

NEW CARROLL COUNTY JUDICIAL CENTER

PBX TELEPHONE SYSTEM (Solicitation 11-A015)



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REQUEST FOR PROPOSAL
Solicitation No. 11-A015

**PBX TELEPHONE SYSTEM
FOR THE NEW JUDICIAL CENTER**

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I. INTRODUCTION

1.0 Objective

The Carroll County Board of Commissioners (hereinafter referred to as “The County”) requests proposals from interested and qualified companies (hereinafter referred to as “The Vendor”) for the installation, testing, warranties, maintenance and support of the PBX System specifically described in Appendix A. This system will be installed in the New Judicial Center (hereinafter referred to as “CCJC”). The system will be implemented using the structured cabling infrastructure as described on DV-series drawings for the CCJC. Prices quotes shall be all-inclusive. The Vendor shall be responsible for all materials, labor and all other associated apparatus necessary to completely install, test, and turnover for acceptance to The County the PBX System detailed herein. Proposals shall not include cabling plant installation.

1.1 Project Summary

This project consists of the furnishing and installation of a Digital PBX System within the facility. The system includes, but is not limited to, the PBX, VoIP telephone sets, voice mail system, call accounting system and Ethernet network switches. The scope of work shall be performed at appropriate times with adequate staff levels, coordinated with on-site construction, to meet the project schedule listed below.

1.2 Schedule of Events

The following is the required schedule of events for this project. The schedule may change depending on the results of the responses and a final schedule will be established prior to contracting with the successful Vendor. Vendors shall include a proposed implementation schedule with their response.

<i>Event</i>	<i>Date</i>
<i>Release of RFP to Bidders</i>	April 22, 2011
Mandatory Pre-Bid Meeting	May 5, 2011
Response Received from Bidders	May 20, 2011

Evaluation of Responses	May 20 – June 2, 2011
Notice of Contract Award	June 8, 2011
Contract Administration and Notice to Proceed	June 18, 2011
Target Installation Dates*	TBD
Install Complete, System Testing and Configuration*	TBD
System Training*	TBD
Soft Opening Date*	TBD
Acceptance by Customer *	TBD

* Denotes dates are subject to change based upon status of construction, acceptance of construction by local authorities/inspectors, and/or Vendor's timetable to meet the above acceptance date.

1.3 Project Drawings

The project drawings depicting the provided cabling system design are available on NTI's FTP site. These drawings should be used in developing bid responses.

HOW TO USE FTP SITE:

Before logging onto the FTP site, please check the following settings:

- Open Internet Explorer
- Go to your Tools --> Options
- Click on Advanced Tab
- About halfway down, make sure that "Use Passive FTP" is checked
- Click OK, and OK until you are back to Internet Explorer
- Type the address below into internet explorer or click on the link

Address: <ftp://74.2.231.139>

- After clicking the link you should enter in your username and password that you have been assigned by your NTI designer. Please note that password and username is case sensitive.

Username: carroll_county

Password: cnty

- Make sure that the "Login Anonymously" is NOT CHECKED
- Make sure that the "Remember Password" is NOT CHECKED
- Enter the username & password as listed above

- Click "Logon"
- Once you are logged in, you should see a file containing drawings. Then, simply click on that file without opening it. Then drag your file to the folder on your PC.
- Please do not try to open it in the FTP site the system will time out.

II. Terms and Conditions of Request for Proposal (RFP)

2.0 Response Submission

Qualified submittals shall include the following:

Three (3) copies of the sealed proposal must be delivered to:

Carroll County Board of Commissioners
Purchasing Department, Room 410
423 College Street
Carrollton, GA 30117
Attn: Russ Benedict, Purchasing Manager

The proposals shall be delivered no later than **3:00 PM ET on Friday, May 20, 2011**. Each response should be marked on the outside of the envelope with **“Sealed Proposal – PBX TELEPHONE SYSTEM FOR THE CARROLL COUNTY JUDICIAL CENTER (Solicitation No 11-A015), May 20, 2011”**.

It is the sole responsibility of the respondents to ensure that their responses arrive by the specified date and time. The County reserves the right to reject any and/or all proposals. The Vendor shall submit three (3) copies of the response along with sample installation and maintenance contracts. Maintenance contracts shall include hourly rates, and standard and emergency response times. Responses shall include all items outlined in paragraph 2.2. as well as any other requirements of this RFP.

2.1 Format

The proposal shall be on 8 ½ x 11 inch paper and organized in sections following the order specified under contents. Proposals should be loosely bound in a 3 ring binder.

2.2 Contents

Proposal shall contain the following information:

- A letter of transmittal signed by an individual authorized to bind the proposing entity.

- A Table of Contents listing the material by section and by page number.
- Company Overview: See requirements of Appendix A.
- Project Overview: See requirements of Appendix A.
- Description and Qualifications of the Installation Team and details of the ongoing support team for the PBX. See requirements of Appendix A.
- A complete Bill of Materials with itemized pricing detailing quantities of each item. See requirements of Appendix A.
- Identify any extra costs associated with the installation such as travel, food and lodging or sales and use taxes.
- Complete Bid Form (Appendix B).
- A listing of Clients (minimum 5) the bidder has completed projects similar in size and scope over the past five (5) years. Bidders shall provide the client name, address, phone number and value of the project. Any governmental clients (state, county or city) should be emphasized.
- Complete and attach the Acknowledgement of Compliance for Insurance Requirements and attach a copy of a valid insurance certificate for the firm's general liability, automobile insurance, and proof of adequate worker's compensation coverage for employees, Appendix C.
- Complete and attach the Certificate of Qualifications, Appendix D.
- Complete and attach the Affidavit Verifying Status for Carroll County Public Benefit Application, Appendix E.
- Complete and attach the Contractor Affidavit and Agreement (E-Verify), Exhibit F.
- Complete and attach the Sub-Contractor Affidavit and Agreement (E-Verify), Exhibit G.
- Degree of work, if any, that is to be subcontracted
- Provide a copy of the 5% Bid Bond with all appropriate signatures and proper certifications.

- Provide a copy of the manufacturer's warranty and any other warranties which may apply.
- Provide a copy of the manufacturer's printed specifications and technical data sheets, which fully describe all elements of the system.
- Copies of sample installation and maintenance contracts. Maintenance contracts shall include hourly rates, standard response times and emergency response times.

2.3 Bid Opening

Bids will be publicly opened at 3:00 pm May 20, 2011 at the Commission Chambers located at 423 College Street, Carrollton, GA 30117.

2.4 Mandatory Pre-Bid Meeting

There will be a **mandatory** pre-bid conference on Thursday, May 5, 2011 at 10:00 am at the Public Works Building located at 34 Horsley Mill Road, Carrollton, GA 30117.

2.5 Costs Associated with Preparation of the Vendor's Response

The County will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

2.6 Subcontractors

Any contractor submitting a bid response will be prohibited from acting as a subcontractor within another Vendor's response. Should the Vendor use subcontractors for portions of the work, The County reserves the right to reject any subcontractor without explanation or recourse by The Vendor or subcontractor.

2.7 Interpretation and Additional Information

2.7.1 Interpretations, Corrections and/or Changes

Any interpretation, correction, or change of the RFP will be made via ADDENDUM. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and The Vendors shall not rely upon such interpretations, corrections, or changes. The County will issue changes or corrections. Addenda will be emailed to all vendors on the Plan Holders List. Addenda will be issued as expeditiously as possible. It is the responsibility of The Vendors to determine whether all addenda have been received.

2.7.2 Addenda

It will be the responsibility of all respondents to contact The County's Representative prior to submitting a response to the RFP to ascertain if any addenda have been issued, and to obtain any and all addenda, execute them, and return addenda with the response to the RFP. Addenda maybe issued up until two (2) business days prior to the bid date. Addenda extending the bid date maybe issued up to the bid due date and time.

2.8 Questions

All questions pertaining to this RFP must be submitted via email to the Purchasing Manager at rbenedict@carrollcountyga.com. The Purchasing Manager will forward any questions to the appropriate persons. Responses to all questions received will be made using an Addendum and distributed to all Plan Holders via email. In the interest of handling questions and corresponding answers with the greatest efficiency, The County reserves the right to accumulate questions. All questions must be received by the above contact at least 5 days prior to the bid due date and time. This will allow time for issuing an addendum if necessary. The County is not obligated to respond to questions received after this time period. For questions received after this time period the Vendor shall make an interpretive assumption and state said assumption in the bid response.

2.9 Proposal Binding Period

Prices quoted in The Vendor's response for all labor and materials will remain in effect for a period of at least ninety (90) business days from the issue date of The Vendor's response. The successful bidder's quoted prices will remain in effect for the project's duration.

2.10 Omissions

Omission in the proposal of any provision herein described shall not be construed as to relieve The Vendor of the obligation to completely satisfy said provision as part of the work.

2.11 Financing

The County desires to directly purchase the PBX System.

2.11.1 Payment Conditions/Schedule

The County's payment terms are NET 30 Days.

Schedule: 50% upon delivery of equipment and 50% after install, testing and acceptance. 10% retention.

The project will be deemed acceptable by The County based upon the following criteria:

- **The system functions without a major malfunction for 30 consecutive days of activity representative of typical workload operation. A major malfunction shall be defined as the inability of the equipment to receive all incoming calls for a period of 1 hour, the inability to place any outgoing call for a period of 1 hour, or 30% of the system inoperable due to system malfunction. Minor outages of trunks or stations shall not affect the acceptance terms unless the reported trouble is not corrected within the normal repair intervals.**
- **All training has been completed.**
- **Closeout documents, user manuals and as-built documents submitted to The County.**
- **Proper operation of call accounting and voice messaging systems is demonstrated.**

The County shall further define acceptance as beneficial use. Acceptance will be deemed “in full” upon receipt by The Vendor a Notice of Acceptance issued by The County upon beneficial use and full implementation of the Terms and Conditions and Technical Specifications of the Contract. Upon receipt of the Notice of Acceptance, The Vendor shall notify The County in writing of a release of all liens for all materials and services associated with this project.

2.12 Warranty

The warranty period shall begin with the acceptance of the installation as noted above.

Materials and workmanship hereinafter specified and furnished shall be fully guaranteed by The Vendor for one year (365 calendar days) from transfer of title against any defects. The Vendor at no additional cost to The County shall correct defects, which may occur as the result of faulty materials or workmanship within one year after installation and acceptance by The County. The Vendor shall promptly, at no cost to The County, correct or replace (including modifications or additions as necessary) any nonconforming or defective work within one year after completion of the project of which the work is a part. The period of The Vendor’s warranty for any items herein are not exclusive remedies, and The County has recourse to any warranties of additional scope given by The Vendor to The County and all other remedies available at law or in equity. The Vendor’s warranties shall commence with acceptance of or payment for the work in full. If

The Vendor procures equipment or materials under the Contract, The Vendor shall obtain for the benefit of The County equipment and materials warranties against defects in materials and workmanship to the extent such warranties are reasonably obtainable.

The Vendor shall pass along to The County any additional warranties offered by the manufacturers at no additional costs to The County, should said warranties extend beyond the one-year period specified herein. Insurance covering equipment from damage or loss is to be borne by The Vendor until full acceptance of equipment and services.

2.13 Inspection, Acceptance, and Title

Inspection and Acceptance will be at destination and upon successful installation unless otherwise provided. Title to/or risk of loss or damage to all items shall be the responsibility of the successful Vendor until acceptance by The County. If the materials or services supplied to The County are found to be defective or do not conform to the specifications, The County reserves the right to cancel the contract upon written notice to The Vendor and return products at The Vendor's expense based upon the terms of the Contract. The County shall at all times have access to the work wherever it is in preparation or progress and The Vendor shall provide proper facilities for such access and for inspection. The County will inspect the work as expeditiously as possible after receipt of notification from The Vendor.

2.14 Price Quotations

Price quotations are to include the furnishing of all materials, equipment, maintenance and training manuals, tools, and the provision of all labor and services necessary or proper for the completion of the work except as may be otherwise expressly provided in the Contract Documents. The County will not be liable for any costs beyond those proposed herein and awarded. Time and materials quotes will be unacceptable. The Vendor shall include all applicable sales, consumer, and other similar taxes in the price quotations. In case of discrepancy in computed proposal prices, the lowest combined value of individual unit costs shall prevail.

2.15 Price Stability

The County and The Vendor shall fix discounts at the time of contract approval. In the event of price changes, replacement equipment shall be purchased at the lower of contract or then current market price. In no case shall a price higher than contract price be paid for equipment proposed. In the event that The County desires to purchase equipment or services not contained in the contract, future purchases will be determined using the Vendor-specified discount rate in the

proposal from the manufacturer's suggested retail price as of the date of the order. In no case shall the price exceed the favored Vendor prices.

2.16 Variation in Quantities and Configurations

The County reserves the right to modify quantity and configuration requirements. The Vendor agrees to sell The County the revised quantity of items (additions or deletions) at the unit price as stated in the RFP regardless of quantity changes.

2.17 Project Manager

The Vendor will provide an available Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager will be required to make decisions regarding the scope of the work and any changes required by the work. The Project Manager will be totally responsible for all aspects of the work and shall have the authority to make immediate decisions regarding implementation or changes to the work.

2.18 Vendor Qualifications

2.18.1 Experience

The selected Vendor shall be fully capable and experienced in the PBX System Installation as specified. To ensure the system has continued support, The County will contract only with Vendors having a successful history of sales, installation, service, and support. The Vendor shall have a minimum of five (5) years of experience in the installation of comparable PBX systems.

2.18.2 References

The County may, with full cooperation of The Vendors, visit client installations to observe equipment operations and consult with references. Specified visits and discussion shall be arranged through the Vendors. However, Vendor personnel shall not be present during discussions with references. The Vendor must provide a minimum of five (5) reference accounts at which similar work, both in scope and design, have been completed by The Vendor within the last five years.

2.19 Prime Vendor

In the event multiple Vendors submit a joint response to this RFP, a single Vendor shall be identified as the Prime Vendor. Prime Vendor responsibilities shall include: 1.) Performance of overall project administration and serving as a focal point for The County to coordinate and monitor plans and schedules, 2.) Maintain project budget and status information, 3.) Administer changes required, 4.) Preside over other Vendors participating or present at The County meetings, and 5.) Oversee preparation of reports and presentations. Prime Vendor shall also

prepare and present a consolidated invoice for work performed. The County shall issue only one (1) check for each consolidated invoice. Prime Vendor shall remain responsible for performing tasks associated with installation and implementation of Prime Vendor's portion of the contract.

2.20 Equal Employment Opportunity

In connection with the execution of this Contract, The Vendors and subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, or national origin. The Vendors shall take affirmative action to ensure that minority and disadvantaged applicants are employed and employees are treated during their employment without regard to race, religion, color, sex, age, or national origin.

2.21 Compliance with Laws and Regulations

The Vendor performance of the work shall comply with applicable federal, state, and local laws, rules, and regulations. The Vendor shall give required notices, shall procure necessary governmental licenses and inspections, and shall pay without burden to The County all fees and charges in connection therewith unless specifically provided otherwise. In the event of violation, The Vendor shall pay all fines and penalties, including attorney's fees and other defense costs and expenses in connection therewith.

2.21.1 Federal Communications Commission

Equipment requiring FCC registration or approval shall have received such approval and shall be appropriately identified.

2.21.2 Codes, Standards and Ordinances

All work shall conform to the latest edition of the National Electrical Code ®, NFPA, the Building Code, and all local codes and ordinances, as applicable. Should conflicts exist with the foregoing, the authority having jurisdiction for enforcement will have responsibility for making interpretation.

2.22 Safety

The Vendor shall take the necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Vendor shall at all times comply with the regulations set forth by federal, state, and local laws, rules, and regulations concerning "OSHA" and all applicable state labor laws, regulations and standards. The Vendor shall indemnify and hold harmless The County from and against all liabilities, suits, damages, costs and expenses (including attorney's fees and court costs) which may be imposed on The County

because of The Vendor, subcontractor, or supplier's failure to comply with the regulations stated herein.

2.23 Patents and Royalties

The Vendor, without exception, shall indemnify and hold harmless The County and its employees from any liability of any nature or kind, including costs and expenses for or on account of any trademarked, copyrighted, patented, or non-patented invention, process, or article manufactured or used in the performance of the Contract, including its use by The County. If The Vendor or subcontractor uses any design, device, or materials covered by letters, patent, trademark, or copyright, it is mutually understood and agreed without exception that the proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

2.24 Indemnification

The Vendor shall indemnify and hold harmless The County, its agents and employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequence of any negligence in connection with the same; or by use of any improper materials or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants or employees. The Vendor further agrees to indemnify and hold harmless The County, its agents or employees, against claims or liability arising from or based upon the violation of any federal, state, county, city or other applicable laws, bylaws, ordinances, or regulations by The Vendor, its agents, associates, or employees.

The indemnification provided above shall obligate The Vendor to defend at its own expense or to provide for such defense, at The County's option, of any and all claims of liability and all suits and actions of every name and description that may be brought against The County which may result from the operations and activities under this Contract whether the installation operations be performed by The Vendor, subcontractor, or by anyone directly or indirectly employed by either. The award of this Contract to The Vendor shall obligate The Vendor to comply with the foregoing indemnity provision; however, the collateral obligation of insuring this indemnity must be complied with as set forth.

2.25 Liability and Insurance

The Vendor shall assume the full duty, obligation, and expense of obtaining and maintaining necessary insurance.

2.25.1 Insurance Coverage

The Vendor shall be fully liable to provide and maintain in force during the life of this Contract, such insurance, including Public Liability Insurance, Product Liability Insurance, Auto Liability Insurance, Worker's Compensation and Employer's Liability Insurance as will assure to The County the protection contained in the foregoing indemnification provision undertaken by The Vendor. Such policies shall be issued by United States Treasury-approved companies authorized to do business in the State of Georgia, maintaining an office in Georgia, and having agents upon whom service of process may be made in The County's name. The policies shall contain as a minimum, the following provisions, coverages, and policy limits of liability.

2.25.1.1 General Liability

General Liability Insurance shall protect The County, The Vendor, subcontractor, agents, and employees from claims for damages. The limits of liability provided by such policy shall be no less than One Million Dollars (U.S. \$1,000,000.00) per occurrence combined single limit bodily injury and property damage, and an amount not less than Two Million Dollars (U.S. \$2,000,000.00) aggregate for damages on account of all occurrences.

2.25.1.2 Product Liability

Product Liability or Completed Operations Insurance with bodily injury limits of liability of not less than Five Hundred Thousand Dollars (U.S. \$500,000.00) per person, Five Hundred Thousand Dollars (U.S. \$500,000.00) per occurrence and Five Hundred Thousand Dollars (U.S. \$500,000.00) aggregate.

2.25.1.3 Auto Liability

Auto Liability Insurance with bodily injury limits of not less than Three Hundred Thousand Dollars (U.S. \$300,000.00) per occurrence and property damage limits of not less than One Hundred Thousand Dollars (U.S. \$100,000.00).

2.25.1.4 Worker's Compensation and Employer's Liability

Worker's Compensation and Employer's Liability Insurance with minimum limits as required by the State of Georgia and the City of Carrollton but in no case less than One Million Dollars (U.S. \$1,000,000.00).

2.25.1.5 Proof of Insurance

The Vendor shall furnish to The County a Certificate of Insurance which specifically protects The County by naming The County as an Additional Insured under the policy. Certificate shall provide an endorsement under the terms of which the insurer specifically agrees not only to pay any claims incurred by or resulting to The County, but also agrees to enter a defense on behalf of The County, to any and all suits or actions, in which the liability of The County is vicarious and is predicated upon allegation of some act of omission by The Vendor, subcontractor, or their agents. This proof shall be received within ten (10) working days after Notice of Award. Contract(s)/Purchase order(s) will not be issued until Certificates of Insurance are received. Such certification must contain a provision for notification of The County thirty (30) days in advance of any material change in coverage or cancellation. Notification shall be in writing and signed in ink by a duly authorized officer of the Insurer. Insurance Companies are subject to approval and may be rejected by The County without stated cause.

2.25.1.6 *Claims*

In any and all claims against The County, or any of their agents or employees, by any employee of The Vendor, any subcontractor, or anyone directly or indirectly employed by any of the contracting parties or anyone for whose acts any of them may be liable, the indemnification obligation under paragraph 2.24 shall not be limited in any way by any limitation on the amount or types of damages, compensation acts, disability benefit acts, or other employee benefit acts.

2.26 *Bonding*

2.26.1 *Bid Bond*

A 5% Bid Bond is required for this project and shall be part of the Vendors proposal.

2.26.2 *Performance and Payment Bonding*

Within ten (10) working days after notice of award, The Vendor is required to have a valid Performance and Payment Bond in force covering the work performed up to the acceptance by The County and shall furnish to The County a certificate of the Bond. The Bond must be in the amount of one hundred (100) percent of the Contract amount, guaranteeing to The County the completion and performance of the work covered in such as well as full payment of all suppliers, agents, laborers, or subcontractors employed in the performance of the project. Such Bond shall be in a form and with a surety acceptable to The County and shall provide for the protection of all persons supplying labor or materials used

for the performance of the work. Purchase order(s) will not be issued until 100 percent payment bond is received.

The Vendor agrees to keep such Bond, or a replacement thereof, in force at all times during the course of the performance under this project. In addition to the foregoing requirements, such bond shall contain provision, whether by attaching endorsements or supplemental agreements, guaranteeing to The County the successful completion of the project. The Vendor may comply with the requirements of this provision by causing said Bond to specifically name The County as one of the parties to whom the protection afforded by said Bond is extended or, as an alternate, may furnish The County with a separate Performance Bond meeting the same criteria.

2.26.2 Qualification of Surety

The Bid, Performance and Payment Bonds must be executed by a Surety Company of recognized standing, authorized to do business in the State of Georgia and having a resident agent in the State of Georgia. The Surety Company shall hold a current certificate of authority as acceptable surety on Federal Bonds, in accordance with U. S. Department of Treasury Circular 570, Current Revision.

2.26.3 Release of Lien

A Contractor's Affidavit and Certificate to be executed with the Purchase Order must accompany request for payment.

2.26.4 Failure to Complete and Liquidated Damages

The successful Vendor and its sureties shall be liable for and shall pay to The County liquidated damages in the sum of: \$1,000.00 per day for the first five days, \$2,000 per day for days six through fifteen, and \$3,000 per day for delays greater than fifteen calendar days. The Vendor shall incur liquidated damages until all work is completed and accepted by The County.

2.26.5 Evaluation of Responses

The County or Customer's Representative may, at its discretion and at no fee to The County, invite any Vendor to appear for questioning during response evaluation for the purpose of clarifying statements in the response.

2.26.6 Right to Reject

The County reserves the right to accept or reject all proposals or sections thereof. In addition, The County reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable terms that The Vendor can propose.

2.27 Special Conditions

None.

2.28 Cancellation

In the event provisions of this RFP are violated by The Vendor, The County may give written notice to The Vendor stating the deficiencies and unless deficiencies are corrected within five (5) working days, The County reserves the right for immediate cancellation.

2.29 Advertising

The Vendor agrees not to use the results from this RFP as a part of any commercial advertising without prior written approval of The County.

III. Minimum Criteria Used to Determine Responsibility and Responsiveness of Proposals

- Does the Provider demonstrate an understanding of the County's needs?
- Does the Provider possess the ability, capacity, skill, and financial resources to provide the requested material and service?
- Can the Provider take upon itself the responsibilities set forth in the RFP and produce the required outcomes in this RFP?
- Has the Provider performed satisfactorily in previous contracts of similar size and scope; has it otherwise demonstrated its capacity to perform the contract the County seeks to establish through this RFP?
- Does the Provider have all necessary certifications to perform stated work?
- Can the Provider meet all insurance and bond requirements?

Bids shall be reviewed and evaluated by the Carroll County Board of Commissioners. An award, if made, will be made to the responsive bidder whose proposal is most advantageous to the County while meeting or exceeding the above specifications and delivery. Carroll County reserves the right to waive any informality, to reject any and all bids, to evaluate all bids, to accept portions of any bid and to accept any bid which in its opinion may be in the best interest of the County. **The County reserves the right to modify the contract after its award.**

R. Benedict
Purchasing Manager
(770) 830-5868
rbenedict@carrollcountyga.com

Appendix A

PBX System Specifications and Requirements

I. System Summary

1.0 Description

The PBX System shall be comprised of a digital switching system, all necessary handsets, power supplies, voice mail processing modules and call accounting system. The system shall be designed for use within the Judicial Building. Each response to this RFP shall include information regarding the proposed equipment capability to support IP-based telephony. The responses shall include the following:

- **Company Overview:** A brief synopsis of the company and their experience with the Municipal Government market.
- **Project Overview:** A brief description of the proposed solution including the value of the solution and description of any probable cost savings that could be achieved with alternate or recommended changes.
- **Description and qualifications of Installation team and details of the on going support team for the PBX.**
- **Itemized pricing detailing quantities of each item.**
- **Identify any extra costs associated with the installation such as travel, food and lodging or sales and use taxes.**

Description of Project:

The Vendor shall provide and mount the PBX and peripheral equipment in owner supplied racks. Install all phones and network switches. Coordinate and work with all vendors that will interface with the phone system. The system shall utilize structured cabling infrastructure which is being installed under separate contract. In the event there appears to be a system malfunction due to cabling, the Vendor is obligated to assist in troubleshooting to the extent necessary to issue an accurate report of the problem. The Vendor is obligated to report such issues to The County's Representative in a timely manner so as not to delay the system acceptance target dates.

The Vendor shall provide the required PBX switch interface with the Telco Service Provider. Coordinate cross-connecting/patching at intermediate distribution frames (IDFs) with cabling contractor. The vendor shall also be required to provide the Ethernet switches and to configure each switch per owner instructions for all IP-based services. The Vendor shall cooperate with other vendors including audio visual, HSIA, elevator, fire alarm and any other vendor that will need communication with the telephone system.

Vendor shall coordinate placement of the phones and other department-specific and user-specific activity with the County.

II. PBX and Handset Requirements

2.0 Approved manufacturer shall be:

PBX: Mitel, Cisco and Avaya

Conference Room Phones: Polycom, Mitel, Cisco and Avaya

Analog Phones: Telematrix

Network Switches: Cisco

Analog Phones: Telematrix

Call Accounting System: Metropolis Office Watch

UPS: APC

2.1 System Specification

The initial PBX shall be configured for at least 75 IP users and 80 analog users. The system will be capable of expanding to 100 IP users and 100 analog users by adding telephone sets.

Further, system shall be capable of supporting 150 analog extensions and 300 IP extensions with a license and hardware upgrade.

The system shall be providing feature-rich IP communication and advanced user applications equal to the Mitel system with the following components:

System MX 3300MXeII Controller

Dual T1/E1 modules

ASU II

24 Port ONSP card

Mitel 5550 IP Console

3300 Controller 80 GB

MCD ONS license

MCD PBX software

Network link license

Advanced voice mail

3300 tenanting option

MCD standard license

MCD Mailbox license

2.2 PBX Peripheral Equipment:

2.2.1 Vendor shall include (60) general use desktop phone sets with the following or comparable features:

- Large graphics display (160 pixels x 320 pixels)
- Eight programmable, one-touch, multi-function, self-labeling keys (for speed dialing, line appearances and feature access)
- HTML Desktop Toolkit for applications development
- 12 fixed function keys: menu, hold, message, speaker, mute, transfer / conference, redial, cancel, volume /ringing / contrast up and down, previous page, next page

- Three context-sensitive soft-keys for intuitive feature access
- UC Express and UC Advanced support
- Support for SIP protocol
- Support for Automatic Call Distribution (ACD)
- Browser-based Desktop User Tool for easier user programming and key labeling
- Hands-free speakerphone operation (full duplex)
- Secure voice communication enabled by encryption
- Menu key shall give one-touch access to embedded applications menu: call history, call forwarding, conference unit application, settings, launch PC application, help, call info
- Hearing aid compatible (HAC) handset and HAC compliance for magnetic coupling to approved hearing aids
- Shall be designed for power conservation: reduces power consumption for overall energy saving

Example: Mitel 5320 IP Phone

2.2.2 Vendor shall include (15) executive phone sets with the following or comparable features:

- Large backlit graphics display (160 pixels x 320 pixels) with auto dimming
- 48 Programmable, multi-function, self-labeling keys, provided in three pages of 16 keys each (for one-touch access to speed calls, line appearances, features)
- Wideband Audio Support - (7kHz) standard
- Peripherals and modules support: Line Interface Module, IP Conference Unit, Cordless (DECT) Accessories, Wireless LAN Stand, Gigabit Ethernet Stand
- 13 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Home Page, Previous Page, Next Page
- Six context-sensitive soft-keys for intuitive feature access
- HTML Desktop Toolkit included for Applications development
- Browser-based Desktop Tool for easy user programming and key labeling
- Support for SIP protocol
- Hands-free speakerphone operation (full duplex)
- Dual port IP phone (10/100 Mb integrated Ethernet switch)
- Language Support: English, French, German, Italian, Portuguese, Spanish, Dutch
- 802.3af power compliant (IEEE Standard)
- Shall support IEEE 802.1p/q for Voice Quality of Service
- Shall be designed for power conservation: reduces power consumption for overall energy savings.

Example: Mitel 5340 IP Phone

2.2.3 Vendor shall include (4) Analog Wall Mount phone sets for Data Rooms with the following or comparable features:

- Enhanced Single Line Display Speakerphone
- Caller ID Display
- Compatible with POTS, PABX, or Centrex (Analog)

- Soft Key Technology
- On-Hook Pre-Dialing Feature
- 1+ Toll Restriction Feature
- Industrial Grade Construction with Matte Finish Design
- Non-Slip Base
- Desk or Wall Mountable
- Black in color

Example: Telematrix SP550 Analog Phone

2.2.3 Vendor shall include (56) Analog Wall Mount phone sets with the following or comparable features:

- Redial & Hold Feature Keys
- Soft Key Technology
- Industrial Grade Construction with Matte Finish Design
- Multi Step Handset Volume Control

Example: Telematrix 331191 Analog Phone

2.2.5 Vendor shall include (3) Conference Room phones with the following or comparable features:

- Utilize technology for high-fidelity calls at up to 14 kHz
- 12-foot (4-meter) microphone pickup
- SIP software – with advanced call handling, security, and provisioning features
- Provide robust VoIP interoperability
- Resists interference from mobile phones and other wireless devices while delivering clear voice conferencing with no distractions
- High-resolution display

Example: Polycom IP 6000

2.2.6 Vendor shall include (1) Uninterruptable Power Supply (UPS) capable of supporting functioning PBX System for 30 minutes.

2.3 Ethernet Switches:

Vendor shall include Network switches as described below. Each switch shall be equipped with a Gigabit Interface Converter (GBIC) Module(s) unless noted otherwise. Each switch shall be accompanied with UPS capable of supporting such network switch for 30 minutes.

1st Floor Central Server Room:

Provide and install (1) Cisco 2960S-48FPS-L switch with (4) fiber 1Gigabit GBICs converters (Cisco Part Number GLC-SX-MM).

Provide (1) spare switch Cisco 2960S-48FPS-L with (1) fiber 1Gigabit GBICs converter (Cisco Part Number GLC-SX-MM).

Provide and install (1) UPS.

Provide and install (4) Duplex 50/125 Micron SC-SC fiber patch cords (10' length).

2nd Floor IDF Data Room

Provide and install (1) Cisco 2960S-48FPS-L switch with (1) fiber 1Gigabit GBICs converter (Cisco Part Number GLC-SX-MM).

Provide and install (1) UPS.

Provide and install (1) Duplex 50/125 Micron SC-SC fiber patch cord (10' length).

3rd Floor IDF Data Room

Provide and install (1) Cisco 2960S-48FPS-L switch with (1) fiber 1Gigabit GBICs converter (Cisco Part Number GLC-SX-MM).

Provide and install (1) UPS.

Provide and install (1) Duplex 50/125 Micron SC-SC fiber patch cord (10' length).

4th Floor IDF Data Room

Provide and install (1) Cisco 2960S-48FPS-L switch with (1) fiber 1Gigabit GBICs converter (Cisco Part Number GLC-SX-MM).

Provide and install (1) UPS.

Provide and install (1) Duplex 50/125 Micron SC-SC fiber patch cord (10' length).

Security Head End Room

Provide and install (1) Cisco 2960S-24TS-L switch (this switch will be connected using copper CAT 6 riser cable.)

Provide and install (1) UPS.

2.4 Additional Equipment

County may choose to procure additional equipment as described below. Unit pricing for such equipment including installation cost shall be listed in the Appendix B.

Mitel 5320 IP Phone

Mitel 5340 IP phone

Telematrix Spectrum-plus 550 wall-mount phone (black in color)

Cisco 2960S-24TS-L

Cisco 2960S-48TS-L

Cisco 2960S-STACK

Encore Small business IP call Recording System

Provide and install (200) RJ-45 to RJ-45 Cat. 6 patch cords (10' length).

III. Voice Mail System Requirements

Vendor shall include voice mail system with the features listed below or comparable to the same. Voice mail system may be embedded into PBX system or provided as a separate unit.

Auto-Attendant Features

- The company greeting can be programmed to automatically change from open business hours to closed or after hours.
- A company greeting can be programmed for use over holidays or shutdowns that will automatically expire after a specified number of days.
- Multi-level auto-attendant shall allow system administrators to set up a hierarchical DTMF-based menu structure that provides callers with individuals, departments, prerecorded information or allows them to leave messages directly.
- Each port can be assigned to answer calls on specific incoming trunks and play a greeting based on the destination dialed.
- In addition to supporting single-digit mailboxes (1 - 8), a mailbox dial plan of 2, 3, 4, or 5-digits can be selected.
- Directory. Callers may access a mailbox directory where they will be able to reach a mailbox owner by dialing the person's first or last name rather than their mailbox number. The system can be configured for either first or last name dialing (but not both at the same time).
- Callers who are familiar with the system may enter their key pad selections without waiting for the system prompts.
- Callers may reach a 'live' attendant at any time by dialing "0".
- Fax Finder. Detects an incoming fax tone and directs it to the fax mailbox/extension.
- Allows an operator to transfer an outside caller to a specified mailbox where the caller will immediately hear the subscriber's personal greeting and will be prompted to leave a message. Callers press # to bypass or interrupt the greeting and begin recording a message.
- Allows the user to dial any internal extension defined in the system.
- Allows a caller reaching the auto-attendant to leave a message in a specific mailbox without transferring to the mailbox extension and possibly speaking live with the subscriber.
- Allows an outside caller to leave more than one voicemail message per call, therefore saving on toll charges.

Voice Mail Features

- Subscriber name and a personal greeting can be recorded by each mailbox user.
- When a call is routed to a user's voice mailbox, a system prompt will inform the caller if the user is on the phone prior to playing the user's personalized greeting.
- Informs subscribers when they access their mailbox how many new or saved messages they have (if any).
- A personal greeting set for a specific number of days can be recorded by each subscriber and will automatically revert back to the primary greeting upon expiry.

- Access to subscriber mailboxes requires a password. Password length system-wide can be from three to six digits. (Default is four digits.) Callers have three chances to enter a valid password before they are disconnected.
- Message Envelope. Played prior to the beginning of each message, containing priority type, date, and time (including caller identification for internal and external calls). Mailboxes can be individually configured to play the envelope only in response to a key press – i.e., at the request of the subscriber.
- Unlimited message length with a “continue message recording?” prompt after five minutes of recording. Minimum message length is two seconds.
- Messages may be saved by a subscriber. They will be automatically purged from the system after 15 days (or as programmed) or you can specify that saved messages are never deleted. New messages are never purged automatically. The saved messages are played in last-in first played order.
- Message Review. Allows immediate replay of a message, including message envelope (time stamp, calling party information).
- Allows immediate deletion of a message from the system. The message cannot be subsequently restored; deletion is immediate and permanent.
- Allows immediate reply to a message received from another internal mailbox subscriber.
- Allows messages to be forwarded to other subscriber sand distribution lists with or without added comments.
- Allows subscribers while listening to a message to advance to the next new message (if any). Each new message played is marked as "saved."
- Allows subscribers to rewind, fast forward, or pause messages for several seconds.
- Allows the user to program the "dial 0" extension to any internal extension, such as a personal or departmental secretary. The administrator can override the system default ("0" for the operator) with any valid phone number, including an external number or even a long distance number. The administrator can also override the system default on an extension by extension basis, with any valid phone number.
- The message receives priority placement in the listener's mailbox.
- Private Messages. The message cannot be forwarded to another subscriber's mailbox.
- Callers will have the ability to pause during recording and review, re-record, and append to a message before sending it. A message can also be cancelled prior to sending.
- Subscribers can address messages to multiple recipients and hear the recipient’s name played back to confirm valid entry of mailbox numbers.
- Subscribers will have single-digit access to send a message to their own mailbox, for future reminders and memo-type messaging.
- The subscriber will be notified that they have received a message by the message light on their phone.
- The administrator will configure a trunk access code for use in all outside notification calls. The trunk access code will control the lines to be used for notification.
- Distribution Lists/Broadcast Message. Allows four system-wide and five (per mailbox) personal distribution lists as well as a broadcast message facility to deliver a message to all mailboxes. Individual subscribers can belong to any number of distribution lists.

- New Mailbox Tutorial. The system will guide the user through the steps required for initial configuration of mailbox, including specification of a (non-default) pass-code and recording of a personal greeting and name.
- Dual Mailboxes. A transfer-only mailbox can be linked to the same extension as an existing extension-type mailbox.

IV. Call Accounting System Requirements

Vendor shall include Call Accounting system with the features listed below or comparable to the same.

- Real time incoming, outgoing and internal call tracking
- Detailed extension and departmental reporting
- On line help availability
- Instant notification of expensive and/or long outgoing phone calls
- Pager and e-mail notifications for toll fraud, PBX interface interruption and 911 calls
- Ability to import and export data
- 24/7 live technical support included for first 12 months

Example: Metropolis Office Watch call accounting system

End of Appendix A.

Appendix B

Bid Form (2 pages)

Bid responses shall also contain filled out pricing form provided by the County. The file is in Microsoft Excel format and shall be submitted with the bid package on separate CD).

**PRICING SUMMARY
CCJC**

Vendor: _____

Representative: _____ **Telephone:** _____

System Proposed: _____ **Software Level:** _____

PRICE EXCLUDING TAX

Proposed equipment, materials and installation cost _____

Testing and Training. _____

TOTAL TURNKEY PRICE EXCLUDING TAX \$ _____

**ADD/DELETE UNIT PRICING (MATERIAL
AND INSTALLATION LABOR)**

Mitel 5320 phone set or proposed equivalent by approved manufacturer	\$
Mitel 5340 phone set or proposed equivalent by approved manufacturer	\$
Telematrix Spectrum 550 black phone set	\$
Telematrix 331191 black phone set	\$
Polycom IP 6000 conference room phone	\$
Cisco 2960S-24TS-L Network Switch	\$
Cisco 2960S-48TS-L Network Switch	\$
Cisco 2960S-Stack Network Switch	\$
Cisco GLC-SX-MM GBIC Converter	\$
Metropolis Office Watch call accounting system	\$
Encore small business call recording system	\$
RJ-45 to RJ-45 Cat. 6 patch cord (10' length)	\$
Duplex 50/125 Micron SC-SC fiber patch cord (10' length).	\$
APC UPS for PBX System (30 minutes support)	\$
APC UPS for Network Switch (30 minutes support)	\$

**PRICING SUMMARY
CCJC**

MAINTENANCE COSTS

Vendor: _____

Representative: _____ **Telephone:** _____

System Proposed: _____ **Software Level:** _____

	Full Service	PBX, Consoles Software Only
Year 2	\$ _____	\$ _____
Year 3	_____	_____
Year 4	_____	_____
Year 5	_____	_____

Hourly Rates	First Hour	Each Additional
Business Day, Monday through Friday	\$ _____	\$ _____
After Hours and Weekends	_____	_____
Holidays	_____	_____

Do your warranty and service contracts cover labor and material for damage due to lightning and power surges? _____ Yes _____ No

Full Service: Emergency service response within 2 hours, 7 days a week, 24 hours a day. Minor problems are to have a response time of 8 working hours, Monday through Friday. Covered equipment includes all common equipment, attendant console, printers, digital announcer, call accounting, and administrative telephones.

PBX, Consoles, and Software: Equipment to be covered includes the PBX system, PBX software, attendant consoles, and the call accounting system. Emergency service response within 2 hours, 7 days a week, 24 hours a day. Minor problems are to have a response time of 8 working hours, Monday through Friday.

End of Appendix B.

Appendix C

CARROLL COUNTY BOARD OF COMMISSIONERS

**CONTRACTOR'S ACKNOWLEDGEMENT OF COMPLIANCE WITH
INSURANCE REQUIREMENTS FOR PBX TELEPHONE SYSTEM FOR THE
CARROLL COUNTY JUDICIAL CENTER REQUEST FOR PROPOSALS**

Contractor agrees, acknowledges and is fully aware of the insurance requirements set-forth in the Request for Proposals for PBX Telephone System, and accepts all conditions and requirements as contained therein.

Firm: _____
Name (Please Print)

By: _____
Contractor's Signature

Date: _____

This executed form must be submitted with Scope of Work proposal.

Appendix D

CARROLL COUNTY BOARD OF COMMISSIONERS

CERTIFICATION OF QUALIFICATIONS

1. The undersigned hereby submits its proposal and, by doing so, agrees to furnish materials and services to the County in accordance with the Request for Proposal (RFP), dated April 22, 2011 and to be bound by the terms and conditions of the RFP.
2. This firm has carefully reviewed its proposal and understands and agrees that the County is not responsible for any errors or omissions on the part of the proposer and that the proposer is responsible for them.
3. It is understood and agreed that the County reserves the right to accept or reject any or all proposals and to waive any informality or irregularity in any proposal received by the County.
4. The proposal includes all of the commentary, figures and data required by the Request for Proposal, dated April 22, 2011.
5. The proposal shall be valid for 90 days from May 20, 2011.

Name of Firm: _____

By: _____
(Authorized Signature)

Type Name: _____

Title: _____

Date: _____

Appendix E



Affidavit Verifying Status for a Carroll County Public Benefit Application

By executing this affidavit under oath, as a bidder for REQUEST FOR PROPOSAL or other public benefit as referenced in O.C.G.A. Section 50-36-1, I am stating the following with respect to my proposal for 11-A015 – PBX Telephone System for _____ [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity], a representative for _____ [Name of business or corporation].

1) _____ I am a United States citizen

OR

2) _____ I am a legal permanent resident 18 years of age or older or I am an otherwise qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant: _____ Date: _____

Printed Name: _____

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

_____ DAY OF _____, 20____ * _____
Alien Registration number for non-citizens

Notary Public
My Commission Expires:

***Note:** O.C.G.A. § 50-36-1 (e)(2) requires that aliens under the federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provided their alien registration number. Because legal permanent residents are included in the federal definition of “alien”, legal permanent residents must also provide their alien registration number. Qualified aliens that do not have an alien registration number may supply another identifying number below:

Appendix F



**CONTRACTOR AFFIDAVIT AND AGREEMENT (E-VERIFY)
RFP 11-A015 – PBX Telephone System**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individuals, firm, or corporation which is contracting with the Carroll County Board of Commissioners has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with Carroll County Board of Commissioners, contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A. 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the Carroll County Board of Commissioners at the time the subcontractor(s) is retained to perform such service.

E-Verify * User Identification Number

Company Name

BY: Authorized Officer or Agent
(Contractor Signature)

Date

Printed Name of Authorized Officer or Agent

Title of Authorized Officer or Agent of Contractor

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
_____ DAY OF _____, 20__.

Notary Public
My Commission Expires:

Appendix G



**SUBCONTRACTOR AFFIDAVIT AND AGREEMENT (E-VERIFY)
RFP 11-A015 – PBX Telephone System**

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individuals, firm, or corporation which is engaged in the physical performance of services under a contract with _____ on behalf of the Carroll County Board of Commissioners has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

E-Verify * User Identification Number

Company Name

BY: Authorized Officer or Agent
(Contractor Signature)

Date

Printed Name of Authorized Officer or Agent

Title of Authorized Officer or Agent of Contractor

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
_____ DAY OF _____, 20__.

Notary Public
My Commission Expires:
