confidential information, but such efforts shall not be determinative of the confidential nature of information received by me.

I have read the above statements and agree to abide by them.

\_\_\_\_\_  
Signature of Proponent

\_\_\_\_\_  
Date

\_\_\_\_\_  
MIS Director

\_\_\_\_\_  
Date

## 6.8 Attachment B – Proposal Cover Letter

(Letterhead or Proponent's name and address)

(Date)

Douglas County  
Board of County Commissioners  
Douglas County Courthouse  
213 South Rainer  
P.O. Box 747  
Waterville, WA 98858-0747

Subject: County Telephone System and Services Request for Proposal  
RFP No.             
(List any amendment numbers and dates)

The enclosed proposal is submitted in response to the above-referenced Request for Proposal. Through submission of this proposal we agree to all of the terms and conditions of the Request for Proposal.

We have carefully read and examined the Request for Proposal and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in this proposal and to any agreement resulting from the proposal.

Sincerely,

(Signature)  
(Title)  
(Proponent Name)

## 6.9 Attachment C – Contract Template

### AGREEMENT FOR PURCHASE OF EQUIPMENT AND SERVICES DOUGLAS COUNTY – (*VENDOR NAME*) COUNTY TELEPHONE SYSTEM AND SERVICES

This Agreement is made this day by and between **DOUGLAS COUNTY**, a political subdivision of the State of Washington (the "County"), and ***VENDOR NAME***, (the "Vendor").

In consideration of the mutual promises, terms and conditions, the parties agree as follows:

**I. PURPOSE.** The purpose of this Agreement is the purchase of equipment and services for a County Telephone System (hereafter referred to as the Project as further described at Article III). Services include analysis, design, configuration, installation, training and maintenance for the Project.

#### **II. RESPONSIBLE OFFICERS.**

A. The County designates **Juan Sanchez** as its Project Manager for the Project. The Project Manager is the County's liaison officer to the Vendor for all purposes in carrying out the Project.

B. The Vendor designates **\*Representative Name and Title\*** as its Representative for the Project. The Vendor's Representative is its liaison officer to the County for all purposes in carrying out the Project.

**III. SCOPE OF WORK UNDERTAKEN BY VENDOR AND PROJECT SCHEDULE.** The Vendor agrees to carry out and complete the work described at attached "Exhibit A – Scope of Work" to the satisfaction of the Project Manager.

#### **IV. PAYMENT.**

A. The maximum payable to Vendor under this Agreement is **\*\$to be inserted here\***, which amount includes all applicable Washington State Sales Taxes.

B. Payments to the Vendor shall be made monthly for satisfactorily completed work during the previous month, based on invoices submitted to and approved by the Project Manager and in accordance with the payment schedule attached as "Exhibit B – Payment Schedule. A short narrative progress report shall accompany each invoice, which report shall discuss any problems or potential causes for delay, with the status of the Project, amount of work completed, and other relevant information.

C. The Vendor's records pertaining to this Agreement shall be maintained and available for inspection by representatives of the County or any other governmental agency with jurisdiction for a period of three (3) years after final acceptance and payment.

#### **V. CHANGES AND ADDITIONAL WORK.**

A. Upon the request of the County, the Vendor shall make such revisions to the Project work done under this Agreement as are necessary to comply with the Scope of Work, correct

errors or omissions, and/or make other minor revisions as are reasonably requested, without additional compensation.

- B. The County may, at any time, by written order direct the Vendor to revise portions of the Project work previously completed in a satisfactory manner, delete portions of the Project, make other changes within the general scope of the services or work to be performed under this Agreement, or request other additional work not reasonably implied by the scope of work. If such changes cause an increase or decrease in the Vendor's cost of or time required for performance of any service under this Agreement, an equitable cost and/or completion time adjustment shall be made, and this Agreement shall be modified in writing accordingly. The Vendor must assert any claim for adjustment under this section in writing within thirty days from the date of receipt by the Vendor of the notification of change.

**VI. INFORMATION AND WORK PROVIDED BY THE COUNTY.** Such data as is possessed by the County and is useful or necessary to the Vendor in order to carry out the Project shall be turned over to the Vendor at a time and place mutually convenient. The Vendor is entitled to rely on the data provided. Except as specifically provided in this section, the County is not required to retain additional vendors, do research or obtain additional data for use by the Vendor at the County's expense. Exceptions are as follows: None

**VII. VENDOR'S STUDIES, REPORTS AND WORK PRODUCT.**

- A. The Vendor shall prepare such information and studies as may be relevant and necessary, or as may be requested by the County, to enable the County to pass critical judgment on the features of the Project work. Preparation of such information and studies shall not be additional work as described in this Agreement.
- B. All documents and other materials of whatever kind prepared by the Vendor pursuant to this Agreement shall be deemed property of the County upon completion of the Project or termination of this Agreement. The Vendor may keep file copies of its work product, but shall retain no other rights of ownership therein.

**VIII. TIME OF BEGINNING AND COMPLETION.**

- A. The Vendor shall not begin work under the terms of this Agreement until authorized in writing by the County's Project Manager. The completion time for all work under this Agreement shall be according to the Project schedule contained in the Scope of Work.
- B. Established completion time is a material part of this Agreement and shall not be extended because of any unwarranted delays attributable to the Vendor. However, it may be extended by the County in the event of a delay attributable to the County or because of unavoidable delays caused by an act of God or other conditions beyond the control of the Vendor.

**IX. RELATIONSHIP OF THE PARTIES; SUBCONTRACTING.**

- A. The Vendor warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the Vendor, to solicit or secure this Agreement; and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Vendor, any fee, commission, percentage, gift or any other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this warranty, the County shall have the right to unilaterally terminate

this Agreement without liability to Vendor, or in its discretion to deduct from the Agreement price or consideration or otherwise recover the full amount of such fee, commission, percentage, gift or contingent fee.

- B. During the term of this Agreement, the Vendor shall not engage on a full-time, part-time, or other basis, any professional or technical personnel who are, or have been at any time during the term of this Agreement, in the employ of the County (except regularly retired employees) without written consent of the County.
- C. The Vendor is an independent contractor in the performance of services rendered pursuant hereto. To this end, Vendor represents that it is customarily in the business of providing the services described in this Agreement, has its own place of business, is eligible for and does file with the Internal Revenue Service a schedule of business expenses, has established or will timely establish an account with the State Department of Revenue and has received a unified business identifier number, and maintains a separate set of books and records for such business.
- D. Any and all employees of the Vendor while engaged in the performance of any work or services required by the Vendor under this Agreement shall be considered employees of the Vendor only and not of the County. Any and all claims that may or might arise under the Workers Compensation Act on behalf of employees while so engaged on any of the Project work shall be the sole obligation and responsibility of the Vendor.
- E. None of the services covered by this Agreement shall be subcontracted by the Vendor without the prior written consent of the County, executed by its Project Manager. The Vendor shall be as fully responsible to the County for the acts and omissions of its subcontractors, and of persons either directly or indirectly employed by them, as it is for the acts and omissions of persons directly employed by it. The Vendor shall insert in each subcontract appropriate provisions requiring compliance with the provisions of this Agreement, and subcontractors shall be deemed to be bound by all the terms hereof.

#### **X. CONFLICT OF INTEREST.**

- A. Vendor represents that it has no pecuniary or proprietary interest and shall not acquire any such interests, direct or indirect, which conflicts in any manner or degree with the performance of services required to be performed under this Agreement. The Vendor further covenants that in the performance of this Agreement no person or subcontractor having such interest shall be employed.
- B. No members of the County government, and no other officer, employee or agent of the County who exercises any functions or responsibilities in connection with the carrying out of the Project shall have any personal interest, direct or indirect, in this Agreement.

#### **XI. DISPUTE RESOLUTION, ATTORNEYS' FEES, AND APPLICABLE LAW.**

- A. The County and the Vendor shall give each other prompt notice of any development either observes or becomes aware of which affects the scope or timing of the Project or involves any defect in the work of Vendor, or its contractors or subcontractors. In the event of material disagreements between the County's Project Manager and the Vendor's Representative arising out of this Agreement, the issue shall be addressed at meetings between the parties, who shall exercise good faith and use their best efforts to timely resolve the dispute.

- B. In the event of litigation to enforce or interpret the terms of this Agreement, each party shall pay its own attorney's fees and costs.
- C. This Agreement and all provisions hereof shall be interpreted in accordance with the laws of the State of Washington in effect on the date of execution of this Agreement. The Superior Court of Douglas County, Washington, shall have exclusive jurisdiction and venue over any legal action arising under this Agreement.

## **XII. TERMINATION.**

- A. In the event that funding is withdrawn, reduced or limited in any way after the effective date of this Agreement due to County budgetary constraints, and prior to completion of the Project, the County may unilaterally terminate this Agreement. Termination under this Section shall be effective upon receipt of written notice thereof. The Vendor shall be paid for all work performed completed prior to termination.
- B. Should either party believe that the other has failed to substantially perform all or a material part of the obligations under the Agreement, it shall deliver written notice to the other party specifying the alleged default and giving the other party fifteen (15) days to cure such default. Should the default not be remedied to the satisfaction of the non-defaulting party, this Agreement may be terminated upon seven (7) days written notice (delivered by certified mail). In the event of termination under this subparagraph, the Vendor shall be paid an amount, in the discretion of the Project Manager, which takes into account actual costs incurred by the Vendor in performing the Project work to the date of termination, the amount of work originally required which was satisfactorily completed to the date of termination, the cost to the County of completing the work itself or of employing another firm to complete it and the inconvenience and time which may be required to do so, along with any other factors which affect the value to the County of the Project work which has been performed to the date of termination. In no event shall the Vendor receive an amount based on anticipated profit on unperformed services or other work.
- D. Upon receipt of a termination notice, the Vendor shall promptly discontinue all services unless the notice directs otherwise, and shall promptly deliver or otherwise make available to the County all data, drawings, specifications, calculations, reports, estimates, summaries, and such other information and materials as the Vendor or its subcontractors and sub-vendors may have accumulated in performing this Agreement, whether completed or in progress. The County may thereafter, at its sole option, take over the work and complete the same by whatever means it chooses. Vendor shall have the right, during the termination notice period, to complete such analyses and records as necessary to place its files in order and, when necessary for protection of its professional reputation, to produce a report of services completed to the date of termination.
- E. Termination of this Agreement shall not prevent the County from invoking those provisions necessary to protect or enforce its rights hereunder, which provisions shall survive termination.

## **XIII. LEGAL RELATIONS AND INSURANCE.**

- A. The Vendor shall comply, and shall ensure its subcontractors and sub-vendors comply, with all County ordinances and resolutions, and federal and state grant agreements and local

laws, regulations and ordinances applicable to the work and services to be performed under this Agreement.

- B. The Vendor shall defend, indemnify and hold harmless the County, its officers, employees, principals and agents from any and all injury or damage to the County or its property, and also from all claims, demands, causes of action, or suits of any kind that arise directly or indirectly out of, incident to, or due to any actual or alleged negligence, intentional act, or breach of duty by the Vendor, its agents, employees, representatives or subcontractors in performing work and services under this Agreement. In the event of any claim against the County or against both the County and the Vendor involving an allegation of negligence, intentional act or breach of duty on the part of the Vendor, the Vendor shall be responsible for promptly providing a defense to the County. In the event of an ultimate finding of sole negligence by the County, its officers, employees, principals, or agents, the County shall reimburse the Vendor for its defense costs and shall satisfy any judgment against it. In the event of an ultimate finding of concurrent negligence by the Vendor and the County, the Vendor's and the County's responsibility for defense costs and for satisfying any judgment shall be proportionate to the percentage of each party's negligence or that of its agents, employees, representatives and subcontractors. In the event of an ultimate finding of no negligence by the County, the Vendor shall have total responsibility for defense costs and for satisfying any judgment.
- C. The Vendor specifically agrees to defend and indemnify the County from claims or suits brought by Vendor's own employees and any subcontractor's and sub-vendor's employees against the County. For this purpose, Vendor and Vendor's subcontractors and sub-vendors specifically and expressly waive any immunity that may be granted it under the Washington State Industrial Insurance Act, Title 51 RCW. Further, the indemnification obligation under this Agreement shall not be limited in any way by any limitation on benefits payable to or for any third party under the workers' compensation acts. This waiver has been mutually negotiated by the parties.
- D. The County's rights and remedies in this Agreement are in addition to any other rights and remedies provided by law.
- E. Prior to execution of the Agreement, the Vendor shall file with the County appropriate evidence of insurance from insurer(s) certifying to the coverage of all insurance required herein and which will be subject to approval by the County. In the event that the Vendor is unable, through no fault or neglect, to maintain such insurance, the County shall have the right to terminate the Agreement pursuant to paragraph XII after giving the Vendor a reasonable opportunity to find alternate insurance coverage acceptable to the County. All insurance policies shall be endorsed to require the insurer to provide thirty days' notice of cancellation.
- F. The Vendor shall require that all subcontractors and sub-vendors obtain and maintain comprehensive general liability, professional liability and workers compensation insurance appropriate and applicable to the scope of work and services to be performed by such subcontractors and sub-vendors. It shall be the responsibility of the Vendor to initially determine the appropriate and applicable insurance coverage, which will be submitted to the County for approval. The Vendor shall furnish to the County insurance certificates for all subcontractors.
- G. The Vendor shall obtain and maintain the minimum limits of liability insurance set forth below. By requiring such minimum limits, the County shall not be deemed to have assessed

the risks which may be applicable to the Vendor under this Agreement. The Vendor shall assess its own risks and, if it deems it appropriate and prudent, maintain greater limits. The insurance of the Vendor shall be the primary insurance with respect to those matters indemnified pursuant to paragraphs B and C above. The County and its officials and employees shall be named as additional insureds on all liability insurance policies. Said insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability. Such policies shall provide the coverage required as follows for any and all occurrences arising out of the Vendor's performance under this Agreement:

1. Automobile liability affording limits of liability of \$1,000,000 as a combined single limit per accident for bodily injury and property damage.
2. Broad form Commercial General Liability, affording limits of liability of \$1,000,000 as a combined single limit per occurrence for bodily injury, personal injury, and property damage.
3. Workers Compensation coverage as required by the laws of the State of Washington. The insurer shall waive all rights of subrogation against the County of its agents for losses arising from work performed by the Vendor.

**XIV. ASSIGNMENT.** The Vendor shall not sublet or assign any of the work covered by this Agreement without the prior, express written consent of the County.

**XV. EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES:** The Vendor agrees that it will comply with all State and local non-discrimination laws and regulations in effect at the time this Agreement is executed. The Vendor shall comply with all Federal non-discrimination laws and regulations if any of this Agreement is financed with Federal funds.

**XVI. COMPLIANCE WITH LOCAL LAWS:** The Vendor shall be duly licensed (including Business Registration with the County of Bellingham) and shall comply with all applicable laws, ordinances, and codes of the State and local governments.

**XVII. EFFECT OF ACCEPTANCE OF THE WORK.** Approval of plans, specifications or other documents shall not constitute nor be deemed a release of the responsibility of the Vendor, its employees, sub-vendors, subcontractors or agents for the accuracy and competency of their work, nor shall such approval be deemed to be an assumption of such responsibility by the County for any defect in the work prepared by the Vendor, its employees, subcontractors, or agents.

**XVIII. ACCOUNTING AND AUDIT:** The Vendor agrees to keep records of all financial matters pertaining to this Agreement in accordance with generally accepted accounting principles. The financial records shall be made available to representatives of the County or any other governmental agency with jurisdiction for audit, at such reasonable times and places as the County shall designate.

**XX. NOTICE.** Any notice required to be given under the terms of this Agreement shall be directed to the party at the address set forth herein below:

County: Douglas County  
P.O. Box 747  
Waterville, WA 98858-0747

Attn: Board of County Commissioners

Vendor: Vendor Name  
Address  
County State Zip

Attn: Representative Name and Title

**XXI. ENTIRE AGREEMENT.** This Agreement constitutes the entire Agreement between the parties hereto and supersedes all other prior written or oral understandings. This Agreement may only be amended, supplemented, modified, or cancelled by a duly executed document in writing pursuant to this Agreement.

**EXECUTED** this \_\_\_\_ day of \_\_\_\_\_, 2010, for the Vendor.

\_\_\_\_\_  
*(Name & Title)*  
*(Vendor Name)*

**EXECUTED** this \_\_\_\_ day of \_\_\_\_\_, 2010, for Douglas County.

DOUGLAS COUNTY, WASHINGTON  
BOARD OF COUNTY COMMISSIONERS

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Vice Chair

\_\_\_\_\_  
Commissioner

ATTEST:

\_\_\_\_\_  
Clerk of the Board

APPROVED AS TO FORM:

\_\_\_\_\_  
Prosecuting Attorney

EXHIBIT A – SCOPE OF WORK

To be inserted

EXHIBIT B – PAYMENT SCHEDULE

To be inserted