



Saint Francois County Missouri

NEW VOIP TELEPHONE SYSTEM REPLACEMENT

SAINT FRANCOIS COUNTY
(Herein referred to as "COUNTY")
1 West Liberty Street
Farmington, MO 63640

GENERAL INSTRUCTIONS

Bidders are requested to complete each item/paragraph in this section by inserting: Comply (Yes or No) or Not Applicable (N/A), and may offer additional description where appropriate.

- A. BIDS ARE SUBJECT TO THE TERMS AND CONDITIONS OF THIS REQUEST FOR PROPOSAL AND SPECIFICATIONS.**
- B. Submit 3 COMPLETE HARD COPIES in a sealed envelope by Tuesday August 6, 2019 at 10:00 am and delivered to:**

SAINT FRANCOIS COUNTY
1 West Liberty Street
Farmington, MO 63640
ATTN: Mr. Dan Duncan

BIDS SHALL BE ACCEPTED UNTIL August 6, 2019, at 10:00 A.M.

C. MANDATORY PRE-BID MEETING:

A mandatory pre-bid meeting and site walk-through will be held on Tuesday July 16, 2019 at 9:00 A.M. The pre-bid meeting will be held at the Saint Francois County Building located at 1 West Liberty Street Farmington, MO 63640. Any bidder not attending this mandatory pre-bid meeting will be disqualified and their bid will be returned unopened.

D. AWARD TO SUCCESSFUL VENDOR: The successful vendor shall be awarded the contract on Tuesday August 13, 2019. We prefer the installation to be completed 90 days following contract signing.

E. BID SUBMISSION:

Submit bid form as four copies with specification pages. No facsimile bids shall be accepted and shall be rejected.

F. BASIS OF BID AWARD:

Award may be made on an item-by-item basis to the lowest and best bidder(s) or award may be made to the lowest and best bid total, whichever is in the best interest of the Saint Francois County. Saint Francois County may reject any or all bids for any reason and may waive any informality.

G. BID PREPARATION:

1. Bidders are responsible for examination of drawings, specifications, schedules and instructions.
2. Each bidder shall furnish the information required by the invitation. The bidder shall sign all required documents. All deletions and erasures shall be initialed
3. Alternate bids for supplies or services other than specified shall not be considered unless authorized by invitation.
4. Bidder shall state a definite time for delivery of goods or for performance of services unless otherwise specified in the invitation.
5. When specified, samples must be timely submitted and at no expense to the Saint Francois County.

H. MODIFICATION OR WITHDRAWAL OF BIDS:

Bids may be modified or withdrawn prior to the exact hour and date specified for receipt of bids, provided the modification or withdrawal is in writing and is delivered in the same manner as a bid submission.

I. LATE BIDS:

It is the responsibility of the bidder to deliver their bid or bid modification on or before the date and time of the bid closing to the Saint Francois County. Bids received late will be rejected and returned unopened to the bidder.

J. BID BOND:

A Bid Bond is required on all projects and must accompany this proposal. The Bid Bond is to be in the amount of five percent (5%) of the total project price.

K. PERFORMANCE BOND:

The undersigned Offerer agrees to furnish a properly executed performance and payment bond of a surety company satisfactory to the Saint Francois County in the amount of 100% of the total contract price. The premium for the bond shall be paid by the Offerer, and the cost itemized and is included in the contract. No contracts subject to a bond will be considered in effect until such has been delivered.

L. MATERIAL AVAILABILITY:

Bidders must accept responsibility for verification of material availability, product schedules and other pertinent data prior to submission of bid and delivery time. It is the responsibility of the bidder to notify the Saint Francois County immediately if the materials specified are discontinued, replaced, or not available for an extended period of time.

M. ALTERNATE BIDS:

Where required, bidders must submit complete specifications on all alternate bids with the bid form. Alternate bids without complete specifications may be rejected. Alternate bids and exceptions to bid clauses must be clearly noted on the bid form. Saint Francois County may accept or reject alternate bids; whatever is most advantageous to Saint Francois County.

N. INCORPORATION OF DOCUMENTS:

The Terms of the Bid Invitation, Bid Specifications, Bid Form are incorporated into the contract as if fully setout therein.

O. ADDENDUM:

Addendum's to bid specifications are incorporated by reference as if fully setout herein.

P. INSURANCE:

The Vendor shall be responsible for maintaining insurance coverage in force for the anticipated life of this contract. The insurance company(ies) must have an A.M. Best rating of A or better and be licensed to write such insurance in the state of Missouri. Provide, prior to commencement of services to the Saint Francois County, certificate(s) of insurance verifying the coverage. The insurance carrier shall give the Saint Francois County a thirty (30) day written advance notice of any termination, expiration, or any and all changes in coverage. Deductibles and self-insurance retentions shall be declared in the certificate(s) of insurance. All deductibles/retentions are the sole responsibility of the Vendor to pay.

Certificates shall verify the following coverages:

- a.) Saint Francois County is named as additional insured under Contractor's Commercial General Liability.
- b.) Worker's Compensation & Employer's Liability in amounts to comply with State of Missouri statutory requirements.
- c.) Employer's Liability - \$500,000 plus Longshoreman's and Harbor Workers Act (if applicable).
- d.) Commercial General Liability (including contractual, products, and completed operations coverages) providing coverage on a personal injury basis with a single limit for bodily injury and property damage of \$1,000,000. All coverages should provide protection on an "occurrence" basis rather than a "claims made" basis.
- e.) Comprehensive Automobile Liability insurance providing coverage with limits as specified for the Commercial General Liability Insurance policy.
- f.) If the work of contractor and/or any subcontractor includes excavating and/or blasting, contractor's liability insurance shall include coverage for explosion, collapse, and underground operations (XCU).
- g.) The Certificate of Insurance shall provide that no change in or termination of coverage will be made without forty-five (45) days prior written notice to the Saint Francois County.

Q. PROPOSAL NEGOTIATIONS:

For the purpose of obtaining best and final offer, Saint Francois County may, at its sole option, open negotiations with responsive Offerers after submission of proposals and prior to award. Saint Francois County specifically reserves the right to award without negotiations based upon written proposals only. The Offerers will submit any negotiated amendment(s) to the proposal in writing and if accepted by Saint Francois County, these amendment(s) shall be incorporated into the final contract by virtue of acceptance.

R. FINALIST EVALUATIONS:

The Saint Francois County may request the recommended respondent(s) to provide a demonstration of the product offered. The demonstration will occur at a location that is presently using the proposed system. The performance characteristics and components of the demonstration system must be a representative model of the equipment proposed and intended for delivery.

S. PRESENTATION / INTERVIEW:

The Saint Francois County reserves the right to require any or all Vendor(s) to make a presentation that illustrates their abilities relative to this effort and/or attend an interview session to gauge their suitability to provide services for this project. If so requested, the Vendor(s) shall make their personnel available within 7 calendar days of request. No cost allowance shall be permitted for this requirement.

PROPOSAL FORM AND CONTRACT

A. BIDDER REPRESENTATIONS:

The Bidder, by executing the Bid form certifies that:

1. The bid complies with Invitation for Bid form, and Bid Specifications.
2. The bidder is licensed contractor in Missouri for the work contained within.
3. The bidder is a currently certified by the manufacturer to sell and service the products which are being proposed in their bid. Exception: Products whose manufacturer do not offer dealer certification.

B. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:

1. The prices in the bid shall be independently determined, without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to price with any bidder or other person.
2. Unless otherwise required by law, the prices shall not have not been knowingly disclosed by the bidder prior to opening; or
3. No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not to submit a bid.

C. PREVAILING WAGE:

Not less than the prevailing hourly rate of wages shall be paid to all workmen performing under this contract in this area according to the rates determined by the Department of Labor and Industrial Relations of the State of Missouri.

D. COMPLIANCE WITH APPLICABLE LAWS AND PREVAILING WAGE:

Supplier warrants it has complied with all applicable laws, rules and ordinances of the United States, Missouri or any other Governmental authority or agency in the manufacture or sale of the goods, including but not limited to all provisions of the Fair Labor Standards Act of 1938, as amended. Not less than the prevailing hourly rate of wages shall be paid to all workmen performing under this contract in this area according to the rates determined by the Department of Labor and Industrial Relations of the State of Missouri.

E. PRICE:

The price(s) specified in this bid shall be firm and not subject to contingency or reservation. The bidder represents prices specified in the bid do not exceed current selling price for the same or substantially similar good or service, and are the same as or lower than other prices charged to the bidder's most favored customer. In the event the stated prices are determined to be higher than the prices for which Supplier has sold the items, or services, to others, this contract price shall be reduced accordingly.

F. DEFINITIONS:

1. The term "County" means Saint Francois County and its designated representatives.
2. The term "Supplier" means Vendor, Contractor, and Seller and includes designated representatives.

G. INSPECTION, ACCEPTANCE AND APPROVALS:

Goods, are subject to inspection and tests by the Saint Francois County. Saint Francois County will accept or give notice of rejection of goods delivered within a reasonable time after receipt. Acceptance shall not waive any warranty. All goods supplied are subject to final inspection and acceptance by Saint Francois County notwithstanding payment, prior inspections or approvals. Saint Francois County may require prompt replacement or correction of rejected goods at Supplier's expense, including a reduction in price for rejected goods. Supplier shall not resubmit rejected goods to St. Francois County without prior written approval and instructions from the Saint Francois County. In addition, Supplier shall identify resubmitted goods as previously rejected. Supplier shall provide and maintain a quality assurance and control system acceptable to Saint Francois County.

H. WARRANTY:

Unless otherwise agreed to in writing by the parties, Supplier warrants that items ordered to specifications will conform thereto and to any drawings, samples or other descriptions furnished or adopted by Saint Francois County, or, if not ordered to specifications will be fit and sufficient for the purpose intended, and that all items will be new, merchantable, of good material and workmanship, and free from defect for a period of one year. This warranty shall include both material and labor expenses. Except for latent defects, Saint Francois County shall give notice of any nonconformity to the Supplier within one (1) year after acceptance. Saint Francois County may return for credit or require prompt correction or replacement of the defective or non-conforming goods or have the defective good corrected or replaced at Supplier's expense. Return to Supplier of any defective or non-conforming goods and delivery to Saint Francois County of any corrected or replaced goods shall be at Supplier's expense. Defective or non-conforming items shall not be corrected or replaced without written authorization by Saint Francois County. Goods required to be corrected or replaced shall be subject to the provisions of this clause and the clause hereof entitled "Inspection, Acceptance and Approvals" in the same manner and to the same extent as goods originally delivered under this contract.

I. CHANGE ORDER:

Saint Francois County may make changes within the general scope of this contract. If any such changes cause an increase or decrease in the cost of or the time required for the performance of any part of the work, whether changed or not changed by any such order, an equitable adjustment shall be made in the price or delivery schedule or both, and any change order shall be in writing. Any claim by a Supplier for adjustment under this clause shall be asserted within fifteen (15) days from the date of receipt of this written order directing the change, provided, however, Saint Francois County, if it decides that the facts justify such action, may receive and act upon such claim asserted at any time prior to final payment.

J. DELIVERIES:

Deliveries shall be made in strict accordance with any delivery schedule contained in the bid specification or contract and in the exact quantity ordered. Failure to adhere to delivery schedule is reason for termination in accordance with the "termination" clause.

K. RESPONSIBILITY FOR SUPPLIES:

Except as otherwise provided, Supplier shall be responsible and bear all risks for loss and damage to goods until delivery to Saint Francois County's facilities, regardless of F.O.B. point, point of inspection or acceptance; and if the goods are rejected.

L. SUBCONTRACTS:

Supplier shall not enter into any subcontract(s) in excess of \$25,000 or 20% of this contract price; whichever is less, for any goods without Saint Francois County's prior written approval.

M. TERMINATION:

1. General: Performance of work may be terminated by Saint Francois County in whole, or from time to time in part, whenever St. Francois County shall determine that such termination is in the best interests of Saint Francois County. Termination shall be affected by delivery to Supplier of a Notice of Termination specifying the extent to which performances of work is terminated and the date upon which such termination becomes effective. If such notice does not state termination is pursuant to subparagraph 2, 3 of this paragraph, Saint Francois County shall have the right to so indicate within thirty (30) days. If no notice is delivered within the thirty (30) day period, or such longer periods as is mutually agreed to by the parties, the original Notice of Termination shall be deemed to be issued pursuant to this paragraph.
2. Bankruptcy or Insolvency: In the event bankruptcy proceedings are commenced by or against Supplier or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustees or a general assignment for the benefit of creditors of either party, Saint Francois County shall be entitled to terminate without further cost or liability.
3. Default: Saint Francois County may terminate the whole or any part in either of the following circumstances:
 - a. If supplier fails to deliver the items required by the contract within the time specified; or
 - b. If supplier fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of ten (10) days after notice from St. Francois County specifying such failure. In the event of termination, Saint Francois County shall have the right to procure, on such terms and in such manner as it may deem appropriate, items similar to those terminated, and to recover from Supplier the excess cost for such similar items provided, however, Supplier shall not be liable for such excess costs where the failure upon which the termination is based has arisen out of causes beyond the control of Supplier and without the fault or negligence of Supplier. Such causes shall be deemed to include fires, floods, earthquakes, strikes, and acts of the public enemy. The rights of Saint Francois County provided in subparagraph 4 shall be in addition to any other rights provided by law or the contract.

N. NOTICE AND SERVICE THEREOF:

Any notice from Saint Francois County shall be in writing and considered delivered and the service thereof completed when said notice is posted, by certified or regular mail, to the Supplier, at the address stated on the bid form.

P. CONTRACT TERM:

Performance shall be governed solely by the terms and conditions as set forth in the Invitation for Bid, Bid Specifications, Bid Form and the contract notwithstanding any language contained on any invoice, shipping order, bill of lading or other document furnished the Seller at any time and the acceptance by Saint Francois County for any goods furnished.

Q. ACTS OF GOD:

No party shall be liable for delays, nor defaults due to Acts of God or the public enemy, riots, strikes, fires, explosions, accidents, governmental actions of any kind or any other causes of a similar character beyond its control and without its fault or negligence.

R. INDIVIDUAL, PARTNERSHIPS, CORPORATIONS:

Indicate: [] Individual: [] Partnership: [] Corporation., Incorporated in the State of

S. ACCEPTANCE:

Acceptance of the proposed systems shall also be priced in the proposal. The Vendor shall be responsible for all engineering, parts, labor and all other associated equipment necessary to completely install the proposed equipment and turnover for acceptance to St. Francois County.

Acceptance will occur no sooner than 30 days after cutover. Final payment of ten percent (10%) of total system cost shall be withheld until acceptance. Saint Francois County shall accept the system when:

- all equipment has been provided and all services are complete, OR
- mutually agreed upon date has been arranged between the SAINT FRANCOIS COUNTY and the Vendor for the completion of any outstanding RFP items and resolution of any outstanding problems, AND
- system meets customer satisfaction, AND
- all lien waivers are received.

T. FORMAT OF BID RESPONSE:

Each section must state compliance from the vendor. If the vendor takes exception, the explanation must be typed on an 'EXCEPTION PAGE' with the reason. The format of the response should be assembled as follows:

1. Section 1 – Bid Bond
2. Section 2 – Narrative of System Offering (provide a description of the system you are proposing)
3. Section 3 – Response to the RFP
 - Background and Overview
 - Telephone System Technical Requirements
 - Voice Mail System Technical Requirements
 - Station Equipment and Configurations
 - Warranty, Training and Service
 - Vendor Profile
 - Exception Page
4. Section 4 – Proposed Configuration – Quantities Form
5. Section 5 – Pricing
6. Section 6 – System Literature

U. RESPONSE:

Bidders are requested to complete each item/paragraph in this section by inserting: Comply (Yes or No) or Not Applicable (N/A), and may offer additional description where appropriate.

BACKGROUND AND OVERVIEW

Bidders are requested to complete each item/paragraph in this section by inserting: Comply (Yes or No) or Not Applicable (N/A), and may offer additional description where appropriate.

A. OVERVIEW:

Saint Francois County is seeking proposals to replace their existing Vertical Voice Over IP telephone system with a new Voice Over IP Telephone System. The County wants to take advantage of new technology.

The County currently has one Vertical phone system at the County Annex Building (1 West Liberty Street, 63640) which covers three buildings. The controller is installed in the Annex building and IP telephones are extended via fiber to the Courthouse. The County is also served by (1) PRI span from Big River Telephone.

The County also has the Weber Rd. location to add to the new telephone system. There is currently a 100mb Spectrum cable connection and this location is connected back to the Annex via a VPN connection.

The County prefers to deploy the new VOIP telephones reusing the existing Category 5 or higher cable installed at each facility and the existing data switches at each facility. If a vendor does not want to reuse the existing data switches, they must be sure to include any new required, layer 2 or layer 3, gigabit POE Ethernet switches required for each site. In any case the chosen vendor will be responsible for all network (VLAN, QoS, IP addressing) coordination with the County's IT Department to ensure site to site connectivity and functionality. Vendors must include any required network equipment their system will require to integrate to the County's existing network.

The County currently has an outbound dialing system that they would like to maintain. If the proposed system cannot connect to the current outbound dialing system, please provide optional pricing for an outbound dialing system. The primary application of this system is to call out to jurors to notify them if court has been canceled for the following day.

1. Objectives for the upgrade or system replacement include:
 - i. Install a NEW Voice Over IP Telephone System with redundant hard drives or solid state hard drive and redundant power supplies.
 - ii. To Install New IP Telephones.
 - iii. To have an Automated Attendant/Voice Mail System to serve all County employees.
 - iv. Provide users with PC software to allow complete control over their communications through their desktop. At a minimum software should have the following features:
 1. Access to IM/Chat
 2. Telephony presence of other users
 3. Control over Do Not Disturb status

4. Call forwarding
5. Screen pops for incoming calls with enhanced Caller ID
- v. To have the ability to program moves, adds and changes.
- vi. To provide cellular phones as system extensions.

County personnel will be responsible for unboxing, assembling, setting out and connecting all vendor provided IP telephones at all county locations.

2. **AS AN OPTION**, please provide a resilient controller to allow IP telephones to failover to a secondary controller at the Courthouse. The Annex will serve as the primary controller for all IP Telephones. Should any of the phones fail, they should failover to the secondary controller in the Courthouse. When the primary controller returns to service, the IP telephones should automatically failback to their primary controller.
3. There is not an external paging system at either location. The County prefers to page through the telephones.
4. The system currently supports (20) POTS Lines for Fax Machines.
5. Vendor must re-design new call flows for each department.
6. A 12-port voice mail system will be installed to support the entire County.
 - (125) mailboxes will be for County employees
 - The ability to record conversations (Record-A-Call)
 - (125) Unified Messaging licenses
3. As part of the telephone system base bid, the County would like the ability to “twin” specific employee’s cell phones to their desk phone. The system needs to be equipped with licenses for (125) direct inward dial telephone numbers.
4. In addition to the above, the County is seeking the following:
 - **Parts and labor Maintenance (24x7) for FIVE years. This will INCLUDE core manufacturer software upgrades including the labor to install these upgrades, Help Desk support, parts and labor on all hardware including IP telephones 24x7, unlimited user and system administration training for the entire period of the maintenance agreement.**

B. CABLE INFRASTRUCTURE:

1. The County prefers to deploy the new VOIP telephones using the existing category 5 or higher voice/data cable installed at each facility.
2. All existing MDF's/IDF's will be reused.

C. DATA INFRASTRUCTURE:

In any case the chosen vendor will be responsible for all network (VLAN, QoS, IP addressing) and data switch infrastructure, coordination with the County's IT Department to ensure site to site connectivity and functionality. Vendors must include any required network equipment their system will require to integrate to the County's existing wide area network.

D. POWER FAILURE:

The County does not have a backup generator installed however UPSs are located in each location. They will need a 30-minute Uninterruptible Power Supply (UPS) for the Phone System and Voicemail head-end equipment in the phone room located in the basement of the Annex. The Data switches are located on the first floor/basement of the Annex and have a UPS today. The UPS must generate an audible tone when battery is bad. This will be shown as a separate price.

E. PROPOSALS MUST INCLUDE ALL COSTS:

Proposals must include all costs incidental to the successful implementation of the system(s). Price quotes must be valid until the system is installed.

F. NEW EQUIPMENT:

All proposed equipment and components must be new and unused with full U.S. manufacturer's warranty. Prospective Contractors must guarantee that the systems proposed will be supported for a minimum period of 7 years from the date of installation. Any new replacement equipment must be compatible with the proposed telephone system.

G. CONTACT INFORMATION :

All questions regarding this RFP shall be directed by e-mail to:

Mr. Dan Duncan
Information Technology
Saint Francois County
dduncan@sfcgov.org

TELEPHONE SYSTEM TECHNICAL REQUIREMENTS

A. VOICE OVER IP TELEPHONE SYSTEMS

The Vendor shall provide an IP Telephone System, not digital.

B. REDUNDANCY AND RESILIENT IP PHONES:

The system must include redundant or solid state hard drive and power supplies. **AS AN OPTION**, please provide a resilient controller to allow IP telephones failover to a secondary controller at the Courthouse. The Annex will serve as the primary controller for all IP Telephones.

Indicate below, the degree of redundancy included in your base price. Does the proposed IP solution support network failover resiliency in case of a disastrous common control failure? If so, describe the failover process and specify the hardware, software, WAN transmission, and time required to carry it out.

C. SOFTWARE PROGRAMMING:

The Vendor shall program all software and other features into the IP PBX before delivery to the COUNTY's premises.

C. DIAGNOSTIC MAINTENANCE:

Software shall be provided within the IP PBX for use by maintenance personnel to identify and associate a malfunction with an individual component. In addition, the IP PBX will have the capability to allow diagnostic and maintenance testing of IP PBX components from a remote location. Costs of the maintenance port and necessary ancillary equipment will be a part of the Vendor's submission.

D. MEMORY PROTECTION:

The total system memory including generic software and customer database shall be permanently protected in the event of a primary power failure. Upon restoration of primary power, the reload shall be accomplished automatically without external intervention. Also, the IP PBX proposed shall have the capability to copy the COUNTY's database on tape, diskette or other available PC or network storage. The system shall automatically back up itself to local storage on a scheduled basis. An on-board rechargeable battery should preserve this back up.

Also, in the event that power is lost to the handsets, all telephones must be automatically brought back to their original state. This means that each telephone must have its program captured on the server.

E. MEMORY CAPABILITY:

The memory shall have the capability of supporting the maximum capacity of the IP PBX proposed at cutover.

F. SELF-TEST, FAULT ISOLATION AND SYSTEM ALARM:

As an ongoing internal function of the IP PBX, a self-test routine must identify faults within the system. When faults are located by means of the self-test function, a system alarm and log will be generated.

The log shall be accessible either locally or remotely.

G. CLASS OF SERVICE:

The system shall allow independent programming features per telephone to be defined. Individual programming shall specify the features and timer options that may be accessed by a station or a DISA trunk. It shall be possible to change the features at any station without changing the numbers assigned to that station.

H. ROUTING CLASS OF SERVICE:

When a station user dials a number, the system shall check the Routing Class of Service (RCOS) value assigned to the user against the available routes. If the user's RCOS permits access to the number dialed, the call proceeds. If the RCOS value does not permit access, the call shall be barred and routed. A station shall have the capability of being assigned two RCOS's, one associated with a Day Mode and the associated with a Night Service mode. RCOS shall have the capability to allow or deny calls differently depending on the mode selected.

I. CALL FORWARDING:

The IP PBX shall provide the capability of forwarding trunk or internal calls to another station /external phone number to satisfy the following conditions:

1. Calls to an Unattended Station
2. Calls to a Busy Station
3. All Calls to a Station
4. Must be able to differentiate between internal and external calls.

J. CONFERENCE ARRANGEMENTS:

Each station shall have a dial-up conference or add-on capability that will allow adding at least seven (7) other parties (8 total), either internal or external, to a call in progress. The IP PBX must provide gain on conferences.

List below the number of conference parties included in your base bid.

K. CALL TRANSFER AND STATION CONSULTATION: The IP PBX shall allow the station user the capability for call transfer and station consultation on all trunk calls and/or station calls either incoming or outgoing.

L. GROUP HUNTING:

Sequential and/or non-sequential number hunting shall be available for all stations allowing up to a minimum of thirty stations to be placed in a single hunt group. The system will require a minimum of 75 hunt groups.

M. THREE DIGIT EXTENSION DIALING:

This includes 3-digit extensions to the phones in each of the base stations.

N. LINE LOCKOUT OFF-HOOK CONDITION:

Any station seizing the common equipment of the IP PBX for a programmable number of seconds without dialing shall be blocked from further access to the system resources until the station is restored to the on-hook condition.

O. RECORD-A-CALL:

The ability to press one button and instantly record conversations to voice mail without the caller hearing a beep tone.

P. DSS/BLF – ATTENDANT CONSOLE

Direct Station Selector/Busy Lamp Fields software or hardware are required for the Attendant.

Q. NIGHT SERVICE:

Night service shall permit the programming of alternate answering points for individual trunks. The answer point used shall depend on the operational mode of the system. Incoming calls to the main listed number will normally be routed to the attendant during the day. In the night mode calls will be routed to an Automated Attendant.

R. PAGING ACCESS:

Any phone shall have the capability to allow paging through the telephone.

S. RESTRICTIONS

The provision for providing restrictions from particular types of trunks as well as other services shall be provided. Minimum degrees of restriction must include the ability to:

1. Restrict Stations From Direct Access to Central Office (CO) Trunks.
2. Restrict Stations From Direct-In-Dial.
3. Restrict Stations From Direct Distance Toll Dialing.
4. Restrict Stations From Initiating a Dial-Up Conference.
5. Restrict Stations From External Paging System.

T. CALL WAITING:

Call waiting shall permit a station user, when engaged in a call, to receive a tone indicating a call is waiting. Only the called party shall hear the waiting tone. Conversation with the waiting party shall be private. If the called party goes on-hook and a call is waiting, the station shall ring immediately.

U. NETWORK ADMINISTRATIVE PACKAGE:

Administrative software shall be provided by the Vendor on the COUNTY's PC(s) for use by COUNTY. The administrative software will, at a minimum, provide for the following:

1. Maintenance of both telephone and voice mail systems
2. Provide for database backup and restore
3. Changing Telephone Numbers
4. Changing Feature Arrangements
5. Be able to connect to systems at all remote sites via network connection or modem

Administrative training for (4) COUNTY employees shall be provided at a time mutually agreed upon by COUNTY and Vendor and the cost for training shall be included in the base bid. This training is in addition to the user training on the telephones.

V. AUTOMATIC ROUTE SELECTION:

The system shall provide automatic routing for network calls. Two arrangements will be required for Public Switched Network access. As a minimum, the ARS proposed shall provide:

1. Compatibility with the North American Numbering Plan, North American Dialing Plans and International Numbering Plan.
2. Digit screening for twenty-six (26) digits for routing and restriction applications.
3. Digit modification (absorption or insertion) to support different routing scenarios.
4. Capability to dial "911" and "8911" from any station set to directly access the emergency service provider.

W. OUTGOING TRUNK QUEUING:

The system shall be equipped to allow the station user, upon encountering a busy condition for a trunk group, to queue upon the trunk group by dialing an appropriate code or depressing a key on a multiline set. The station user shall then be allowed to go on-hook and the system shall automatically ring that station when a trunk in the individual trunk group which the station user is in queue for becomes available and the call shall proceed without the user having to redial the number.

X. STATION MESSAGE DETAIL RECORDING:

The IP PBX shall be equipped to capture external (trunk incoming and outgoing) Station Message Detail Recording information. The information to be captured shall as a minimum provide:

1. Date of Call (Month and Day)
2. Calling Station Number
3. Called Number
4. Time (Time Call Was Placed)
5. Duration of Call (Minutes and Seconds)
6. Calls Abandoned

Y. ANI/DNIS CALL ROUTING:

The system shall have the capability to capture Automatic Number Identification (ANI) and/or Dialed Number Identification information and route calls to specific destinations based upon that information.

Z. PROVISION FOR 911/E911 SERVICE:

The system must successfully and accurately pass extension number and location details. All telephone in IT must be notified when a 911 call is made and what extension dialed 911. *Describe the solution.*

BB. ANALOG PHONES AND DEVICES:

1. The system must be able to support (20) analog devices and services such as:
 - a. Fax machines;
2. Will the configuration parameters for the device be the same as any device (i.e., IP) with set-to-set and group paging capabilities?

CC. MAINTENANCE ALARMS:

1. The system should define an alarm, as an event that takes place when an anomaly is detected and corrective action is required.
2. If an alarm is detected, the system must be able to send a message to multiple designated telephones.

DD. CALLER ID HISTORY:

The system should provide easy access for the individual users to access their Caller ID history.

EE. SELECTABLE RING TONES:

Each user should have the ability to choose his/her own ring tone.

FF. ON HOLD:

System must have capability to play continuous prerecorded public service announcements while callers are on hold.

GG. DO NOT DISTURB:

System must have capability to press a pre-programmed button to keep the phone from ringing and to automatically forward callers to voice mail.

VOICE MAIL SYSTEM TECHNICAL REQUIREMENTS

A. BASIC VOICE MAIL SYSTEM:

1. Automated Attendant Functionality.
 - a. All software and hardware necessary to interface with the proposed telephone system will be provided under this bid.
 - b. The system must be equipped with **12 ports** to support all employees.
 - c. The automated attendant must provide a County directory that uses extension numbers or names as the dialing method.
 - d. It must support pre-recorded Holiday Greetings to automatically take effect on the day established.
 - e. Off-Premise Routing. The system must allow callers to be transferred to an outside telephone number.
 - f. Scheduling. Time of day and day of week scheduling for the automated attendant must be included.
 - g. Voice mail prompts must be displayed on the Executive display sets.
 - h. Daylight Savings Time-must auto update.

2. Subscriber Mailboxes.
 - a. Must support up to a minimum of 125 voice mailboxes.
 - b. Information Mailboxes. Callers requesting specific information can be routed to a mailbox that plays a message.
 - c. The system must provide mailboxes that are password protected.
 - d. The system must provide a tutorial that assists new subscribers with mailbox set up.
 - e. It must provide subscribers to send urgent, private or certified messages.
 - f. It must provide a message waiting light notification of waiting messages in the office.

B. UNIFIED MESSAGING:

The County utilizes Gmail for their email service. Each mailbox will be equipped for Unified Messaging. The e-mail message should indicate the time, date, length and Caller ID of the voice mail message. The voicemail system must be able and configured to send a copy of a voicemail via SMTP or IMAP email protocol as a .wav file attachment to the configured email address for each voicemail system user where available.

STATION EQUIPMENT SPECIFICATIONS FOR IP TELEPHONES

A. Executive IP Telephone - Multiline Set with Speakerphone with the following minimum features

- Must be a Gigabit phone
- Large Full Color Display telephone, minimum 64 character display telephone
- Must be a self-labeling telephone
- Minimum of 96 Programmable, multi-function keys
- Context-sensitive soft keys for intuitive feature access
- Hands free speakerphone operation (full duplex)
- Dual port IP phone (10/100/1000 Mb integrated Ethernet switch)
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Desktop or wall mountable

B. Standard IP Telephone - Multiline Set with Speakerphone with the following minimum features

- Must be a Gigabit phone
- Large Full Color Display telephone, minimum 64 character display telephone
- Must be a self-labeling telephone
- Minimum of 72 Programmable, multi-function keys
- Context-sensitive soft keys for intuitive feature access
- Hands free speakerphone operation (full duplex)
- Dual port IP phone (10/100/1000 Mb integrated Ethernet switch)
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Desktop or wall mountable

C. Basic IP Telephone - Multiline Set with Speakerphone with the following minimum features

- Must have a gigabit switch port and allow connection of PC at gigabit speeds
- Minimum of 2-line display telephone
- Preferably self-labeling telephone
- Minimum of 24 Programmable, multi-function keys
- Hands free speakerphone operation (full duplex)
- Dual port IP phone (10/100 Mb integrated Ethernet switch)
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Desktop or wall mountable

STATION EQUIPMENT AND CONFIGURATIONS

B. TELEPHONE SYSTEM CONFIGURATION FOR UPGRADE OPTION :

Annex and Courthouse and Weber Rd.

EQUIPMENT	WORKING AT CUTOVER (1)	EQUIPPED (2)	SYSTEM CAPACITY FOR ENTIRE SYSTEM(3)
Primary Rate Interface Span	1	1	8
Telephones:	Total: 133		1500
IP Executive	3	3	
IP Standard	15	15	
IP Basic	115	115	
Analog Stations Ports	20	20	
Desktop PC Software	125	125	
Cordless Headsets	3	3	

Notes:

- (1) The number of ports working at cutover
- (2) The number of ports available WITHOUT the addition of any hardware/licenses/software
- (3) The number of ports which can be obtained by adding hardware/software/licenses.

C. VOICE MAIL CONFIGURATION

1. The system configuration and capacities are as follows:

EQUIPMENT	WORKING AT CUTOVER (1)	EQUIPPED (2)	SYSTEM CAPACITY FOR ENTIRE SYSTEM(3)
Voice Mail Ports	12	12	120
Voice Mailboxes	125	125	15000
Voice Mail Hours of Storage	900	900	900
Unified Messaging Licenses	125	125	5000

WARRANTY, TRAINING AND SERVICE

A. WARRANTY:

The Vendor shall provide one full year Parts and Labor warranty against defects in material and workmanship from time of system acceptance of the installed system. Warranty shall include all parts and labor required to honor the warranty.

B. MAINTENANCE:

1. Maintenance is to be provided on a complete service basis for 24x7 service. Maintenance costs, other than those covered under warranty, shall be listed separately from the cost of equipment and shall include the costs of all parts and labor. The County is seeking a maintenance contract option for four additional years. The maintenance cost for the telephone system must be included as a separate cost in the basic offering and **must also include all software upgrades with the labor cost to install them. In addition, maintenance MUST include remote moves/adds/changes at no additional charge. NOTE: The optional maintenance must cover all hardware and IP telephones and devices under the new system. The County would like to see an additional four year maintenance option.**
2. The Vendor's response shall indicate if Vendor plans to provide total system maintenance or subcontract the system maintenance or any part thereof. In the event the use of subcontract maintenance is planned, the Vendor shall indicate what portion(s) of the system maintenance will be provided by the subcontractor, and shall furnish proof of an agreement (or a tentative agreement) has been negotiated with the subcontractor to provide maintenance on the proposed system. The Vendor shall also provide sufficient documentation that indicates the subcontractor is properly trained and has been certified by the equipment manufacturer to provide maintenance on the proposed system or any part thereof.

C. GUARANTEED SERVICE RESPONSE.

COUNTY is requesting vendor to specify guaranteed response time for all emergency calls. Vendor will be required to pay COUNTY a punitive fine of \$500.00 for every hour they do not respond after the agreed upon response time. An emergency is defined as follows:

1. Complete System Failure
2. Complete Voice Mail System Failure
3. Failure of (20%) or More Trunk Circuits
4. Failure of a Power Supply
5. Failure of (20%) or More Stations
6. Failure of main answering points within each building

D. ROUTINE MAINTENANCE:

Indicate your routine maintenance response time after receiving a call from COUNTY's designated representative. Routine maintenance is defined as any occurrence that does not meet the criteria of emergency maintenance.

E. EQUIPMENT ADDITIONS, CHANGES AND RELOCATIONS:

Attach a guaranteed material parts list for moves, adds, and changes to be guaranteed for one year after the initial cutover.

F. TRAINING (USER TRAINING).

The Vendor shall provide training sessions for COUNTY personnel with additional training provided for those serving in attendant functions. Class scheduling shall be coordinated with COUNTY's designated representative.

Training classes for telephone-using personnel shall be conducted according to the type of telephone instrument they are assigned. User training is to cover telephone features, voice messaging features, unified messaging, and telephone and voice messaging courtesy.

All classes must be instructor led with no more than 15 users; each with a "live" instrument programmed as they will be used by COUNTY.

G. TRAINING (SYSTEM ADMINISTRATION):

Administrative Training for (4) four COUNTY employees shall be provided at a time that is mutually agreed upon by COUNTY and the Vendor. The cost for training needs to be included in the base bid. This training is in addition to the user training on the telephones.

H. TRAINING MATERIAL:

The vendor shall provide customized training materials to serve as a quick reference for system users. The material shall be relevant to the department and user. COUNTY may, at its option, record or video tape these training sessions.

I. TECHNICAL PRACTICES.

One set of technical practices for the IP PBX system and station equipment, including a parts listing by manufacturer's nomenclature, shall also be provided in accordance with the delivery schedule set forth in the contract.

J. CONTRACTUAL SUPPORT AGREEMENT.

The Vendor shall have a commitment from the manufacturer for parts supply, maintenance, and manufacturing field support, including software, for a seven-year period. This commitment shall be included in accordance with the delivery schedule set forth in the contract.

K. ABSENCE OF SPECIFICATIONS.

The absence of specifications regarding system installation details implies that best general practices will prevail and that first quality material and workmanship will be applied. Certification standards, when available, for the to-be-installed equipment and materials will prevail.

L. COORDINATION WITH TELEPHONE COMPANY.

All coordination of the system shall be the responsibility of the Vendor.

M. SYSTEM CUTOVER.

The system shall be installed and tested for acceptance upon the date set forth in the contract.

N. TESTING OF THE INSTALLED TELEPHONE SYSTEM.

The system shall, as a minimum, be tested as follows: The installed telephone system must demonstrate its capability of providing the services enumerated in the contract. Test equipment required for demonstration will be Vendor-provided. Vendor will also provide documented test results.

O. TELEPHONE SYSTEM CUTOVER AND ACCEPTANCE:

1. The telephone system cutover shall occur at a specified time, as noted in the contract.
2. Vendor personnel shall be available on the Premises for a minimum of two working days after telephone system cutover to clear any malfunction, which may develop.

P. VENDOR'S RESPONSE TO EACH SPECIFIC PARAGRAPH.

Vendor shall respond to the **system requirements** by at least listing each paragraph/subparagraph, its title and the Vendor's response.

Q. EXCEPTIONS.

The Vendor must cite specific paragraph terms and conditions to which the Vendor takes exception. The Vendor shall state the exact requirement to which exception is taken. Any cost impact associated with an exception must be identified and included in the pricing section.

R. PROCUREMENT OPTIONS

Purchase Option.

1. Total telephone system purchase cost including equipment and installation costs shall be identified as a separate line item.
2. The cost for a maintenance agreement for **4 years** following the warranty shall be provided as a separate line item.

S. MONEY BACK GUARANTEE.

COUNTY is requesting a 90-Day Money Back Guarantee. If the system does not perform as stated in this Request For Proposal, COUNTY has the option to return the system for a full refund within 90 days of the cutover.

Is there an additional charge for the money back guarantee? If so, what is the additional charge?

T. SERVICE CRITERIA

1. **Vendor Requirements.** Vendor shall respond to each paragraph and subparagraph
2. **Maintenance Staffing.** Vendor shall provide information on the number of certified technicians on its staff to service the type of IP PBX being proposed and the total number of that type of IP PBX in Vendor's local service area.
3. **Escalation Procedures.** Vendor shall furnish a chart, which shows the escalation procedures to be followed to resolve problems or procedures.
4. **Remote Maintenance and Diagnostic Testing.** Vendor shall list the type, capabilities and frequency of these procedures.
5. **Technical Support.** Vendor shall provide information on the type of technical support, which will provide the technical support and the hours when technical support will be available.
6. **Service Area.** Vendor shall supply the name, street address, state, zip code, and telephone number of Vendor's local service center. Indicate the distance from this local service center to Owner's Premise in road miles and driving time.
7. **Contact for Maintenance.** Vendor shall indicate whom the Owner's telephone coordinator will contact to obtain service for the IP PBX.
8. **Maintenance Response Time.** Vendor shall list the response time and the availability of emergency and routine maintenance.
9. **Dispatching of Technicians for Requests for Maintenance.** Vendor shall provide the methods used to dispatch technical staff to respond to Owner's calls for service.
10. **Maintenance Records.** Vendor shall indicate the type of maintenance records maintained and the location of these records.
11. **Disaster IP PBX.** Vendor shall indicate if a disaster IP PBX is available, its location and the time required to ship it from its location to Owner's facility.
12. **System Implementation Schedule.** Vendor shall provide a telephone system implementation schedule for the project.
13. **Trainers or Instructors.** Vendor shall supply information relating to the number of trainers, their years of training experience and whether or not the manufacturer of the equipment certifies them Vendor is proposing.

14. **Training.** Vendor shall provide data on the user training including class size, length of training class session, number of users per class, the training techniques to be employed, any materials to be provided for users and other information which will help evaluate Vendor's training techniques.
15. **References.** Vendor shall supply the following information about a minimum of three Vendor IP PBX installations that are approximately the size and complexity of the system proposed. Include the name of the owner, complete address, name and phone number of the owner representative familiar with the phone system, date installation was completed, number of stations and any other pertinent information that Vendor believes may be helpful in assisting Owner in its evaluation.
16. **Network Access.** Vendor to supply the Saint Francois County with all passwords and access to the systems.

VENDOR PROFILE

1. Identify the office that will be responsible for the installation and maintenance of the proposed system:

2. Is this the home office or a branch office?

3. State the number of years in business in Missouri:

4. State the number of years as an interconnect; State the number of years as an IT company.

5. Number of similar networked telephone systems installed in the area:

6. Describe all work that you plan to have done by a company other than your own:

7. Locations and availability of engineering support:

8. Number of factory certified technicians on proposed system:

9. References

Identify three (3) present County and/or Municipalities using the proposed system installed by your company in the Missouri and/or Illinois areas. Bidder to provide information in the following format:

COMPANY NAME
ADDRESS
TELEPHONE NUMBER
NAME AND TITLE OF CUSTOMER CONTACT
INSTALLATION DATE
SYSTEM SIZE:

10. Give a brief description of the user and system administration training included in the system. How will you train the COUNTY employees? What is your policy on re-training?

11. State Insurance Agent and limits on coverage:

12. Where will spare parts/inventory be stored?

PRICING SHEET

SYSTEMS	INVESTMENT COSTS	MAINTENANCE FOR YEARS 2-5, 24x7 Following Warranty Period. This MUST INCLUDE all labor, material including phones, software upgrades with labor and remote moves, adds and changes at no charge.
TELEPHONE SYSTEM		
Total Telephone Equipment and Software Purchase Price With Installation		
Optional price for the labor required to unbox, assemble, set-out and connect all vendor provided IP telephones at all county locations		
Optional Resilient Telephone System at the Courthouse		
Required Data Switches		
Labor to Configure and Program QoS/MLans on Switches		
On Site Training (Including Written Documentation)		
Optional UPS		
Sub total		
VOICE MAIL SYSTEM		
Total Voice Mail Equipment and Software Purchase Price With Installation		
Unified Messaging (125 Licenses)		
On Site Training (Including Written Documentation)		
Sub total		
TOTAL PROJECT COST WITH ALL OPTIONS		