

REQUEST FOR PROPOSAL

to provide a complete telecommunications system

for

**Madison County, NY
138 North Court Street
Wampsville, NY 13163**

Prepared by:

PAG Services, Inc.
Post Office Box 526
Newtonville, NY 12128

June 20, 2014

TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGE</u>
Section 1: Purpose of Request	3
Section 2: Project Schedule	4
Section 3: Proposal Submission	4
Section 4: Qualifications of Vendor	6
Section 5: Project and System Requirements	7
Section 6: Mitel Upgrade	11
Section 7: System Installation Process	12
Section 8: Term of Contract	15
Section 9: Proposal Submission Requirements	16
Section 10: Proposal Format and Content	16
Section 11: Proposal Evaluation	18
Section 12: Alternatives	19
Section 13: Modification & Withdrawal of Proposal	19
Section 14: Madison County Standard Contract Agreement	19
Section 15: Attachments	20

SECTION 1: PURPOSE OF REQUEST

Madison County (County) is located in central New York with approximately 75,000 residents. The County is requesting Proposals from qualified equipment and service vendors to provide install and maintain a complete telecommunications system that must include all hardware and equipment, software, training and acceptance testing as required by the specifications of this Request for Proposal. The Proposal must include a minimum one year of warranty and service support from date of activation and must include options for additional service warranties beyond the initial one year. All equipment provided shall be new and in current production by its manufacturer. No re-conditioned, used or demonstration models will be accepted.

This request for a proposal will be used by the County to select the vendor and system that will replace the current Mitel PBX. This new system shall be a Voice over Internet Protocol (VoIP) system that includes voice mail, unified communications and the integration of portable devices from a variety of manufacturers. Additionally, the County will entertain proposals to upgrade the Mitel system to include VoIP capabilities that will meet the performance and capabilities required by this RFP. The County reserves the right to purchase desired equipment and services from the responses received to this Request.

The offices of the County are principally located on North Court Street, Wampsville, New York; on an office campus distributed through six (6) buildings interconnected by fiber optic cabling. The vendor and system selected will provide seamless, integrated communications to these buildings as well as to several County departments located off campus. Additionally, the system must have the capability to support the communications needs of the various municipal subdivisions of the County on a case by case review of the benefits received.

Currently, the County has an existing telephone network comprised of POTS voice communications from Time Warner Cable and MetTel, ISDN/PRI circuits from Windstream and a DSL circuit from Frontier. Internet service is provided by Time Warner Cable and Frontier. Telephone equipment is a Mitel SX-2000 PBX and several Nortel, NEC and Toshiba key systems. The voice processing system is Mitel NuPoint Messenger v11.0.5.11.01. SMDR/CDR data is processed by Tapit EX. There is minimum Category 5e cabling to all data end points. The County uses Cisco 2960G and Cisco 3750G switches, which need to be replaced as part of this project. Their virtual servers run VMware ESXi 5.1.

SECTION 2: PROJECT SCHEDULE

<u>Activity</u>	<u>Date</u>
RFP Public Notice / Document Issuance	June 20, 2014
Pre-Proposal Meeting	June 30, 2014
Deadline for submitting questions	July 3, 2014
Proposals Due	July 17, 2014
Vendor selection and bid award	August, 2014

A pre-Proposal meeting to review the scope of the project and answer any questions will be held on Monday, June 30, 2014, at 11:00 AM, in the large conference room on the second floor of the County Office Building, 138 North Court Street, Wampsville, NY 13163. Attendees will have the opportunity to query both the County's telecom advisor and members of the County IT department to help define the system requirements. Attendance is recommended.

Questions raised at the pre-proposal meeting or at any time prior to July 3, 2014 will be answered by means of an Addenda mailed or delivered to all parties recorded as having received this RFP. Only questions answered by formal written Addenda shall be considered by the prospective Vendors. Oral or other interpretations or clarifications will be without legal effect.

SECTION 3: PROPOSAL SUBMISSION

One (1) original copy and one (1) electronic version of each Proposal and other required documents must be submitted, sealed in an opaque envelope clearly marked with the name of the Proposal and the name and address of the Vendor. If the Proposal is sent through the mail or other delivery system the sealed envelope shall be enclosed in a separate envelope with the notation "PROPOSAL ENCLOSED" on the face thereof. Vendors mailing Proposals shall allow sufficient time for delivery. Envelopes and packages must be delivered to the following address:

Madison County, NY
Attn: Rebecca Marsala, Deputy Treasurer
138 North Court Street, Building 4
Wampsville, NY 13163

Proposals must be received by the County no later than **11:00 AM EDT, Thursday, July 17, 2014**. Proposals will not be read publicly at that time.

The Proposals submitted by the individual Vendor(s) is the document upon which the County will make its initial judgment regarding the Vendor's qualifications, understanding of the County's scope and objectives, methodology, and ability to complete services under the contract.

Those submitting Proposals do so entirely at their expense. There is no express or implied obligation by the County to reimburse any firm or individual for any costs incurred in preparing or submitting Proposals, preparing or submitting additional information requested by the County, or for participating in any selection interviews. Once submitted, all documents and media become the property of the County. The proposals will not be made public unless required by law, regulation or compelling authority.

Submission of any Proposal indicates acceptance of the conditions contained in the RFP, unless clearly and specifically noted otherwise in the Proposal.

The County reserves the right to reject any and all Proposals, in whole or in part, submitted in response to its RFP. If selected Vendor also contracts with the State of New York at a lesser rate than the quoted herein, the County reserves the right to utilize New York State Contract pricing without incurring fees or penalties. As such, the definition and break out of all components with pricing must be defined and delineated in the same layout as state contract pricing.

The County reserves the right to waive any and all informalities and to disregard all non-conforming, non-responsive or conditional Proposals.

The County may, at any time by written notification to all Vendors, change any portion of the RFP described and detailed herein.

Vendors may submit questions up to ten (10) days prior to the deadline for submission. Replies will be issued by Addenda mailed or delivered to all parties recorded as having received this RFP. Oral or other interpretations or clarifications will be without legal effect.

The contact individual for this RFP process is the County's advisor:

Peter A. Gray
PAG Services, Inc.
Post Office Box 526
Newtonville, New York 12128
518-265-5871
413-714-8780 fax
peter@pagservices.com

All communications and correspondence must be directed to Mr. Gray. Unauthorized contact with Madison County employees regarding this RFP may result in the vendor being disqualified.

Proposals will be examined and evaluated by the Government Operations Committee, the Finance Ways & Means Committee and the County's outside advisor. During evaluation of Proposals, the County may require clarification of information or may invite a Vendor to an oral presentation to amplify and or validate Proposal contents. A recommendation will be made to the County Board of Supervisors which has the final authority to award a contract.

During the evaluation of Proposals, the County may require clarification of information or invite a Vendor to an oral presentation to amplify and/or validate Proposal contents

SECTION 4: QUALIFICATIONS OF VENDOR

Provide a statement of Vendor qualifications including:

- 1) If the Vendor is not the manufacturer of the proposed system the Vendor will provide proof of their certification from the manufacturer to install, program and maintain said system.
- 2) Name and title of person(s) authorized to bind the Vendor, together with the main office address, and telephone number (including area code).
- 3) The Vendor must be able to guarantee a trained service technician can be onsite within ninety (90) minutes of dispatch. Vendor must also have an availability of commonly used repair parts available for use. Please provide local facility address and describe staffing and parts availability at this location.
- 4) Key Project Personnel Resumes – Proposals must include resumes for those persons responsible for managing or supervising project work; and unsupervised technical personnel that will be working on implementation or installation work. Resumes should outline the education and/or experience relevant to the project, past project work for the current company. Limit one page per person. The Vendor must include a description of all significant partners, subcontractors and suppliers that would be utilized in this project.
- 5) The Vendor shall provide a reference list of at least five (5) installations of comparable systems installed in the last five (5) years and have been operating satisfactory for at least two years. Reference list shall include the organization's name, contact person's name and title and contact information including telephone number and email address. The County shall have the right to contact any references provided by the Vendor. Vendors are invited to provide letters of reference from current clients.

6) In addition, the County may make such investigations it deems necessary to determine the ability of the Vendor to perform the work. The Vendor shall furnish to the County, within five (5) days of a request, all such information and data for this purpose as may be requested.

7) The County reserves the right to reject any Proposal if the information submitted by, or investigation of, such Vendor fails to satisfy the County that such Vendor is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. Conditional Proposals will not be accepted.

SECTION 5: PROJECT AND SYSTEM REQUIREMENTS

The Proposal shall include and encompass all equipment, software, licenses, planning, installation, testing and training commonly associated with providing a new telecommunications system. The system will run under the County's VMware ESXi 5.1 server environment and the Proposal will include the replacement of the County data switches. See Attachment "A" for a list of switch models..

The principal features shall include but not necessarily be limited to the following:

- A) All equipment shall be new and comply with all FCC regulations.
- B) All existing telephone equipment replaced or abandoned will be removed by the vendor upon review with the County.
- C) The system provided will operate as a single integrated telecommunications system, including voice mail, auto attendant functions and unified communications with central administration of all features and operation. Central administration shall be via a web based portal.
- D) The Vendor will provide coordination with the County's providers of local, long distance and internet services as necessary for the installation of the Vendor's system.
- E) Proposed systems must use the commercial power available.
- F) Workmanship must be professional and installations in accordance with accepted commercial standards.
- G) Equipment and installation must comply with the National Electrical code and any applicable local codes.
- H) The system must support a minimum combination of one thousand (1000) IP and/or analog extensions. The system must be networkable and able to support up to twenty four (24) remote locations. The system must provide interoperability with Microsoft Outlook and Exchange and dialing integration with both.

System applications shall support:

1. IP telephones
2. SIP endpoints
3. Soft phone
4. Fax lines (Analog)
5. Voice mail
6. Speech enabled auto attendant
7. Unified messaging
8. Mobility options network management,
9. Browser-based management application tools
10. Call Accounting
11. 4 Digit Dialing between all locations.
12. SIP trunk interfaces

IP telephones

The telephones shall support gigabit connectivity, to the data switch and the desktop computer.

Telephone instruments shall support Layer 3 QoS RFC 2474 and be implemented 802.1p on the same VLANs as native data traffic. The proposed instruments shall support SIP signaling.

Soft-Phone

Vendor shall describe their soft-phone capabilities, supported operating systems and third party standards based devices. The proposed instrument shall support SIP signaling. The soft phone shall support voice path encryption.

The vendor shall describe recommended implementation for the deployment of soft-phones across non-secure networks.

Basic IP Telephone

IP telephone will be a single line unit with/without display.

Standard IP Telephone

Standard IP telephones will have the following features:

- Message waiting indication
- Bi-directional speakerphone with volume control and muting
- Minimum three (3) line by 25 character LCD display with
 - Caller ID and Calling Name display capability
 - Feature access prompts
- Headset and hearing aid compatible
- Minimum one (1) Ethernet 100 base-T port
- Minimum six (6) programmable softkeys

Executive IP Telephone

Executive IP telephone will be as above with the addition of six (6) more softkeys for a total of twelve (12) and color display.

Analog Telephone Sets

Standard 2500 sets with message waiting lamp

Resiliency & Survivability

Vendor must provide the capability for the Public Safety location that allows users the ability to originate and receive calls in the event of a system failure. These calls will be via CO lines or PRI / SIP trunks to be installed at a future date. This feature must be automatic and provide call processing with basic services available.

Power Fail Transfer

Vendor is required to provide in the configuration Power Fail Transfer units, for eight (8) emergency telephones. In the event of a telephone system failure the trunks would automatically be connected to the emergency telephones located throughout each facility. The vendor is required to cross connect and make record of all emergency telephones.

911 Emergency Support

The vendor shall document their proposed solution to support of 911 dialing from each analog and IP telephone set.

Proposed System Capacity

Vendor shall document and provide in their Proposal the system and equipment capacities as implemented. The capacity shall be documented, at minimum, as Telco lines, analog lines, IP sets, and other license limitations.

System Power Source

The County will provide power to all servers and switches supported by an auto-transfer generator system

Remote Locations

Madison County has three (3) locations not in close proximity to the main office complex. The proposed system must have the capability to provide service to these locations via WAN connections to be defined in the future. In addition, the County has 26 municipal sub-divisions that may desire to utilize the County system at a future date.

Flexible Dialing and Number Plan

The proposed system shall support a flexible four (4) digit dialing plan. Currently the County has six hundred (600) DID numbers. There is no relationship between 4 digit DID numbers and physical location of the end point for that number.

Documentation

1. Include at least one copy each of the User's Guide for each major functional area, and at least one copy of the System Administrator's guide for the proposed system. These will not be returned to the vendor unless a written request for their return is included with this section.
2. For the life of the equipment all documentation will be updated by Vendor to reflect any revisions.
3. Does the system provide online documentation? For which functions?

Auto-Attendant

The proposed solution shall support multiple instances of auto attendant. These shall be configurable by the County's staff. The auto attendant shall be capable of transferring calls and providing different messages based upon day of the week and time of day.

System Management

Management software functionality must be accessible from distributed workstations, as well as the server itself. Additional management access must be provided via a login utilizing proprietary client software, Telnet, Windows, or similar function.

The centralized management platform is to control the Call Processor and voice mail call processing services, and stations (IP, analog, digital), Telco trunk/POTs configuration, Call Accounting, Moves Adds and Changes. The management shall operate as a single system image across all platforms.

Management System Security

1. Does the system provide user authentication utilizing a user identification and password?
2. Does the system provide at least application level security to ensure that only authorized individuals have access to particular functions such as billing and cable records management?
3. Does this control (in above question) support read/write, read/only, or no-access?
4. Does the system provide security to ensure that only authorized individuals have access to particular database fields such as account codes?
5. Does the system provide an audit trail for record changes (i.e., the ability to record changes to data as date, time, and user id making the change, deletion, or addition)?

SMDR Call Record

The proposed system must provide a complete SMDR call record. Records must provide, at a minimum:

- Date the call is made (month and day)
- Extension number that made or received call
- Caller ID of the incoming call, if available
- Access code
- Authorization code (minimum of 6 digits)
- Type of call (e.g. DDD,FX, TL, WATS)

- Number called (area code + number)
- Time call started
- Duration of call

Backup / Recovery

The system must support removable media backups of all data stored. Such backup should not require the backup of data which is not part of the system. The backup of only the Databases and/or programs must be supported. The system must support the recovery and synchronization of data from the backups. The Management platform proposed shall provide the backup mechanism.

System Training

Vendor shall provide 16 hours of onsite training for general system maintenance and reporting operations. MIS staff will attend and participate in the training classes.

Unified Messaging – Fax Service

The vendor shall provide functional descriptions of their unified messaging applications and supporting systems involved. The vendor shall provide information for the integration of Unified Messaging with the County's existing Microsoft Exchange application. The vendor shall provide costs associated with two hundred (200) unified messaging clients. The vendor will include the capability for fax service with document delivery by email attachment with destination defined by DID number.

The vendor shall provide additional detail for:

1. Appliance or server requirements.
2. Anticipated message storage space required.
3. Stored message format
4. Backup and recovery processes
5. The abilities of the proposed voice mail system for historical message retrieval.

Facility Requirements

The vendor will provide the physical dimensions of the proposed system and/or rack space needed to house the equipment. All power requirements, including any special conditioning, cooling or grounding requirements will be provided by the County.

SECTION 6: MITEL UPGRADE

The County will consider the option of upgrading its current Mitel SX-2000 to support IP Telephony. This option would allow the County to deploy IP sets to users as needed based upon feature and/or other requirement. In place digital and analog sets may remain as is. This alternative has all the same requirements and features of a total replacement option.

If feasible, Vendors should include the option of retaining the Mitel Nupoint Messaging System. A full description of functionality retained or lost by this option must be provided.

The County is open to considering other methods of upgrading its telephone equipment, features and services. This may include remote hosted solutions and other options not described. Vendors offering alternative solutions should provide extensive description and documentation and would be subject to the same requirements of Section 4: Qualifications of Vendor.

SECTION 7: SYSTEM INSTALLATION PROCESS

Cutover

All lines, stations and other equipment installed by Vendor shall be tested for proper operations and function prior to the cutover date. Madison County reserves the right to witness and verify all such tests.

There will be no provision for automatic acceptance. Acceptance testing will not be performed on nodal or site basis. The vendor shall present a system wide acceptance plan for County review and acceptance. This plan will include the methodology for testing.

The cutover will be accomplished in a manner that will minimize interruption of communications service to the County. Cutover activities will occur during regularly acceptable business hours.

Cutover date and plan must be provided in writing to Madison County twenty one (21) days prior to cutover. The County must approve the cutover date, time and plan.

During the cutover, Vendor will have on-site a minimum of the following personnel:

- Factory trained technicians
- Station equipment/inside plant technicians
- Vendor's project manager
- Trainer

The above staff will remain on site until the County deems the cutover successful.

Upon completion of successful cutover, Vendor will:

- Immediately correct any malfunctions in the stations and peripheral equipment and trunks
- Make permanent any temporary cables/wiring in conduit after cutover
- The vendor shall collect, box and inventory all handsets PBX and related equipment no longer used by the County. The equipment will be inventoried by box or pallet. Pallets and a collection location will be provided for these items.
- Make changes in station equipment or programs, class of service/features as requested by the County for the first two weeks after acceptance date

End User Training

Vendor must provide end-user training for all Madison County personnel. Vendor must include IP telephone set training as well as for Voice Mail and console. Prior to training, Vendor must have approval from the County for the schedule and agenda. Please provide details on how this will be provided.

Additionally, The Vendor will provide a Trainer for two (2) days following the cutover to assist in the resolution of any user and console issues.

Warranty and Maintenance

The Vendor will warrant to Madison County that all system components shall be new and free from defects of material and workmanship for twelve (12) months from date of cutover. The Vendor warrants that defective system components will be repaired or replaced at the sole expense of the Vendor, and warrants all installation materials and workmanship to be free from defects for twelve (12) months from date of cutover. Copies of warranties provided by manufacturer of the proposed systems shall be included with the Vendors Proposal. Copies of Vendor warranties provided for the proposed systems shall be included with the Vendors Proposal.

If the Vendor is not the manufacturer of the proposed systems, the Vendor must provide: a copy of any document which certifies that warranty and maintenance of the systems will be provided in the event that the Vendor or distributor fails to fulfill any contractual maintenance obligations.

Maintenance

The vendor must provide standard service between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. The vendor must also provide emergency 24-hour service, seven days a week. Response must be available on a twenty-four (24) hour basis with guaranteed maximum response time as listed below:

- Emergency Service (catastrophic system failure): within Two (2) hour notification and remote dial in and 4 hours on site service
- Non-Emergency service: Within twenty-four (24) hours.

The Vendor shall provide on-site MAC (move, add or change) service between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, On-site MAC (move, add or change) service shall be provided by the Vendor at the County request, for which the County will be billed at the then published rates for the County's service locations, beginning one (1) month after date of acceptance.

Labor Rates

The Vendor shall provide a labor rate table. The County requests a flat rate charge for all software changes and in-house station cabling that may be required.

Proposed Maintenance Agreement

Proposals must include the proposed agreement, including all terms and conditions for providing service and maintenance for a one year period as stipulated.

The Vendor shall describe any maintenance contracts or service agreements that are available. The Vendor shall provide maintenance cost for year two (2) through year four (4).

A copy of the Vendor's maintenance contract shall be included with the RFP response.

The Vendor's Proposal shall include a detailed description of Vendor's disaster recovery plan in the event that the system is destroyed or rendered totally inoperative due to abuse, misuse, fire, flooding, etc.

Provide a description of the maintenance coverage.

Please describe the solution manufacturers and vendors policy regarding pricing for the following:

- Newly developed software (including installation)
- Equipment modifications and software upgrades for improved performance and reliability
- Correction of design, component, manufacturing, and software upgrades.

If the above are no-cost items, indicate applicable time period (i.e., warranty period only for the life of the equipment). This information should be provided for both your company's equipment and any other company's equipment (OEM) to be provided as part of your Proposal.

Virus Protection

Vendor must warrant that any software provided by Vendor as part of the system, does not now, and will not in the future contain any programming device (i.e., viruses, key locks, etc.) which would disrupt the use of system, destroy or damage data programs.

Acceptance Testing

The acceptance test must be done under actual daily operating conditions with the total system in operation. Additionally, the total system for acceptance testing purposes must operate in a wholly integrated fashion (i.e., one point of data entry updates all modules listed above).

A performance period of thirty (30) consecutive days will start on the first workday following complete implementation and cutover of the contracted equipment. A successful performance period will occur when:

1. The system has operated at one hundred (100) percent uptime for a period of 30 consecutive days from the commencement date of the performance period, and

2. The total system (including Voice Mail, Consoles, Systems Management) has performed per manufacturers specifications in a wholly integrated fashion, and
3. Ninety nine (99) percent of stations have operated at 100 percent uptime (a station will be assumed to be operational unless it is known to be not operational).

The system installed must provide all features and capabilities at the time of acceptance as outlined in these specifications. All features and capabilities shall be trouble free and have operated reliably for a period of 30 days.

The system shall operate in substantial conformance with the manufacturer's published functional capabilities applicable for such equipment at the time of this agreement. Vendor's document shall contain physical performance characteristics applicable to system components. Any system added to the contract shall operate in conformance with the manufacturer's published functional capabilities applicable to such equipment at the time of such addition.

If the system fails to meet the uptime percentage, vendor will make all necessary hardware or software repairs, or replacement of equipment, and the thirty-day performance period will be restarted. The system vendor will not be penalized for failures resulting from WAN connections or network failures during the system acceptance period.

If successful completion of the performance period is not attained within 90 days, Madison County shall have the option of retaining the system at no cost until a replacement system can be obtained (at which time the contract would be terminated) or continuing the performance tests. These options will remain in effect until such time as a successful completion of the performance period is attained. When the County is satisfied that the above conditions have all been met, they will notify the Vendor in writing of acceptance of the system. This constitutes the date of acceptance.

SECTION 8: TERM OF CONTRACT

The Successful Vendor shall execute a contract with the County in substantial conformance with this RFP. The contract period for the equipment and installation shall be from the date of award until six (6) months. Should installation be delayed past 6 months, the contract shall be extended at the same terms until installation is complete.

For the service portion of the contract, contract may be supplied through approved New York State Contract if available. If not supplied through NYS Contract, term of service contract shall be from date of acceptance through two (2) years.

Contract for the service portion can be renewed, at the same terms, by mutual written consent of all parties for two (2) additional two (2) year terms. All correspondence on any renewals shall be in writing.

Simultaneously with delivery of the executed Contract, the Vendor may be required to furnish, in form satisfactory to the County, a performance bond and a labor and material bond, or its equivalent, each in an amount at least equal to one hundred (100) percent of the accepted project cost, as security for faithful performance of this Contract and for the payment of all persons performing labor on the Project under this Contract and furnishing materials in connection with this Contract. Each bond shall remain in force during the guarantee period provided in this Contract. The Cost of these bonds shall be paid by the Vendor.

SECTION 9: PROPOSAL SUBMISSION REQUIREMENTS

In order for the County to conduct a uniform review process of all Proposals, Proposals must be submitted in the format set forth below. Failure to follow this format may be cause for rejection of a Proposal because adherence to this format is critical for the County's evaluation process. Page size shall be 8-1/2" X 11" and the entire Proposal, including all associated literature, must be presented in a single binder.

SECTION 10: PROPOSAL FORMAT AND CONTENT

All other information or details requested in the RFP not included in any of the above would be included in this section.

The County discourages overly lengthy and costly proposals; however, in order for the County to evaluate proposals fairly and completely, Vendor must follow the format set out in this RFP and provide all information requested. Proposals must include the complete name and address of Vendor firm and the name, mailing address, and telephone number of the person the County should contact regarding the proposal.

Proposals must confirm that the Vendor will comply with all provisions in this RFP. The proposal must disclose any instances where the firm or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict (e.g. employed by the County).

Proposals must be signed by a company officer empowered to bind the company. A Vendor's failure to include these items in the proposals may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

Understanding of the Project

Vendor must provide comprehensive narrative statements that illustrate their understanding of the requirements of the project, deliverables, project schedule, and contract terms and conditions. Vendor must also identify any pertinent issues and potential problems related to the project.

Methodology Used for the Project

Vendor must provide narrative statements that set out the methodology it intends to employ. Vendor must illustrate how the methodology will serve to accomplish the work and provide the deliverables described in the scope of work within the County's project schedule.

Management Plan for the Project

Vendor must provide narrative statements that set out the management plan it intends to follow and illustrate how the plan will serve to accomplish the work and furnish the deliverables described in the scope of work within the County's project schedule. Vendor must provide a narrative or organizational chart that describes the organization of the project team. The organizational chart must illustrate the lines of authority, designate the individual responsible and accountable for the completion of each component and deliverable of the RFP, and indicate where the work will be performed.

Experience and Qualifications

Vendor must describe the experience of their firm in completing similar projects. Additionally, Vendor must provide information specific to the personnel assigned to accomplish the work called for in this RFP. Vendor must provide a narrative description of the organization of the project team and a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed:

- (a) Title;
- (b) Resume;
- (c) Description of the type of work the individual will perform.

If a Vendor intends to use subcontractors, the Vendor must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform.

If a proposal with subcontractors is selected, the Vendor must provide the following information concerning each prospective subcontractor within five working days from the date of the County's request:

- (a) Complete name of the subcontractor;
- (b) Complete address of the subcontractor;
- (c) Type of work the subcontractor will be performing;
- (d) Percentage of work the subcontractor will be providing;
- (e) A written statement, signed by each proposed subcontractor, that clearly verifies that the subcontractor is committed to render the services required by the contract.

A Vendor's failure to provide this information, within the time set, may cause the County to consider its proposal non-responsive and reject it. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the County's procurement officer or project manager designated by the County.

Cost Proposal

Cost proposals must include an itemized list of all costs associated with the performance of the contract as described in scope of project.

All costs associated with the contract must be stated in U.S. currency. Any commodities being imported must be identified, and the price must include any applicable customs, brokerage agency fees, and duties.

Vendor should describe any discounts terms for prompt payment. Discounts for prompt payment will not be considered in evaluating cost.

Firm Offer

Proposals must remain open and valid for at least thirty (30) days from the deadline specified for submission of proposals. In the event award is not made within thirty (30) days, the County will send a written request to all Vendors deemed susceptible for award asking Vendor to hold their price firm for a longer specified period of time.

SECTION 11: PROPOSAL EVALUATION

Award shall be made to the responsible Vendor whose proposal is determined to be the most advantageous, "Best Value" to the County and taking into consideration the evaluation factors set forth in the RFP. The award of a contract shall be at the sole discretion of the Board of Supervisors of Madison County, with an award anticipated within thirty (30) days of receipt of proposals. The award shall be based on the evaluation of all information as the County may request. The County reserves the right to accept or reject any or all proposals in whole or in part and to waive any informality in the proposal if determined to be in the best interests of the County, and reserves the right to enter into a contract deemed to be in its best interest.

Evaluation of the firms responding shall be based upon the following criteria, when determining the "Best Value" proposal:

<u>Evaluation Factor</u>	<u>Weight (%)</u>
1. Vendor's cost, including unit prices, labor rates, etc.	40
2. Background and Experience.	20
3. Responsiveness of proposal in fulfilling RFP requirements.	15
4. References of past clients with similar size.	15
5. Preparation and responsiveness of submitted proposal	10

Evaluation Process: Proposals will be examined and evaluated by the Government Operations Committee, the Finance Ways & Means Committee and the County's outside Advisor. A minimum of two (2) vendors best suited to meet its needs based on the scoring of the evaluation criteria. Negotiations shall then be conducted with each of the Vendors selected. Recommendations shall be made to the County Board of Supervisors which has final authority to award a contract.

Proposals will remain valid until the execution of a contract by the County, unless otherwise rejected consistent with this RFP.

SECTION 12: ALTERNATIVES

Vendor may include in its Proposal items not specified in this RFP which it would consider pertinent. All such alternatives must be listed separately from the Proposal and the impact on service and cost thereof must be separate and itemized. This alternative has all the same requirements and features of a total replacement option.

SECTION 13: MODIFICATION AND WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn at any time prior to the opening date and time by an appropriate document duly executed (in the manner that a Proposal must be executed) and delivered to the place where Proposals are to be submitted.

If within twenty-four (24) hours after the Proposals are opened, any Vendor files a duly signed written notice with the County and promptly thereafter demonstrates to the reasonable satisfaction of the County that there was a material and substantial mistake in the preparation of its Proposal, that Vendor may withdraw its Proposal. Thereafter, that Vendor will be disqualified from making a further or additional Proposal on the work contemplated by this RFP.

Each Proposal shall state that it is a firm offer. A Proposal may be withdrawn if the Vendor does so in writing directed to the County's Advisor. Otherwise, Proposals remain in effect consistent with the terms of this RFP.

SECTION 14: MADISON COUNTY STANDARD CONTRACT AGREEMENT

The Successful Vendor will be required to execute the Madison County Contractor Agreement included herein as Attachment "B".

SECTION 15: ATTACHMENTS

Attachment A – Pricing Proposal Sheet

Attachment B – Madison County Contract Agreement

Attachment C – Feature List

Attachment D – Please provide References as Attachment D

Attachment A

Cost of providing a complete VoIP telecommunications system as specified, including voice processing, unified messaging, fax processing, PRI interface and 420 basic IP handsets

Cost to upgrade a basic IP handset to a standard IP handset

Cost to upgrade a standard IP handset to an executive IP handset

The manufacturer and vendor shall warranty the equipment and functionality for one year after acceptance. Please state the cost of:

Year 2 service contract _____
Year 3 service contract _____
Year 4 service contract _____

Data Switches

Qty	Model	
19	Cisco WS-C2960X-48-FPD-L or equivalent	_____
15	Cisco WS-2960x-24TD-L or equivalent	_____
2	Cisco WS-C3850-48P-S or equivalent	_____
	Smart Net and add'l power for WS-C3850	_____
3	Cisco WS-C2960CPD-8PT-L	_____
1	Cisco WS-C2960C-8PC-L	_____

UPS

23 UPC BK - 350 _____

ATTACHMENT B

MADISON COUNTY CONTRACT AGREEMENT

THIS AGREEMENT, by and between the **MADISON COUNTY**, a municipality of the State of New York, John M. Becker, Chairman, Madison County Board of Supervisors, with principal offices at 138 N. Court Street, Wampsville, NY 13163 (mailing: PO Box 635, Wampsville, NY 13163) hereinafter called the "County" and, _____, with principal offices at _____ hereinafter called the "Contractor";

W I T N E S S E T H

WHEREAS, the Contractor possesses the special skills and training required to perform services in connection therewith;

NOW, THEREFORE, the parties hereto do mutually agree as follows:

- 1) **TERM:** The term of this contract shall be from _____. This contract may be terminated without cause by either party hereto at any time upon thirty (30) days written notice of the intention to so terminate. The County reserves the right to terminate this Agreement for cause at anytime.
- 2) **SCOPE OF SERVICES:** The Contractor shall provide services as outlined in Schedule A attached hereto and made a part hereof. The Contractor shall report directly to _____, or his/her designee.
- 3) **COMPENSATION:** The County hereby agrees to pay the Contractor [**Specify or reference to and cover in Scope of Services**] [e.g. *an hourly rate of _____ dollars (\$_____)*] *in full and final satisfaction of all services and expenses.*

Payment shall be made in accordance with established Madison County procedures, upon submission of duly approved county claim forms, together with such other and further documentation as may reasonably be required including but not limited to Internal Revenue Service form W-9 (request for taxpayer identification number and certification).

- 4) **ASSIGNMENT:** The Contractor agrees that he shall not assign, transfer, convey, subcontract or otherwise dispose of this contract or his responsibility to perform under this contract or his right, title or interest in and/or to the same, nor any part thereof, nor to any monies which are or will become due and payable to him thereunder, nor the power to execute such contract to any other person, company or corporation without the prior express written consent of the Madison County.
- 5) **INDEPENDENT CONTRACTOR:** For the purposes of this contract, the Contractor shall be considered an independent contractor and hereby covenants and agrees to act in accordance with that status, and the Contractor, the employees and agents of the Contractor shall neither hold themselves out as, nor claim to be, officers or employees of the Madison County, and shall make no claim for, nor shall be entitled to, workers' compensation coverage, medical and unemployment benefits, social security or retirement membership benefits from the County.

- 6) **HOLD HARMLESS:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the Madison County, its representatives, agents, servants, employees, officers, departments and authorities, from and against all claims, injuries, demands, judgments, settlements, damages, losses, liabilities, costs and expenses of any kind or nature, including but not limited to litigation costs and attorney's fees, whether arising in law or in equity, all without any limitation whatsoever, arising out of or resulting from the Contractor's performance of the work and/or duties and/or the transactions contemplated by this agreement and which are caused, in whole or in part, by or because of any negligent, culpable and/or wrongful act or omission of the Contractor, directly or indirectly, and/or by the Contractor's agents, servants, employees, subcontractors and/or any person or entity employed by Contractor or for whose conduct or action the Contractor may be found or held liable, directly or indirectly. It is the intention of the parties that the right and entitlement to a defense; the right and entitlement to be held harmless; and the right and entitlement to indemnification shall be as broad as permitted under applicable law. Further, the Contractor agrees to indemnify the County in like regard in an action upon the contract between the parties and claims between the parties, including counsel fees and litigation costs and expenses. The terms of this agreement shall not be construed to negate, abridge or otherwise reduce any other right or obligation of contribution or indemnity which would otherwise exist as to any party or person subject to this agreement. This agreement and paragraph shall be liberally construed so as to afford the County the fullest possible protection and indemnity. In the event that Contractor shall fail or refuse to defend, hold harmless and/or indemnify the County against any such claim, loss, damage, judgment, settlement or action, Contractor shall be liable to the County for all expense, expenditure and cost incurred or to be incurred by the County in defending, resolving and/or satisfying any such claim, loss, damage, judgment, settlement or action, together with all cost and expense of the County, including all attorney's fees, incurred in the County pursuing claim or suit or action against or recovering fees costs and expense from Contractor.
- 7) **STATUTORY COMPLIANCE:** In acceptance of this Agreement, the Contractor covenants and agrees to comply in all respects with all Federal, State and County laws, rules, regulations and ordinances which pertain hereto and to the performance hereof, including but not limited to those regarding services for municipalities including but not limited to Workers' Compensation and Employers' Liability Insurance, hours of employment, wages and human rights.
- 8) **APPROPRIATIONS:** It is understood by and between the parties hereto that this Agreement shall be deemed executory only to the extent of the monies appropriated and available for the purpose of this Agreement and no liability on account thereof shall be incurred by the County beyond monies appropriated and available for the purpose thereof.
- 9) **CONTRACT MODIFICATIONS:** This agreement represents the entire and integrated agreement between the County and the Contractor and supersedes all prior negotiations, representations or agreements either written or oral. This Agreement may be amended only by written instrument signed by both the County and the Contractor.

- 10) **SEVERABILITY:** If any term or provision of this Agreement shall be held invalid or unenforceable, the remainder of this Agreement shall not be affected thereby and every other term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.
- 11) **CLAUSES REQUIRED BY LAW:** The parties hereto understand and agree that each and every provision of law and clause required by law to be inserted in this Agreement shall be deemed to have been inserted herein, and if through mistake or inadvertence such provision is not inserted, said clause shall be deemed to have been inserted and shall have the full force and effect of law.
- 12) **LEGAL COMPLIANCE:** The Contractor agrees to comply with all Federal, State, and local laws and regulations governing the provision of goods and services under this Contract. Further, Contractor agrees to comply with the rules and regulations of the County. Further, attached is the County's Medicaid Corporate Compliance Plan, regarding the County's compliance with relevant Federal and State fraud and abuse laws (or, the County's Compliance Plan can be reviewed at www.madisoncounty.org/corporate_compliance_plan.pdf, or a copy can be obtained by contacting Eric Faisst, Corporate Compliance officer at 315-366-2501.) The Contractor agrees to abide by the terms of this Plan when delivering services under this Contract and shall ensure that each individual that provides such services under this contract is provided with a copy of the Plan or given access to the Plan.

Exclusion Screening Statement for contracts:

Madison County is committed to maintaining high quality care and service as well as integrity in its financial and business operations. Therefore, the County will conduct appropriate screening of providers, employees, independent contractors, vendors, and agents to ensure and verify that they have not been sanctioned/excluded by Federal or State law enforcement, regulatory or licensing contractor.

The County will also verify that entities and businesses that provide and/or perform services for County have not been the subject of adverse governmental actions and/or excluded from the Federal healthcare programs.

By signing this contract, you are attesting to that fact that you and/or the provider, which you represent, have not been sanctioned nor excluded by any of the aforementioned entities.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement the date and year hereinafter written.

MADISON COUNTY

DATED: _____

By: _____
John M. Becker

Chairman, Board of Supervisors

DATED: _____

By: _____

STATE OF NEW YORK)
COUNTY OF MADISON)

On the _____ day of _____, 201__, before me, the undersigned, personally appeared **John M. Becker**, personally known to me or proved to me on the basis of satisfactory evidence to be the individual(s) whose name(s) is (are) subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their capacity(ies), and that by his/her/their signature(s) on the instrument, the individual(s) or the person upon behalf of which the individual(s) acted, executed the instrument.

Notary Public, State of New York
Appointed in _____ County
My Commission Expires :

Notary

STATE OF NEW YORK)
COUNTY OF _____)

On the _____ day of _____, 201__, before me, the undersigned, personally appeared _____, personally known to me or proved to me on the basis of satisfactory evidence to be the individual(s) whose name(s) is (are) subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their capacity(ies), and that by his/her/their signature(s) on the instrument, the individual(s) or the person upon behalf of which the individual(s) acted, executed the instrument.

Notary Public, State of New York
Appointed in _____ County
My Commission Expires :

Notary

	Attachment C	
	The following lists features that are deemed to be generic to VoIP	
	systems provided by major manufacturers. Vendors should review the	
	lists for features not supported as proposed. It is not necessary to make	
	notations for every feature.	
	SYSTEM FEATURES	
1	Account codes	
2	Analog telephone sets	
3	Automatic attendant	
4	Automatic call distribution (ACD)	
5	Automatic Number Identification (ANI) capability (includes caller ID and DNIS)	
6	Attendant trunk flash capability	
7	Automatic diagnostics	
8	Automatic Route Selection (Least Cost Routing)	
9	Blocking / Configuration of outbound Caller ID	
10	Class of service	
11	Customer controlled programming	
12	DC power	
13	Dialed Number Identification Service (DNIS) capability	
14	Direct digital interface	
15	Direct In Dial (DID)	
16	Direct In Lines (DIL)	
17	Direct Inwards System Access (DISA)	
18	Direct Outward Dial (DOD)	
19	Dual Tone Multi-Frequency Signaling (DTMF)	
20	E911 Broadcast Notification	
21	E911 Location Service	
22	IP Softphone	
23	IP Telephone sets	
24	ISDN compatibility - Primary and Basic	
25	NANP compatibility	
26	Paging access	
27	Power failure transfer	
28	Remote system access & maintenance	
29	SIP trunk interfaces	
30	Speed Dial (up to 100 system wide, 25 per user)	
31	Station Message Detail Recording (SMDR)	
32	Toll restriction	
33	Traffic measurement and reporting	

	VOICE MANAGEMENT	
1	Attendant call splitting.	
2	Attendant call waiting.	
3	Attendant trunk selection.	
4	Attendant status display for trunks and extensions.	
5	Attendant recall.	
6	Attendant busy verification of extensions or trunks.	
7	Automatic callback.	
8	Bridged call appearance.	
9	Call forwarding:	
	all calls	
	ring no answer	
	busy	
	remote forward	
	external forward.	
	double forward, w/ original Caller ID transferred	
10	Call hold.	
11	Call hold retrieve, remote (call park)	
12	Callback busy (extension and trunk.)	
13	Camp-on (extension and trunk).	
14	Conferences: internal, external	
15	Dial access to attendant.	
16	Direct departmental dialing.	
17	Direct Inward Dialing (DID).	
18	Direct In Lines (DIL).	
19	Direct Inward System Access (DISA).	
20	Directory – System, departmental, personal	
21	Do not disturb.	
22	Hunt groups.	
23	Last number redial	
24	Line lockout alarm.	
25	Manual signaling	
26	Message waiting	
27	Music on hold.	
28	Night bells.	
29	Night service:	
30	by attendant	
31	by extension	
32	Trunk answer from any station (TAFAS)	
33	Paging access.	
34	Personalized ringing.	
35	Priority calling.	
36	Privacy - attendant lockout.	

	SYSTEM MANAGEMENT	
1	Account codes.	
2	Alarm indication.	
3	Automatic diagnostics.	
4	Automatic Route Selection (ARS).	
5	Automatic systems reload and restart.	
6	Class of service options.	
7	Fixed and flexible night service.	
8	Remote maintenance.	
9	Station Message Detail Reporting (SMDR).	
10	Speed calling.	
11	SIP trunk interface	
12	System measurement.	
13	System status report.	
14	T-1 interface.	
15	Traffic measurement.	
16	Tenant service.	
	SYSTEM ADMINISTRATION	
1	Audit trail of changes to user profiles, features, etc.	
2	Global Change - Provides the capability for the system administrator to change all telephones within the system or within a specific group.	
3	LAN Network Adaptability - Allows the system administration software to reside on a network server.	
4	Multiple Administrators - Provides the ability to allow multiple system administrators on a single system with variable permissions to affect system changes.	
5	On-Line Help - Provides the system administrator with context specific assistance.	
6	Port Assignment - Automatically assigns spare ports when adding stations.	
7	Scheduled Changes - Permits the system administrator to prepare changes in the present for future implementation.	
8	Search - Permits the system administrator to locate station information based on multiple criteria (e.g. extension number, name etc.).	
9	Telephone Set Graphics - Provides a visual representation of the telephone sets to be administered.	
10	Templates - Allows the system administrator to program multiple telephones with similar features/functions at the same time.	
11	Voice Mail Integration - Permits the system administrator to update/change the voice mail system to reflect station changes from the same terminal without being required to "log-out" of	
12	Web browser interface (Internet Explorer, Firefox, Chrome)	

VOICE MAIL	
1	ANI - the ability to log caller id as part of the message.
2	Announcement mailboxes - Mailboxes in the system which are restricted in their function to only play recordings and not allow a caller to leave a message.
3	Automated Attendant - the ability to route calls from a touch-tone telephone without the need for operator intervention.
4	Broadcast Messages - The ability for the subscriber to record and deliver a system-wide message. The ability to broadcast message features must be able to be restricted by class of service.
5	Busy notification - Allows a caller to know whether the called party is on the phone before leaving a message.
6	Call sender - Allows the message recipient to automatically dial the extension number left in the header of a voice mail message.
7	Class of service - Allows the system administrator to program common user parameters and features for individual mailboxes.
8	Commands - The system must provide and allow easy access to the following commands:
9	Delete, Erase, Help, Next Message, Pause, Play, Previous Message, Record, Reply, Restore, Save, Send, Skip Backward, Skip Forward, Stop, Volume Adjustment
10	Distribution lists - personal - The ability to group mailboxes by common usage for individual station access. State system limitations.
11	Distribution lists - system - The ability to group mailboxes by common usage for system-wide access. State system limitations.
12	Forwarding - Allows a message recipient to send the received message to another mailbox(s). As part of this feature, the sender must be able to annotate the message.
13	Forwarding denied - The ability of the message creator to restrict the forwarding function by message.
14	Header - The system must have the ability to provide extension, ANI, name, time of day, etc. information as a prefix to all messages.
15	Help - The system must have a tutorial available for first-time users as well as an ongoing help function that provides context-sensitive assistance to the users.
16	Languages - The system must be multi-lingual capable. List all languages supported and whether or not the system has the ability to present its prompts and "help" in multiple languages on the same system.
17	Lockout - The system must have the ability to lock mailboxes after a pre-defined number of incorrect log-in attempts. Describe.
18	Mailbox-to-station dialing - The system must allow mailbox users to dial to both extension numbers (ring the telephone) and mailboxes.
19	Message waiting indication - The system must provide a method to light and extinguish message waiting lights on both digital and analog telephones.
20	Multiple greetings - The system must provide the capability for users to record different greetings which are either enabled automatically based on the nature of the call (e.g., internal versus external) or on a command basis.
21	Networking - VPIM - The system must be VPIM compliant.
22	Passwords - The system must provide passwords as a means of protection for all mailboxes. Specify minimum and maximum length of password. State whether the system is capable of forcing users to change passwords on a pre-defined time basis.

VOICE MAIL - continued		
23	Receipt requested - Provides the ability to ensure message delivery by returning a receipt message to the sender's mailbox.	
24	Restore deleted messages - Permits the user while in a mail retrieval session to restore any message deleted during that session. Also allows users to restore messages deleted in previous sessions as defined by administrator.	
25	Special handling options - To assist in message delivery, the system must allow a sender to mark their messages as "urgent", "standard" or "private" in order to prioritize them in the called party's mailbox.	
26	System applied greetings - The system must automatically present callers with a generic greeting for any assigned mailbox that has not had a personal greeting recorded.	
27	Timed delivery - Permits messages to be delivered on a pre-determined time and date basis. State imitations.	
28	Out calling - Allows the system to notify mailbox owners of messages when they are off-site. The system must be able to notify by a telephone call, text message or email.	
29	Purging - Describe the system's capabilities as they relate to the automatic administration of archived messages. The system must provide this capability on a variable scheduling basis.	
30	Visitor mailboxes - The system must have the ability to provide mailboxes for users not associated with the proposed system.	
31	Voice message content to email	
	AUTO ATTENDANT	
1	Bypass - Permits an experienced user to skip voice prompts.	
2	Decision Trees - Permits callers with touch-tone phones to sequence through multiple menus depending on their response.	
3	Dial by Extension - Permits callers with touch-tone phones to reach an extension without operator intervention.	
4	Directory - Permits callers with touch-tone phones to reach an extension without operator intervention by utilizing the letters associated with a touch-tone dial pad to spell employees' names. The system must be able to search on three digits and present callers with all names matching the touch-tone sequence.	
5	Menus - The system must be capable of prompting callers to reach the appropriate or department through the input of a one- or two-digit code.	
6	Time of Day - The system must be capable of changing between and to different menus based on time of day schedules pre-defined by the system administrator.	
7	Day of Week/Holiday - The system must be capable of changing between and to different menus and greetings based on day of week and holiday schedules pre-defined by the system administrator.	