Request for Proposals

VoIP Telecommunications System Selection

Date Released: April 14, 2017

Date Due: May 25, 2017
# Information Summary Sheet

<table>
<thead>
<tr>
<th>Request for Proposal Title:</th>
<th>VoIP Telecommunications System &amp; Data Network Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Issuing Office:</td>
<td>Tuolumne County Information Technology Department</td>
</tr>
<tr>
<td>RFP Issue Date:</td>
<td>Friday April 14, 2017</td>
</tr>
<tr>
<td>Pre-Proposal Meeting:</td>
<td>Thursday April 27, 2017 10:00 a.m.</td>
</tr>
<tr>
<td>Pre-Proposal Meeting Location:</td>
<td>Tuolumne County Administration Center</td>
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<td></td>
<td>Board Chambers – 4th Floor</td>
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<tr>
<td></td>
<td>2 South Green Street</td>
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<tr>
<td></td>
<td>Sonora, CA 95370-4618</td>
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<tr>
<td>Deadline for Receipt of Questions:</td>
<td>Wednesday May 3, 2017 5:00 p.m.</td>
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<tr>
<td>RFP Proposal Response Deadline:</td>
<td>Thursday May 25, 2017 2:00 p.m.</td>
</tr>
<tr>
<td>Target for Vendor Selection</td>
<td>July 2017</td>
</tr>
<tr>
<td>Announcement:</td>
<td></td>
</tr>
<tr>
<td>Service Starting Date (Projected):</td>
<td>August 2017</td>
</tr>
<tr>
<td>RFP Submission Location:</td>
<td>Tuolumne County IT Department</td>
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<tr>
<td></td>
<td>2 South Green Street</td>
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<td></td>
<td>Sonora, CA 95370-4618</td>
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<tr>
<td></td>
<td>Attn: Barry Jacobs – VoIP RFP</td>
</tr>
<tr>
<td>RFP Administrator:</td>
<td>Barry Jacobs, IT Supervisor – Projects and Infrastructure</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:voiprfp@co.tuolumne.ca.us">voiprfp@co.tuolumne.ca.us</a></td>
</tr>
</tbody>
</table>
Re: REQUEST FOR PROPOSALS for a Telecommunications System

Dear Vendors:

Tuolumne County is currently accepting proposals for a new Telecommunications System. Tuolumne County may award the contract to a single contractor for the entire system. Specifications and RFP documents are available on the Tuolumne County Business Opportunity Portal at http://tuolumnecounty.ca.gov/bids.aspx.

Tuolumne County Information Technology Department
2 South Green Street
Sonora, CA 95370

Proposal instructions are contained in Sections 3-4 of the Request for Proposals (RFP) document. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

- There is a pre-proposal vendor conference scheduled for Thursday April 27, 2017 at 10 a.m. PDT. Vendors should RSVP via email to voiprfp@co.tuolumne.ca.us no later than 5:00 p.m. PDT on April 21, 2017. **Vendors are limited to three (3) attendees.**
- **Questions:** All questions must be submitted via email to the RFP Administrator at voiprfp@co.tuolumne.ca.us and be received by 5:00 p.m. PDT on May 3, 2017. Questions received after this deadline will not be accepted.
- **Proposals Due:** One (1) original, Eight (8) printed copies, and one (1) electronic copy on CD/Memory Stick of both the Technical Proposal and the Cost Proposal must be received no later than 2:00 p.m. PDT on May 25, 2017.

Thank you for your participation. We look forward to reviewing your Proposal.

Sincerely,

Tuolumne County
<table>
<thead>
<tr>
<th>Chapter</th>
<th>Title</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Purpose</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Objective</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>General Process and Schedule</td>
<td>7</td>
</tr>
<tr>
<td>4</td>
<td>Project Background</td>
<td>8</td>
</tr>
<tr>
<td>5</td>
<td>Evaluation Criteria</td>
<td>10</td>
</tr>
<tr>
<td>6</td>
<td>Proposal Instructions</td>
<td>11</td>
</tr>
<tr>
<td>7</td>
<td>Telecom System Specifications</td>
<td>13</td>
</tr>
<tr>
<td>8</td>
<td>Instructions to Proposers</td>
<td>14</td>
</tr>
<tr>
<td>9</td>
<td>Network Overview</td>
<td>18</td>
</tr>
<tr>
<td>10</td>
<td>Voice Requirements</td>
<td>23</td>
</tr>
<tr>
<td>11</td>
<td>Voice Mail System</td>
<td>46</td>
</tr>
<tr>
<td>12</td>
<td>Implementation</td>
<td>52</td>
</tr>
<tr>
<td>13</td>
<td>Maintenance and Warranty</td>
<td>53</td>
</tr>
<tr>
<td>14</td>
<td>Cost Proposal/Pricing</td>
<td>55</td>
</tr>
<tr>
<td>15</td>
<td>Delivery and Installation</td>
<td>65</td>
</tr>
<tr>
<td>16</td>
<td>NON-DISCRIMINATION</td>
<td>68</td>
</tr>
<tr>
<td>17</td>
<td>PROTEST/APPEAL PROCESS</td>
<td>69</td>
</tr>
<tr>
<td>18</td>
<td>HOLD HARMLESS/INDEMNIFICATION</td>
<td>70</td>
</tr>
<tr>
<td>19</td>
<td>PUBLIC RECORDS ACT</td>
<td>71</td>
</tr>
<tr>
<td>20</td>
<td>FUNDING AVAILABILITY</td>
<td>72</td>
</tr>
<tr>
<td>21</td>
<td>Disclosures &amp; Contractual Requirements</td>
<td>73</td>
</tr>
<tr>
<td>22</td>
<td>Proposal and Award Process</td>
<td>77</td>
</tr>
<tr>
<td>23</td>
<td>ATTACHMENT A: Vendor Information Sheet</td>
<td>78</td>
</tr>
<tr>
<td>24</td>
<td>ATTACHMENT B: Sworn State of Bidder</td>
<td>79</td>
</tr>
<tr>
<td>25</td>
<td>ATTACHMENT C: Cover Sheet for Technical Proposal</td>
<td>80</td>
</tr>
<tr>
<td>26</td>
<td>ATTACHMENT D: Cover Sheet for Pricing Proposal</td>
<td>81</td>
</tr>
<tr>
<td>27</td>
<td>ATTACHMENT E: Proprietary Information Disclosure Form</td>
<td>82</td>
</tr>
</tbody>
</table>
1. Purpose

1a. This information was developed in a format to facilitate the preparation of responses to this Request for Proposals (RFP) and the subsequent evaluation of those responses.

1b. Because there are several vendors who provide the type of system that Tuolumne County desires, it is their desire to meet their future telecommunications needs through this competitive selection process. The requirements noted in this RFP are designed to assist in the selection of the vendor that best meets Tuolumne County’s needs.
2. **Objective**

2a. The objective of Tuolumne County is to acquire a new telecommunications system to serve the citizens and administrative operations of Tuolumne County.

2b. Tuolumne County would like proposals for VoIP telephone systems. Vendors are encouraged to consider the following issues when deciding on their proposed solution:

2b1. The existing telecommunications systems are no longer being manufactured, and have limited expansion capacity.

2b2. The County is currently served by ten (10) independent telecommunications systems, with a network of T1 circuits providing “on net” dialing to many County locations.

2b3. As part of this procurement, the County will be replacing most of the data network equipment to address obsolescence and end of life (EOL) of the existing equipment and to prepare for the deployment of a new VoIP Telecommunications System. Much of the existing data network switching equipment is obsolete and will be replaced with POE+.

2b4. The County will consider upgrading existing telecommunications systems as an alternative, assuming that all RFP criteria are met.

2c. This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for Tuolumne County’s operations, please quote them as options and include supporting justification and cost detail.

2d. Tuolumne County reserves the right to the following:

2d1. Accept the Proposal that is, in its judgment, the best and most favorable to the interests of Tuolumne County,

2d2. To reject the low price Proposal,

2d3. To accept any item of any Proposal,

2d4. To reject any and all Proposals,

2d5. To waive irregularities and informalities in any Proposal submitted or in the Request for Proposals process.
3. **General Process and Schedule**

3a. During the selection process, Tuolumne County will review the submitted Proposals and systems. Using subsequent interviews, demonstrations, reference checks, and site visits; Tuolumne County will then pick a final preferred vendor. Tuolumne County will negotiate final pricing and terms and conditions with the preferred vendor. *Table 1 – RFP Schedule* shows the current estimated schedule, as defined by Tuolumne County and can be changed at its discretion:

<table>
<thead>
<tr>
<th>Estimated Selection Process Step</th>
<th>Date(s)</th>
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</thead>
<tbody>
<tr>
<td>Release and Issuance of the <em>Request for Proposals</em> (RFP)</td>
<td>April 14, 2017</td>
</tr>
<tr>
<td>Pre-Proposal Vendor Conference</td>
<td>April 27, 2017</td>
</tr>
<tr>
<td>Final Date for Vendors to Submit Questions</td>
<td>May 3, 2017</td>
</tr>
<tr>
<td>Date for Publishing Answers to Vendors’ Questions</td>
<td>May 9, 2017</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>May 25, 2017</td>
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<tr>
<td>Vendor Demonstration Meetings</td>
<td>June 2017</td>
</tr>
<tr>
<td>Final Vendor Selection/Estimated Approval</td>
<td>July 2017</td>
</tr>
<tr>
<td>Implementation Start</td>
<td>August 2017</td>
</tr>
</tbody>
</table>
4. Project Background

4a. Tuolumne (pronounced “to-ALL-a-me”) County, located 2 ½ hours east of the San Francisco Bay Area, is a pristine, scenic expanse reaching from the foothills into the Sierra Nevada Mountains. Gold was discovered in Tuolumne County in 1848, setting off the major gold rush of 1849.

4b. The main highways leading to the picturesque drive from San Francisco and East Bay Area are Highways 108 and 120 from the west and Highway 49 from the north. The CA Highway 120 entrance to Yosemite National Park is considered the “front door” of the park for the San Francisco Bay Area.

4c. The Stanislaus National Forest, Yosemite National Park and other surrounding areas provide natural vistas and settings for hiking, water skiing, horseback riding, rafting, camping, snowmobiling, boating, snow skiing, fishing and other outdoor activities. Historic hotels, golf courses, numerous and varied dining establishments, historic saloons, wineries and a hard cider distillery, train rides, casinos, museums, two state historic parks, live theatre and many bed-and-breakfast inns are among the many other attributes that make the county a year-round vacation destination.

4d. The current telecommunications environment is comprised of a network of stand-alone PBX with T1 connectivity for “on network” calling. Carrier services are provided via PRIs with some analog lines installed for fax and back up.

4e. The County’s ability to provide appropriate telecommunications functionality to its users is restricted by capacity, feature availability, and technology limitations of the current systems. The County will consider upgrade or replacement alternatives that meet the specifications herein.

4f. The County’s intent is to obtain a system that will provide a reliable “single system” solution with high availability to all locations.

4g. A number of County departments and sites operate 24x7x365, therefore high availability, reliability, and redundancy are critical to a selected solution.

4h. Implementation of the selected solution will be phased to accommodate the immediate needs, size, and complexity of the County. Implementation is anticipated to take 12-18 months to complete. Funding for this project will be appropriated over a 2 year period of 2017-2018. The County expects to upgrade or replace some cabling as necessary, and will address those requirements outside of the scope of this RFP.

4i. With this implementation, the County will be transitioning carrier services from ISDN PRI to SIP. It is the intent of the County that this process will also include introduction of a Countywide coordinated dial plan.

4j. The County prefers complete transparency to users during the implementation process. The ability to utilize the existing T1 dialing network or to provide like functionality throughout the implementation process is preferred. Users would like to be able to continue to dial and transfer calls to other County provided telephone stations without introducing additional steps to accomplish this. Any additional charges to provide this transitional functionality must be included in the overall cost of the proposed solution.

4k. The system will interface with various existing third party systems or applications, such as call recording, emergency dispatch, external paging, and IVRs. Currently
analog interfaces are used. In some cases, these interfaces can be migrated to IP, however a number of applications will continue to use analog interfaces.
5. Evaluation Criteria

5a. All proposals will be evaluated using the general evaluation criteria and weighted values (in percent) shown in Table 2 – Evaluation Criteria.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>%</th>
</tr>
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<tbody>
<tr>
<td>Purchase Price</td>
<td>15%</td>
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<tr>
<td>Life Span Cost (5 and 10 Year)</td>
<td>15%</td>
</tr>
<tr>
<td>Deployment Approach</td>
<td>15%</td>
</tr>
<tr>
<td>Direct Experience in Upgrade or Deployment of the proposed system for similar station and location size customer</td>
<td>10%</td>
</tr>
<tr>
<td>Service and Support</td>
<td>15%</td>
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<tr>
<td>Manufacturer Stability and Future Direction</td>
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<tr>
<td>Station Type Deployment Flexibility</td>
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<tr>
<td>In-House Manageability</td>
<td>5%</td>
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<tr>
<td>General System Complexity</td>
<td>5%</td>
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<tr>
<td>Technical System Functionality</td>
<td>10%</td>
</tr>
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</table>

5b. The evaluation process will consist of review and evaluation of proposals received by a team consisting of County personnel and consultants.

5c. Project Cost will be evaluated based on initial purchase and installation price and total cost of ownership over ten years.
6. Proposal Instructions

This section outlines the information that must be included in the Proposal. Vendors should review this list to ensure that their Proposals include all requested information prior to submission.

6a. General Proposal Instructions & Due Dates

6a1. **Vendor’s Meeting** will take place at 10:00 a.m. PDT on Thursday April 27, 2017. All vendors wishing to provide a proposal are encouraged to attend this meeting. Vendor organizations are limited to three attendees, and must confirm intent to attend via email no later than 5:00 p.m. PDT on April 21, 2017 to the RFP Administrator at voiprfp@co.tuolumne.ca.us.

   6a1a. The purpose of this meeting will be to discuss with prospective proposers the work to be performed and to allow them to ask questions arising from their review of the RFP. The pre-proposal meeting is for information only.

   6a1b. Any responses provided to questions during the pre-proposal conference, and any site inspections, will be considered drafts, and will be non-binding. Any answers furnished will not be official until verified in writing by the RFP Administrator. Answers that change, or substantially clarify, the RFP will be affirmed in written addendum and posted on the Tuolumne County website at http://tuolumnecounty.ca.gov/bids.aspx.

   6a1c. The pre-proposal meeting will be the proposers’ only opportunity to personally address questions concerning this RFP. Tuolumne County encourages participation at the pre-proposal conference of prime subcontractors.

   6a1d. During the pre-proposal conference, attendees may request clarification of any section of the RFP and ask any other relevant questions relating to the RFP.

6a2. Proposers are encouraged to submit written preliminary questions via e-mail to the RFP Administrator at voiprfp@co.tuolumne.ca.us. Answers that change, or substantially clarify, the RFP will be affirmed in written addendum and posted on the Tuolumne County website via at http://tuolumnecounty.ca.gov/bids.aspx.an addendum.

6a3. Remarks and explanations at the conference shall not qualify the terms of the solicitation; and terms of the solicitation and specifications remain unchanged unless the solicitation is amended in writing. Tuolumne County at its sole discretion reserved the right to answer or not answer questions submitted to by deadlines.

6a4. **Questions**: Any questions should be submitted via email no later than 5:00 p.m. PDT on May 3, 2017 to the RFP Administrator at voiprfp@co.tuolumne.ca.us. Questions received after this deadline will not be accepted.

6a5. **Answers to submitted questions** will be affirmed in written addendum and posted on the Tuolumne County website at http://tuolumnecounty.ca.gov/bids.aspx by 5:00 p.m. PDT on May 9, 2017.
6a6. Printed Proposals Due: One (1) original, eight (8) printed copies, and one (1) electronic version on a CD/Memory Stick in Word or PDF format OF BOTH THE TECHNICAL PROPOSAL AND THE COST PROPOSAL (Section 11) must be received no later than 2:00 p.m. PDT, May 25, 2017, addressed to:

Tuolumne County IT Department
2 South Green Street
Sonora, CA 95370-4618
Attn: Barry Jacobs – VoIP RFP

6a7. Requests for extension of the submission date will not be granted unless deemed in the best interests of Tuolumne County. Vendors submitting Proposals should allow for normal mail or delivery time to ensure timely receipt of their Proposal.

6b. Proposal Format

6b1. Proposals should follow the Request for Proposals format provided in Section 4.

6b2. Please include a Table of Contents at the beginning of the Proposal clearly outlining the contents of each section.

6b3. Please provide the following sections, as a minimum:
   6b3a. Understanding of Project Objectives
   6b3b. Response to Telecom System Specifications
   6b3c. Disclosures and Contractual Requirements
   6b3d. Appendices
   6b3e. All Proposals must be signed by a duly authorized official representing the vendor

6b4. Only written communication from Tuolumne County may be considered binding. Tuolumne County reserves the right to terminate the selection process at any time and to reject any or all Proposals. The contract will be awarded to the vendor whose overall Proposal best meets the requirements of Tuolumne County.

6b5. Tuolumne County shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

6b6. The contents of each vendor's Proposal to Tuolumne County, including technical specifications for hardware and software and software maintenance fees, shall remain valid for a minimum of 120 calendar days from the Proposal due date.

6b7. Vendors should provide copies of all sample contracts for application software and software support. Please note that all contracts are subject to negotiation.

6b8. Tuolumne County will require the vendor selected to agree to include the contents of this Request for Proposals and all representations, warranties, and commitments in the Proposal and related correspondences as contractual obligations when developing final written contracts for services, equipment, and software.
7. Telecom System Specifications

This section of the RFP contains the specifications and details regarding Tuolumne County’s Telecommunications system requirements.

7a. General Instructions

Written proposals are required by Tuolumne County for a state-of-the-art telecommunications system as described in the sections below.

7a1. The proposal, estimated to be awarded July of 2017, will be confirmed by a purchase order issued to the successful vendor. The County will appropriate funding for this project over a 2 year time frame. The purchase order will only be issued for the amount of the FY 2017/2018 appropriated funding, with a possible second purchase order issued to complete the project in FY 2018/19 pending budgetary appropriation.

7a2. The proposal will be awarded based on the overall proposal and in the best interests of Tuolumne County. Prices should be shown for each line item.

7a3. Tuolumne County reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of Tuolumne County, to reject the low-price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the Request for Proposals process.

7a4. Equipment must be new and fully eligible for manufacturer’s warranty. F.O.B. inside delivery at designated County locations.

7a5. Freight should be included in the unit price. Inside delivery to Tuolumne County. Pallets must be broken down and boxes disposed of by the selected vendor.

7a6. Tuolumne County must comply with California Open Records. Tuolumne County cannot represent or guarantee that any information submitted in response to the RFP will be confidential.

7a7. The proposal shall constitute a binding offer to sell the above-noted product(s) to Tuolumne County and may not be withdrawn once Tuolumne County has awarded the contract to the successful vendor.
8. **Instructions to Proposers**

8a. **General Instructions**

8a1. Tuolumne County (the County) is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide the County with superior service at a reasonable cost.

8a2. Any proposal for a new telecommunications system must provide survivability or survivable remote technology for all locations from the primary County telecommunications system.

8b. **System Proposals**

8b1. Under this procurement, the County will accept proposals for replacement equipment for the locations mentioned in this document.

8b2. Please list each location separately in your proposal showing proposed equipment and costs.

8b3. Vendors must propose industry standard Voice over Internet Protocol (VoIP) systems. The system is to provide the following high-level features and applications:

   8b3a. Capable of providing a high availability solution for all County locations. The systems must function as if they were one.

   8b3b. Capable of supporting SIP services for inbound and outbound Public Switched Telephone Network (PSTN) services.

   8b3c. Capable of supporting PRI Services

   8b3d. Capable of supporting analog PSTN services.

   8b3e. Capable of providing shared access to local inbound and outbound and long distance inbound and outbound services provided by carriers selected by the County.

   8b3f. Capable of providing a single centralized voice mail system accessible to serve all users.

   8b3g. Capable of providing unified messaging services.

   8b3h. Capable of providing analog telephone station, fax, modem, and external overhead voice paging connectivity to existing paging systems.

   8b3i. Capable of providing auto-dial functionality for analog devices used for public safety phones, such as elevators or call boxes.

   8b3j. Capable of providing auto-attendant and dial-directory functionality for all locations.

   8b3k. Please provide information regarding the proposed system potentially operating in a virtual server computing environment.

   8b3l. As part of this purchase, the County will be purchasing new data network switches. With respect to the VoIP Telecom System component, vendors should assume that the County will have suitable PoE switching equipment in place to support this implementation. Vendors should also assume that the County will have upgraded the necessary copper and fiber optic infrastructure in
County Facilities to support this new equipment as well as the VoIP Telecomm System.

8b3m. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from any location on the network.

8b3n. The County is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, the County wishes to manage the day-to-day adds, moves, and changes internally. The County may wish to manage the system remotely, please describe how this application would work and how you would address security.

8c. Hosted-Solution Proposals

If you are proposing a hosted solution, your proposal must include:

8c1. The phone types listed in the RFP
8c2. Trunking and line design as requested in the RFP
8c3. Detailed description of the design, connectivity to/from each site
8c4. If you are using the County’s data network to distribute your proposed hosted design, your proposal must include all components necessary to deploy the design. (i.e. network switches)
8c5. The proposal must include all features requested in the RFP for users throughout the system.
8c6. If the use of any of these features is measured and priced by the number of times the County uses the feature, your proposal must include the incremental cost of the use.
8c7. The hosted solution must include the survivability for each site as requested in the RFP. This means that if the internet or WAN connection for an individual site is lost, the equipment installed locally is configured to use a local POTS line as its back up.

8c7a. Routing of specific telephone numbers to cell phones is not acceptable for recovery.

8c8. Pricing quotes should include any one-time costs and monthly costs for the proposed service for each location.

8d. Configuration

This specification section provides further sizing, component, feature and function specifications necessary for the proposer to develop system pricing that must be detailed in Section 11. However, all proposers should note the following:

8d1. The component quantities detailed in Sections 2 and 3 are not necessarily the final quantities the County will purchase. Exact quantities may increase or decrease subsequent to the release of this document.

8d2. While the pricing information provided in response to Section 11 will be used to evaluate the various proposals received, the County will not enter into a contract for those quantities upon contract award, however the detailed component pricing must be valid for 120 days from date of the proposal.
Component price decreases are acceptable, but price increases will not be allowed.

8d3. After the contract is awarded by the County to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process will identify the following:

8d3a. The type and quantity of all telephone stations, by the County location, to be installed for the County users during the implementation process.

8d3b. The telephone station programming, by user, including, but not limited to, telephone numbering, programmed features, call flow, recordings, detailed automated attendant operation, and voice mail capability.

8d3c. Detailed voice system security plan that addresses the liabilities of the proposed system. Each system may require different protection measures; it is our expectation that the selected vendor will provide recommendations regarding protection of this system in the County’s environment.

8d3d. The PSTN network interface information by customer location to provide for local, long distance, E911, and intra-organization calling.

8d4. The information developed through the station review process will be provided to the County both electronically and in hard copy. The selected vendor will detail the design to the County and gain the County’s acceptance before proceeding. Phased implementation will follow.

8d5. The County will not be responsible for any equipment order placed by the vendor prior to the completion and acceptance of the station review process.

8e. Intent of Request for Proposal

The primary intent of this document is to provide the vendor with a reference point to design a complete telecommunications system that will satisfy the objectives of the County. The specifications provided herein are intended to facilitate the communications of the requirements of the County and are to be considered as the minimum requirements. These system details do not relieve the vendor of any responsibility for providing a technically and operationally workable system.

8f. Format of Response

8f1. The proposal should follow the same outline as this Section of the RFP. Thus, each numbered section starting at the beginning should have an appropriate response such as “read, understood, and included,” or the pertinent information requested.

8f2. The proposer should address each point listed in the document directly below the numbered point. In this way, the County will be able to discuss the specific information requested and review the specific response without a cumbersome matching process. This includes all sections and points in this RFP.

8g. Vendor Company Information

Please provide a description of your company background to include the following:

8g1. Company financial statements

8g2. Age of company
8g3. Length of time in the telecom industry
8g4. Company ownership
8g5. Relationship with the proposed system’s manufacturer
8g6. Number of employees
8g7. Number of office locations
8g8. Address of the nearest location to the County
8g9. Address of your local office responding to the RFP
8g10. Specific company representative assigned to be our contact, including name, address, phone, fax and email
8g11. Has your company experienced a workforce reduction in the past 5 years?
9. Network Overview

9a. County Data Network

9a1. The County wishes to implement a VoIP system over their existing data network. Figure 3 – Current Network shows the current arrangement.

Figure 3 – Current Network

9a2. Buildings within the various campuses are connected via fiber.

9a3. Vendors should assume that County will have upgraded the necessary copper and fiber optic infrastructure in County Facilities to support a VoIP Telecomm System.

9a4. Vendors should assume that County will have upgraded all MPOE/MDF/IDF locations with adequate power and has installed UPS’s suitable to support the necessary VoIP Telecomm System equipment.

9a5. The selected vendor must provide documentation related to data network requirements, such as recommended QoS templates, and be available to County staff for application support throughout the process.

9a6. Vendor will provide for the installation required to implement networking equipment where designated throughout the County network.

9b. Network Switching

9b1. Routing updates to incorporate new VLANs

9b2. Data Center Switching
9b3. In conjunction with the County Project Manager and Key Stakeholders, the selected vendor's Professional Services team will participate in the development of an overall installation schedule not to exceed 12 to 18 months in duration: this includes a Network Design Review Workshop whereby County-provided documentation is carefully considered and amended, as needed, ahead of the implementation phase. Upon receiving feedback for the network design, the County will make revisions and provide final documentation to selected vendor.

9c. Scope of Work

Under this scope, selected vendor shall perform the following tasks.

9c1. Design and Discovery Phase - Vendor Responsibilities

   9c1a. Project Overview
   9c1b. Kickoff
   9c1c. Resource Scheduling
   9c1d. Project Management Introduction
   9c1e. Engineering Introduction
   9c1f. Presales Design handoff to Deployment Engineering
   9c1g. Project Review
   9c1h. Planning Workshop
   9c1i. Holistic Project Review
   9c1j. Project Goals
   9c1k. Projected Timelines
   9c1l. Project Risk Discussion
   9c1m. Network Design Review Workshop
   9c1n. Identify expected business-level and technical outcomes across all technologies to be implemented
   9c1o. Collaborate closely on County-provided design documentation and direction with the County and its Consultant
   9c1p. Validate purchased hardware and licensing for County Bill of Materials.
   9c1q. Provide configuration recommendations for best practices, especially in regards to VoIP implementations (including QoS, prioritization, and other factors)
   9c1r. Routing, QoS, and VLAN design and configuration review with the County and its Consultant
   9c1s. Design VoIP-related VLAN and QoS configurations on existing and replacement equipment, with input from the County and its Consultant
   9c1t. Plan for Network Routing and Switching
   9c1u. Select latest and appropriate IOS version compatible with updated infrastructure and approved by County
9c1v. Plan for configuration objectives, which may include the following:
9c1w. VLAN design
9c1x. Configure IP address on management VLAN
9c1y. Utilize 802.1Q to transfer VLAN between Layer 2 devices
9c1z. QoS configuration requirements
9c1aa. Implement SNMPv3 strings to communicate with the network management station
9c1bb. Adopt and/or refine existing passwords and switch security, including SSH, DHCP protection, ARP, and SNMP
9c1cc. Plan for Datacenter Core Switching
9c1dd. Create detailed design elements related to the core Data Center components based on design concepts and direction for the County
9c1ee. Discuss all Core equipment capabilities and features, deploying as needed:
9c1ff. Call home
9c1gg. Online Diagnostics
9c1hh. Embedded events
9c1ii. Role-Based Access Control
9c1jj. L3 IP routing
9c1kk. L2 switching
9c1ll. Quality of service
9c1mm. Develop Cutover schedule by site
9c1nn. Perform Facilities Survey of all site MDF and IDF closets to verify the following parameters:
9c1oo. Rack Space Availability
9c1pp. SFP or stacking needs
9c1qq. Patch cable lengths, dressing issues, or cable management improvements
9c1rr. Selection of racked devices for disposition
9c1ss. Document location, model, and serial number
9c1tt. Labor effort (ladder for installation)
9c1uu. Available Power Outlets and existing PDU plugs
9c1vv. Propose adjustments to the Bill of Materials for SFPs, cabling, or other needs based on assessment of actual conditions, pending review and approval by the County as Change Order(s)

9d. Design and Discovery Phase - County Responsibilities
9d1. Provide overall design goals and objectives for the project
9d2. Provide the following design assets:
VoIP Telecommunications System & Data Network Selection
Tuolumne County, CA

9d3. Standard switch configuration requirements per site
9d4. IP address and Subnet information
9d5. Data Center and remote site VLAN definition and priorities
9d6. Network Diagrams
9d7. Port Mapping guidelines (existing to new)
9d8. Provide VLAN & subnet information for all network components and segments
9d9. Provide detailed design documentation:
9d10. All tele/data closet configurations
9d11. Create, with selected vendor, the design documentation for the Data Center switching components and answer any questions related to the overall design.
9d12. Signoff and approve all network designs
9d13. Provide new, appropriately-sized patch cables, with exceptions to this term reviewed and agreed to by all parties
9d14. Provide sponsorship for onsite vendor personnel when accessing closets for assessment or implementation
9d15. Negotiate loading/staging areas at each site for installation

9e. Switch Implementation - Vendor Responsibilities
9e1. Vendor to retrieve switches from County on-premise inventory in batches.
   Batch size to be determined during project planning.
9e2. Vendor and County to maintain inventory of all switch locations and reconcile inventory at the completion of the work plan.
9e3. Provide IOS, config, and feature set based on Network Design Review Workshop
9e4. Set County-provided Security Banner
9e5. Transport Switches and ancillary equipment to sites for rack and stack
9e6. Off-hours installation
9e7. Confirm Switches marked for disposition
9e8. Power-down and de-rack
9e9. Transport to County designated storage area
9e10. Provide physical installation of new Switches
9e11. Replace and re-dress existing patch cords in a neat and clean manner, as recommended by the Facilities Survey
9e12. Cabinet doors must be closeable following installation and cable management
9e13. Complete County-provided test plan
9e14. Decommission existing switches, as determined in the IDF walkthrough
9e15. De-rack
9e16. Document
9e17. Transport to County designated storage area
9f. Data Center Core Switch Implementation - Vendor Responsibilities

9f1. Configure Core Switches
9f2. Configure management network
9f3. Confirm that the firmware is at the approved version, updating as necessary
9f4. Configure networking per the design and workshop
9f5. Configure uplink connectivity
9f6. Configure downlink connectivity
9f7. Configure required VLANs
9f8. Configure Interfaces
9f9. Configure L2 Switching
9f10. Configure L3 Routing
9f11. Configure security settings per the design and workshop
9f12. Configure Analysis tools, alerts, and monitoring
9f13. Configure Syslog, NTP and other miscellaneous management settings
9f14. Deploy remaining configurations as determined in the design/workshop
9f15. Configure existing production switches in the Data Center
9f16. Core Configurations, as needed
9f17. Develop with the County an orderly, low-risk sequence of moves for converting the Core switching
9f18. Perform backups of existing Core switch configurations
9f19. Complete County-provided test plan
9f20. Remediate deficiencies of in-scope outcomes

9g. Post-Installation Support - Vendor Responsibilities

9g1. Provide two (2) hours onsite, Post-Installation support at the start of the first business day following each cutover
9g2. Provide Post-Implementation Documentation:
9g3. Update Documentation with all design and configuration completed, utilizing existing County files, as able
9g4. Provide Inventory worksheet of all installed and de-installed equipment
9g5. Provide user guides for any recommended ongoing maintenance
9g6. Knowledge Transfer – A minimum of 8 hours of knowledge transfer to County staff in onsite workshop and design review sessions.
10. Voice Requirements

10a. System Locations – Overview

10a1. The County is replacing or upgrading its existing telephone systems at the locations detailed below.

10a2. Under this procurement, the County will accept proposals for a VoIP solution from any manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

10b. System Configuration

10b1. Voice communications services today for the facilities are primarily provided through analog and PRI service with T1 TIE line connectivity between PBXs. The County anticipates transitioning to a VoIP network using SIP for in and outbound calling.

10b2. The County will retain one PRI for faxing.

10c. It is anticipated that SIP will replace the PRIs at the corresponding locations in order to achieve redundancy and failover of network services.

10d. County Location-Address List

10d1. The following table lists the existing County locations, addresses, type of campus connection and the anticipated WAN connectivity.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Building/Department</th>
<th>Address</th>
<th>Closet Location</th>
<th>Campus/WAN</th>
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</thead>
<tbody>
<tr>
<td>HSA Campus</td>
<td>DSS Building</td>
<td>20111 Cedar Rd N, Sonora</td>
<td>MPOE - DSS Building</td>
<td>WAN MES 150 Mb</td>
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<td>DSS Building</td>
<td>20111 Cedar Rd N, Sonora</td>
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<td>HSA Campus</td>
<td>Public Health</td>
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<td>IDF - Clinic</td>
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<tr>
<td>HSA Campus</td>
<td>Public Health</td>
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<td>MPOE/MDF - Main</td>
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<td>Law and Justice Campus</td>
<td>Juvenile Detention Center</td>
<td>12784 Justice Center Drive,</td>
<td>MPOE</td>
<td>Campus Fiber</td>
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<td></td>
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<tr>
<td>Non-County Sites</td>
<td>Tuolumne County Superior Court</td>
<td>41 Yaney Ave, Sonora</td>
<td>MDF - Mezzanine</td>
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<td>Campus</td>
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<td>Address</td>
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<td>MPOE/MDF - Admin</td>
<td>Campus Fiber</td>
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<td>Sonora Campus</td>
<td>Sheriff – Admin Building</td>
<td>28 N. Lower Sunset, Sonora</td>
<td>IDF - Second Floor</td>
<td>Campus Fiber</td>
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<tr>
<td>Sonora Campus</td>
<td>Sheriff - Jail</td>
<td>175 Yaney Ave, Sonora</td>
<td>IDF - Control Room</td>
<td>Campus Fiber</td>
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<td>Sonora Campus</td>
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<td>IDF - Cook's Office</td>
<td>Campus Copper</td>
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<td>Sonora Campus</td>
<td>Sheriff - Jail</td>
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<td>IDF - Sgt. Office</td>
<td>Campus Copper</td>
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<td>Seco St, Sonora</td>
<td>MDF</td>
<td>Campus Fiber</td>
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<td>TGMF Campus</td>
<td>Behavioral Health – Enrichment Center</td>
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<td>IDF</td>
<td>Campus Fiber</td>
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<td>TGMF Campus</td>
<td>Behavioral Health – Health and Wellness</td>
<td>105 Hospital Rd, Sonora</td>
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<td>TGMF Campus</td>
<td>Behavioral Health – Health and Wellness</td>
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<td>TGMF Campus</td>
<td>Behavioral Health – Health and Wellness</td>
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<td>WAN Sites</td>
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<td>Library – Main Branch</td>
<td>480 Greenly Rd, Sonora</td>
<td>MDF</td>
<td>Campus Fiber</td>
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</tbody>
</table>
10e. Redundant Operation

10e1. The proposed system must be designed to provide the ability to terminate SIP in 3 or more County locations. The system should be designed to provide the County with redundant operations with *all three processors operating in an active-active mode*. By Active-Active telecommunications operations, we mean, in the event of a failure of a call processor, all calls on the system must be maintained in the current state, including calls connected to a station, calls on hold or in queue, and calls connected to voicemail.

10e2. Describe how a processor failure will impact in-process contact center and unified communications calls or contacts.

10e3. Please clarify how the proposed system handles the various call states in the event of a call-processor failure.

10e4. The County will determine the acceptability of the proposed system to meet their operational requirements and budgetary needs.

10e4a. Prior to system acceptance, the winning vendor must complete comprehensive testing and demonstrate that the system meets all resiliency conditions listed in 7.4.1.

10e5. In the event of a WAN failure, the system must provide survivable remote service utilizing analog lines as back up.
10f. System Configuration – Quantities for Purposes of the RFP

10f1. The proposed system must be configured to provide the quantities detailed in Table 4. County

Table 4 - County Telecommunications Requirements.
Table 4 - County Telecommunications Requirements

<table>
<thead>
<tr>
<th>Department</th>
<th>Type 1</th>
<th>Type 3</th>
<th>Type 4</th>
<th>Type 5</th>
<th>Type 6</th>
<th>Paging Access</th>
<th>ACD Seats</th>
<th>SIP/Call Paths</th>
<th>PRI Trunks</th>
<th>Analog Trunks</th>
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10f2. The selected vendor is responsible for validating station types and quantities per building during the station review process.

10f3. Wall Mounting – vendor will be required to provide the needed wall mounting brackets and labor to install. Vendors are required to include 22 Wall Mount brackets and labor to install.
10g. Telephone station requirements

10g1. Following is a description of the telephone set types and requirements for each. The County may modify the quantity and type of sets needed during the station review process.

10g2. Type 1 – A single-line analog station ports or instruments. Ports will terminate in existing Elevators, Fax Machines, etc.

10g3. Type 2 – A minimum of 2-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

10g4. Type 3 - A minimum of 8-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

10g5. Type 4 - A minimum of 16-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

10g6. Type 5 - A minimum of 32-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

10g7. Type 6 – Conference Room Station. High quality speaker phone designed to provide communication services in conference rooms of various sizes throughout the County locations.

10g8. Paging Access – The County has external paging systems in various buildings and would like to connect these systems to the local telephone system server or gateway to allow system users to dial a code on their telephone and allow them to access the paging system, speak into their phone receiver and have their voice over the paging system speakers.

10g9. Wireless Phone – a phone that will use the wireless data network for connectivity throughout the buildings. The phones must be capable of utilizing system features such as message retrieval, conference, forward, call transfer and hold, and message waiting notification.

10g10. Telephone sets must be provided with both LAN and PC ports, both 10/100/1000 capable.

10g11. The Pricing Section will require pricing on all models of currently available station equipment.

10g12. Please provide detailed description of the digital displays included with the proposed station hardware. Specifically, we are interested in station sets that provide easily viewable displays with contrasting shades or colors for easy viewing. Provide the dimensions and resolution of the displays for proposed telephone sets.

10g13. Wired and Wireless Headset Tools – Please provide the operational details and cost for both a wired and wireless headset solution to potentially be deployed in various departments in the County. Please describe the headset’s
functionality as it relates to providing the ability to answer calls, place callers on hold, and transfer calls using controls on the headset itself. Please include the cost of this item as an option.

10g14. Cordless Handset – The County is interested in the potential use of telephones that can provide DECT cordless handset mobility. Please describe the capability and whether the proposed system can provide this capability. Please include the cost of this item as an option.

10g15. Wireless Handset – Please provide operational details for a wireless handsets that will work throughout the buildings using the County’s wireless data network. The handset must be capable of functioning with the same extension and functionality within any of the County buildings, as users work in multiple buildings.

10g16. Side Cars – Provide Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality. The County is interested in reviewing the capabilities of the proposed system to provide the DSS/BLF functionality. Please provide a description and pricing information in the optional pricing table.

10h. PSTN Trunking Requirements

10h1. The proposed system must allow SIP circuits to terminate directly into proposed equipment. The intent is to utilize SIP as the primary inbound / outbound local service facility. The quantities and locations of SIP terminations are detailed above.

10h2. The systems must be configured to provide analog trunking, as detailed by location. The analog trunks will provide back-up connectivity in the event of a SIP or WAN failure. The analog trunks, regardless of their location, must be able to work interactively with the SIP services such that the analog facilities are part of the normal inbound/outbound traffic pattern.

10h3. Each location as indicated will have additional analog facilities to provide PSTN access in the event of a SIP, WAN, call processor, router, or any other hardware or software failure of the system. The County is only interested in systems that can provide survivability using these lines.

10h4. The County may use a secondary Ethernet network to provide survivability. Proposed gateways should accommodate this connection.

10h5. In a VoIP environment, please describe the operational impact on the attached PC if any one of the proposed telephone sets would fail.

10h5a. What impact would this have on the network connection through the telephone set to a PC?

10h5b. If the telephone set loses power, would there be an impact on an attached PC, given the County’s current PC environment?

10h5c. After a telephone set failure, please describe the restart process of telephone set.
10i. Existing Peripheral Devices/Systems
10i1. The County has a number of peripheral devices or systems connected to the existing PBX, such as call recording, paging, and IVR.
10i2. Currently the Courts use a stand-alone IVR with separate 1MB’s. The County uses unique multi-level automated attendant applications.

10j. Required Features

The County requires the proposed system to provide the following required features. For each feature listed, indicate if the feature is “standard” or “optional”. In a table, please provide a separate, detailed itemization of any feature listed as “optional” and the price to provide the feature. Also, include any feature indicated as “optional” in the itemized pricing section. The feature descriptions are intentionally generic. If the proposed system is incapable of providing a specific functionality as described, provide a detailed explanation on any alternatives available in the proposed system to provide similar functionality.

10j1. Abbreviated Dial with Off-Hook Indications - Capability to have a visual indication of the off-hook condition of another station and then automatically dial that station through the depression of an associated key.

10j2. Account Codes

10j3. Attendant Camp-on

10j4. Attendant Console Silent button

10j5. Automatic Attendant Recall – Describe the options available to the County.

10j6. Automatic Call Back - Describe the trunking application of this service. Will auto-callback queue for a trunk group? Must all callers accessing the trunk group be offered callback queuing?

10j7. Automatic Hold – On a multi-line telephone, when a called party on an active line answers a second line, the first call is put automatically put on hold without the called party depressing a hold button.

10j8. Call Coverage – Please define the number of times a specific extension can appear on phones throughout the system.

10j9. Call Forward-Busy

10j10. Call Forward-No Answer

10j11. Call Forward-Variable

10j12. Call Forward-External Telephone Number – How is this feature activated? Can a remote user deactivate the feature? Can a remote user invoke the feature? Can a remote user program a new external target? Can the system detect a busy/do not answer condition at the external target, and then route to a different, pre-defined, internal or external target?

10j13. Call Forward-All Calls

10j14. Call Hold

10j15. Outbound Caller ID – Please describe the proposed system’s capabilities to allow The County to define the telephone number provided when individuals place calls outside the system.
10j16. Incoming Caller ID – Please define the proposed system’s capabilities to provide incoming caller ID. Specify whether the proposed system can provide incoming caller ID to analog handsets.

10j17. Call Park – Please describe the operation of the call park function, specifically how the call park number is provided to the user, the length of time the number remains on the screen, how the parked call recalls if unanswered, etc.

10j18. Call Pickup (Directed and Group)

10j19. Call Routing - Describe in detail the programming sequence for routing busy and unanswered calls. How many destinations or targets (i.e., if A is busy go to B, if B is busy go to C, if C is busy go to D, etc.) can be programmed for external calls? For internal calls? Can the routing be different for external and internal calls? Can different routing sequences be employed dependent on time-of-day? Day-of-week? Can a routing sequence have first an external target, and if that target is busy or does not answer, then look to an internal target?

10j20. Can routing to voicemail greetings be different for internal and external calls?

10j21. Call Transfer (Screened and Unscreened) - Specify any limitations on the retention of caller ID, trunk group ID, or DNIS ID information in transferring. That is, will there ever be a loss of caller identification because of multiple transfers of a single call? If so, specify the information that will be lost and after how many transfers will the loss occur. Specify whether calls can be transferred directly to another extension’s voicemail without ringing the handset.

10j22. Call Waiting Indication (Visual and Audible)

10j23. Camp-On (from Other Extensions)

10j24. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.

10j25. Conferencing – What is the total number of callers that can participate in a conference call? How many internal callers? How many external callers? Is there a limit on the number of conferences occurring simultaneously in the proposed system? If so, what is the limit?

10j26. Conference Bridge – The County is interested in conference capabilities that include the following. The County will require the ability to establish multiple concurrent multi-party conferences. Please provide a proposal for a Conference Bridge including the needed equipment and operational software to provide a conference bridge to allow up to five concurrent sessions, each with 8 to 10 conference participants. Please itemize the cost of the system in the Optional Equipment table later in the RFP.

10j26a. Meet-me audio conferencing – a user has the ability to reserve a bridge and invite attendees to join a secure teleconference

10j26b. Meet-me multimedia conferencing – a user has the ability to reserve a bridge and invite attendees to join a secure conference with desktop sharing and collaboration capability

10j26c. Desktop video conferencing

10j26d. DNIS Compatibility
10j26e. Distinctive Ringing – Is there a different ring tone for internal vs. external call?

10j26f. Directory – Describe the capability of the proposed digital / IP station sets to provide a name database look-up through the display. Is there a single key depression dialing of a name appearing in the display? Is this functionality transparent between systems?

10j26g. Do Not Disturb

10j26h. Executive Busy Override

10j26i. Incoming Line Identification

10j26j. Hot Desk Operation – Allow system users to log in and log out of telephones throughout the system.

10j26k. Paging and Intercom Operation – The system should provide the ability for the County to define specific stations to be included in an intercom. This system should also provide the ability for the County to perform pages over the phones throughout the system. Page groups could be defined for each location. Please explain this operation and proposed system capabilities.

10j26l. Last Number Redial

10j26m. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.

10j26n. Music on Hold - Can Music-on-hold be applied on a station selective basis?

10j26o. Mute Key

10j26p. Night Answer Mode

10j26q. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, the customer service group may need to send out the main list number, while the accounting and finance groups may choose to send out their own DID number on outgoing calls.

10j26r. Paging Access – The County has a number of overhead paging systems located in various buildings, most of which have analog interfaces. Please describe the proposed communications system’s capability to interface with such paging systems.

10j26s. Remote Diagnostics/Remote Maintenance

10j26t. Save/Repeat Dialing

10j26u. Speed Dialing (System, Group, and Station – specify quantities)

10j26v. Station-to-Station Intercom - Capability to depress a specific key, dial a two-digit code, activate a line associated with a specific key on another station, and on answer establish a talk-path.

10j26w. Station-to-Station Paging – Please describe the options and limitations regarding the proposed system’s ability to provide paging functionality through the speakers on the proposed phones.
Station Hunting – Circular - Busy station has a specific station to which calls are routed and hunting sequence is identical each time a call occurs. That is, station A hunts to B, which hunts to C, which hunts to D.

Station Hunting – Distributed - Busy station hunts to a group of stations, and the hunting sequence are random. That is, A hunts to B, C, or D based on random selection.

Traffic Measurement/Traffic Reports - The proposed system should provide basic traffic information and make this information available through the System Management device provided. This information should be sufficiently detailed so that the proposed administration system can produce traffic reports covering:

10j26z1. Blockage per trunk
10j26z2. Blockage per trunk group
10j26z3. Specific hunt group information
10j26z4. Internal station to station calling
10j26z5. For the traffic measurement information listed above, please answer the following questions:
   10j26z5a. How is this information made available?
   10j26z5b. Can the customer develop customized reports? How long can the system store the information before customer retrieval?
   10j26z5c. If data storage is limited can the data be moved to another media type and archived?
   10j26z5d. Please describe the recommended solution to address this need.
   10j26z5e. What database or software tool format is used for this data?

Transfer Call back to Attendant

Twinning – Please include the ability for the system to provide twinning to interact with the County’s mobile phones. The operation should allow The County system users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone.

10j26z7a. Please quote the cost for optional twinning licenses. These will be used within various County locations.
10j26z7b. Please provide a list of the mobile phones the proposed system supports.
10j26z7c. Please describe the impact that this feature/functionality has on cellular voice and data usage.
10j26z7c1. On average, how much additional cellular data will be used per hour and/or per call?

10j26z8. Unassigned Numbers - What happens when an internal caller dials an unassigned telephone number? What happens when an external caller dials an unassigned DID number? Please detail all options.

10j26z9. Variable Ring-tones on Telephone Stations - How many ring-tones are available on the proposed digital and/or IP telephones? Can the user change the ring-tones?

10j26z10. Voice Announce Intercom – Ability to dial a one or two digit number and automatically connect to another phone in a hands free mode.

10k. Contact Center Requirements

10k1. The County will require Contact Center functionality for a number of departments throughout the County. These applications will vary in complexity and capacity by group. Each Contact Center application may differ, and range from very simple single agent voice call taking, to multi-agent applications supporting multi-media. It is anticipated that Automated Call Distribution will be implemented to address these needs.

10k2. The County would like to potentially build one person ACD queues or be able to deploy a group of telephones in the County.

10k2a. Please define what the proposed system will do when the agent in a single person ACD group is logged out. Will the system use an Automated Attendant to answer, will it forward or overflow? Please provide a review of the options for the County.

10k3. Staff for a single ACD application may reside in one or more locations throughout the County. The County would like the proposed system to allow for the ACD to operate seamlessly in these locations at the same time.

10k3a. Agents/Staff logged on in any County location should be part of the same ACD Split allowing statistics to be combined.

10k4. Describe the proposed system’s ability to support other media including email, web chat, video, and fax. Is additional software/hardware required?

10k4a. Can a single agent handle more than one type of media? Does this require multiple licenses?

10k4b. Can the system prioritize contact types? Can an agent handle multiple contacts concurrently? Describe any limitations.

10k4c. Describe the reporting capabilities of the system on the basis of contact type.

10k5. The County will support numerous call center applications throughout the organization, utilizing language (skills), overflow, and time of day routing unique to each application.

10k6. Please indicate any limitations on the total number of calls in queue: maximum queue times for individual calls, per queue or system-wide, or overflow
queuing. Please describe the treatment of calls exceeding these limitations or future calls presented to such a queue.

10k7. Can the system limit an agent from logging out of the queue if calls are still present?

10k8. Call center supervisors will utilize real time monitoring via their desktop. Please describe a supervisor’s ability to customize this desktop. Is the interface in a graphical or text/table format? Please provide a screenshot(s) of a typical supervisor desktop.

10k9. Please describe the real time and historical information available to County agents. What information is available on the telephone set? What information is available on the agent’s desktop?

10k10. ACD agents may need to transfer calls to other individuals or groups within the organization. Please describe the information available to report on such transfers and any limitations to such.

10k11. Describe the ability to execute outbound campaigns. Can a single agent support both inbound and outbound applications concurrently?

10k12. Remote Agents – The County may require the ability to have remote telecom users log in and take calls just as if they were onsite on one system. These users may have DSL or broadband connectivity to the County network. Please describe the call delivery method for ACD calls using the proposed system and if there is an additional cost for this capability.

10k12a. Call taking features, call center functionality, and call center reporting capabilities should be the same for all agents regardless of the County location or as a remote agent. Please describe in detail any differences that apply for these types of agents.

10k13. Required ACD Features

10k13a. For each feature listed, indicate if the feature is “standard” or “optional”. Include any feature indicated as “optional” in the itemized pricing in Section 11. Due to the wide variety of system features, it is possible that the proposed system might not have all the features listed below. If this is the case, please provide an explanation on any alternatives available in the proposed system to provide similar functionality.

10k13a1. The County requires the ability to define and configure ACD queues as the need arises. Administrators must be able to Create/Modify/Delete agents, queues, and agent queue assignments at will.

10k13b. ACD Reporting

10k13b1. Include complete feature documentation, including the following:

10k13b1a. LAN compatibility information

10k13b1b. ACD Queue Estimated Wait Time Announcements

10k13b1c. ACD Queue - Caller in Queue Count
10k13c. ACD Queue should offer the callers in queue an option to leave a message to be called back. The resulting message should be placed in the queue allowing the caller retain their original place in line. The system should then present the message to the agent for the return call.

10k13c1. Please provide information regarding how the return call is presented to the agent and whether the system will automatically place the call.

10k13d. Archiving capability

10k13e. Average Speed of Answer

10k13f. Report generation capability for a system to support # agents in the County

10k13g. Real time agent status

10k13h. “Wrap up” /”Reason” codes

10k13i. Real time abandoned call report

10k13j. Hold time for abandon calls (including short call abandon report)

10k13k. Easy access to historical information

10k13l. Customizable reports (i.e. Crystal Reports, etc.)

10k13l1. Automatic calculation of customized reports. (i.e. agent talk time + total available time added together or any combination [e.g., ACW, AUX, Ext call time, on hold time, etc.])

10k13m. Real time group objective reports

10k13n. Tracking of overflow calls

10k13o. Report Graphing

10k13p. Describe the proposed systems’ ability to provide information regarding the number of calls each agent gets by split

10k13q. Ability to track times when calls were in queue and how many there were and how long they were in queue

10k13r. Status of each agent during times when calls were in queue

10k13s. How many calls each agent receives from each queue type

10k13t. Ability to provide reporting in 15, 30, and 60 minute intervals so The County can review and trend call data during specific times of day

10k13u. Ability to provide reporting over a period of time, not less than 30 days so that the County can review and trend call data during specific days of the month.

10k13u1. The system must allow for extraction of data into a database for longer storage and retrieval.

10k13v. Ability to schedule reports that will run automatically at predefined times, such as daily, weekly, or monthly

10k13w. Call transfer reporting – the ability to report on the number and destination of calls transferred outside of the call center group
10k13x. Ability to provide reporting on inbound and outbound non-DID calls taken or made by ACD agent while logged in

10k13y. Ability to prioritize call handling by a call center group based on criteria such as transferring party or DNIS

10k13z. Length of “hold time” for abandoned calls and Short Call Reports

10k13aa. Call taking features, call center functionality, and call center reporting capabilities should be the same for all agents, whether they are in a County location or a remote agent. Please describe in detail any differences that apply for these types of agents

10k13bb. ACD Alerts

10k13bb1. Agent Alerts – The County is interested in allowing the agents to choose between either audible or visual alerts. Alerts should provide the agent with notification of various conditions that exceed certain County definable thresholds. Specifically, the system should provide status of call, current and cumulative group objectives, any queued calls, length in queue, etc.

10k13bb2. Supervisors Alerts – The County is interested in allowing the supervisors to choose between either audible or visual alerts. Alerts should provide the supervisor with notification of various conditions that exceed certain The County definable thresholds.

10k13cc. Agent Licenses – The proposed system should include licenses necessary to provide for agents

10k13dd. Supervisor Licenses - The proposed system should include licenses necessary to provide for agents

10k13ee. ACD agents answer calls directed to personal DID while logged in as an agent. A call directed to an agent’s personal DID should follow pre-assigned call routing if the agent chooses not to answer. Incoming caller ID information for the next incoming call should be provided to the agent’s display while on a call.

10k13ff. Dynamic Agent Assignment – Please describe the proposed systems’ ability to allow the County to dynamically control agent assignment to various splits.

10k13gg. Agents in Multiple Groups

10k13gg1. Does the proposed system allow agents to be logged in, actively taking calls, in more than one split or more than one media type? If so, does this require multiple log-ins? Multiple lines?

10k13gg2. Is the agent provided notification prior to answer of which split the call is coming from? If an agent is logged into two splits, does that count as two agents in determining system capacities?

10k13gg3. The County is interested in having report statistics captured and stored at the agent level providing the capability to identify the agents’ call volume by group
and skill. Please describe how the proposed system provides this capability.

10k13hh. Announcements

10k13hh1. A single ACD split must be able to answer for multiple caller and multiple applications. The County is interested in supplying customized caller announcements in queue, based on the called number.

10k13hh2. Each ACD group must be provided with at least two (2) individualized recorded announcements.

10k13ii. Multimedia Agents – The County will be implementing multimedia in selected departments, including email, fax, and chat. The County anticipates expansion of this technology in the future.

10k13ii1. Does the system require different licenses for agents supporting multiple event types?

10k13ii2. Are agent licenses upgradeable from standard voice agents to multimedia enabled?

10k14. Advanced Call Center Tools – Cradle-to-Grave Reporting Information – The County is interested in obtaining features or an adjunct system to provide advanced call center tools and reporting capabilities and cradle to grave call reporting in order to track the call from inception to completion. For your information – a comparable tool would be TASKE

10k14a. Please include a quote for this system that integrates with your proposed telecommunications system.

10k15. Call Recording – The County is interested in call recording options to allow users to record calls on demand, or to record all calls to a specified phone number, station or station group.

10k15a. On Demand – The County would like the system to allow internal or external calls to stations be recorded On Demand from any station on the system and allow easy access to retrieving these recordings. Please describe any options for the proposed system to provide various levels of recording dynamically vs. recording all calls.

10k15a1. Please describe how the proposed system stores the recording, how they are indexed and how the County would retrieve various call recordings.

10k15a2. Please describe the retention capabilities of the recording system. Can recordings be set to be retained for X number of days and automatically purged?

10k15b. All Calls – The County would like the system to record all calls to a limited number of specified phone number, station or station group, to be used for training and quality assurance purposes.

10k15b1. Please include the OPTIONAL costs for recording.

10k15b2. Please describe how the proposed system stores the recording, how they are indexed and how the County would retrieve various call recordings.
10k15b3. Please describe the retention capabilities of the recording system. Can recordings be set to be retained for X number of days and automatically purged?

10l. **Call Accounting System and Call Detail Reporting** – Please provide a proposal for a call accounting system. Please itemize the cost of the system in the Optional Equipment table later in the RFP.

10l1. Please provide the following information regarding the proposed Call Accounting System:

   10l1a. Describe the specific relationship with the manufacturer.

   10l1b. Include the cost of the recommended product in Section 11 of the detailed pricing.

   10l1c. Reports for the proposed call accounting system should provide the ability for the County to obtain reports providing calling activities for all stations, allocate calling expenses to various departments, length of calls, frequency of calls to a specific number, internal station to station calling, etc. Please describe the functions of both the proposed system(s).

   10l1d. The proposed telecommunications system and Call Accounting System should provide the ability for the County to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.

   10l1e. The system should provide the ability to locate a given call based on originating number, and time/date criterion, to provide proof of the existence and disposition of a call. This generally applies to inbound calls from the outside.

10l2. The County would also like to be able to gather information regarding internal station-to-station calling. Please describe the proposed system’s capabilities to provide this capability.

10l3. The proposed system must allow for storage of 13 months of call records, with the capability to archive to external media.

   10l3a. The County anticipates a monthly average of 400,000 call records.

10m. **Video Conferencing Tools**

10m1. Please describe the proposed system’s capabilities to provide various video conferencing features. The County does not anticipate purchasing Video conferencing equipment or tools with this procurement, but may implement these features over the life of the proposed system.

10m2. The County is interested in internal – station to station video conferencing.

10m3. The County is interested in external video conferencing with other agencies and vendors outside the County’s network.

10n. **System Management** - The following System Administration features and capabilities, or functional equivalents, must be provided as part of the proposed system. These features must be available at all locations.
10n1. **Multiple Users** – The system must interface to the Local Area Network (LAN) and allow for access and change capability for multiple, simultaneous administrators.

10n2. **Inventory Information** – The system must provide inventory information on the number and type of telephone stations.

10n3. **Trunking Information** – The system must provide access to the information required.

10n4. **Alarm Notification** – System must provide for an alarm system that notifies both the remote maintenance center and the County, if certain the County-programmed system performance thresholds are exceeded.

10n5. **Recent & Past Change History** – The proposed system must provide documentation on both recent changes to an element of the system (station, trunks, etc.) and all past changes to an element of the system.

10n6. Changes to phone or extension programming should not drop calls in progress.

10n7. Static data reporting: The proposed system should produce printed and simple exported reports (CSV format) of static system information (e.g. configurations etc.) and most importantly, phone lists.

10n7a. List of phone extensions, name of incumbent, and any department or location information available. Should export to delimited (e.g. CSV) files upon demand or on a scheduled basis.

10n7b. Lists of endpoints (phones) and any information that may be available regarding failures or hardware problems.

10o. **911 Compatibility**

10o1. The proposed system must provide street address information to the local Public Safety Answering Point (PSAP). Include any costs - software, equipment – required to accomplish this notification in Section 11. It will be the responsibility of the selected vendor to provide for this capability and demonstrate to the customer, through live testing, this capability is operative prior to system cutover.

10o2. The County will implement one of the following three solutions. Pricing for each Type must be provided allowing the County to select a solution with the option to migrate to more enhanced 911 operations in the future.

10o2a. **911 Type 1** – this will provide building and address specific information to the PSAP.

10o2a1. Will provide on-network notification (to any endpoint on the County data network)

10o2a2. Will provide notification to County-owned smartphone mobile devices

10o2b. **911 Type 2** – this will provide building and zone specific address information to the PSAP.

10o2b1. Will provide on-network notification (to any endpoint on the County data network)

10o2b2. Will provide notification to County-owned smartphone mobile devices.
10o2c. **911 Type 3** – this will provide building, room, cube, and device specific address information to the PSAP.

10o2c1. Will provide on-network notification (to any endpoint on the County data network)

10o2c2. Will provide notification to County-owned smartphone mobile devices

10o3. Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC and the State of California. How can the proposed system provide for 911-location notification by station number? As an option in Section 11, provide the necessary hardware and software to provide this feature. Please include all relevant telephone utility costs.

10o4. **E911 Operations Integration / Police Voice Recorder Integration**

10p. **Disaster Recovery Issues**

10p1. **System Outages**

10p1a. When software maintenance is performed on the system, is a restart required?

10p1b. Typically, what will the duration of a system restart be for a system of this size?

10p1c. What, if any manual intervention is required for a restart?

10p2. **Disaster Back-up Service**

10p2a. Please indicate what resources are available to restore service promptly if the equipment is damaged by a disaster such as fire, flood, etc., or after a total system failure.

10p3. **Software Back-up & Restoration**

10p3a. Describe the process for downloading the system software to a back-up media. What is the recommended media? Do you provide the media? Is the back-up process manual or automatic? Do you provide a remote back up for the telephony programming? The voicemail? Both? Can they be backed-up simultaneously? On the same media? As part of a maintenance contract will your personnel perform the back up and keep off-site spare?

**10q. Implementation Plan** – The County recognizes that a number of variables will impact the implementation of this system, including but not limited to geography, immediate user needs, carrier services transitioning, coordinated dial plan, and necessary infrastructure (cabling) upgrades. The County requires that the system will be implemented in a manner transparent to end-users, with a phased approach over a period of 12-18 months.

10q1. The County understands that there are a number of ways to implement the system. Please provide a detailed explanation of the vendor’s approach to this implementation.

10q2. Please provide an estimated implementation plan with various milestones.

10q3. Throughout the phased implementation process, the County requires a minimum of one to three days of on-site helpdesk support following all
cutovers. The County will determine the individual needs based on the complexity of the cutover.

10r. Handset and Base Cords, and Wall Mount Kits

10r1. The County may require the use of 25' handset, 25' base cords, and wall mount kits for some of the telephone sets.

10r2. Please indicate the pricing for these longer cords and wall mount kits in your proposal as an OPTION.

10s. Training

10s1. The County will be responsible for end-user training, however the Vendor must provide training documentation and “train the trainer” sessions for the County’s telecom and training staff. 70 County staff members will require this training.

10s1a. The Vendor must provide detailed training documents for end-users.

10s2. Include in your proposal a detailed explanation of the training you will provide for training staff, as well as the management and system administrators. Please indicate on which functions the system administrator will be trained.

10s3. The system pricing detailed in Section 11 must include system programming, reporting, management, and configuration training, led by vendor provided instructors, for 8-10 administrator and management personnel.

10s4. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if the County’s staff completes various levels.

10t. Acceptance - The County requires an acceptance period of at least 30 days subsequent to the completion of the Cutover. During this 30-day period the system must perform without interruption of services and in compliance with all representations offered in the vendor’s proposal. Should the system or other associated devices fail to perform satisfactorily, the 30-day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of 30 consecutive days. Final payment (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

10u. Financial Information - Detailed pricing information is needed on the system. Provide the following financial data:

10u1. The response to Section 11 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system. The pricing quoted must include all activities necessary for a complete, turn-key system, including, but not limited to:

10u1a. Complete installation of all system components and software

10u1b. Complete programming of all system components and software

10u1c. Complete testing of all system components and software prior to system cutover, including QOS testing

10u1d. PSTN coordination including:

10u1d1. Coordination of SIP and analog trunk installation with the PSTN service provider selected by the County
VoIP Telecommunications System & Data Network Selection
Tuolumne County, CA

10u1d2. Coordination of calling plan to allow for 5-digit dialing between stations

10u1e. On-site station reviews and determination of user requirements

10u1f. Full system configuration documentation provided to The County to include all station features and function, complete trunking configuration information, and complete call flow information by station

10u2. Cost detail for any non-standard features and optional items as detailed in the system specifications.

10u3. Any additional charges which apply for shipping and handling. Please specify dollar amounts.

10u4. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

10u5. Add/delete cost schedule for all system components, software, and station equipment - details on addition or deletion of all network components must be included in Section 11. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

10u6. Maintenance costs for the system for Years 1 through 5, and 6 through 10, as configured. Please show each year separately.

10u7. Please describe any Parts Labor Warranty included in the proposal. This information should be included in Section 11.

10u7a. Maintenance proposals should include 24X7X365 support for all core call processing, including but not limited to inbound and outbound calling, voicemail, automated attendant and call routing, attendant answering point, and contact center with 4 hour response for emergency services and next business day response for non-emergency services.

10u7b. As an alternative – Vendors must include 8am to 5pm, next business day response for non-emergency services and 4 hour response for emergency services for all end-point devices.

10u7c. For the purposes of this RFP, Maintenance support should cover the entire system including the software, servers, phones, etc. The County will work with the selected vendor to customize the maintenance arrangement.

10u7d. Maintenance coverage shall also include:

10u7d1. Software Assurance
10u7d2. Software Updates
10u7d3. Software Upgrades

10u7e. Clearly specify the warranty period for all hardware and software components.

10u7f. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.
10v. References

10v1. Provide at least 3 references of similar installed systems in the area, using Table 5 - References provided below – expanding them as necessary to include all relevant information. The references must be for VoIP Enabled or VoIP system installations, multi-locations customers, with a minimum of 1000 telephone stations, and a centralized voice mail system.

10v2. While you are free to provide any references, ideally, the County would like to talk with other government references.

10v3. The County may wish to conduct site visits with one or more of the references provided below.

10v4. Be advised, references are a major element of the customer’s selection criteria.

Table 5 - References

<table>
<thead>
<tr>
<th>Reference #1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Name</td>
</tr>
<tr>
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</tr>
<tr>
<td>Contact Address</td>
</tr>
<tr>
<td>Contact Telephone Number</td>
</tr>
<tr>
<td>Contact E-mail</td>
</tr>
<tr>
<td>Installation Date of Comparative System</td>
</tr>
<tr>
<td>Description of Comparative System – please be specific and detailed on # of locations &amp; phones</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reference #2</th>
</tr>
</thead>
<tbody>
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<td>Contact Name</td>
</tr>
<tr>
<td>Contact Address</td>
</tr>
<tr>
<td>Contact Telephone Number</td>
</tr>
<tr>
<td>Contact E-mail</td>
</tr>
<tr>
<td>Installation Date of Comparative System</td>
</tr>
<tr>
<td>Description of Comparative System – please be specific and detailed on # of locations &amp; phones</td>
</tr>
<tr>
<td>Reference #3</td>
</tr>
<tr>
<td>--------------</td>
</tr>
<tr>
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</tr>
<tr>
<td>Contact Address</td>
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<tr>
<td>Contact Telephone Number</td>
</tr>
<tr>
<td>Contact E-mail</td>
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<tr>
<td>Installation Date of Comparative System</td>
</tr>
<tr>
<td>Description of Comparative System – please be specific and detailed on # of locations &amp; phones</td>
</tr>
</tbody>
</table>
11. Voice Mail System

11a. The County requires voice mail functionality as part of this procurement. The proposed voice mail system must be compatible and integrate with the system being proposed. The vendor is required to gather configuration information and provide a turn-key installation.

11b. The proposed system should allow the County to define a call coverage forwarding path depending upon if the call to the station is an internal or external call. It should allow the County to define by Station how the user would like his or her telephone to forward to the coverage point or voicemail. A coverage point is defined as any other phone on the system or the voicemail system. Please explain how the proposed system could deal with this circumstance.

11c. System Configuration

11c1. The County estimates a requirement for 800 initial users of the voicemail system.

11c2. For those vendors proposing systems with specific port counts, please configure your system with a capacity to handle a minimum of 80 concurrent calls.

11c3. Clearly indicate the number of simultaneous calls the system will support as configured and the overall storage capacity in hours, as the system is configured.

11c4. The number of users is greater than the proposed telephone station counts because there are a number of County employees or departmental functions that require a voicemail box, but do not have a telephone station on the system.

11c5. The County may provide Voicemail Boxes for many users throughout the County operation that do not have specific phones and will be using the Hot Desking operation to log in and log out of the system. Please describe the operation of the voicemail system in this environment.

11c6. Specify the maximum capacity the proposed system provides.

11d. Features – Specifically, the proposed system must have the following features:

11d1. Announcement Boxes

11d2. Immediately light a message-waiting lamp on the appropriate telephone when a message has been taken.

11d3. Automatically turn the message-waiting lamp off when all the messages have been heard and/or delivered.

11d4. Provide for automatically forwarding calls from a busy, unanswered, or call forward telephone to the appropriate mailbox without requiring the caller to dial a mailbox number or any additional codes.

11d5. If the caller does not wish to leave a message, the proposed system must allow the caller to escape from the voice mail system to a pre-programmed extension number. The system must allow for multiple targets for these “escape” calls. Does the proposed system have any limitation on the number of targets per system? Can the target be a telephone number outside the proposed system?
11d6. Allow an external caller to finish a message by simply hanging up. Systems that require the caller to touch a key on the telephone pad to save a message will not be considered.

11d7. Archive Messages - Describe the options for archiving stored messages and the process to accomplish this function. Clearly define the tasks of both station users and system administrators in the archiving function.

11d8. Check Receipt of Delivered Messages

11d9. Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?

11d10. Changeable Passwords

11d11. Forward & Backward while Listening to a Message

11d12. Guest Mailboxes

11d13. Group Mailboxes

11d14. Message Save

11d15. Message Delete

11d16. Message Pause

11d17. Message Privacy

11d18. Message Replay – explain the options available

11d19. Message Redirect and Comment

11d20. Message Respond

11d21. Message Retrieval Greeting - Explain the available options for the system greeting the caller hears upon retrieving messages. For instance, does the system indicate the number of messages not yet heard?

11d22. Message Rewind

11d23. Message Speed - Does the proposed system provide the user the capability to speed up or slow down the replay of the message?

11d24. Message Undelete

11d25. Outbound Notification of Messages - This feature must include notification to a radio paging device, cellular telephone, email, or other telephony equipment.

11d26. Priority Notification of messages - This feature must allow a caller to select a priority or urgent status for message notification, and then provide for an alternative notification capability. For instance, a normal message may light a message-waiting lamp, while a priority message will out-call to a radio pager.

11d27. Priority Queuing of Messages

11d28. Skip Forward Through Messages

11d29. Personalized Greetings – Multiple – Provide (at a minimum) the system users with the ability to have a greeting when there is no answer at their phone and another different greeting when they are on the phone, and explain any other options available.
11d29a. Specifically, the County uses Temporary Absence Greetings throughout the operation. Please describe the proposed system’s capabilities regarding this specific feature.

11d30. Personalized Greetings – Menu - Will the system provide a menu of options in an individual user’s greeting? For instance, “If your call is about A, press 1. If your call is personal matter, press 2.” If the caller selects 1, the message is recorded simultaneously in two pre-selected mailboxes, or routed to a different mailbox than if the caller selects 2.

11d31. Scheduled Delivery of Message

11d32. Speech Recognition - Can the proposed system provide command access through user speech?

11d33. Message Distribution Lists

11d34. Remote Access - The system must allow users to access their mailbox from outside of the system without the assistance of an operator.

11d35. System Administrator Reports - Please indicate what types of management reports are available with the proposed equipment. Also, indicate if additional hardware/software is required to generate the management reports.

11d36. The County requires these reports to be able to be obtained in both printed and electronic format. Please indicate if this is included and what the electronic format used. If the reports are in a proprietary form, please describe any conversion process.

11d37. Please indicate whether the proposed voicemail system will provide the County with the ability to review voicemail box activity and when each box was accessed. This feature may provide a valuable tool to determine if voicemail boxes are being checked and managed.

11d38. Variable Settings for Maximum Message Length

11d39. Time-of-Day Stamp

11d40. Dial by Name Directory Function – The County will use the “Dial by Name” for several departments or locations throughout the County.

11d40a. Please indicate whether the system will allow for directories by department. Are there any limitations to this functionality?

11e. Automated Attendant Function – The County will use various Automated Attendant functions for departments throughout the County to handle various types of incoming calls. Direct Inward Dialing will be used in conjunction with this function. The automated attendant should provide functions for the following:

11e1. Multi-layered selections – The system must allow for additional options or sub-menus once a menu selection has been made. Please describe any limitations to this functionality.

11e2. The system must allow local administrators the ability to modify and customize AA features and functions as needed. Specifically, changing menus and recordings/announcements.

11e3. After Hours Announcement and options.


11e5. Custom greetings for special events.
11e5a. The County’s personnel want the ability to prerecord messages and/or greetings for holidays, office closings, etc. and to change from one greeting to another from a remote location, not on the system. Please explain in detail how this would be accomplished.

11e6. Provide various exits from the Automated Attendant.

11e7. The system must allow the caller to dial his or her choice at any time during the message.

11e8. Does the proposed system require callers to end all commands using the # sign? Please describe what the operation is and if there are options regarding this item.

11f. Message Integration

11f1. Describe the proposed system’s capability to provide for “unified messaging”. The majority of the County utilizes a multi-tenant Microsoft Office 365 environment. *Pricing for unified messaging for all voice mail users must be included in Section 11.*

11f2. Does the proposed unified messaging software integrate directly with Microsoft Exchange? Does it provide direct dialing from the Contact list? If so, please describe how the products integrate.

11f3. Does the proposed unified messaging software integrate directly with Microsoft Outlook 2013? If so, please describe how the products integrate and what mail protocol options are available.

11f4. Which electronic mail protocol(s) does the Unified Messaging system support?

11f4a. IMAP, POP3, SMTP, others?

11f4b. Please discuss the pros and cons of each in a Unified Messaging environment with Exchange server & Outlook clients.

11f5. Will the Unified Messaging system support multiple concurrent electronic mail protocols?

11f6. When a voice message is received in a Unified Messaging environment, will the entire voice message be transmitted to Exchange in addition to header information? If not, what will the user see in Outlook when they have received a voice message?

11f7. How will the Unified Messaging interface handle roaming profiles? i.e. where a staff member utilizes several PCs to access electronic mail through Outlook?

11f8. Please describe where the voicemail messages will be stored and whether the messages will be stored on a voicemail appliance or the Exchange server.

11f9. Will the user be able to listen to voice messages through OWA?

11f10. In the experience of the vendor, on average, how much disk space does an average message consume within Outlook? Are any compression algorithms available to reduce disk utilization?

11f11. Click to Dial Operation – Please describe how the system can provide click to dial operation from various sources including outlook contacts and other sources.

11g. Interactive Voice Response
11g1. Interactive voice response (IVR) is a technology that allows for automated interaction with a caller via keypad or voice. Such automation provides for off-hour availability and reduced need for direct staff involvement.

11g2. The County may wish to add other IVR functionality in the future. Please describe the proposed system’s capability to provide integration with database applications.

11g3. What is provided as a “standard” offering?

11g4. The system at the Tuolumne County Transit System will interface with a third party IVR allowing callers to access route and schedule information. This will require an IP interface.

11g4a. The system must allow for transfer to extensions, ring groups, automated attendants, or a standard SIP endpoint. It must also be able to transfer calls to the PSTN network.

11h. Training

11h1. The County will be responsible for end-user training; however the Vendor must provide training documentation and “train the trainer” sessions for the County’s telecom and training staff up to 200 employees.

11h2. Include in the proposal a detailed explanation of the training you will provide for training staff, as well as the system administrators. Please indicate on which functions the system administrator will be trained. At a minimum, these must include station programming and system back-ups.

11h3. The system pricing detailed in Section 11 must include system programming, reporting, management and configuration training, led by vendor provided instructors, for 3 members of the County’s telecommunications staff.

11h4. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and what certifications would be provided if the County’s staff completes various levels.

11i. Financial Information - Please provide the following financial data:

11i1. The response to Section 11 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system. The pricing quoted must include:

   11i1a. Complete installation of all system components and software

   11i1b. Complete programming of all system components and software

   11i1c. Complete testing of all system components and software prior to system cutover, including QOS testing

   11i1d. On-site station reviews and determination of user requirements

   11i1e. Full system configuration documentation provided to the County to include all user features and function and complete call flow information by station

   11i1f. All costs related to a 12-18 month phased implementation must be included.

11i2. Any additional charges which apply for shipping and handling. Please specify dollar amount.
11i3. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

11i4. Add/delete cost schedule for all system components and software. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

11i5. Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.
12. Implementation

12a. Phased Implementation – The County requires a phased implementation over a period of 12 to 18 months to accommodate the immediate needs, size, and complexity of the County. The County requires complete transparency to users during the implementation process. Users must be able to continue to dial and transfer calls to other County provided telephone stations without introducing additional steps to accomplish this.

12b. Implementation Plan – The County recognizes that there are likely a number of ways to accomplish the transition from the current systems to the new VoIP environment. Please provide a detailed implementation plan that will support the County’s stated requirements of a transition that is transparent to users based on the solution proposed.

12b1. Throughout the phased implementation process, the County requires a minimum of one day of on-site helpdesk support following all cutovers.
13. Maintenance and Warranty

13a. Warranty - Provide a copy of the warranty on the proposed system or a narrative description of the provisions of the warranty.

13b. Factory-Trained Personnel - Indicate the number of service personnel in the area factory-trained to maintain the proposed system, including the street address of the service location.

13c. Qualified Personnel - Indicate the number of service personnel in the County area qualified to maintain the proposed system, including the street addresses of the service locations. This should include factory-trained personnel, personnel trained by the vendor and all other individuals who can perform technical services on the system.

13d. Service Centers - Provide the locations and hours of operation of the service centers to be utilized.

13e. The County may wish to conduct a site visit to the contractors’ Service Center.

13f. Spare Parts - Provide a general listing of the spare parts available from each of these service centers.

13g. Hourly Service Rates - Indicate the hourly rate the County can expect for service not covered by warranty or service contract for each of the proposed systems.

13h. Maintenance Cost Escalation - Provide the rate at which the maintenance contract costs are escalated including any contractual limits in escalation of costs.

13i. Modification Lead-Time - Specify the amount of lead-time required for moves, changes, additions, and deletions.

13j. Repair Response Times - Describe the expected and guaranteed response time for “regular” and “emergency” services. Indicate what you define to be “regular” and “emergency” service. Guaranteed response times of greater than 4-hours for emergency services, and next business day for regular services, will not be acceptable.

13k. Service Alternatives - Indicate the provisions for service and spare parts if your business terminates, is subjected to a strike, or shut-down for any reason.

13l. Default - State what recourse is available if the proposed system does not perform as quoted and the customer is faced with loss or interruption of service. Be advised that some form of liquidated damages for non-performance and/or system failure will be required in any final agreement.

13m. Performance of Maintenance - Clearly identify if the proposer or a third party will provide maintenance services. The County will require the right to reject any third parties or sub-contractors under this agreement and in any event proposer will be responsible for all maintenance services.

13n. Remote Maintenance

13n1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer.

13n2. How does the system notify the RMC of a trouble?

13n3. What diagnostic capabilities does the RMC have?

13n4. Can the customer communicate directly with RMC personnel?
13n5. How frequent is the proposed system polled by the RMC for routine maintenance?
14. Cost Proposal/Pricing

14a. Pricing - Expand the following tables in this section as required to provide itemized, component pricing for the proposed system to meet the requirements. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost the County will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price. The costs must be allocated by location.

14a1. Telecommunications System as defined previously. Include all required components for the County system.

### Table 6 – Premise Based - Pricing by Location

<table>
<thead>
<tr>
<th>Location</th>
<th>Component - Name</th>
<th>Qty</th>
<th>Discounted Price</th>
<th>Install</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Animal Control</td>
<td>(List all component parts and licensing of the system by location)</td>
<td></td>
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<td></td>
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<tr>
<td>Recreation – Farm Advisor</td>
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<td>ANF Building</td>
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<td>Admin Building</td>
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<td>Public Health Building</td>
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<td>EOC Striker</td>
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<tr>
<td>Agriculture Commissioner</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library – Sonora Branch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sheriff - Admin</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Component - Name</td>
<td>Qty</td>
<td>Discounted Price</td>
<td>Install</td>
<td>Total</td>
</tr>
<tr>
<td>---------------------------</td>
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</tr>
<tr>
<td>Sheriff - Jail</td>
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<td></td>
</tr>
<tr>
<td>Sheriff Boat Patrol</td>
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<tr>
<td>Sheriff – Jamestown CSU</td>
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<td>Airport</td>
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<td></td>
</tr>
<tr>
<td>IT- Morning Star</td>
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<tr>
<td>Fleet – RD Department</td>
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</tr>
<tr>
<td>Superior Court - Yaney</td>
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<tr>
<td>Superior Court - Wash</td>
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<td>CSCSA</td>
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<td>TGMF – Behavioral Health</td>
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</tr>
<tr>
<td>TGMF – Enrichment Center</td>
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<tr>
<td>TGMF – Main Building</td>
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<td>Sheriff - Investigations</td>
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<td></td>
</tr>
<tr>
<td>Facilities Building</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old Facilities Building</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Archive Building</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Component - Name</td>
<td>Qty</td>
<td>Discounted Price</td>
<td>Install</td>
<td>Total</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------------</td>
<td>-----</td>
<td>------------------</td>
<td>---------</td>
<td>-------</td>
</tr>
<tr>
<td>Probation - DRC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Defender</td>
<td></td>
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</tr>
<tr>
<td>Sheriff Patrol</td>
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<td>Sheriff Property</td>
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</tr>
<tr>
<td>Juvenile Detention Center</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact Center
Voicemail System
Unified Messaging

Trade in of existing system or Additional Discount

Sub-total – Hardware / Software
Shipping
General Install & Training
Taxes
Total Purchase Price

14a2. Telephone Stations – Provide individual unit and installation costs of optional telephone sets available for the proposed system, consoles and soft consoles currently available, if not included in Section 14a1.

Table 7 – Optional Telephone Stations

<table>
<thead>
<tr>
<th>Model Number</th>
<th>Unit Price</th>
<th>Total Hardware and Installed Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
14a3. E-911 Station Locator Capability - County system (OPTIONAL COSTS)

Table 8 – E-911 Station Locator Option Pricing

<table>
<thead>
<tr>
<th>Solution</th>
<th>Component - Name</th>
<th>Qty</th>
<th>Price</th>
<th>Install</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type 1</strong></td>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Purchase Price</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Migration Type 1 to Type 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Type 2</strong></td>
<td>Migration Type 1 to Type 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shipping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Purchase Price</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Migration Type 2 to Type 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Type 3</strong></td>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Purchase Price</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14a4. Maintenance Pricing – Using Table 9 – Maintenance Pricing, please provide a detailed description of the following for the County system. Year 1 warranty must include all endpoints, software, hardware, and labor.

14a4a. Software Updates
14a4b. Software Upgrades
14a4c. Software Assurance
Table 9 – Maintenance Pricing

<table>
<thead>
<tr>
<th>Component</th>
<th>Qty</th>
<th>Year 1 Cost</th>
<th>Year 2 Cost</th>
<th>Year 3 Cost</th>
<th>Year 4 Cost</th>
<th>Year 5 Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Maintenance Cost (8 X 5 X NBD)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Maintenance Cost (24 X 7 X 365)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Component</th>
<th>Qty</th>
<th>Year 6 Cost</th>
<th>Year 7 Cost</th>
<th>Year 8 Cost</th>
<th>Year 9 Cost</th>
<th>Year 10 Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Maintenance Cost (8 X 5 X NBD)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Maintenance Cost (24 X 7 X 365)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
14a5. Optional Equipment - County System

Table 10 – County System Optional Equipment

<table>
<thead>
<tr>
<th>Facility</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Install</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Accounting System</td>
<td>1</td>
<td>1 – (20 Ports)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conference Bridge</td>
<td>1</td>
<td>10 Both Trunk and Station side</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Recording</td>
<td>10</td>
<td>Both Trunk and Station side</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Twinning Licenses</td>
<td>50</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DSS/BLF – 24 Button</td>
<td>25</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sub-total – Hardware / Software

<table>
<thead>
<tr>
<th>Facility</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Install</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Install &amp; Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Purchase Price</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14a6. Hosted - Equipment Pricing - Expand the following table to list all components, both software and hardware, required for the proposed system to meet the requirements as described. The Description should be clear and understandable, not just a code or stock number. Vendors should include supported license quantities as configured, including all bundled components.

Table 11 - Evaluation Criteria – Purchase Price / Support

<table>
<thead>
<tr>
<th>Component Name - Description</th>
<th>Qty</th>
<th>Total Included Software License</th>
<th>Customer Price</th>
<th>Extended Customer Price</th>
<th>Installation and Training Cost</th>
<th>Shipping</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all component parts of the system) Purchase Price</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Recording</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>End Points - by type</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14a7. Hosted - Optional Equipment Pricing - Expand the following table to list all components, both software and hardware, required for the proposed system to meet the requirements as described. The Description should be clear and understandable, not just a code or stock number. Vendors should include supported license quantities as configured, including all bundled components.
### Table 12 - Evaluation Criteria – Purchase Price / Support

<table>
<thead>
<tr>
<th>Component Name - Description</th>
<th>Qty</th>
<th>Total Included Software License</th>
<th>One-Time Charges</th>
<th>Monthly Recurring Charges</th>
<th>Other Monthly Charges</th>
<th>Total Monthly Cost</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase Price</td>
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<tr>
<td>Call Recording</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>End Points - by type</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

14a8. Data Network Equipment - Data Network Pricing – Expand the following tables as required to provide itemized, component pricing for the proposed system to meet the requirements of the proposed system for the County. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost the County will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

14a9. WAN Equipment – Total Install should include the cost of configuring devices, validating connectivity and completing test plans. The selected vendor will be responsible for rack mounting and connecting cables for new switches and routers.

### Component - Name

<table>
<thead>
<tr>
<th>Qty</th>
<th>Unit Price</th>
<th>Total Price</th>
<th>Install Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sub-total – Hardware / Software Shipping</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Install &amp; Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxes – Total Purchase Price</td>
<td></td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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</table>

### NOC-TOR Equipment List

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Description</th>
<th>Qty</th>
<th>Discounted Unit Price</th>
<th>Install</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>JL003A</td>
<td>Aruba 5406R 44GT PoE+/4SFP+ v3 zl2 Switch</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J9829A</td>
<td>Aruba 5400R 1100W PoE+ zl2 PSU</td>
<td>14</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J9829A</td>
<td>ABA</td>
<td></td>
<td>INCLUDED: Power Cord - U.S. localization</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>J9827A</td>
<td>Aruba 5400R zl2 Management Module</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J9546A</td>
<td>HPE 8-port 10GBASE-T v2 zl Module</td>
<td>15</td>
<td></td>
<td></td>
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<tr>
<td>J9996A</td>
<td>Aruba 2p 40GbE QSFP+ v3 zl2 Mod</td>
<td>9</td>
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</tr>
<tr>
<td>J9993A</td>
<td>Aruba 8p 1G/10GbE SFP+ v3 zl2 Mod</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J9151A</td>
<td>HPE X132 10G SFP+ LC LR Transceiver</td>
<td>2</td>
<td></td>
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</tbody>
</table>
### NOC-TOR Equipment List

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Description</th>
<th>Qty</th>
<th>Discounted Unit Price</th>
<th>Install</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>J9152A</td>
<td>HPE X132 10G SFP+ LC LRM Transceiver</td>
<td>14</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J9152A</td>
<td>HPE 5930 32QSFP+ Switch</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J9152A</td>
<td>J680A ABA INCLUDED: Power Cord - U.S. localization</td>
<td>4</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>J9552A</td>
<td>HPE X711 Frt(prt) Bck(pwr) HV Fan Tray</td>
<td>4</td>
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<tr>
<td>U3GD7E</td>
<td>HPE 3Y FC 24x7 5930-32QSFP Switch SVC [for JG726A]</td>
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<tr>
<td>JG326A</td>
<td>HPE X240 40G QSFP+ QSFP+ 1m DAC Cable</td>
<td>4</td>
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<tr>
<td>JG327A</td>
<td>HPE X240 40G QSFP+ QSFP+ 3m DAC Cable</td>
<td>4</td>
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<tr>
<td>JL288A</td>
<td>HPE X2A0 40G QSFP+ 10m AOC Cable</td>
<td>10</td>
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</tbody>
</table>

(List all component parts of the system)

Sub-total – Hardware / Software

Shipping

General Install & Training

Taxes

**Total Purchase Price**

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Description</th>
<th>Qty</th>
<th>Discounted Unit Price</th>
<th>Install</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>JL01A</td>
<td>Aruba 5412R 92GT PoE+ and 4-port SFP+ v3 zl2</td>
<td>2</td>
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<tr>
<td>JL003A</td>
<td>HPE 5406R-44G-PoE+/4SFP+(No PSU) v3 zl2 Switch</td>
<td>23</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>J99986A</td>
<td>24-port 10/100/1000Base-T PEO+ MACsec v3 zl2</td>
<td>16</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>J99990A</td>
<td>20-port 10/100/1000BASE-T POE+ 4-port1G/10GbE SFP+ MACsec v3 zl2</td>
<td>18</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J9829A</td>
<td>HP 5400 R 1100W PoE+ zl2 Power Supply</td>
<td>54</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ABA</td>
<td>INCLUDED: Power Cord - U.S. localization</td>
<td>54</td>
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</tr>
<tr>
<td>JL073A</td>
<td>Aruba 3810M 24G PoE+ 1-slot Switch</td>
<td>14</td>
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<tr>
<td>JL074A</td>
<td>Aruba 3810M 48G PoE+ 1-slot Switch</td>
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<tr>
<td>Part No.</td>
<td>Description</td>
<td>Qty</td>
<td>Discounted Unit Price</td>
<td>Install</td>
<td>Total</td>
</tr>
<tr>
<td>-----------</td>
<td>------------------------------------------------------------------------------</td>
<td>-----</td>
<td>-----------------------</td>
<td>---------</td>
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<tr>
<td>JL083A</td>
<td>3810M 4SFP+ Module</td>
<td>14</td>
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<td></td>
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<tr>
<td>JL087A</td>
<td>Aruba X372 54VDC 1050W 110-240VAC Power Supply</td>
<td>40</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>JL087A</td>
<td>INCLUDED: Power Cord - U.S. localization</td>
<td>40</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JL255A</td>
<td>Aruba 2930F 24G PoE+ 4SFP+ Switch</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JL256A</td>
<td>Aruba 2930 48G PoE+ 4SFP+ Switch</td>
<td>1</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>J9562A</td>
<td>HP 2915-8G-PoE Switch</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ISR4351-AX-K9</td>
<td>Cisco ISR 4351 AX Router Bundle and Speed Upgrade (FL-4350-PERF-K9)</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASA5512-FPWR-K9</td>
<td>Cisco ASA 5512-x Security Appliance with Security extensions and SmartNet</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J9151A</td>
<td>HP X132 10G SFP+ LC LR Transceiver</td>
<td>15</td>
<td></td>
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<td></td>
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<tr>
<td>J9152A</td>
<td>HP X132 10G SFP+ LC LRM Transceiver</td>
<td>94</td>
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<td></td>
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<tr>
<td>J4859C</td>
<td>HPE X121 SFP LC LX Transceiver</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(List all component parts of the system)

Sub-total – Hardware / Software

Shipping

General Install & Training

Taxes

Total Purchase Price

14a10. Equipment Configuration – Equipment configuration includes all required configuration of VoIP related services for all sites.
### VoIP Telecommunications System & Data Network Selection

**Tuolumne County, CA**

<table>
<thead>
<tr>
<th>Component - Name</th>
<th>Hours</th>
<th>Configuration Unit Price</th>
<th>Total Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial configuration and design meeting</td>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VLAN configuration and testing (all sites)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WAN QoS configuration and testing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sub-total – Hardware / Software</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shipping</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Install &amp; Training</td>
<td></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Taxes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Purchase Price</strong></td>
<td></td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

14a11. Equipment Installation – Equipment installation includes mounting, basic configuration, testing and conversion to the replacement switches. NOTE: Patch cables to be supplied by the Selected Vendor.

<table>
<thead>
<tr>
<th>Component - Name</th>
<th>Hours</th>
<th>Configuration Unit Price</th>
<th>Total Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration and testing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conversion from existing switches to new switches</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post conversion support (minimum 4 hours)</td>
<td>40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(List all component parts of the system)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sub-total – Hardware / Software</td>
<td></td>
<td></td>
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<tr>
<td>Shipping</td>
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<tr>
<td>General Install &amp; Training</td>
<td></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Taxes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Purchase Price</strong></td>
<td></td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
15. Delivery and Installation

15a. The County anticipates cutover of all within 18 months of contract award. Please indicate whether this schedule can be met and identify the tasks, including site preparation that The County and the vendor will perform and/or be responsible for in order to accomplish delivery and installation of the system in this time frame. It will be assumed that any task not specifically stated to be our responsibility would be that of the vendor.

15b. Implementation Plan - Within 5-days of contract award, the vendor must provide a tentative implementation plan with dates necessary to place the system into service. This plan must clearly identify the tasks and resource requirements of The County during the implementation process.

15c. Risk of Loss - Please state when the customer assumes risk of loss or damage.

15d. System Physical Requirements - Please indicate the requirements for each location, for:

15d1. Floor Spacing
15d2. Floor Loading
15d3. Wall Space
15d4. Environmental factors such as air condition and ventilation
15d5. Minimum size door opening required for equipment movement
15d6. Specify the electrical and grounding requirements for the proposed system. Indicate what modifications will be needed, if any, at the site to meet those requirements. Unless otherwise stated, the vendor will be responsible for any necessary modifications.

15e. Equipment Reduction - Explain any penalty or liability charge for reducing equipment or telephone instrument prior to and after installation of the proposed system.

15f. Equipment Delivery - The vendor will be responsible for making necessary arrangements with the management of the building for delivery of equipment to the premises. The vendor must comply with all building regulations regarding hours, any delivery rigging and method and location of equipment delivery.

15g. Manuals and Brochures - Please provide hard copies and electronic versions the following as part of the proposal:

15g1. Station user’s manual
15g2. Voice mail user’s manual
15g3. System Administration manual
15g4. Any other pertinent reference information
15g5. The County expects the selected vendor to produce a short version of the user guide to be provided to each system user. This guide should be customized to provide steps to use the features specific to The County’s system design and selected feature group.

15h. Manufacturer Relationship - Please describe your precise relationship with the manufacturer of the proposed system (i.e., dealer, distributor, branch, common parent, etc.). Proposers who do not hold primary full dealership status with the
proposed manufacturer and who are dependent on secondary distributor arrangements to obtain product and direct access to manufacturer level engineers are not acceptable.

15i. Manufacturer’s Commitment - The vendor shall make a written commitment to make available maintenance spares, trained personnel, and software support to fully maintain the system for a period of ten years from the date of cutover. If the vendor is other than the manufacturer, then a letter of similar commitment from the manufacturer must be included in the proposal.

15j. Warranty - The Proposer must guarantee all of the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of one (1) year from the date of final acceptance of the completed work. The Proposer shall, at their own expense and without cost to The County and within a reasonable time after receiving a written notice thereof, make good any defect in materials and/or workmanship of the installation which may develop during the guarantee period. Any associated damage to other items and/or finished surfaces caused by the defect shall also be corrected by the Proposer to the satisfaction of The County and at no additional cost.

15k. Software Assurance – Maintenance and support quotes should include software assurance protection for the County. Please itemize this cost.

15l. Software Updates – Please describe the following regarding available software upgrades:

15l1. How is the County notified of new software upgrades and tools available for ALL the systems proposed?

15l2. Does your company require software updates at these intervals or are they included/or optional?

15l3. Are software updates included in the maintenance contract?

15l4. Do you provide recommended/required software updates for all network hardware in addition to the proposed system?

15l5. Please provide typical frequency of software updates on an annual basis.

15l6. The Vendor is required to perform an annual assessment of the County’s current system and a presentation of updates on product development and enhancements.

15m. Test Plan - The Proposer will develop and execute a test plan and final walk through with the owner’s project manager in attendance. The test plan and walk through will include:

15m1. Testing of all connectivity between switches.

15m2. Random testing of port connectivity.

15m3. Verification of each VLAN.

15m4. Verification of Internet access.

15m5. Resiliency testing per specifications.

15m6. Printed copies of all equipment configurations for the County’s project manager review.
15m7. Conducting a final walk through inspection of the installation with The County’s project manager and the preparation of a punch list of items that need attention prior to final acceptance.

15m8. Completion of the punch list items and the request for a final acceptance walk through with The County’s project manager.

15m9. Final acceptance of the installation.
16. NON-DISCRIMINATION

Non-Discrimination: The Contractor selected through this RFP shall provide services without discrimination based on race, creed, color, ethnic or linguistic identification, gender or sexual preference, disability or handicap or any other basis prohibited by law.
17. PROTEST/APPEAL PROCESS

The following procedure is provided in the event that a proposer wishes to protest the RFP process or appeal the recommendation to award a contract for VoIP Telecommunications System Selection once the Notices of Award/Non-Award have been issued.

- Any protest must be submitted in writing to:
  
  Tuolumne County IT Department  
  2 South Green Street  
  Sonora, CA 95370  
  Attention: Barry Jacobs – RFP Administrator

- The protest must be submitted before 2:00 p.m. of the tenth (10th) business day following the date of the Notice of Award.
- The protest must contain a complete statement of the basis for the protest. The protest must include the name, address, telephone number and e-mail address of the person representing the protesting party.
- The procedure and time limits are mandatory and are the proposer’s sole and exclusive remedy in the event of a bid protest.

Proposer’s failure to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including filing a Government Code claim or legal proceedings.

Upon receipt of written protest/appeal, Daniel Richardson, Deputy County Administrator, will review and provide an opportunity to settle the protest/appeal by mutual agreement, will schedule a meeting to discuss or issue a written response to advise of an appeal/protest decision within five (5) business days of receipt of the appeal/protest.
18. HOLD HARMLESS/INDEMNIFICATION

18a. Contractor shall indemnify, defend, save, protect and hold harmless County, its elected and appointed officials, officers, employees, agents and volunteers (collectively, “County”) from any and all demands, losses, claims, costs, suits, liabilities and expenses for any damage, injury or death (collectively, “Liability”) arising directly or indirectly from or connected with the services provided hereunder which is caused, or claimed or alleged to be caused, in whole or in part, by the negligence or willful misconduct of Contractor, its officers, employees, agents, contractors, consultants, or any person under its direction or control and shall make good to and reimburse County for any expenditures, including reasonable attorney’s fees, the County may make by reason of such matters and, if requested by County, shall defend any such suits at the sole cost and expense of Contractor. Contractor’s obligations under this section shall exist regardless of concurrent negligence or willful misconduct on the part of the County or any other person; provided, however, that Contractor shall not be required to indemnify County for the proportion of Liability a court determines is attributable to the negligence or willful misconduct of the County.

18b. If such indemnification becomes necessary, the County Counsel for the County shall have the absolute right and discretion to approve or disapprove of any and all counsel employed to defend the County. This indemnification clause shall survive the termination or expiration of this Agreement.
19. PUBLIC RECORDS ACT

19a. Contractor is aware that this Agreement and any documents provided to the County may be subject to the California Public Records Act and may be disclosed to members of the public upon request. It is the responsibility of the Contractor to clearly identify information in those documents that it considers to be confidential under the California Public Records Act. To the extent that the County agrees with that designation, such information will be held in confidence whenever possible. All other information will be considered public.
20. FUNDING AVAILABILITY

20a. It is mutually agreed that if the County budget of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the County shall have no liability to pay any funds whatsoever to Contractor or to furnish any other considerations under this Agreement and Contractor shall not be obligated to perform any provisions of this Agreement. Contractor’s assumption of risk of possible non-appropriation is part of the consideration for this Agreement. County budget decisions are subject to the discretion of the Board of Supervisors.

20b. If funding for any fiscal year is reduced or deleted by the County budget for purposes of this program, the County shall have the option to either cancel this Agreement with no liability occurring to the County, or offer an Agreement amendment to Contractor to reflect the reduced amount.
21. Disclosures & Contractual Requirements

21a. Insurance

21a1. The Contractor shall provide at its own expense and maintain at all times the following insurance with insurance companies licensed in the State of California and shall provide evidence of such insurance to the County as may be required by the Risk Manager of the County. The Contractor's insurance policy(ies) shall be placed with insurer(s) with acceptable Best's rating of A:VII or with approval of the Risk Manager. The Contractor shall provide notice to the Risk Manager of the County by registered mail, return receipt requested, thirty (30) days prior to cancellation or material change for all of the following stated insurance policies:

21a1a. Workers’ Compensation Coverage – Workers’ Compensation Insurance and Employer’s Liability Insurance for employees in accordance with the laws of the State of California (including requiring any authorized subcontractor to obtain such insurance for its employees).

21a1b. General Liability Coverage – Commercial general liability insurance with a minimum liability limit per occurrence of one million dollars ($1,000,000) for bodily injury and one hundred thousand dollars ($100,000) for property damage. If a commercial general liability insurance form or other form with general aggregate limit is used, either the general aggregate limit shall apply separately to the work to be performed under this Agreement or the general aggregate limit shall be at least twice the required occurrence limit. Coverage shall be included for premises, operations and broad form contractual.

21a1c. Automobile Liability insurance with a minimum limit of liability per occurrence of $1,000,000 for bodily injury and $100,000 for property damage. This insurance shall cover for bodily injury and property damage, owned, hired and non-owned vehicles.

21a1d. Professional Liability: Professional errors and omissions liability for protection against claims alleging negligent acts, errors or omissions which may arise from Contractor’s operations under this Agreement, whether such operations be by Contractor or by its employees, subcontractors, or subconsultants. The amount of this insurance shall not be less than one million dollars ($1,000,000) per claim with an aggregate limit of five million dollars ($5,000,000). Contractor agrees to maintain the required coverage for a period of three (3) years after the expiration of this Agreement and any extensions thereof.

21b. Policy Endorsements: Each general liability and automobile liability insurance policy shall be endorsed with the following specific provisions:

21b1. The County, its elected or appointed officers, officials, employees, agents and volunteers are to be covered as additional insureds (“County additional insureds”).

21b2. This policy shall be considered, and include a provision it is, primary as respects the County additional insureds, and shall not include any special limitations to coverage provided to the County additional insureds. Any insurance maintained by the County, including any self-insured retention the
County may have, shall be considered excess insurance only and shall not contribute with it.

21b3. This insurance shall act for each insured and additional insured as though a separate policy had been written for each, except with respect to the limits of liability of the insuring company.

21b4. The insurer waives all rights of subrogation against the County additional insureds.

21b5. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the County additional insureds.

21c. Deductibles and Self-Insured Retentions: Any deductibles or self-insured retentions must be declared to and approved by the Risk Manager. At the County’s option, Contractor shall demonstrate financial capability for payment of such deductibles or self-insured retentions.

21d. Unsatisfactory Policies: If at any time any of the policies or endorsements be unsatisfactory as to form or substance, or if an issuing company shall be unsatisfactory, to the Risk Manager, a new policy or endorsement shall be promptly obtained and evidence submitted to the Risk Manager for approval.

21e. Failure to Comply: Upon failure to comply with any of these insurance requirements, this Agreement may be forthwith declared suspended or terminated. Failure to obtain and/or maintain any required insurance shall not relieve any liability under this Agreement, nor shall the insurance requirements be construed to conflict with or otherwise limit the indemnification obligations.

21f. Bulletins and Addenda

Any bulletins or addenda to the RFP specifications issued during the period between issuance of the RFP and receipt of RFP addenda are to be considered covered in the RFP and they will become a part of the awarding contract. Receipt of bulletins or addenda shall be acknowledged by the vendor in their RFP Proposal cover letter.

21g. Rejection of Proposal

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, the County may require the correction of any deficiency and accept the corrected Proposal.

21h. Acceptance of Proposals

The County reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of the County, to reject the low-price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the Request for Proposals process.

21i. Rights to Submitted Materials

All Proposals, Proposals, inquiries, or correspondences relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of The County when received. The County reserves the right to use the material or any ideas submitted in the RFP.

21j. Vendor Demonstrations

Select vendors will be requested, at no cost to the County, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.
21k. Proposer Notification Requirement and Amendment Acknowledgement

21k1. Should any proposer discover any significant ambiguity, error, omission or other deficiency in the RFP document, they must immediately notify the RFP Contact/Administrator in writing, via email, prior to the submission of the proposal. The failure of a proposer to notify the RFP Contact/Administrator of any such matter prior to submission of its proposal constitutes a waiver of appeal or administrative review rights based upon any such ambiguity, error, omission or other deficiency in the RFP document.

21k2. If it becomes necessary to clarify or revise any part of this RFP, amendments will be posted to the Tuolumne County website; it is the responsibility of prospective vendors to check the website for any amendments prior to the RFP submission date.

21k3. If the Proposer fails to monitor the web site for any changes or modifications to the RFP, such failure will not relieve the Proposer of its obligation to fulfill the requirements as posted.

21l. Firm Commitment, Availability, Proposal Validity

21l1. Proposers shall maintain their availability of service and proposed price as set forth in their proposals.

21m. Errors, Omissions, Minor Irregularities and Retained Rights

All information in this RFP, including any addenda, has been developed from the best available sources; however, Tuolumne County makes no representation, warranty or guarantee as to its accuracy. Should proposer discover any significant ambiguity, error, omission or other deficiency in the RFP document, they must immediately notify the RFP Contact/Administrator in writing, via email, prior to the submission of the proposal. The failure of a proposer to notify the RFP Contact/Administrator of any such matter prior to submission of its proposal constitutes a waiver of appeal or administrative review rights based upon any such ambiguity, error, omission or other deficiency in the RFP document. Tuolumne County reserves the right to waive minor irregularities in proposals. Minor irregularities are defined as those that have no adverse effect on the outcome of the selection process by giving a Proposer an advantage or benefit not afforded by other Proposers. Tuolumne County may waive any requirements that are not material. Tuolumne County may make an award under the RFP in whole or in part and change any scheduled dates. Tuolumne County reserves the right to use ideas presented in reply to this RFP notwithstanding selection or rejection of proposals. Tuolumne County reserves the right to make changes to and/or withdraw this RFP at any time.

21n. Multiple Proposals

Multiple proposals from a proposer will not be permitted.

21o. Proposal Acceptance, Rejection, Cancellation and Withdrawal

21o1. Each proposal is submitted with the understanding that it is subject to negotiation at the option of Tuolumne County. However, Tuolumne County reserves the right to make an award on the basis of the original proposal, without negotiation with any proposer.

21o2. Tuolumne County reserves the right to negotiate with the proposer(s) within the scope of the RFP in the best interests of Tuolumne County. Tuolumne County may request and require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the
purpose of assuring a full and complete understanding of a proposal and/or to
determine a proposer’s compliance with the requirements of the solicitation.
Tuolumne County may use information obtained through site visits,
management interviews and the county’s investigation of a proposer’s
qualifications, experience, ability or financial standing, and any material or
information submitted by the proposer in response to the county’s request for
clarifying information in the course of evaluation and/or selection under this
RFP.

21o3. Tuolumne County reserves the right to accept or reject any and all proposals
submitted or cancel this RFP in whole or in part if such cancellation is in the
best interest of Tuolumne County. Prior to the date and time set forth as the
Proposal Receipt Deadline, proposals may be modified or withdrawn by the
proposer’s authorized representative. After the proposal deadline, proposals
may not be modified or withdrawn without the consent of Tuolumne County.
22. Proposal and Award Process

22a. Response Guidelines

22a1. Each question should be retyped in your bid with the response immediately following. Questions should be in the same font/format and order as outlined in this section.

22a2. Responses should be brief and direct and address all subset questions. Please do not reference any pre-printed materials.

22a3. Responses should reflect your programs, organization, and administrative systems as they currently exist.

22a4. Any questions asking for statistics should be answered with actual, not anticipated or target statistics.

22b. Right to Reject Proposals and Negotiate Contract Terms

The County reserves the right to reject any and all proposals.

22c. Exceptions

Review the RFP in its entirety and indicate any exceptions you are taking to requirements defined in the RFP. If exceptions are taken, cite the paragraph involved, the exception taken, and state alternate language acceptable to the Respondent. Alternative language is subject to negotiation and/or approval. Any and all exceptions must be stated in your proposal.

22d. Intent to Award

22d1. An Intent to Award will be issued and all proposers will be notified. Tuolumne County reserves the right to negotiate with the selected proposer, at its option, regarding the terms of a contract and other issues to be incorporated into the contract.

22d2. In the event that a successful agreement cannot be executed, Tuolumne County reserves the right to proceed with contract negotiations with the other responsive, qualified bidders to provide service.

22d3. Prior to execution of any final agreement, Risk Management shall make a recommendation of award and request approval of the County Administrator and the County Board of Supervisors, if required. An agreement will only be fully executed following final approval by the County Board of Supervisors and County Administrator, as and if required.

22e. Information Release

All materials submitted become the property of Tuolumne County. Any restriction on the use of data contained within a request must be clearly stated in the bid itself. Proprietary information submitted in response to a request will be handled in accordance with applicable Tuolumne County Ordinances, State of California procurement regulations, and the California public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the vendor’s responsibility to defend the determination in the event of an appeal or litigation.

22e1. Data contained in a Request for Proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation and innovations become the property of Tuolumne County.
23. ATTACHMENT A: Vendor Information Sheet

This form must be completed and submitted with bid response. It is intended to provide the County with information on the vendor’s name and address and the specific persons who were responsible for preparation of the vendor’s response. Each vendor must also designate a specific contact person who will be responsible for responding to the County if any clarification of the vendor’s response should become necessary.

Vendor Name: ________________________________________________________________

Vendor Address: ______________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

Phone Number: _______________ FAX:_______________________________

E-mail: _________________________________________________________________

Vendor Response Prepared By: ________________________________________________

Signature: _________________________________________________________________
24. ATTACHMENT B: Sworn State of Bidder

Sign and Submit with Technical Proposal

I, ________________________________________________________________, Printed Name of Authorized Representative

being first duly sworn at ____________________________________________________,

City, State

On oath, depose and say I am the ________________________________________________,

Official Title

Of the Bidder, ____________________________________________________________,

Name of Company

Do state the following: that I have fully and carefully examined the terms and conditions of this Request for Proposal, and prepared this submission directly and only from the RFP and including all accessory data. I attest to the facts that:

I have reviewed the RFP, all related attachments, questions and answers, addenda, and information provided through the County, in detail before submitting this proposal.

I have indicated review, understanding and acceptance of the RFP (or relevant service component being bid upon).

I certify that all statements within this proposal are made on behalf of the Bidder identified above.

I have full authority to make such statements and to submit this proposal as the duly recognized representative of the Bidder.

I further stipulate that the said statements contained within this proposal are true and correct and this sworn statement is hereby made a part of the foregoing RFP response.

_____________________________________________________________

Signature

_____________________________________________________________

Legal Address
25. ATTACHMENT C: Cover Sheet for Technical Proposal

Sign and Submit with Technical Proposal

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

In submitting and signing this proposal, we represent that we have thoroughly read and reviewed this Request for Proposal and are submitting this response in good faith. We understand the requirements of the program and have provided the required information listed within the Request for Proposal.

The undersigned certifies and represents that all data, pricing, representations, and other information of any sort or type, contained in this response, is true, complete, accurate, and correct. Further, the undersigned acknowledges that Tuolumne County is, in part, relying on the information contained in this proposal in order to evaluate and compare the responses to the RFP for Professional Services.

______________________________
Vendor’s Name

______________________________
Title

______________________________
Signature

______________________________
Date
26. ATTACHMENT D: Cover Sheet for Pricing Proposal

*Sign and Submit with Price Proposal*

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

In submitting and signing this proposal, we represent that we have thoroughly read and reviewed this Request for Proposal and are submitting this response in good faith. We understand the requirements of the program and have provided the required information listed within the Request for Proposal.

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________________________________________________________________________

Vendor’s Name

________________________________________________________________________

Title

________________________________________________________________________

Signature

________________________________________________________________________

Date
27. ATTACHMENT E: Proprietary Information Disclosure Form

*Sign and Submit with Technical Proposal*

The attached material submitted in response to the Request for Proposal includes proprietary and confidential information, which qualifies as a trade secret, as provided or is otherwise material that can be kept confidential. As such, we ask that certain pages, as indicated below, of this proposal response be treated as confidential material and not be released without our written approval.

**Prices always become public information and therefore cannot be kept confidential.**

Other information cannot be kept confidential unless it is a trade secret. “Trade Secret” means information, including a formula, pattern, compilation, program, device, method, technique or process to which all of the following apply:

The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.

The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

We request that the following pages not be released:

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IN THE EVENT THE DESIGNATION OF CONFIDENTIALITY OF THIS INFORMATION IS CHALLENGED, THE UNDERSIGNED HERBY AGREES TO PROVIDE LEGAL COUNSEL OR OTHER NECESSARY ASSISTANCE TO DEFEND THE DESIGNATION OF CONFIDENTIALITY AND AGREES TO HOLD TUOLUMNE COUNTY HARMLESS FOR ANY COSTS OR DAMAGES ARISING OUT OF TUOLUMNE COUNTY’S AGREEMENT TO WITHHOLD THE MATERIALS.
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