



REQUEST FOR PROPOSALS (RFP)

Department of Administration
County of Dane, Wisconsin

COUNTY AGENCY

Badger Prairie Health Care Center

RFP NUMBER

110023

RFP TITLE

**Badger Prairie Health Care Center Mitel Networks VoIP
and Ascom Wireless Communications System**

PURPOSE

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for the purchase and installation of a Mitel VoIP and Ascom wireless communications system.

**DEADLINE FOR
RFP SUBMISSIONS**

2:00 P.M. Central Time

May 26, 2010

LATE, FAXED OR UNSIGNED PROPOSAL WILL BE REJECTED

**SUBMIT RFP TO
THIS ADDRESS**

DANE COUNTY PURCHASING DIVISION
ROOM 425 CITY- COUNTY BUILDING
210 MARTIN LUTHER KING JR BLVD
MADISON, WI 53703-3345

**VENDOR
CONFERENCE**

There will be a vendor conference on May 13, 2010 at 9:00 a.m. in room 310 of the City County Building, 210 Martin Luther King Jr. Blvd, Madison, WI 53703

**SPECIAL
INSTRUCTIONS**

- Label the lower left corner of your sealed submittal package with the RFP number**
- Place the Signature Affidavit as the first page of your proposal**
- Submit one original and (6) copies of your technical proposal**
- Submit one original and (2) copies of your cost proposal**
- Submit one complete electronic copy in Microsoft Word or PDF format burned to a CD or DVD**

**DIRECT ALL
INQUIRES TO**

| | |
|-----------------|--|
| NAME | Francisco Silva |
| TITLE | Purchasing Agent |
| PHONE # | 608 267-3523 |
| FAX # | 608/266-4425 |
| EMAIL | silva@co.dane.wi.us |
| WEB SITE | www.danepurchasing.com |

DATE RFP ISSUED: 4/27/10

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RFP NO 110023

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1.0 GENERAL INFORMATION

1.1 Introduction

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal to provide and install a Mitel Networks VoIP telephone system, Ascom Wireless Communications System and required integrations for Badger Prairie Health Care Center (BPHCC).

The County intends to use the results of this process to award a single contract or issuance of purchase order for the products and or services stated above. There will be one prime contractor, who will be solely responsible for fulfilling this request, and coordinating the work of any and all subcontractors who contribute.

The contract administrator will be Mr. Duane Pierson, Senior Systems Administrator.

This Request for Proposal (RFP is issued on behalf of Dane County by the Purchasing Division, which is the sole point of contact for the County during the procurement process.

1.2 Scope of the Project

1.2.1 Project Description Project Description

This project consists of a Mitel Networks VoIP telephone system and telephones, Ascom wireless handsets and associated integration software and hardware, and labor / professional services to complete a turnkey installation.

The Mitel and Ascom systems will integrate with a Rauland Responder 4000 (R4K) nurse call system and MaxPage and associated pocket pagers procured separately.

The project work shall include:

Provision and delivery of required products and materials: hardware, software, miscellaneous materials/accessories (including freight/handling) and labor to accomplish:

- Final design
- Configuration
- Installation and Set Up
- Labeling
- Testing
- Documentation
- End user training

- Technical training for selected Dane County personnel

The County will furnish the infrastructure consisting of technology and telecommunications rooms, racks, cabling, local area and wide area networks including routers, switches, wireless APs, connectors, cables and network addresses. The Contractor is expected to use the structured cabling system provided by the County to furnish a complete cabling system including labor and all necessary patch cables and materials, in support of the proposed systems.

1.2.2 Objectives

A turnkey communications systems installation by the required date.

1.2.3 Needs

The following is a list of the County's needs

- Replace the existing SX2000 with a Mitel Networks 3300 and VoIP telephones, all at a new location, and coordination of all telecommunications services
- Provide twenty (20) working Ascom wireless handsets integrated with the Mitel 3300 via SIP for registered nursing staff
- Integration with the Rauland nurse call and MaxPage systems.
- Bogen paging adapter with Integration to allow one zone of paging.
- Coordinate TDS Telecom services transition from old to new building over a 2-3 week period
- Maintain operation of existing system until all personnel and residents have moved to the new facility

1.2.4 Current Operations

- Mitel Networks SX2000 PBX with approximately 150 stations
- TDS Telecom ISDN-PRI providing local exchange service and access to long distance services
- Bogen public address system

1.3 Definitions

The following definitions are used throughout the RFP.

County means Dane County

County Agency means Dane County Human Services

Proposer/vendor means a firm submitting a proposal in response to this RFP.

Contractor means proposer awarded the contract.

1.4 Clarification of the specifications

All inquiries concerning this RFP must be directed to the **person indicated on**

the cover page of the RFP Document. (electronic mail is the preferred method)

Any questions concerning this RFP must be submitted in writing by mail, fax or e-mail on or before the stated date on the **Calendar of Events** (see Section 1.6)

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the RFP process. If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the proposer should immediately notify the contact person of such error and request modification or clarification of the RFP document.

Mailing Address:

**Dane County Purchasing Division
Room 425 City-County Bldg
210 Martin Luther King Jr. Blvd
Madison, WI 53703-3345**

Proposers are prohibited from communicating directly with any employee of Dane County, except as described herein. No County employee or representative other than those individuals listed as County contacts in this RFP is authorized to provide any information or respond to any question or inquiry concerning this RFP.

1.5 Addendums and/or Revisions

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be posted on the Purchasing Division web site at www.danepurchasing.com

It shall be the responsibility of the proposers to regularly monitor the Purchasing Division web site for any such postings. Proposers must acknowledge the receipt / review of any addendum(s) at the bottom of the RFP Cover Page /Signature Affidavit.

Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements or revisions thereof.

1.6 Calendar of Events

Listed below are specific and estimated dates and times of actions related to this RFP. The actions with specific dates must be completed as indicated unless otherwise changed by the County. In the event that the County finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing a supplement to this RFP and

posting such supplement on the Dane County web site at www.danepurchasing.com . There may or may not be a formal notification issued for changes in the estimated dates and times.

| DATE | EVENT |
|-------------------------|--|
| April 27, 2010 | Date of issue of the RFP (for Purchasing use) |
| May 13, 2010, 9:00 a.m. | Vendor conference |
| May 6, 2010 | Last day for submitting written inquiries (2:00 p.m. Central Time) |
| May 13, 2010 | Supplements or revisions to the RFP posted on the Purchasing Division web site at www.danepurchasing.com |
| May 26,2010 | Proposals due from vendors |
| Late June 2010 | Notification of intent to award sent to vendors |
| Mid-September, 2010 | Date of project completion |

1.7 Vendor Conference

A vendor conference will be held to respond to written questions and to provide any needed additional instruction to vendors on the submission of proposals. All vendors who intend to respond to the RFP are **strongly encouraged** to attend the vendor conference.

Date: May 13, 2010

Time: 9:00 a.m.

Location: Room 310 of the City County Building, 210 Martin Luther King Jr. Blvd, Madison, WI 53703

1.8 Reasonable Accommodations

The County will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you need accommodations at a proposal opening/vendor conference, contact the Purchasing Division at (608) 266-4131 (voice) or 608/266-4941 (TTY)

2.0 PREPARING AND SUBMITTING A PROPOSAL

2.1 General Instructions

The evaluation and selection of a contractor and the contract will be based on the information submitted in the proposal plus references and any required on-site visits or oral interview presentations. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Elaborate proposals (e.g. expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

2.2 Proprietary Information

All restrictions on the use of data contained within a proposal and all confidential information must be clearly stated on the attached "Designation of Confidential and Proprietary Information" form. Proprietary information submitted in a proposal, or in response to the RFP, will be handled in accordance with the applicable Wisconsin State Statute(s).

To the extent permitted by law, it is the intention of Dane County to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of Dane County. At that time, all proposals will be available for review in accordance with the Wisconsin Open Records Law.

2.3 Incurring Costs

Dane County is not liable for any cost incurred by proposers in replying to this RFP.

2.4 Vendor Registration

All proposers wishing to submit a proposal must be a paid registered vendor with Dane County. Prior to the rfp opening, you can complete a registration form online by visiting our web site at www.danepurchasing.com, or you can obtain a Vendor Registration Form by calling 608.266.4131. Your completed Vendor Registration Form and Registration Fee must be received for your bid to be considered for an award.

2.5 Submittal Instructions

Proposals must be received in by the County Purchasing Division by the specified time stated on the cover page. All proposals must be time-stamped in by the Purchasing Division by the stated time. Proposals not so stamped will not be accepted. Proposals received in response to this solicitation will not be returned to the proposers.

All proposals must be packaged, sealed and show the following information on the outside of the package:

- Proposer's name and address
- Request for proposal title
- Request for proposal number
- Proposal due date

2.6 Required Copies

Proposers must submit **an original and the required number of copies** of all materials required for acceptance as instructed on the cover page of the RFP (Special Instructions).

All hard copies of the proposal must be on 8.5"x11" individually securely bound. **In addition, proposers must submit one complete electronic copy in Microsoft Word or PDF format burned to a CD or DVD.**

2.7 Proposal Organization and Format

Proposals should be organized and presented in the order and by the number assigned in the RFP. Proposals must be organized with the following headings and subheadings. Each heading and subheading should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded to are:

First Page – Provide information on outside of package (see Section 2.5)

Section 1 – Required Documents

- Signature Affidavit
- Vendor Registration Certification
- Reference Data Sheet
- Designation of Confidential and Proprietary Information
- Fair Labor Practices Certification
- Cost Summary Sheet (sealed in envelope)

Section 2 - Executive Summary/Overview

- a. Cover letter (one page) – background and value added by the proposer, and any special conditions (no financial terms here)
- b. Overview of systems design (one page).

Section 3 - Main Body of Response

Include a complete copy (all pages) of this RFP document and Specifications, with all sections completed. Incomplete documents may be eliminated from consideration at the discretion of Dane County.

Bills of Materials in the format shown must be included in this section. Individual components and line item pricing are to be included in Bills of Materials.

Section 4 - Exceptions

It will be assumed that the Proposer accepts all conditions and considerations as outlined within the RFP and Specifications documents unless specifically noted in this section, as well as in the Main Body of the Response at the point where the exception is taken.

Section 5 – Submittals Required with Proposal Response

Responses that fail to include submittals may be disqualified. Organize your

submittals as noted below:

- a. Detailed Project Plan/Schedule, including tasks and timeline, and description of project management to be utilized, to meet scheduled completion date.
 - b. Name of designated Project Manager with personal data sheet (detailing specific installation experience - similar projects managed)
 - c. Technical summary of the proposed solution, in plain English.
 - d. Proof of Proposer's status as an authorized Mitel Networks and Ascom wireless communications product dealer
 - e. Copies of certificates of qualification/training and personal data sheets for certified telephone and wireless systems installation technicians to be assigned to this project.
 - f. Copies of certificates of qualification/training and personal data sheets for certified telephone and wireless systems maintenance technicians to be assigned this project
 - g. If proposing a Prime Contract/subcontractor (s) approach, a signed statement from all involved contractors agreeing that the configuration will work as specified and that all contractors will work under the Prime Contractor to resolve any configuration or interoperability problems during the installation process at no additional cost to Dane County.
 - h. Manufacturers' brochures and cut sheets for all proposed items (including software).
 - i. Full details of your proposed training offering, including a list of all proposed training courses/classes with locations and dates offered.
 - j. 1. Clearly list the redundant/resilient parts of your solution (hard drives, processors, power supplies, etc.). 2. Identify all single points of failure.
 - k. State the security elements of your solution preventing a security breach to network and telephone system and services.
 - l. State the quality of service (QoS) methods you intend to utilize with your proposed solution, to protect the integrity of voice communications.
 - m. What specific interfaces to Dane County's data network do you require (i.e., no. of IP addresses and Ethernet ports, etc.) for your solution, including all proposed products, which Dane County needs to provide. Provide list, by component.
- Introduction (See Section 4 of this RFP)
 - Response to general requirements (See Section 4 of this RFP)

Organizational qualifications
Staff qualifications and Facilities
References

- Response to technical requirements (See Section 5 of this RFP)
- Cost proposal (See Section 6 of this RFP)
- Required forms (See Section 8 of this RFP)
 - Attachment A Signature Affidavit
 - Attachment B Vendor Registration Certification
 - Attachment C Reference Data Sheet
 - Attachment D Designation of Confidential and Proprietary Information
 - Attachment E Fair Labor Practices Certification
 - Attachment F Cost Summary Page
 - Attachment G Specifications
- Appendices (Additional Information the proposer submits)
- Bond Performance Bond of 100% within 10 days of contract award

2.8 Multiple Proposals

Multiple proposals from a vendor will be permissible, however each proposal must conform fully to the requirements for proposal submission. Each such proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc.

2.9 Oral Presentations and Site Visits

Top ranked selected proposers may be required to make oral interview presentations and/or site visits to supplement their proposals, if requested by the County. The County will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the proposer. Failure of a proposer to conduct a presentation to the County on the date scheduled may result in rejection of the vendor's proposal.

2.10 Demonstrations

Top-scoring vendor(s) may be required to install and demonstrate its product(s) and/or service(s) at a County site. Product(s) being demonstrated must be delivered to the County site upon two (2) weeks notice by the County to the vendor(s) and must be installed and ready for the demonstration within one (1) week of delivery. The County will furnish detailed specifications concerning the demonstration site and the particular test it will use to exercise the vendor's product(s) and/or service(s). Failure of a vendor to furnish the product(s) and/or service(s) it has proposed for demonstration within the time constraints of the preceding paragraph may result in rejection of that proposal. Failure of any product(s) and/or service(s) to meet the County's specified requirements

during the demonstration may result in rejection of the vendor's proposal.

The successful demonstration of the vendor's product(s) and/or service(s) does not constitute acceptance by the County. Any product(s) and/or service(s) furnished by the vendor for the purposes of this demonstration must be identical in every respect to those which will be furnished if a contract results.

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2.0 are met, and if additional mandatory requirements are met. (see Section 4.0). Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all vendors do not meet one or more of the mandatory requirements, the County reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP.

3.2 Proposal Scoring

Accepted proposals will be reviewed by an evaluation team and scored against the stated criteria. This scoring will determine the ranking of vendors based upon their written proposals. If the team determines that it is in the best interest of the County to require oral presentations, the highest ranking vendors will be invited to make such presentations. Those vendors that participate in the interview process will then be scored, and the final ranking will be made based upon those scores.

3.3 Right to Reject Proposals and Negotiate Contract Terms

The County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the County may negotiate a contract with the next highest scoring proposer.

3.4 Evaluation Criteria

The proposals will be scored using the following criteria:

| <u>Description</u> | <u>Percent</u> |
|--|----------------|
| a. General Requirements | 10 |
| b. Technical Merit | 20 |
| c. Proposers Qualifications | 20 |
| d. Installation / Maintenance/ Response Time | 20 |

| | | |
|---|-------|-----|
| f | Cost | 30 |
| | TOTAL | 100 |

3.5 Award and Final Offers

The award will be granted in one of two ways. The award may be granted to the highest scoring responsive and responsible proposer. Alternatively, the highest scoring proposer or proposers may be requested to submit final and best offers. If final and best offers are requested, they will be evaluated against the stated criteria, scored and ranked. The award will then be granted to the highest scoring proposer.

3.6 Notification of Intent to Award

As a courtesy, the County may send a notification of award memo to responding vendors at the time of the award.

4.0 GENERAL PROPOSAL REQUIREMENTS

4.1 Introduction

- 1 Company Name _____
(Prime Contractor)
- 2 Legal Name (if different) _____
- 3 Years in Business _____
- 4 Number of years installing Mitel Networks systems _____
- 5 Contact Person _____
- 6 Full Mailing Address _____
- 7 Telephone Number _____
- 8 Fax Number _____
- 9 Email address of contact person _____
- 10 Name and phone number of Bonding company _____
- 11 Number of full-time employees _____
- 12 Number of technical/installation personnel: _____
- 13 Names, titles, roles and qualifications/certifications of personnel who would work on _____ this project (attached brief personal data sheet, focusing on past, similar projects in Section 5 of the proposal response).
- 14 How many service personnel trained in maintaining the proposed networked Telephone System and related systems are employed by Proposer in Dane County's area or, within a ninety minute drive from BPHCC in Verona.
 - a. Telephone Service Personnel _____
- 15 Provide the address of Proposer's service center(s) within a ninety minute drive from BPHCC In Verona:

(a) Company

(b) Address

(c) Phone #

16. Who will maintain parts inventory? At what location?

a) Company _____

b) Address _____

c) Phone # _____

17. What critical component parts are kept in stock at this location?

(a) _____

18. Does your system, as proposed, automatically call out to your service center upon major and/or minor alarm? Explain _____

19. What response time can Proposer guarantee in an emergency situation?

20.. Telephone response: ___ hours On-site response: ___ hours

21. What response time does Proposer guarantee in a non-emergency situation?

(a) Telephone response: _____ Hours

(b) On-site response _____ hours

22. Name of person who would be Project Manager for this project

(a) _____

(b) This person will be required to meet with the County's Project Manager and/or his/her designee(s) regularly during the entire course of the installation to report on progress.

4.2 Organization Capabilities

1. If more than one Proposer or company is involved in the installation, training and/or support after installation, there must be a Prime Contractor. This Prime Contractor assumes responsibility for all other entities involved. **List Prime Contractor here:**

2. Proposer must list three referenced installations combining both the Proposer and the manufacturer in a Mitel Networks 3300 environment that most closely resembles Dane County's proposed installation.
3. Prime Contractor or manufacturer must have previously configured and have operational systems with components as quoted.

4. Prime Contractor must take responsibility for all proper component parts ordered. This includes any components to be ordered from a third party.

Describe the firm's experience and capabilities in providing similar services to those required. Be specific and identify projects, dates, and results.

4.3 Staff Qualifications (See Sec 2.7 Proposal Organization and Format, 5 e-f)

Provide personal data sheets describing the educational, work and project experiences for each of the staff members who would be assigned to the project.

4.4 Proposer References

1. Dane County is interested in Proposer's experiences that most closely resemble this implementation. (see Attachment "C"., "Reference Data Sheet")
2. How many Mitel Networks VoIP systems involving 3300s within the County of Dane has the Proposer installed? _____
3. How many within Wisconsin? _____

Proposers must include in their RFPs a list of organizations, including points of contact (name, address, and telephone number), which can be used as references for work performed in the area of service required. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project.

4.5 Mandatory Requirements

The following general requirements are mandatory and must be complied with.

- 4.5.1 Organize Proposal as Requested
- 4.5.2 Provide all required forms
- 4.5.3 Complete all RFP and Specification Detail

5.0 TECHNICAL REQUIREMENTS

- 5.1 Refer to Attachment "G" "Technical Specifications".

6.0 COST PROPOSAL

- 6.1 General Instructions on Submitting Cost Proposals

Proposers must submit an original and the required number of copies of the cost proposal as instructed on the **cover page of the RFP** (Special Instructions).

Cost proposal should be submitted in a separate envelope labeled **Cost Proposal** with the written proposal. (Refer to Cost Proposal Form)

The proposal will be scored using a standard quantitative calculation where the most cost criteria points will be awarded to the proposal with the lowest cost.

6.2 Format for Submitting Cost Proposals

6.3 Fixed Price Period

All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for 90 days starting on the due date for proposals.

7.0 SPECIAL CONTRACT TERMS AND CONDITIONS

7.1 Payment Requirements

Payment Requirements

- Upon contract signing: 20%
- Upon delivery of all system hardware, software and components: 30%
- Upon cutover: 30%
- Upon acceptance: 20%

7.3 Performance Bonds

The successful proposer is required to submit a performance bond in 100% of the contract amount within ten (10) days of award, held for the duration of systems implementation.

7.4 Domestic Partner Equal Benefits Requirement

The contractor [or grant beneficiary] agrees to provide the same economic benefits to all of its employees with domestic partners as it does to employees with spouses, or the cash equivalent if such a benefit cannot reasonably be provided. The contractor [or grant beneficiary] agrees to make available for County inspection the contractor's payroll records relating to employees providing services on or under this contract or subcontract [or grant]. If any payroll records of a contractor [or grant beneficiary] contain any false, misleading or fraudulent information, or if a contractor [or grant beneficiary] fails to comply with the provisions of s. 25.016, D. C. Ords., the contract compliance officer may withhold payments on the contract; terminate, cancel or suspend the contract in whole or in part; or, after a due process hearing, deny the

contractor the right to participate in bidding on future County contracts for a period of one year after the first violation is found and for a period of three years after a second or subsequent violation is found

8.0 REQUIRED FORMS

The following forms must be completed and submitted with the proposal in accordance with the instructions given in Section 2.0. Blank forms are attached.

| | |
|--------------|---|
| Attachment A | Signature Affidavit |
| Attachment B | Vendor Registration Certification |
| Attachment C | Reference Data Sheet |
| Attachment D | Designation of Confidential and Proprietary Information |
| Attachment E | Fair Labor Practices Certification |
| Attachment F | Cost Summary Page |
| Attachment G | Specifications |

| RFP COVER PAGE SIGNATURE AFFIDAVIT | |
|---|--|
| NAME OF FIRM: | |
| STREET ADDRESS: | |
| CITY, STATE, ZIP | |
| CONTACT PERSON: | |
| PHONE #: | |
| FAX #: | |
| EMAIL: | |

In signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned, submitting this proposal hereby agrees with all the terms, conditions, and specifications required by the County in this Request for Proposal, and declares that the attached proposal and pricing are in conformity therewith.

Signature

Title

Name (type or print

Date

Addendums -This firm hereby acknowledges receipt / review of the following addendum(s) (If any)

Addendum #_____ Addendum #_____ Addendum #_____ Addendum #_____

VENDOR REGISTRATION CERTIFICATION

Per Dane County Ordinance, Section 62.15, "Any person desiring to bid on any county contract must register with the purchasing manager and pay an annual registration fee of \$20."

Your completed Vendor Registration Form and Registration Fee must be received for your bid to be considered for an award. Your bid/proposal may not be evaluated for failure to comply with this provision.

Complete a registration form online by visiting our web site at www.danepurchasing.com. You will be prompted to create a username and a password and you will receive a confirmation message, then log back in and complete the registration. Once your registration is complete you will receive a second confirmation. Retain your user name and password for ease of re-registration in future years.

Payment may be made via credit card on-line or by check in the mail or in person at the Purchasing Division office. If paying by check make check payable to Dane County Treasurer and indicate your federal identification number (FIN) on the subject line.

CERTIFICATION

The undersigned, for and on behalf of the **PROPOSER, BIDDER OR APPLICANT** named herein, certifies as follows:

- This firm is a paid, registered vendor with Dane County in accordance with the bid terms and conditions.

Vendor Number # _____

Paid until _____

Date Signed: _____

Officer or Authorized Agent

Business Name

| REFERENCE DATA SHEET | |
|---|---------------|
| Provide company name, address, contact person, telephone number, and appropriate information on each of the following product(s) proposed within the last twelve months: 1) Mitel Networks 3300 and NuPoint Messaging; 2) Ascom Wireless Communications. Replicate this form if necessary, for subcontractor's references. | |
| NAME OF FIRM: | |
| STREET ADDRESS: | |
| CITY, STATE, ZIP | |
| CONTACT PERSON: | EMAIL: |
| PHONE #: | FAX #: |
| Product(s) and/or Service(s) Used: | |
| | |
| NAME OF FIRM: | |
| STREET ADDRESS: | |
| CITY, STATE, ZIP | |
| CONTACT PERSON: | EMAIL: |
| PHONE #: | FAX #: |
| Product(s) and/or Service(s) Used: | |
| | |
| NAME OF FIRM: | |
| STREET ADDRESS: | |
| CITY, STATE, ZIP | |
| CONTACT PERSON: | EMAIL: |
| PHONE #: | FAX #: |
| Product(s) and/or Service(s) Used: | |

| Designation of Confidential and Proprietary Information | | |
|--|-------------|-------|
| The attached material submitted in response to this Proposal includes proprietary and confidential information which qualifies as a trade secret, as provided in Sect 19.36(5), Wisconsin State Statutes, or is otherwise material that can be kept confidential under the Wisconsin Open Records law. As such, we ask that certain pages, as indicated below, of this proposal response be treated as confidential material and not be released without our written approval. Attach additional sheets if needed. | | |
| | | |
| Section | Page Number | Topic |
| | | |
| | | |
| | | |

Check mark : This firm is not designating any information as proprietary and confidential which qualifies as trade secret.

Prices always become public information when proposals are opened, and therefore cannot be designated as confidential.

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in Sect. 134(80)(1)(c) Wis. State Statutes, as follows: "Trade secret" means information, including a formula, pattern, compilation, program, device, method technique or process to which all of the following apply:

1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use.
2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

In the event the Designation of Confidentiality of this information is challenged, the undersigned hereby agrees to provide legal counsel or other necessary assistance to defend the Designation of Confidentiality.

Failure to include this form in the proposal response may mean that all information provided as part of the proposal response will be open to examination or copying. The County considers other markings of confidential in the proposal document to be insufficient. The undersigned agree to hold the County harmless for any damages arising out of the release of any material unless they are specifically identified above.

Signature

Title

Name (type or print)

Date

**FAIR LABOR PRACTICES CERTIFICATION
Dane County Ordinance 25.11(28)**

The undersigned, for and on behalf of the PROPOSER, BIDDER OR APPLICANT named herein, certifies as follows:

1. That he or she is an officer or duly authorized agent of the above-referenced PROPOSER, BIDDER OR APPLICANT, which has submitted a proposal, bid or application for a contract with the county of Dane.

That PROPOSER, BIDDER OR APPLICANT has: (Check One)

_____ not been found by the National Labor Relations Board (“NLRB”) or the Wisconsin Employment Relations Commission (“WERC”) to have violated any statute or regulation regarding labor standards or relations in the seven years prior to the date this Certification is signed.

_____ been found by the National Labor Relations Board (“NLRB”) or the Wisconsin Employment Relations Commission (“WERC”) to have violated any statute or regulation regarding labor standards or relations in the seven years prior to the date this Certification is signed

Date Signed: _____

_____ Officer or Authorized Agent

_____ Business Name

NOTE: You can find information regarding the violations described above at:
www.nlr.gov and <http://werc.wi.gov>.

For Reference Dane County Ord. 28.11 (28) is as follows:

(28) BIDDER RESPONSIBILITY. (a) Any bid, application or proposal for any contract with the county, including public works contracts regulated under chapter 40, shall include a certification indicating whether the bidder has been found by the National Labor Relations Board (NLRB) or the Wisconsin Employment Relations Committee (WERC) to have violated any statute or regulation regarding labor standards or relations within the last seven years. The purchasing manager shall investigate any such finding and make a recommendation to the committee, which shall determine whether the conduct resulting in the finding affects the bidder’s responsibility to perform the contract.

If you indicated that you have been found by the NLRB or WERC to have such a violation, you must include a copy of any relevant information regarding such violation with your proposal, bid or application.

| COST / FINANCIAL PROPOSAL | |
|---------------------------|--|
| NAME OF FIRM: | |

| Turnkey Installation Pricing: | Initial | 2 nd Year, 24/7 Maintenance |
|-------------------------------|---------|--|
| Mitel Networks 3300 systems | \$_____ | \$_____ |
| Mitel Networks NuPoint | \$_____ | \$_____ |
| Ascom Wireless Communications | \$_____ | \$_____ |
| Mitel Call Accounting System | \$_____ | \$_____ |
| Less Trade In – Mitel SX2000 | \$_____ | |

Fixed Price Period. All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for a minimum of 90 days starting on the due date for proposals.

**Attachment G
Technical Specifications
Submit with RFP**

See attached file named "Communications Systems Technical Specifications"

STANDARD TERMS AND CONDITIONS
(Request For Bids/Proposals/Contracts)
DCO CHS 19.25 Rev. 07/07

1.0 **APPLICABILITY:** The terms and conditions set forth in this document apply to Requests for Proposals (RFP), Bids and all other transactions whereby the County of Dane acquires goods or services, or both.

1.1 **ENTIRE AGREEMENT:** These Standard Terms and Conditions shall apply to any contract, including any purchase order, awarded as a result of this request. Special requirements of a resulting contract may also apply. Said written contract with referenced parts and attachments shall constitute the entire agreement, and no other terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by the County.

1.2 **DEFINITIONS:** As used herein, "vendor" includes a provider of goods or services, or both, who is responding to an RFP or a bid, and "bid" includes a response to either an RFP or a bid.

2.0 **SPECIFICATIONS:** The specifications in this request are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability or performance level, or any combination thereof, desired. When alternates are proposed, they must be identified by manufacturer, stock number, and such other information necessary to establish equivalency. Dane County shall be the sole judge of equivalency. Vendors are cautioned to avoid proposing alternates to the specifications which may result in rejection of their bid.

3.0 **DEVIATIONS AND EXCEPTIONS:** Deviations and exceptions from terms, conditions, or specifications shall be described fully, on the vendor's letterhead, signed, and attached to the bid. In the absence of such statement, the bid shall be accepted as in strict compliance with all terms, conditions, and specifications and vendor shall be held liable for injury resulting from any deviation.

4.0 **QUALITY:** Unless otherwise indicated in the request, all material shall be first quality. No pre-owned, obsolete, discontinued or defective materials may be used.

5.0 **QUANTITIES:** The quantities shown on this request are based on estimated needs. The County reserves the right to increase or decrease quantities to meet actual needs.

6.0 **DELIVERY:** Deliveries shall be FOB destination freight prepaid and included unless otherwise specified. County will reject shipments sent C.O.D. or freight collect.

7.0 **PRICING:** Unit prices shown on the bid shall be the price per unit of sale, e.g., gal., cs., doz., ea., etc., as stated on the request or contract. For any given item, the quantity

multiplied by the unit price shall establish the extended price, the unit price shall govern in the bid evaluation and contract administration.

7.1 Prices established in continuing agreements and term contracts may be lowered due to market conditions, but prices shall not be subject to increase for the term specified in the award. Vendor shall submit proposed increases to the contracting department thirty (30) calendar days before the proposed effective date of the price increase. Proposed increases shall be limited to fully documented cost increases to the vendor that are demonstrated to be industry wide. Price increases may not be granted unless they are expressed in bid documents and contracts or agreements.

7.2 Submission of a bid constitutes bidder's certification that no financial or personal relationship exists between the bidder and any county official or employee except as specially set forth in writing attached to and made a part of the bid. The successful bidder shall disclose any such relationship which develops during the term of the contract.

8.0 **ACCEPTANCE-REJECTION:** Dane County reserves the right to accept or reject any or all bids, to waive any technicality in any bid submitted and to accept any part of a bid as deemed to be in the best interests of the County. Submission of a proposal or a bid constitutes the making of an offer to contract and gives the County an option valid for 60 days after the date of submission to the County.

8.1 Bids **MUST** be dated and time stamped by the Dane County Purchasing Division Office on or before the date and time that the bid is due. Bids deposited or time stamped in another office will be rejected. Actual receipt in the office of the purchasing division is necessary; timely deposit in the mail system is not sufficient. **THERE WILL BE NO EXCEPTIONS TO THIS POLICY.**

9.0 **METHOD OF AWARD:** Award shall be made to the lowest responsible, responsive vendor conforming to specifications, terms, and conditions, or to the most advantageous bid submitted to the County on a quality versus price basis. Among other things, quantities, time of delivery, purpose for which required, competency of vendor, the ability to render satisfactory service and past performance will be considered in determining responsibility.

10.0 **ORDERING/ACCEPTANCE:** Written notice of award to a vendor in the form of a purchase order or other document, mailed or delivered to the address shown on the bid will be considered sufficient notice of acceptance of bid. A formal contract containing all provisions of the contract signed by both parties shall be used when required by the Dane County Purchasing Division.

11.0 PAYMENT TERMS AND INVOICING: Unless otherwise agreed, Dane County will pay properly submitted vendor invoices within thirty (30) days of receipt of goods or services, or combination of both. Payment will not be made until goods or services are delivered, installed (if required), and accepted as specified. Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order.

11.1 NO WAIVER OF DEFAULT: In no event shall the making of any payment or acceptance of any service or product required by this Agreement constitute or be construed as a waiver by County of any breach of the covenants of the Agreement or a waiver of any default of the successful vendor, and the making of any such payment or acceptance of any such service or product by County while any such default or breach shall exist shall in no way impair or prejudice the right of County with respect to recovery of damages or other remedy as a result of such breach or default.

12.0 TAXES: The County and its departments are exempt from payment of all federal tax and Wisconsin state and local taxes on its purchases except Wisconsin excise taxes as described below. The State of Wisconsin Department of Revenue has issued tax exempt number ES41279 to Dane County.

12.1 The County is required to pay the Wisconsin excise or occupation tax on its purchase of beer, liquor, wine, cigarettes, tobacco products, motor vehicle fuel and general aviation fuel. The County is exempt from Wisconsin sales or use tax on these purchases. The County may be subject to other states' taxes on its purchases in that state depending on the laws of that state. Vendors performing construction activities are required to pay state use tax on the cost of materials.

13.0 GUARANTEED DELIVERY: Failure of the vendor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the vendor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include administrative costs.

14.0 APPLICABLE LAW AND VENUE: This contract shall be governed under the laws of the State of Wisconsin, and venue for any legal action between the parties shall be in Dane County Circuit Court. The vendor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct.

15.0 ASSIGNMENT: No right or duty in whole or in part of the vendor under this contract may be assigned or delegated without the prior written consent of Dane County.

16.0 NONDISCRIMINATION/AFFIRMATIVE ACTION: During the term of this Agreement the vendor agrees, in accordance with sec. 111.321, Wis. Stats., and Chapter 19 of the Dane County Code of Ordinances, not to discriminate against any person, whether an applicant or recipient of services, an employee or applicant for employment, on the basis of age, race, ethnicity, religion, color, gender, disability, marital status, sexual orientation, national origin, cultural differences, ancestry, physical appearance, arrest record or conviction record, military participation or membership in the national guard, state defense force or any other reserve

component of the military forces of the United States, or political beliefs. The vendor shall provide a harassment-free work environment. These provisions shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, training, including apprenticeships, rates of pay or other forms of compensation.

16.1 Vendors who have twenty (20) or more employees and a contract of twenty thousand dollars (\$20,000) or more must submit a written affirmative action plan to the County's Contract Compliance Officer within fifteen (15) working days of the effective date of the contract. The County may elect to accept a copy of the current affirmative action plan filed with and approved by a federal, state or local government unit.

16.2 The vendor agrees to post in conspicuous places, available for employees and applicants for employment, notices setting forth the provisions of this Agreement as they relate to affirmative action and nondiscrimination.

16.3 Failure to comply with these Terms and Conditions may result in the vendor being debarred, termination of the contract and/or withholding of payment.

16.4 The vendor agrees to furnish all information and reports required by Dane County's Contract Compliance Officer as the same relate to affirmative action and nondiscrimination, which may include any books, records, or accounts deemed appropriate to determine compliance with Chapter 19, D.C. Ords., and the provisions of this Agreement.

16.5 *Americans with Disabilities Act:* The vendor agrees to the requirements of the ADA, providing for physical and programmatic access to service delivery and treatment in all programs and activities.

17.0 PATENT, COPYRIGHT AND TRADEMARK INFRINGEMENT: The vendor guarantees goods sold to the County were manufactured or produced in accordance with applicable federal labor laws, and that the sale or use of the articles described herein do not infringe any patent, copyright or trademark. The vendor covenants that it will, at its own expense, defend every suit which shall be brought against the County (provided that such vendor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent, copyright or trademark by reason of the sale or use of such articles, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.

18.0 SAFETY REQUIREMENTS: All materials, equipment, and supplies provided to the County must fully comply with all safety requirements as set forth by the Wisconsin Department of Commerce and all applicable OSHA Standards.

18.1 MATERIAL SAFETY DATA SHEET: If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29 CFR 1910.1200, provide one (1) copy of the Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy with the invoice(s).

19.0 WARRANTY: Unless specifically expressed otherwise in writing, goods and equipment purchased as a result of this request shall be warranted against defects by the vendor for one (1) year from date of receipt. An equipment manufacturer's standard warranty shall apply as a minimum

and must be honored by the vendor. The time limitation in this paragraph does not apply to the warranty provided in paragraph 27.0.

20.0 **INSURANCE RESPONSIBILITY:** The successful vendor shall:

20.1 Maintain worker's compensation coverage as required by Wisconsin Statutes, for all employees engaged in the work. The successful vendor shall furnish evidence of adequate worker's compensation insurance.

20.2 Indemnify, hold harmless and defend County, its boards, commissions, agencies, officers, employees and representatives against any and all liability, loss (including, but not limited to, property damage, bodily injury and loss of life), damages, costs or expenses which County, its officers, employees, agencies, boards, commissions and representatives may sustain, incur or be required to pay by reason of the successful vendor furnishing the services or goods required to be provided under the contract with the County, provided, however, that the provisions of this paragraph shall not apply to liabilities, losses, charges, costs, or expenses caused by or resulting from the acts or omissions of County, its agencies, boards, commissions, officers, employees or representatives. The obligations of the successful vendor under this paragraph shall survive the expiration or termination of any contract resulting from the successful vendor's bid.

20.3 At all times during the term of this Agreement, keep in full force and effect comprehensive general liability and auto liability insurance policies (as well as professional malpractice or errors and omissions coverage, if the services being provided are professional services) issued by a company or companies authorized to do business in the State of Wisconsin and licensed by the Wisconsin Insurance Department, with liability coverage provided for therein in the amount of at least \$1,000,000 CSL (Combined Single Limits). Coverage afforded shall apply as primary. County shall be given ten (10) days advance notice of cancellation or non-renewal. Upon execution of this Agreement, the successful vendor shall furnish County with a certificate of insurance listing County as an additional insured and, upon request, certified copies of the required insurance policies. If the successful vendor's insurance is underwritten on a Claims-Made basis, the Retroactive Date shall be prior to or coincide with the date of this Agreement, the Certificate of Insurance shall state that coverage is Claims-Made and indicate the Retroactive Date, the successful vendor shall maintain coverage for the duration of this Agreement and for two years following the completion of this Agreement. The successful vendor shall furnish County, annually on the policy renewal date, a Certificate of Insurance as evidence of coverage. It is further agreed that the successful vendor shall furnish the County with a 30-day notice of aggregate erosion, in advance of the Retroactive Date, cancellation, or renewal. It is also agreed that on Claims-Made policies, either the successful vendor or County may invoke the tail option on behalf of the other party and that the Extended Reporting Period premium shall be paid by the successful vendor. In the event any action, suit or other proceeding is brought against County upon any matter herein indemnified against, County shall give reasonable notice thereof to the successful vendor and shall cooperate with the successful vendor's attorneys in the defense of the action, suit or other proceeding.

20.4 The County reserves the right to require higher or lower insurance limits where County deems necessary.

20.5 In case of any sublet of work under this Agreement, the successful vendor shall furnish evidence that each and every subvendor has in force and effect insurance policies providing coverage identical to that required of the successful vendor.

21.0 **CANCELLATION:** County reserves the right to terminate any Agreement due to non-appropriation of funds or failure of performance by the vendor. This paragraph shall not relieve County of its responsibility to pay for services or goods provided or furnished to County prior to the effective date of termination.

22.0 **PUBLIC RECORDS ACCESS:** It is the intention of the County to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities. Bid openings are public unless otherwise specified. Records are not available for public inspection prior to issuance of the notice of intent to award or the award of the contract. Bid results may be obtained by visiting the Dane County Purchasing Office Monday – Friday, between 8:00 a.m. and 4:00 p.m. Prior appointment is advisable.

22.1 **PROPRIETARY INFORMATION:** If the vendor asserts any of its books and records of its business practices and other matters collectively constitute a trade secret as that term is defined in s. 134.90(1)(c), Wis. Stats., County will not release such records to the public without first notifying the vendor of the request for the records and affording the vendor an opportunity to challenge in a court of competent jurisdiction the requester's right to access such records. The entire burden of maintaining and defending the trade secret designation shall be upon the vendor. The vendor acknowledges and agrees that if the vendor shall fail, in a timely manner, to initiate legal action to defend the trade secret designation or be unsuccessful in its defense of that designation, County shall be obligated to and will release the records.

22.2 Data contained in a bid, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation, and innovations shall be the property of the County.

22.3 Any material submitted by the vendor in response to this request that the vendor considers confidential and proprietary information and which vendor believes qualifies as a trade secret, as provided in section 19.36(5), Wis. Stats., must be identified on a designation of Confidential and Proprietary Information form. In any event, bid prices will not be held confidential after award of contract.

23.0 **RECYCLED MATERIALS:** Dane County is required to purchase products incorporating recycled materials whenever technically and economically feasible. Vendors are encouraged to bid products with recycled content which meet specifications.

24.0 **PROMOTIONAL ADVERTISING:** Reference to or use of Dane County, any of its departments or sub-units, or any county official or employee for commercial promotion is prohibited.

25.0 ANTITRUST ASSIGNMENT: The vendor and the County of Dane recognize that in actual economic practice, overcharges resulting from antitrust violation are in fact usually borne by the County of Dane (purchaser). Therefore, the successful vendor hereby assigns to the County of Dane any and all claims for such overcharges as to goods, materials or services purchased in connection with this contract.

26.0 RECORDKEEPING AND RECORD RETENTION-PUBLIC WORKS CONTRACTS: The successful bidder on a public works contract shall comply with the State of Wisconsin prevailing wage scale and shall establish and maintain adequate payroll records for all labor utilized as well as records for expenditures relating to all subcontracts, materialmen and suppliers. All records must be kept in accordance with generally accepted accounting procedures. The County shall have the right to audit, review, examine, copy, and transcribe any such records or documents. The vendor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.

26.1 RECORDKEEPING AND RECORD RETENTION-COST REIMBURSEMENT CONTRACTS: Where payment to the vendor is based on the vendor's costs, vendor shall establish and maintain adequate records of all expenditures incurred under the contract. All records must be kept in accordance with generally accepted accounting procedures. The County contracting agency shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents relating to any contract resulting from this bid/proposal held by the vendor. The vendor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.

27.0 YEAR 2000 COMPLIANT: Vendor warrants that: a) all goods, services and licenses sold otherwise provided pursuant to this procurement have been tested for and are fully year 2000 compliant, which means they are capable of correctly and consistently handling all date-based functions before, during and after the year 2000; b) the date change from 1999 to 2000, or any other date changes, will not prevent such goods, services or licenses from operating in a merchantable manner, for the purposes intended and in accordance with all applicable plans and specifications and without interruption before, during and after the year 2000; and c) vendor's internal systems, and those of vendor's vendors, are year 2000 compliant, such that vendor will be able to deliver such goods, services and licenses as required by this procurement.

28.0 LIVING WAGE REQUIREMENT: The vendor shall, where appropriate, comply with the County's Living Wage requirements as set forth in section 25.015, Dane County Ordinances.

28.01 In the event its payroll records contain any false, misleading or fraudulent information, or if the vendor fails to comply with the provisions of s. 25.015, D.C. Ords., the County may withhold payments on the contract, terminate, cancel or suspend the contract in whole or in part, or, after a due process hearing, deny the vendor the right to participate in bidding on future County contracts for a period of one (1) year after the first violation is found and for a period of three (3) years after a second violation is found.

28.02 Bidders are exempt from the above requirements if:

- The maximum value of services to be provided is less than \$5,000;

- The bid involves only the sale of goods to the County;
- The bid is for professional services;
- The bid is for a public works contract where wages are regulated under s. 62.293, Wis. Stats.;
- The bidder is a school district, a municipality, or other unit of government;
- The service to be provided is residential services at an established per bed rate;
- The bidder's employees are persons with disabilities working in employment programs and the successful bidder holds a current sub-minimum wage certificate issued by the U.S. Department of Labor or where such a certificate could be issued but for the fact that the employer is paying a wage higher than the minimum wage;
- The bidder is an individual providing services to a family member; or
- The bidder's employees are student interns.

28.03 COMPLIANCE WITH FAIR LABOR STANDARDS. During the term of this Agreement, PROVIDER shall report to the County Contract Compliance Officer, within ten (10) days, any allegations to, or findings by the National Labor Relations Board (NLRB) or Wisconsin Employment Relations Commission (WERC) that PROVIDER has violated a statute or regulation regarding labor standards or relations within the seven years prior to entering this Agreement. If an investigation by the Contract Compliance Officer results in a final determination that the matter adversely affects PROVIDER'S responsibilities under this Agreement, and which recommends termination, suspension or cancellation of this agreement, the County may take such action.

28.04 PROVIDER may appeal any adverse finding by the Contract Compliance Officer as set forth in sec. 25.015(11)(c) through (e).

28.05 PROVIDER shall post the following statement in a prominent place visible to employees: "As a condition of receiving and maintaining a contract with Dane County, this employer shall comply with federal, state and all other applicable laws prohibiting retaliation or union organizing."



**Dane County
RFP # 110023
Badger Prairie Health Care Center
Mitel VoIP system and Wireless Communications System
Attachment G - Specifications**

April 27, 2010

Prepared by:
Gerritt Holgerson
Barry Roznik



Elert & Associates
414-257-3310
www.elert.com

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1.0 GENERAL REQUIREMENTS FOR SYSTEM

General Information

Badger Prairie Health Care Center (BPHCC) (1100 E. Verona, Verona, WI) seeks a new Mitel Networks 3300 installation, Ascom Wireless Communications System and systems integration with the following previously procured: 1) a Rauland Responder 4000 Nurse Call System and 2) MaxPage and associated pocket pagers.

Systems Function Prior to this Project

- Residents/patients initiate request for assistance from patient / bed station, or call cord / pull cord location.
- Call for assistance alerts console at nurses station, and activates corridor light at resident / patient room
- Staff at nurses station initiate page as required to deliver assistance to resident / patient
- Nursing staff extinguishes notification (LED at nursing station and corridor light) from resident / patient room.

Additional Functions Delivered by way of this RFP

- Wireless handsets are endpoints on the Mitel 3300, just as any wired telephone
- Call for assistance sends request detail to pagers and wireless handsets in pre-determined order and escalation protocol.
- Nursing staff with wireless handsets, upon receiving page detail, can initiate a two-way audio conversation with calling resident / patient by pressing a single activation button on the wireless handset.

1.1 Technical Requirements

The intent of this specification is to provide turnkey Mitel VoIP telephone system and Ascom wireless handsets, hardware and software to integrate with the previously purchased systems: Rauland Responder 4000 nurse call system and MaxPage pocket pagers. All equipment and installation material required to fulfill the technical requirements shall be furnished and installed whether or not specifically enumerated herein.

1. The systems shall employ state-of-the-art technology and be in current production.
2. Only new equipment of the highest quality is acceptable.
3. Workmanship shall be professional in nature and the installations shall be done in accordance with accepted commercial standards.
4. All proposed network-connecting hardware is to be compliant and compatible with LLDP-Media Endpoint Discovery (MED), the Link Layer Discovery Protocol enhancement utilized by Dane County.
5. Equipment and installation shall comply with the National Electrical code and any applicable local codes.

1.2 Vendor Qualifications

1. Proposer must be an authorized dealer/supplier of Mitel Networks telephone and Ascom wireless systems, and associated electronics and components.
2. All configuration personnel must have completed manufacturer training and received certification(s) to design proposed systems, or the Proposer must contract with manufacturer for configuration of all proposed components.
3. If for any reason, the manufacturer discontinues any model of equipment proposed in this configuration, the equipment must be maintained (including bugs, failures, and upgrades to standards) for a period of five years. In addition, Dane County must be made aware of an upgrade/replacement path.

1.3 Delivery

1. No equipment shall be ordered or installed prior to authorization by Dane County. Proposer shall not stock any materials or equipment prior to receiving authorization for installation.
2. The materials/equipment shall be delivered to its proper location and installed by the Proposer without additional cost or expense to Dane County, which shall not be deemed to have accepted any equipment until the Date of Acceptance.
3. During the time between delivery and acceptance, Dane County cannot be held liable for any damages to or theft of any components. It will therefore, be the responsibility of the contractor to obtain insurance against loss, theft and damage.

1.4 Contractor Responsibilities

1. The Contractor shall coordinate with the Project Manager an installation schedule for the entire project. This process is to begin at the Project Initiation

Meeting. The Contractor is to deliver a written Project Schedule at this meeting.

2. Contractor must verify communications room locations, and obtain approvals prior to layout and installation with the Dane County Project Manager.
3. Contractor is responsible to provide and install all cables and connectors necessary, including copper and fiber optic patch cables, to complete the installation of telephone equipment provided within this project.
4. Contract includes all software updates and upgrades for twelve (12) months following cutover at no extra cost (excluding labor).
5. Contractor is required to install, configure and test all materials and equipment (testing procedures are outlined in following sections).
6. Shipping delays are the sole responsibility of Contractor.

1.5 Basic Execution Requirements for All Systems

1. General: The Contractor is responsible to follow industry standards of good practice for the listed telephone and networking systems.
2. Aesthetic Factors: With the installation of equipment and cables, consideration shall be given not only to operational efficiency but also to overall aesthetic factors. The Contractor shall redo any work deemed by the County to appear sloppy or unprofessionally completed, at no cost to the County. The County or County's agent shall have final decision over whether work must be redone.
3. All equipment and materials shall be applied, installed, connected, erected, used and adjusted, as recommended by the manufacturers, or as indicated in their published literature unless specifically noted herein to the contrary.
4. Work, product and materials shall be properly protected during construction

1.6 Installation Requirements

1. If any proposed system, electronics or software item(s) are not shipping/deliverable by Commencement of Work, Contractor must supply and install workable item(s) on loan until proposed equipment/software is delivered and installed. There is to be no extra charge by the Contractor should this occur, nor for labor for changeover/ installation of loaner(s) to proposed equipment when it arrives. Such substitute item(s) must be approved by Project Manager prior to installation. If substitutes are found unsatisfactory, the contract may be terminated immediately.
2. There will be racks available in all technology closets. The Contractor is responsible to install/mount all proposed devices in those racks and put in and place all needed patch cables. Any questions about use of racks must be directed to the Project Manager.

3. The preference is that all equipment be rack-mounted. If any items require shelves, rack ears, backboards, counters or tables, Contractor shall provide them.
4. Any and all jumper/patch cables installed must be labeled according to TIA/EIA 606 standards and must indicate connections at both ends.
5. All rubbish, debris, and dirt resulting from Contractor's work shall be cleaned up as required, removed from the buildings, and, to the extent possible, recycled. The premises shall at all times be kept in a clean, safe and professional manner.
6. To facilitate routine in-house maintenance and administration of the systems after acceptance, a Dane County person is to be an observer during, and assist with all facets of the installation process. The Contractor must allow for the training/assistance of this person during installation.
7. Work shall be performed during normal hours of operation for the building where the work is taking place. Any deviations must be discussed with and approved by the Project Manager prior to work occurring.

1.7 County's Responsibilities for Delivery and Installation

Please identify the exact tasks that Dane County must perform and/or be responsible for in order to accomplish the delivery and installation of the system, if any. (Attach separate sheet labeled "Delivery and Installation" if needed.)

NETWORK ELECTRONICS

<<< To be provided and configured by Dane County >>>

COMMUNICATIONS SYSTEMS

1.8 General Telephone Requirements

1.8.1 Mitel Networks 3300

Dane County has identified Mitel Networks 3300 as the selected solution for BPHCC. The solution must be fully resilient and provide for survivable voice servers. The base response requires dual 3300 voice servers with all extensions extended resilient operation.

The Mitel NuPoint Unified Messaging Standard Edition solution has been selected for voice messaging.

A Bogen TAMB public address adapter is required to provide dial access to a single overhead paging zone.

1.8.2 Ascom Wireless Communications System

Dane County has identified Ascom as the selected wireless communications and integration solution for BPHCC. Deployment of handsets will utilize 802.11n wireless standard; if i62 is unavailable, see Section 1.7, Item 1 for temporary workaround.

Bill of Materials / Required product elements:

| Part Number | Qty | Description |
|----------------------------------|-----|---|
| <i>Handset Parts</i> | | |
| SIREN-ACAB (temporary number) | 20 | i62 Medic Handset w/Alarm Button – w/o Battery |
| <i>D61 Handset Parts</i> | | |
| DC4-AACA | 1 | D41/d62 Desktop Charger, Advanced (NA) single charger station |
| CR4-AAAA | 4 | D62 Battery Pack Charger (6 slots) |
| 660217 | 20 | Spare Batteries, d62 |
| <i>Common</i> | | |
| AWS1182 | 1 | Ascom Communications Server |
| AWS1305 | 2 | Unite 19” rack kit, 1U |
| AWS1166 | 1 | Power Supply 12VDC 4.5 w/AC cord and wall bracket |
| <i>Interfaces</i> | | |
| 541198 | 1 | T941AM8 – Input Modules – 8 inputs |
| AWS1190 | 1 | External Carrier Gateway (SNPP-2way) |
| <i>Wireless Services</i> | | |
| AWS1322 | 1 | IMS2, Integrated Wireless Messaging & Services |
| WSM-LAM1 | 1 | IMS2 License for centralized Management – 100 profiles |
| <i>Medamax</i> | | |
| AWS1169 | 1 | Medamax Gateway |
| Medamax-LPSS | 1 | License, Single port – TAP/ESPA/Line Protocol |

1.8.3 Call Accounting System

BPHCC requires a call accounting system to accommodate initial administrative needs, and possibly later to incorporate BPHCC residential users.

The following is a minimum list of features the District requires for a call accounting system:

1. Support of 200 telephone numbers initially, expandable to 400

2. Support of 200 endpoints initially, expandable to 400
3. Ethernet connectivity
4. 20,000 call records per month, expandable to 40,000
5. MS Windows 2007 – based, or greater
6. Support of real time and batch reporting
7. The system database can be updated by downloading to or from MS Excel and MS Access files.
8. The system guarantees 100 percent capture and reporting of all long distance calls, domestic and international.
9. The system guarantees 100 percent capture and reporting of all 911 calls.
10. The system captures and reports on all calls attempted from one digit on up including any extra digits dialed.

Identify below the reporting features and functions available as proposed with “X” in Yes column. Complete all rows and columns.

| | REQUIRED | OPTIONAL | YES | NO | Comments, Limitations, and Additional Costs |
|---------------------------------|----------|----------|-----|----|---|
| Reports | | | | | |
| Extension Summary | | | | | |
| By Totals | X | | | | |
| By Extension | X | | | | |
| By Cost Center | X | | | | |
| Telephone Historical Analysis | X | | | | |
| Trunk or Service Type Summary | | | | | |
| Date or Time of Day Summary | X | | | | |
| Length & Cost Categories | X | | | | |
| Most Frequently Dialed # Report | X | | | | |
| Exception Report Summary | | | | | |
| By Extension | X | | | | |
| By Cost Center | X | | | | |
| By Last Name | X | | | | |
| Detail by Telephone Number | X | | | | |
| For Each Extension | X | | | | |
| By All Digits | X | | | | |
| By Any Digit | X | | | | |
| Detail By Type of Day | X | | | | |

| | | | | | |
|---|---|--|--|--|--|
| All Types | X | | | | |
| Detail of Calls | | | | | |
| That Exceed Duration | X | | | | |
| Detail Cost Center Invoices | | | | | |
| Detail by Call Type | X | | | | |
| Incoming Call | X | | | | |
| Outgoing Call | X | | | | |
| Reports Available By: | | | | | |
| Date and Time | | | | | |
| Hours/Minutes of the Day | X | | | | |
| Type of Day | X | | | | |
| Date | X | | | | |
| Extension | X | | | | |
| Telephone Number | X | | | | |
| Account Code | X | | | | |
| Service Types (WATS, F.X., etc.) | X | | | | |
| Cost Center or Department | X | | | | |
| Where the Call is Going: | | | | | |
| Within Calling Zone | X | | | | |
| By LATA | X | | | | |
| Outside Local Area Code | X | | | | |
| By Area Code | X | | | | |
| By Telco CO/Exchange | X | | | | |
| Miscellaneous | | | | | |
| Capture of Originating Number (Caller ID) | X | | | | |

1.9 Mitel Networks System

1.9.1 General Functional

1. Each telephone is to be assigned a distinct seven-digit local or four-digit internal telephone number.
2. Inbound calls to the main listed number will be answered by the receptionist/telephone attendant during the day; at the end of the day, calls are transferred to a hunt group that ensures timely answering by available staff.
3. Outbound calls will be accomplished by dialing 9 and the desired telephone number. Telephones will be assigned access to 1) internal calling, 2) local calling and 3) long distance calling as required. Calls and associated costs will be tracked automatically.

4. Calls to a busy or unattended staff member's telephone will be re-routed either to 1) his or her personal voice mailbox greeting or 2) his or her personal assistant, if one is assigned.
5. Each telephone user is to be assigned a personal voice mailbox.
6. Callers routed to one's voice mailbox are always to have the option to press "0" to reach an available person, during the day.
7. All multiple line (> 2 line) telephones must be capable of having two appearances of the primary extension number, and be capable of supporting multiple line appearances for departmental answering as well as appearance of others' telephone status.
8. Some users may not be assigned a telephone, but will have a DID or station number associated with a voice mailbox. The intent is for the users to have a DID number that rings directly to the voice mail system and answers with the user's personal greeting.
9. The system must be programmed to allow users to dial 9-911 or 911 only (resulting in the system automatically inserting the 9) to reach the Public Safety Answering Point (PSAP).
10. Multi-line telephones must have the ability to have multiple DID / internal station numbers programmed on the buttons, with distinct visual message waiting indication for each voice mail box associated with those DID's / station numbers. Each DID / station line appearance must ring when dialed, forward to corresponding voice mailbox, and turn on that particular DID's / station number's message waiting light.
11. The system must be capable of having day service and night services.
12. During the day, administrative staff members (telephone attendants/receptionists) will answer calls to main telephone numbers. As appropriate, these calls will be transferred directly to 1) the desired party, or 2) the party's voice mailbox.

1.9.2 Physical Requirements

1. The following items must be included in the base price for each site's system. There will be no added costs to Dane County if Proposer does not include them.
2. Proposers should provide all necessary detail on the proposed systems and components to accomplish a turnkey installation; Any elements required of the County must be expressly identified as an "Exception".

Miscellaneous (include in Base Proposal)

| |
|--|
| Fully resilient call processing, with real time handoff to secondary server, if primary server fails |
| Long Handset Cords for all telephones – Minimum 9 ft. |
| Patch cables for proposed systems and telephones – 3 meter Category 5e or greater |
| Email notification to select IT staff members upon system alarms, for all controllers and servers |
| Local notification of E911 call placed from any station number / location |
| Station Message Detail Recording (SMDR) to support Call Detail Recording |
| Bogen TAMB single zone paging adapter |

Equipment Requirement Definitions

Installed: Actual number of ports and/or devices to be active at time of cutover.

Capacity: The system can grow to this requirement by adding servers, cabinets, shelves, telephones, miscellaneous components, wiring, and licensing.

System Configuration - The installed and equipped counts are determined for the future location.

| | Installed | Capacity |
|---|-----------|----------|
| IP Network Connection | 2 | 2 |
| ISDN PRI for Digital Trunks | 1 | 2 |
| E911 back up analog lines | 1 | 1 |
| Analog trunk line | 1 | 1 |
| Loop Start Trunk Port (to access overhead paging) | 1 | 1 |
| Loop Start Trunk Port (to provide 2-way communications between Resident / Patient and Wireless Handset) | 2 | 2 |
| Multi-Line IP licenses | 120 | 300 |
| Analog (modem, miscellaneous non-IP telephone station) ports | 41 | 80 |
| SIP Licensing for Ascom wireless handsets | 20 | 30 |

| Instruments proposed | Quantity |
|---|----------|
| Model 5302 | 84 |
| Model 5312 | 3 |
| Model 5324 | 1 |
| PKM – 48 | 1 |
| Model 5330 – back lit | 32 |
| DECT handset bundle for 5330 | 13 |
| DECT headset bundle for 5330 | 13 |
| Model 5310 IP Conference Unit (for use with two 5330 above) | 2 |

1.10 Proposal Response

1.10.1 Information on the Telephone/Voice System Products and Services Proposed

Telephone System Server

Manufacturer: _____

Model No.: _____

Software Issue: _____

Operating System: _____

Voice Messaging System

Manufacturer: _____

Model No.: _____

Software Issue: _____

Operating System: _____

Call Detail Recording System

Manufacturer: _____

Model No.: _____

Software Issue: _____

Operating System: _____

Ascom Wireless Communications System

Manufacturer: _____

Model No.: _____

Software Issue: _____

Operating System: _____

1.10.2 Mitel Systems Proposal

Detail all telephone system components and price elements on the “Itemization Schedule – Equipped Configuration”; include component description, part number, quantity, unit cost, extended unit (total) cost, as presented. This will constitute the Base System. Do not include “Add/Alternates” here.

| Mfr.Part # | Description (simple English) | Quantity | Unit Cost | Extended |
|--------------------------------|------------------------------|----------|-----------|----------|
| _____ | _____ | _____ | \$ _____ | \$ _____ |
| _____ | _____ | _____ | \$ _____ | \$ _____ |
| _____ | _____ | _____ | \$ _____ | \$ _____ |
| _____ | _____ | _____ | \$ _____ | \$ _____ |
| _____ | _____ | _____ | \$ _____ | \$ _____ |
| TOTAL INSTALLED COST | | | : | \$ _____ |
| SECOND YEAR MAINTENANCE (24X7) | | | | \$ _____ |

1.10.3 Voice Messaging System Proposal – Mitel NuPoint Unified Messaging Standard Edition

PROVIDE FOR 200 MAILBOXES ON VOICE MESSAGING SYSTEM WITH REDUNDANT HARD DRIVE, DUAL POWER SUPPLY, INTEGRATED VISUAL MESSAGE WAITING INDICATION TO ALL STATIONS SERVED, 3300 IP INTEGRATION, RECORD-A-CALL FUNCTION AND AUTOMATED ATTENDANT/CALL PROCESSING/DECISION TREE FUNCTION FOR BPHCC USERS AS REQUIRED. ASSUME: 16 ACTIVE PORTS, 200 ACTIVE MAILBOXES; EXPANDABLE TO 32 PORTS, 400 MAILBOXES.

| ITEM/QUANTITY | DESCRIPTION | COST |
|---------------------|-------------|----------|
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| TURNKEY COST | | \$ _____ |
| 2ND YR. MAINTENANCE | | \$ _____ |
| Limitations: _____ | | |

2nd Year 24/7 Maintenance: \$ _____

1.10.4 Ascom Wireless Communications

Use bill of materials to provide itemization of all costs:

| ITEM/QUANTITY | DESCRIPTION | COST |
|---------------------|-------------|----------|
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| _____ | _____ | \$ _____ |
| TURNKEY COST | | \$ _____ |
| 2ND YR. MAINTENANCE | | \$ _____ |
| Limitations: _____ | | |

1.10.5 Mitel Call Accounting System

Installed cost of call accounting system, supporting all system sites, as presented in specifications:

Installed Cost \$ _____ 2nd Year Maintenance: \$ _____

1.10.6 Pre- and Post-cut Pricing

Provide the cost of additional telephone and handset models, hardware, software, licensing and all other price elements, including additional applications available with the systems proposed and itemized above.

Post-cut pricing is effective for the following length of time, beginning with date of systems acceptance: _____

| Description (in plain English) | Part No. | Pre-cut Price | Pre-cut installed Cost | Post-cut Price | Post-cut installed cost |
|--------------------------------|----------|---------------|------------------------|----------------|-------------------------|
| | | | | | |
| | | | | | |

1.10.7 Systems Delivery and Installation

Identify the exact tasks that the County must perform and/or be responsible for in order to accomplish the delivery and installation of the systems. In addition, identify in detail the exact tasks that the Proposer will perform and/or be responsible for in order to accomplish the delivery and installation. Proposer shall project delivery date and installation period by function which will allow Proposer to accomplish the scheduled date of completion. Follow this format:

| Task | Date | Client | Proposer |
|-------|-------|--------|----------|
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |

1.11 Add/Alternates

1.11.1 Telephone additions and deletions

Provide the total cost/savings to increase/decrease the number of IP telephone devices:

| | Device | License | Installation | Total (add or delete) |
|------------|----------|----------|--------------|-----------------------|
| Model 5302 | \$ _____ | \$ _____ | \$ _____ | \$ _____ |
| Model 5304 | _____ | _____ | _____ | _____ |
| Model 5312 | _____ | _____ | _____ | _____ |
| Model 5324 | _____ | _____ | _____ | _____ |
| Model 5330 | _____ | _____ | _____ | _____ |

Model 5340 _____

1.11.2 Administrator Training for Mitel Call Accounting System

Provide the cost of delivering training for the one or two administrators of Mitel Call Accounting in the use of the software installed at the County. Provide hours and cost:

Proposed Hours: _____

Cost: _____

UC Client

The incremental cost of installing and activating a fully functional desktop client on tablet/laptop computer, providing mobile communicating via broadband Internet connection, and including tools to enhance the user’s management of personal communications.

First user: cost

| Item/Quantity | Description | Cost |
|---------------|-------------|----------|
| _____ | _____ | \$ _____ |

Incremental cost of second and each subsequent soft phone.

| Item/Quantity | Description | Cost |
|---------------|-------------|----------|
| _____ | _____ | \$ _____ |

UC Presence

The incremental cost of installing and activating presence within the UC client.

Explain where presence can be seen in a client’s environment (i.e.; UC client, email or documents) _____

| Item/Quantity | Description | Cost |
|---------------|-------------|----------|
| _____ | _____ | \$ _____ |

UC Instant Messaging (IM)

The incremental cost of installing and activating secure instant messaging within the UC client.

Describe your security for IM _____

| Item/Quantity | Description | Cost |
|---------------|-------------|----------|
| _____ | _____ | \$ _____ |

UC Mobility/Control

The incremental cost of installing and activating mobility within the UC solution.

Briefly explain the basic features of mobility within your solution, such as twinning and how it works.

What is needed to extend presence and call control to a mobile device?

Are there specific carriers or mobile devices with which this can be accomplished?

| Item/Quantity | Description | Cost |
|---------------|-------------|----------|
| _____ | _____ | \$ _____ |

1.11.3 Installed cost of soft attendant console, to work alongside basic IP telephone:

| Item/Quantity | Description | Cost |
|---------------|-------------|----------|
| _____ | _____ | \$ _____ |

1.11.4 Maintenance and Support

Proposer must provide total annual maintenance/software assurance costs and guaranteed maximum annual percentage increases for telephone and voice messaging platforms, such that these costs can be accounted for during years two through five. Failure to do so will result in a loss of points during the evaluation.

Indicate a guaranteed price for a comprehensive work-to-completion, 100% parts and labor, annual service with software assurance contract for year two (2) of each system proposed, excluding telephones..

Provide annual maintenance/software assurance plan costs for each of the systems as specified.

Mitel Networks 3300:

24/7/365 2nd year cost: \$_____ .

Mitel NuPoint:

24/7/365 2nd year cost: \$_____

Mitel Call Accounting:

2nd year cost: \$_____

Ascom Wireless Communications – exclude wireless handsets

24/7/365 2nd year cost: \$_____

Handsets damage coverage 1st year additional: \$_____

Handsets damage coverage 2nd year additional: \$_____

Block of hours. BPHCC may wish to contract for a pool of numbers, from which it can draw for post-warranty or MAC work. Provide the cost of the following block of hours, including any associate trip charge:

Block of fifty (50) hours: \$_____

Block of one hundred (100) hours: \$_____

Cost per trip to perform: \$_____

Guaranteed product lead time from product order to on-site: _____

1.11.5 Trade In – Existing SX2000 Equipment

Provide the trade-in value to take title and possession of Mitel SX2000 systems installed at Badger Prairie Health Care Center.

- 1 Mitel SX2000 Light Control Node – Redundant
- 1 Mitel Lightware 34 (33.2.1.8)
- 2 Mitel SX2000 Peripheral Node
- 1 Mitel SX2000 DSU Node
- 1 Mitel SX2000 ISDN PRI Card
- 11 Mitel SX2000 ONS Line Cards (16cct)
- 4 Mitel SX2000 DNIC Line Cards (16cct)
- 1 Mitel Superset PKM
- 1 Spectralink Netlink Controller TGX 116
- 1 Mitel DMP – MOH and Paging Module
- 1 Mitel NuPoint Release 7.0 (14 ports/210 hours)
- 20 Mitel Model 4025 telephones

Trade-in value: \$_____

1.12 Environmental Requirements

Please provide your proposed MCR/TCR room requirements including: Size, Humidity, and Temperature Levels.

What are the electrical power requirements of your individual proposed system(s) or expansions, by site/room?

| | <u>VOLTS</u> | <u>AMPS</u> |
|-----------------------------------|--------------|-------------|
| Badger Prairie Health Care Center | _____ | _____ |

1.13 Execution

1.13.1 Progress Meetings

Contractor shall provide a weekly update to the Consultant and County on the progress of the coordination, staging, assembly, installation, testing and all training through system acceptance.

1.13.2 Observers

To facilitate routine in-house maintenance of the system after acceptance, two County personnel are to be observers during and assist with all facets of the installation process. The Contractor shall allow for the training/assistance of these people during installation.

1.13.3 Scheduling

Work shall be performed during normal hours of operation for the building where the work is taking place. Any deviations must be discussed with and approved by the Project Manager prior to work occurring.

1.13.4 Station Reviews

As these specifications are put together with no specific equipment or vendor in mind, the Contractor shall include in the installation cost, multiple informational presentations to the County's management and users. Contractor's Customer Service personnel shall inform management of decisions that they will need to make regarding the equipment being installed and programmed. Further, the Customer Service personnel shall hold departmental meetings to determine features, types of phones, routing, restrictions, etc. on a per telephone basis. The County will assist, but Contractor is responsible for providing all details to the County. There can be no exceptions to this.

1.13.5 Delivery

Systems described in this document, once configured by the Contractor, shall be delivered to its proper location and installed by the Contractor without any additional cost or expense to the County; County shall not be deemed to have accepted any equipment until the date of acceptance.

1.13.6 Setup

The Contractor shall unpack equipment from shipping material and organize equipment into the kits in which it will be used. This includes checking to ensure that all equipment is complete and fully functional. Empty boxes and packaging shall be neatly organized per the County's instructions and removable if requested.

1.13.7 Coordination

Coordination with local exchange and network carriers: Contractor shall provide complete coordination between systems, local exchange and network carriers, including the submission of all connection and disconnection orders.

1.13.8 Incorporation or Removal of Existing Equipment

The Contractor will be responsible for the removal of existing equipment not incorporated into new system. Upon express approval by County, that equipment shall be boxed and removed by Contractor, then, to the extent possible, recycled.

1.13.9 Cutover Coordination and Notification

It is planned that staff will move over a two to three week period preceding the time when residents/patients move to the new building. Porting of numbers from old service to new service will be needed over this period of time. Multiple cutover events, from existing system to new system, shall be scheduled and coordinated with County staff and carrier's project manager and in timely manner in advance of these moves.

1.13.10 Cutover:

On the days following each cutover segment, Contractor is required to provide a project team on-site to provide follow-up training, and man a help-line for users to call and report system problems. This cutover and move is expected to occur in phases, taking place over a two to three week period.

1.13.11 Testing

Contractor shall test all equipment, software and programming database to ensure system functions as specified and as understood during planning sessions and station reviews.

The County reserves the right to randomly test connections upon completion of installation. If the results of those tests are deemed unacceptable, Contractor shall correct all identified errors at no cost to the County if it was deemed that the installation was in error.

Equipment must run 30 consecutive days without an equipment hardware failure (operator errors excluded). Failure during that time will require replacement and another 30-day period.

For each building LAN, Contractor must demonstrate connectivity/pinging of all managed devices from Main Closet to the County Project Manager or his/her designee.

1.13.12 Training

Informal Training: The Contractor shall supply at least eight (8) and up to sixteen (16) hours of training on the telephone system and related equipment and subsystems for at least two persons during the installation process. Training shall include:

1. Familiarization with features of all components;
2. Specifics of equipment features in proposed products;

3. Configuration details of selected equipment, and how to reinstall and reconfigure in case of failure;
4. Provision of manuals (full documentation) for all components and explanation of where and how to obtain support;
5. Explanation of most effective methods to test and maintain components;
6. Training in basic use of software proposed (not including network management software);
7. Description of warranty and servicing procedures for all components.

1.13.13 User Training

The Contractor shall conduct on-site user hands-on training sessions, limited to 12 people maximum in any one session, during each of first and second shifts. Sessions shall last approximately one (1) hour each. Contractor is required to install a temporary Ethernet switch connected to the network and provide for up to 12 live telephones. This training will be necessary for all users of the system.

Refresher Training: Contractor will offer refresher training classes within four weeks following the week of cutover. This training will include live telephones for a total of up to four (4) hours.

1.13.14 Post-Cutover Requirements

Proposer is required to perform the following items within the first 30 days following the cutover of the system:

8. Completion of any outstanding adds, moves or changes.
9. Internal system traffic study.
10. Readjustment of trunking if required from information obtained from traffic study.
11. Refresher training classes.
12. Station software changes.

1.13.15 Documentation (Electronic copy)

Instruction Manual: All users are to be provided with an instruction manual with feature codes defined for their assigned telephone instrument.

Training Tapes: Training tapes from the manufacturer are required to be left on-site. The County retains the right to videotape training classes given by the Contractor.

Training Manual: A minimum of one (1) complete training manual shall be provided by the date of acceptance detailing all information necessary for full use of the system proposed. Station user manuals are to be provided for all users. Payment may be withheld until a complete and accurate training manual has been provided.

When installation is complete, Contractor shall furnish County with a complete technical manual, made up of two complete sets of project documentation and two complete sets of manufacturer hardware and software manuals. One set is to be an electronic copy, the other hard copy organized in three-ring binders. Manuals shall be delivered in alphabetical order by manufacturer.

Technical manual will include:

13. Complete and accurate wiring diagrams detailing the interconnection of the various systems and related equipment, including all leased telecommunications circuits, lines and trunks, interconnecting wires and jacks.
14. Documentation including installed system database and programming summary, installed circuits listing, cabling systems as-builts, recorded software versions and end user telephone features
15. Detailed network diagram depicting all installed products and services.
16. Bayfront diagrams and rack elevations detailing all telephone-related equipment.
17. Identification of all closet locations (marked by name) on building layouts and include logical diagrams for each closet showing all installed equipment.
18. List in spreadsheet format which telephone and telephone extension(s) is connected to which outlet jack, which in turn is connected to which switch port (e.g. extension 5456 connected to outlet ID #S-242A connected to MC #2 Switch C, port 5).
19. IP numbers assigned to all equipment must be noted both on diagrams and on a separate table/spreadsheet.
20. Where VLANs are used, VLAN documentation shall be included, showing configuration as completed.

1.13.16 Traffic Reports:

One free traffic report needs to be conducted and analyzed per year for each of the first two years of the system life. The traffic study will be analyzed and returned to the County within six weeks of the order.

1.13.17 Systems Acceptance and Project Closeout

Systems acceptance shall occur after:

- 21. 30 consecutive days with 99 percent or better availability, and
- 22. All of the Work has been completed in accordance with the contract and RFP specifications (including testing procedures as outlined in the accepted response), and
- 23. The system operates in conformance with manufacturer's published specifications, and
- 24. All of the documentation requirements have been met, and
- 25. Contractor has certified in writing to the Consultant and County Project Manager that the system is installed and operational in accordance with these specifications, and ready for use, and
- 26. County or County's designated representative has inspected the installation and provided written approval.

At the completion of the above items, and upon the County's written acceptance, operations control becomes the responsibility of the County. This constitutes Date of Systems Acceptance. The warranty coverage begins as of this date.

1.13.18 Warranty

The Contractor, by entering into a contract with the County, warrants and represents that all materials, equipment and service delivered to the County pursuant to the contract conforms to all of the specifications contained or referred herein. The Contractor further guarantees to respond on 24 hour per day, seven day per week, 365 days per year basis, and replace all materials, equipment, software or service, which may be rejected by the County due to defective materials or workmanship for a minimum of one year following final acceptance. Failure or neglect of the County to require compliance with any term or condition of the contract specifications shall not be deemed a waiver of such term or condition.

1.13.19 Hotline Telephone Support

Provide details on providing hotline telephone support to the system administrator(s) of the proposed solutions, and any associated cost:

During warranty: _____

Cost: _____

After warranty, under maintenance contract: _____

Cost: _____

After warranty, without maintenance contract: _____

Cost: _____

Technicians providing service to BPHCC.

Performance during the warranty period will require technicians who are familiar with BPHCC. The primary (preferred) technician will be backed up by two specific alternates, in the event he/she is unable to fulfill the required tasks. This will be required of contractor for all work during the warranty and post-warranty maintenance periods.

1.13.20 Management and Systems Training

List all systems management and maintenance classes available for the County. Include course description, course length, location of class, and costs. Indicate which classes have been included in your Proposal.

1.13.21 User Groups

Does the manufacturer of the proposed system have a user groups the meets regularly? If so, provide information on the group:

2.0 CABLE SYSTEMS

2.1 General Information

Contractor is to provide and use Category 5e copper jumper/patch cables to connect network devices to existing Cat 5 or higher patch panels.

All jumper/patch cables installed must be labeled according to TIA/EIA 606 standards and must indicate connections at both ends.

Contractor is responsible to employ proper horizontal wire management techniques in all its work in and around cabinets and racks. If this will require the use of horizontal wire management devices, these are to be provided by

Contractor and installed. Wire management devices are subject to County and Consultant's approval.

Proposer is responsible for providing a turnkey working system.

The telephone contractor work functions shall include, but not be limited to, the following work items for installation of the cabling wiring system:

27. Provide cabling to the backplane from the telephony server
28. Use existing RJ-45, 110 type telephone blocks as appropriate
29. Terminate and splice cables
 - a. The successful Proposer shall be responsible for the placement of all cross-connect/jumpers between:
 - i. The telephone system, Ethernet data, analog voice backbone and station cables.
 - ii. The telephone system and MDF outside trunk cross-connect field