

Flathead County Information Technology Request for Proposal



FLATHEAD COUNTY TELECOMMUNICATIONS SYSTEM REPLACEMENT

Flathead County, Montana

August 10, 2015

Table of Contents

I.	General Information	
	A. Proposed Schedule of Events	3
	B. Intent	3
	C. Definitions.....	3
	D. Points Of Contact	3
	E. Pre-proposal Questions.....	4
	F. Pre-proposal Meeting and Walk-through.....	4
	G. Proposal Submission Guidelines	4
	H. Contents and Format of the Business and Technical Section.....	5
	I. Contents and Format of the Cost Proposal	6
	J. Notification of Finalists / Presentations and Demonstrations	6
II.	Telephone System Replacement Project	
	A. Introduction.....	7
	B. Scope of Project	7
	C. System Requirements.....	8
	D. Other Desired Features.....	9
	E. Implementation Requirements.....	9
	F. Cutover Requirements.....	11
	G. Training Requirements.....	11
	H. Warranty Requirements.....	11
	I. Ongoing Service and Maintenance.....	12
	J. Project Work Plan.....	12
III.	Evaluation of Proposals	
	A. Process	12
	B. Rejection of Proposals	13
	C. Respondents Examination of the RFP	13
	D. Selection of Proposal	13
	E. Open Procurement	13
	F. Criteria and Weight Factors	14
IV.	Contract	
	A. Execution of Contract	14
	B. No Assignment of Contract	14
	C. System Responsibility	14
	D. Rights to Submitted Material	14
	E. Statement of Time	14
	Appendix A – Current Physical Phone Counts, Rollover / Hunt Group Line Counts and Auto Attendant Setups and User Types	15

I. General Information

A. Proposed Schedule of Events

The schedule that follows has been developed in order to provide adequate information to prepare definitive proposals and to permit the County to fully consider various factors that may affect its decision. This schedule is subject to change at the County's discretion.

Scheduled Activity	Proposed Dates
Authorization to Publish Notice of RFP: Telephone System Replacement	August 11, 2015 at 10:15 am in Commissioners' Chambers
Pre-Proposal Meeting and Walk-through (optional)	September 15, 2015 at 9:00 am – meet in the Justice Center Basement Suite B01 – Information Technology Department; advance notice to contacts is appreciated.
Pre-Proposal Questions Deadline	September 22, 2015 at 5:00 pm
RFP Questions and Responses Posted on County Website	September 25, 2015 at 5:00 pm
Proposal Submission Deadline and Opening of Proposals	Submissions Due by October 5, 2015 at 9:00 am; Proposals will be opened at 10:00 am in the Commissioners' Chambers
Notification of Finalists	October 27, 2015 by 5:00 pm
Presentations and Demonstrations	November 17-19, 2015 in Flathead County Earl Bennett Building, 2 nd floor Conference Room
Award Contract	December 1, 2015 at 9:30 am in Commissioners' Chambers
Approximate Contract Start Date	December 15, 2015
Project completion	February 15, 2016

B. Intent

This Request for Proposal (RFP) announces the intent of the Flathead County Information Technology Department to solicit proposals from qualified vendors to replace the County's existing PBX telephone system. Qualified bidders must demonstrate a successful history and ability to install a state of the art telephone system that meets the needs of each of the Flathead County Departments.

C. Definitions

County – The County of Flathead.

Vendor – A person, partnership, firm, corporation, or joint venture submitting a proposal to obtain a County contract.

Contractor – A Vendor who signs a contract with the County to perform services.

D. Points of Contact

Points of Contact for all inquiries and correspondence shall be directed to:

<p>Jae Carnsew, Technical Operations Supervisor 920 S Main St Suite B01 Kalispell, Montana 59901 Phone: (406) 758-5695 jae@flathead.mt.gov</p>	<u>OR</u>	<p>Brian Hunt, Telecommunications Specialist 920 S Main St Suite B01 Kalispell, Montana 59901 Phone: (406) 758-2107 bhunt@flathead.mt.gov</p>
---	-----------	--

Flathead County requires that other Flathead County management and employees not be contacted by Vendors during the RFP process. Failure to comply with this requirement may disqualify those proposals from further consideration. Contact is limited to the Flathead County RFP Representatives listed above for any and all technical and procedural inquiries.

E. Pre-proposal Questions

All questions regarding this RFP shall be submitted in writing (Email is acceptable). Questions about this RFP must be submitted via e-mail or in writing to the above referenced Points of Contact by September 22, 2015. No additional project questions will be addressed after this date. A Response addendum listing all questions received and Flathead County's responses will be posted by September 25, 2015 on the Flathead County webpage at: <https://flathead.mt.gov/commissioner/documents/TelephoneReplacementRFPResponses.pdf>. Only answers to questions communicated by formal written addenda will be binding. Vendors must include in their proposals acknowledgement of receipt of any and all addenda issued.

F. Pre-proposal Meeting and Walk-through

A pre-proposal meeting and walk-through will be held on September 15, 2015 at 9:00 am at the Flathead County Justice Center, 920 S. Main, Suite B01, Kalispell, MT – Information Technology Department. It is not mandatory that Respondents attend the meeting or walk-through. Firms are encouraged to use this opportunity to ask clarifying questions, obtain a better understanding of the project, familiarize themselves with Flathead County telephone system and to notify the County of any ambiguities, inconsistencies, or errors discovered upon examination of this RFP. All responses to questions during the pre-proposal meeting will be oral and in no way binding to the County. Attendance is optional, however all firms interested in submitting a proposal are encouraged to attend. Staff from the County will be available to answer questions and conduct a walk-through of County facilities.

G. Proposal Submission and Guidelines

Vendors must submit six (6) copies of their RFP response proposal as well as one (1) electronic disk copy. The proposal must be formatted in accordance with the instructions of this RFP. Promotional materials may be attached, but are not necessary and will not be considered as meeting any of the requirements of this RFP. Proposals must be enclosed in a sealed envelope or package, clearly marked "Telephone System Replacement" and received by 9:00 a.m. Mountain Time October 5, 2015 to:

Flathead County Commissioners Office
800 S Main St, Room 302
Kalispell, MT 59901

Late or facsimile proposals will not be accepted. It is the Respondent's responsibility to assure that its proposal is delivered and received at the location specified herein, on or before the date

and hour set. Proposals received after the date and time specified will not be considered.

Delivery will be at the Respondent's expense. Any and all damages that may occur due to packaging or shipping of the proposal will be the sole responsibility of the Respondent.

Firms interested in contracting with Flathead County are minimally required to provide independent contractors insurance showing at least \$1,000,000 worth of business liability insurance, \$1,000,000 worth of auto coverage, and proof of work compensation coverage (or an independent contractor's exemption certificate).

Vendors are expected to examine all provisions, specifications, and instructions included in this RFP. Failure to do so will be at the proposer's risk.

All proposals must be dated and signed by a representative authorized to enter into contracts for the proposing vendor.

Proposals will remain in effect and legally binding for at least 90 days from the opening date. Expenses incurred in preparation of the proposal, site visits, or any other actions related to responding to this RFP shall be the responsibility of the vendor. Any and all damages that may occur due to packaging or shipping of the proposal will be the sole responsibility of the vendor. All proposals, response inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits and other documentation submitted by a vendor shall become the property of the Flathead County.

Vendor must examine all information and materials contained in and accompanying its proposal. Failure to do so will be at the vendor's risk. This will include, but not be limited to, all relevant laws and regulations of the State of Montana and the United States Government.

If proposed, the County reserves the right to obtain equipment items through its own purchase programs.

Subject to exceptions provided by Montana Law, all information received in response to this RFP, including copyrighted material is public information. Proposals will be made available for public viewing and copying shortly after the proposal due date and time. The exceptions to this requirement are (1) bona fide trade secrets meeting the requirements of the Uniform Trade Secrets Act, title 30, chapter 14, part 4, MCA, that have been properly marked, separated, and documented; (2) matters involving individual safety as determined by the County; (3) other constitutional protections. See 18-4-304, MCA. The County will provide a hard copy of the RFP responses for interested parties to review during regular business hours at the County Commissioners Office, 800 South Main Street, Room 302, Kalispell, MT. If interested parties would like a copy of the RFP, one will be provided on a disk for a charge of \$1.00 per disk copy.

Proposals are scheduled to be opened by the Board of Commissioners October 5, 2015 at 10 a.m. in the Commissioner's Chambers.

H. Content and Format of the Business and Technical Section

Proposals should demonstrate that the Vendor has the professional capability and availability to satisfactorily and timely complete all the tasks as described in the Scope of Project section of this RFP. Responses should include:

- Table of Contents;
- The Vendor's legal name, address, telephone number and principal contact e-mail address;
- Vendor's experience and qualifications, as well as the experience, qualifications and

- assigned roles of any and all staff to be assigned to the project;
- Proposal Summary and detailed report on how your company would address our needs, as described in the RFP;
- A detailed plan on how your company would schedule the replacement project to minimize system down time with minimum impact on daily operations;
- A timeline indicating implementation and training schedule
- A cost proposal (see section I.I.);
- Technical support, maintenance and repair capabilities, to include reporting and response procedures;
- The proprietary nature of your proposed hardware and software applications;
- A detailed listing of telephone systems your company has completed, to include the completed project profile;
- A minimum of three references that are knowledgeable regarding the vendor's recent performance on projects, including the company name, location where services were provided, contact person(s), contact telephone number, contact e-mail address, and a complete description of services provided, including dates of service. These references may be contacted to verify a vendor's ability to perform the contract. The County reserves the right to use any information or additional references deemed necessary to establish the ability of the firm to perform the contract. (Negative references may be grounds for proposal disqualification);
- A list of the Vendor's key personnel, including full name, position, licenses or degrees held and a brief summary of relevant experience as related to proposed services; organization chart; list of Board of Directors (if applicable); licenses (where appropriate).
- A training plan and agenda to address the needs of facility staff in operating and maintaining installed systems

I. Content and Format of the Cost Proposal

The proposal should contain the total project cost, as well as detailed "line item" costs for phones, licensing and any and all other components. The proposal should also include line item pricing for optional equipment such as specialty headsets, conference phones, etc.

The Respondent shall clearly state the cost for documentation and training. Respondents may quote an hourly rate for such services if no contract price is available.

The Respondent shall include costs for programming the system to replicate current Auto-Attendant greetings and programming, roll-over lines / hunt groups and other specialty programming currently in place. Current counts are included in Appendix A.

All hourly rates and fees, charges, costs and anticipated reimbursable costs must be clearly stated.

Modifications to proposals will not be accepted by the County, except as may be mutually agreed upon following the acceptance of the proposal. Telephone, email or verbal alterations will not be accepted.

A proposal that is in the possession of the County may be withdrawn by the proposer up to the time of the deadline for submission of proposals.

All prices must be typed or written in ink. No erasures are permitted. Errors may be crossed out; corrections may be printed in ink or typed adjacent to the error and initialed in ink by the person authorized to sign the proposal. Facsimile, telephone, electronic or verbal proposals will not be accepted.

J. Notification of Finalists / Presentations and Demonstrations

The County's evaluation team will review the proposals, select and notify finalists. Each finalist, at its own expense, will be allowed to make an oral presentation and to demonstrate their product.

The Vendor is required to schedule this presentation with the County point of contact to assure availability of a timeslot for the presentation.

II. Telecommunications System Replacement

A. Introduction

The majority of the existing telephone system has been in place since 2006. The Main NEC Telephone Switch and Voice Mail Server are located in the basement of the Justice Center. The main switch is connected to the local exchange carrier (LEC) via two PRI circuits.

Ancillary Switches (NEC DMRs) are located at the campus and remote sites in the county. One DMR is located on campus at the Earl Bennett building. Additional DMRs are located at remote sites including the Animal Shelter, Agency on Aging / RSVP, Eagle Transit, Fairgrounds, Home Health, ImagineIF Library, Weeds Parks and Recreation and Road and Bridge. Remote sites are connecting back to the Justice Center via PTP T1 circuits. There is an additional connection to the standalone NEC telephone switch at Solid Waste, which is also fed via a PTP T1 back to the Justice Center. We have one additional site that is currently fed via a PTP T1, which is not on our system, but we will be adding this department to the new proposed system.

The current voice mail system is a standalone server that connects to the main telephone switch via 12 internal analog telephone lines. This voice mail system handles voice mail for all extensions on the telephone system and auto-answers and routes call through IVRs for many department main telephone lines.

Single mode fiber cabling from the main data center in the Justice Center feeds all campus data closets and buildings. Each data closet houses either a Dell N2024P or N2048P 1GbE POE+ network switches, with 10GB uplink ports connecting back to the main data center. All network switches provide POE+, so external power supplies for the phones would not be needed.

Most of the current Ethernet infrastructure utilizes Category 5e cabling, with some offices utilizing Category 6 cable.

Current fax machines utilize analog ports off the current PBX or Centrex lines from CenturyLink. Our goal would be to get rid of all Centrex lines during this transition and utilize an enterprise fax solution. Current fax usage is approximately 20,000 total pages (sent and received) per month.

B. Scope of Project

The County is requesting proposals from qualified firms to replace the current telecommunications system with a hybrid VOIP / Analog system that will best meet its present and future goals. It is the County's intent to replace, upgrade and modernize the system to current technology standards in the industry by migrating the existing digital telephones and voicemail system to a hybrid IP and analog platform. The primary controller will be installed in the main datacenter in the Justice Center.

A redundant system would be installed in the County's new South Campus building located on the campus but physically removed from the main data center. These buildings will be connected via single mode 10 Gb fiber. This system would be used as a fail-over system in case the primary system failed.

It is also the goal of the County to obtain a long-term relationship with a reputable vendor to meet the present and future communication needs of the County. The County's goal is to meet the needs for the next 8-10 years.

All of the local dial tone will be provided using PRI (current) or Session Initiated Protocol (SIP) (future) format with the trunks configured to support combination two-way / Direct Inward Dial (DID) service.

C. System Requirements

The County's goal is to procure a system that will:

- Provide for a centralized management for all aspects of the system including
 - System configuration
 - Voice mail processing
 - Call accounting
 - User profile setup
 - Any and all other features
- Run in a Windows environment – Windows Server 2012 R2, with the ability to upgrade to newer operating systems as needed
- Run in a VMWare virtualized environment –VMWare 5.5 and VMWare 6.x , with the ability to upgrade to newer versions as needed (the County is currently using VMWare 5.5 but plans to upgrade to 6.x in this fiscal year)
- Link to Microsoft Active directory to integrate address book with telephone information
- Integrate with Microsoft Exchange server for directory services
- Include capacity to support our current telephone and voice mail needs and allowing for up to a 100% growth over the next 10 years
- Include provisions for disaster/recovery site in a backup datacenter located on campus, but physically separated; these buildings will be connected via a 10 GB backbone
- Support the following Voice System Signaling / Protocols / Standards:
 - Common IP signaling protocols (SIP, H.323, H.248, etc.)
 - VOIP compression / encoding standards (G.711, G.729a, etc.)
- Accept Automatic Number Identification (ANI) or Caller ID digits as passed by either local or inter-exchange carriers and display the information at the individual telephone sets. ISDN ANI data must also be available to *peripheral devices*, including voice mail systems and analog extensions. Because calls to the remote site will be delivered across the Flathead County's network, the new system shall be required to provide services such as ISDN ANI to be extended with the call.
 - SIP Trunking
 - If the proposed system's requirements utilize SIP Trunks, provide an itemization of any additional hardware, software and/or licenses required to deploy SIP trunks on the proposed system where appropriate.
- Be capable of connecting to LEC via at least two PRIs with expansion capabilities
- Support VLT protocol
- End devices (hard phones and soft phones) must be able to obtain network and VLAN data dynamically.
- Allow for analog extensions for faxing and alarm systems at main and remote sites

- Include a backup plan for system software, configuration and voicemail
- Provide for a flexible and easily programmable, multi-layered IVR system to automated inbound call handling
- Provide for a flexible time of day call routing with multiple time routes and schedules
- Allow for various types of phones including, but not limited to:
 - Physical phones with multiple programmable configurations including but not limited to full duplex speakerphone capability, message waiting lights and volume control.
 - Softphones with both wired and wireless with AC power headset options and including software to run in a Windows 7, Windows 8 and Windows 10 environment with the ability to upgrade as needed.
 - High quality full duplex conference phones
 - Video presentation phones
 - Cordless phones with system feature capability
 - Console phones for receptionist type of position
- Include a software interface for visual voicemail to see a list of voice mails, play voice mail and save voice mail to a standard file format.
- Allow for four digit dialing
- Provide caller ID with call history recall for both inbound and outbound calls
- Allow for call recording capabilities, at switch level and user extension level
- Allow for remote extension management to allow manipulation of call handling from outside the office
- Provide for encrypted instant messaging with message content retention capability
- Allow for programmable “on hold” music, possibly linking into IVR queues
- Provide for paging capabilities providing a minimum of 15 groups and an all-inclusive “All Page” option to include up to 800 employees.
- Provide for a quality conference bridge for a minimum of 10 participants
- Allow for video conferencing (interoffice and external)
- Provide for a detailed and programmable call reporting for work performance measures on inbound and outbound calls (call center type reports)
- Allow for account codes to restrict users outbound calling capabilities and track usage for billing purposes

D. Other Desired Features

Additional weight will be given to systems that:

- Allow for encrypted voice and video streams
- Provide for the ability to transfer calls seamlessly between office and home for teleworkers
- Include an integrated enterprise fax solution
- Provide record retention aging and auto-purge policies
- Allow for text to cellular

E. Implementation Requirements

For proposal purposes, the Vendors shall assume and include the following:

- Any proposed IP Telephony implementation will utilize the existing Flathead County data network. Any upgrades of the data network will be the responsibility of the County, with the guidance of the selected Vendor, to include but not limited to:
 - Upgrades for any the Flathead County LAN equipment
 - UPS and Battery Backup
 - QoS configuration for LAN equipment with the guidance of the selected Vendor.
- Proposals shall include the following labor and materials installed and tested by the Vendor where applicable:
 - Cabling from the Vendor's telephone equipment to the PSTN service in the County's primary and backup datacenters.
 - Copper patch cables from the Vendor's telephone equipment to the County's data communications electronics in each of the Flathead County datacenters as required. The County will provide the patch cables from the data electronics to the station cable termination in the datacenters.
 - Copper patch cables and/or UTP cross-connect cabling from the Vendor's equipment to any cable designated to deliver analog services within the site.
 - For any proposed IP Telephony implementation, where the Flathead County has an IP/Ethernet data communications device wired to an outlet that will also have an IP-based telephone, the Vendor shall plan to reuse the existing Category 5e or Category 6 patch cable from the outlet. The Vendor shall provide a Category 6 patch cable to link the existing data device (usually a PC) to the switch port in the IP telephone set. Where the County does not already have a data communications device, the Vendor shall provide a Category 6 patch cable from the telecommunications outlet to the IP telephone set. Any alternative solution or requirements for additional IP, Switched networking or patch cables must be specifically detailed in the proposal.
 - Installation of handsets with end-user training provided on use.
 - As-built documents indicating the final interconnection details, including station number, equipment type, equipment location (port) number, and jack number. All equipment terminations will be clearly marked. Final documentation is to be provided in both paper copy form and electronic format, to include all cross-connect information.
 - Upon completion, all installation locations shall be clean, free of debris and wire scraps, and properly labeled and marked.
- Proposals will be based on the current counts as provided in Appendix A. Proposals must include all hardware, software, licensing, training, warranties and any and all costs associated with meeting the stated requirements.
- With submission of a proposal, the Vendor understands and agrees to the following:
 - Flathead County intends to purchase a telephone system utilizing IP phones for all users at all locations. The design includes using redundant IP Telephony and networking to extend service to all campus sites. The County's telephone system must be designed for simple and reliable operations. To maximize the life of the system, the new system shall be based on established hardware and software that carries a long term expected life-cycle.
 - This RFP is intended to represent a functional description and performance criteria for the system required. The Vendor shall conduct actual system engineering and design activities that will lead to the final system configuration.
 - It is the customers desire to have the Vendor design, furnish, program, train on and test all hardware (including telephones) and software (including user PC based software) as outlined in this RFP. Flathead County staff may assist with installation.
 - The Vendor shall provide all supervision, labor, materials, equipment, and testing instrumentation required for the work associated with this RFP. Costs associated must include any overtime for pre-installation, installation, and cutover work that

may occur. Cutover work will need to be carefully scheduled and performed with minimal disruption.

- The Vendor accepts any available blueprints and/or site plans provided by the Flathead County as guidelines only, and accepts that the plans are not guaranteed to be an accurate representation of all conditions.
- All Flathead County information provided during the bid, award and implementation process is proprietary and may not be disclosed without full authorization from Flathead County.
- The Vendor shall secure all permits, inspections, and authorizations required to complete its work associated with this RFP, at no additional cost to Flathead County.
- Installed cabling; existing Fiber and Cat 5e wiring will be reused or certified cabling will be provided by separate vendor or agreement.
- Flathead County requests that pictures of all proposed new telephone sets be included in the Vendor Response.
- The Vendor shall provide a description of "soft" or PC based console operation.
- All customer documentation will be provided by the vendor for programming 10 business days prior to the first day of install for each site. It is a requirement that the system be 90% programmed and all equipment "burned in" prior to installation.

F. Cutover Requirements

The Vendor shall provide sufficient on-site support for post cut-over questions and problems. This includes a minimum of one certified technician and one trainer for technical issues and user problems that develop on the following day(s) immediately following cutover. If the workload requires additional on-site technical personnel to maintain prompt response, they shall be provided at no additional cost to the Flathead County.

The Vendor shall schedule the delivery of all materials and equipment to the site with the Flathead County's representatives to eliminate staging conflicts.

G. Training Requirements

The Vendor shall provide a recommended training schedule and an outline for the training program to be evaluated and approved by the Flathead County at least two weeks prior to beginning training.

All trainers shall be certified to instruct on the equipment being installed and shall have at least one year of field training experience.

The training will encompass all applications, software and hardware components purchased in the contract and will include user guides that cover every component.

The Vendor shall provide end user and system administration training during the week prior to system cutover. The Vendor shall train using live system equipment and provide all training materials and equipment required at no additional expense.

End-user training accommodation must be made for multiple shifts (Sheriff's Office)

Manufacturer certified training shall be provided for any system management and/or administration software, with costs included in the proposal price to train three of the County's designated personnel. This training should be approved by the manufacturer and include all necessary documentation. Training shall include voice communications administration, voice messaging administration, and administration for any other peripheral systems or programs.

One electronic system administration manual including standard operating procedures developed for the County shall be provided at no additional cost. This should include data flow diagrams of common procedures like adding, moving, deleting an extension. Follow up training for the County will be provided three weeks after cutover. A minimum 1 day of training will be allotted for this purpose.

H. Warranty Requirements

Workmanship, materials and systems shall be covered for a minimum of five years from the date of installation or the specific warranty provided with each product, whichever is greater. The warranty must cover all materials, labor and costs for replacement of defective devices, components and/or software provided by the Vendor chosen for this project.

Identify all firms that will provide warranty, service and technical support services including the physical location of factory authorized service technicians that will be dispatched to Flathead County. Include the number of personnel available at the locations identified.

Provide the County with copies of all warranties, including hardware, software and any and all components that may have individual warranties.

I. Ongoing Service and Maintenance Requirements

Provide guaranteed response time, in hours, for service personnel to be on site in the event of central or building system failure.

Identify a maximum time frame before vendor provides replacement or temporary equipment to restore inoperable telecommunication services

Identify failures that are not covered or are outside of your control.

Identify contingency plans, or redundancy designed into the system, that will allow the County to maintain critical services while repairs are being completed.

Describe on-line or support services that are provided within the warranty package.

Provide additional information that will demonstrate your firm's ability to fully support and minimize interruptions to the County's operations.

J. Project Work Plan Requirements

Vendors must document their understanding of the scope of this project and detail the proposed cutover methods, including a suggested project work plan.

II. Evaluation of Proposals

A. Process

A team of Flathead County employees will evaluate all proposals received in response to this RFP.

Each proposal will be evaluated to determine responsiveness to the County's needs. During the evaluation, validation, and selection process, the County may desire to contact a Respondent's

representative for answers to specific questions. Such representatives should be readily available to the County and able to respond to each of the various categories of the requirements.

The County may obtain and use information, in addition to that contained in the proposals, from any source desired. This includes customers of the Respondents, regardless of whether or not the references were supplied by the Respondents.

B. Rejection of Proposals

The County reserves the right to reject any and all proposals received in response to the RFP for any reason, including the right to cancel this RFP process; however, noted in the following non-exclusive list are some possible reasons why a proposal may be rejected.

If the Respondent:

- Fails to adhere to one or more of the provisions established in the RFP
- Fails to submit its proposal at the time or in the format specified herein or to supply the minimum information requested herein
- Fails to submit its proposal to the required address on or before the deadline date established by the RFP
- Misrepresents its products or provides demonstrable false information in its proposal, or fails to provide material information

C. Respondents Examination of the RFP

Respondents must examine all information and materials contained in and accompanying this RFP. Failure to do so will be at the Respondent's risk. This will include, but not be limited to, all applicable federal and state laws and regulations. Respondents are liable for all error or omissions contained in their proposals.

D. Selection of Proposal

Following the procedures outlined in this RFP, the County will make a decision regarding selection of the Respondent(s) with whom it wishes to enter into contract negotiations. This will be based on the evaluation criteria and may not necessarily be the low-bidding Respondent(s). The County will award the contract to the Respondent(s) whose proposal(s) is/are in the best interest of the county.

E. Open Procurement

The Respondent should include any latitudes, prohibitions or limitations placed on the purchase of the items presented in the proposal. Items and/or services that are meant to be offered on the unit price basis should be identified. The objective is to clarify all purchase options.

The County reserves the right to negotiate the Respondent's variations to the original proposal(s), including cost.

The County reserves the right to accept or reject any or all proposals in whole or in part.

The County reserves the right to negotiate a contract with more than one Respondent at the same time.

F. Criteria and Weight

Proposals will be judged based on the following criteria and weight given for each:

Features and Administration	30 points
Service and Response Time	20 points
Cost	20 points
Warranty	10 points
Implementation and Training	10 points
Oral Presentations	5 points
Business Locale	5 points

III. Contract**A. Execution of Contract**

The bidder shall include with the bid a contract form to be executed by the parties. Flathead County reserves the right to negotiate the terms of said proposed contract (excluding prices contained therein) and to consider the terms of said proposed contract, including any warranty provisions, in determining the award of the bid.

Incorporated by reference into the contract which is to be entered into by the County and the successful Respondent pursuant to this RFP will be (a) all of the information presented in or with this RFP and the Respondent's response thereto, and (b) all written communications between the County and the successful Respondent. Designated officials of the Respondent and the County shall execute the contract.

B. No Assignment of Contract

Assignment by the successful Respondent to any third party of any contract based on the proposal or any monies due shall be absolutely prohibited and will not be recognized by the County unless approved in advance by the County in writing.

C. System Responsibility

Notwithstanding the details presented in this RFP, it is the responsibility of the Respondent to verify the completeness of the System and suitability of the equipment to meet the intent of the RFP. The successful Respondent shall be obligated to provide a System that meets all guarantees in the proposal for the price contained therein.

D. Rights to Submitted Material

All proposals, response inquiries, or correspondence relating to or in reference to the RFP, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by Respondents shall become the property of the County when received.

E. Statement of Time

Time when stated as a number of days, shall include Sundays through Saturdays, excluding legal holidays.

Appendix A – Current Physical Phone Counts, Rollover / Hunt Group Line Counts and Auto Attendant Setups and User Types

Proposals should be based on the following counts; however, actual counts at the time of implementation may vary.

Physical Phone Counts:

On Campus

32 Button Phones – 11
16 Button Phones – 45
8 Button Phones – 309
2 Button Phones – 28
Analog Phones – 87

Off Campus at Remote Sites Connected via T1

32 Button Phones – 0
16 Button Phones – 3
8 Button Phones – 92
2 Button Phones – 0
Analog Phones – 15

Roll-over Lines / Hunt Groups:

Roll-over lines - 10
Hunt Groups - 30

Auto Attendant Setups: 17

Physical Phones versus Softphones with Headsets:

We do not know the level of acceptance to expect regarding the exclusive use of softphones with headsets. For proposal purposes, please use an estimate of 15% of users utilizing pure softphone solutions.

Phones by User Type *

Entry Level User (Basic features) - 25
Basic Small Office Reception / Operator User (Basic features plus additional call handling features) - 17
Standard User (Basic features plus PTP IM, Presence, Audio/Video Conferencing, Remote Teleworking, Softphone) - 468
Power / Premium User (All above features plus web conferencing, video bridging, etc.) - 50

* Note: It is understood that each system may have different features included in each "User Type", but this is to serve as a general breakdown for pricing purposes.