

REQUEST FOR PROPOSAL

Vermilion County Illinois Court House & Annex

Objective

The objective of this RFP is to obtain a cost effective and functional telephone network that will meet the needs of the above Vermilion County Illinois buildings for the next ten years. The intent is to provide for today's needs as well as allow for future growth and enhancements. These specifications have been prepared to define the project. In addition, you are encouraged to provide creative solutions to the telecommunication requirements of Vermilion County.

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This RFP is being provided in Microsoft Word format. We require your responses to be provided after each question, and then printed so that the question and response can be easily read together. Please set your responses in italics or a different type style to help us read your responses quickly and easily. We require appropriate brochures with pictures of phones that are being suggested marked for easy identification. Lengthy and detailed proposals are not necessary and will not be read. This RFP identifies specific needs that we have now and are looking for a vendor that can address these equipment and service needs. We may invite chosen vendors to do a formal presentation.

We welcome your ideas and suggestions. If your proposed system has additional capabilities, functions, or enhancements that are not mentioned in the RFP, please include the information in your response. You may include any information that you feel would be important in the evaluation.

Locations

This RFP covers the Vermilion County Court House and its Annex. The Annex is connected by copper cables run under Vermilion Street and is served by the PBX/Server at the Courthouse.

The Court House PBX/Server is connected to the Public Safety Building PBX (new NEC SV-9100 recently purchased) via Ethernet wireless utilizing a 4-digit internal dialing plan between buildings. Calls at one building must be able to be transferred to the other building and back. The maintenance building phone system on North Hazel Street (includes the Coroner's Office) is also connected to the Court House PBX/Server via Ethernet wireless and is part of the 4-digit dialing plan. 4 digit maintenance calls to and from the Courthouse-Annex must be maintained. Vendor may reuse the newer NEC SV-8100 key system at the Maintenance building or quote a replacement to maintain the network connectivity. Features between buildings should be accessed in approximately the same fashion so that a user trained at one building will required only minimal training at another building to successfully utilize all features.

The Court House-Annex system is located in the basement of the Court House.

Equip for:

- 1 ISDN-PRI circuit
- 16 Loop Start trunks.
- 80 ports for digital key telephones
- 34 12-button digital display speakerphones (4 line display & full duplex speakerphone)
- 36 24-button digital display speakerphones (4 line display & full duplex speakerphone)
- 12 6-button analog telephones with message waiting light
- 184 analog ports for analog phone and fax
- 16 Voice Mail ports and equipped for 200 active mailboxes
- 16 minimum internal IP paths to telephone system at Public Safety Building across existing wireless network

The Sheriff's office is located in the Public Safety Building located at 2 E. South Street. The phones at this location get DID service from the Court House system and the ISDN PRI located at the Court House. This must be maintained.

A newer NEC telephone system at the Health Department at 200 S. College is currently not connected to the network. System will not be replaced at this time. Ability to add this site to the 4 digit network may be desired at a future date.

Equipment Requirements

Included in the following list are mandatory items which must be complied with before proposing any system. If a proposal or system is lacking in any of these items, it may be disqualified.

MANDATORY SYSTEM REQUIREMENTS:

- a. Internal calls can be placed from desk to desk by dialing a unique 4-digit station number and not using any outside lines even if the locations are in different buildings. Direct Inward Dialing (DID) via the current ISDN-PRI circuit located at the Court House for calls to both the Court House-Annex and the Public Safety Building as well as the Maintenance Building. Calls must be able to be transferred from any phone to any other phone by pressing a transfer (or similar) button and dialing a 4 digit station number. Calls that are not answered are to come back to the originator and/or go to the person's voice mail box. Decision as to whether or not calls are routed to voice mail will be done on an individual basis.
- b. Voice mail systems will turn on message lights at any phone (including analog phones where used).
- c. Certain phones must be able to be restricted from receiving outside DID calls.
- d. System must have the ability to expand by 25% without discarding any hardware. Must be able to add external IP phones or remote systems without discarding hardware or software. Future added IP phones may have the requirement that functionality and feature access methods be substantially the same as phones located at the Court House.
- e. All electronics to be surge protected and 1.5 hour battery backup included.
- f. System must be equipped to comply with current Illinois E-911 laws.
- g. Any phone must be able to call 911 or 9-911 24 hours a day. If a call to the 911 center is made, phone system must have the ability to notify at least 2 administrative phones within the same building that a 911 call has been made.
- h. Please examine existing electrical outlets for suitability. List any new outlets and size that need to be provided.
- i. Ability for customer to make adds, moves and changes, and minor data base changes in-house via use of a Web Browser or Windows based software that shall be included. Changes must be made from an existing local PC using Windows 7 with an IP connection as needed.
- j. Fully digital, distributed processing in various circuit boards.
- k. Capable of supporting analog station ports without external adapters.
- l. Software line appearances without using up hardware ports. All departments have existing DID department numbers that appear on all phones in the department for the ease of answering public calls during the day.

- m. Remote maintenance capability must be provided.
- n. Internal zone paging (up to 5 zones min.) shall be programmed to page groups of offices as no paging speakers are available.
- o. Provide automatic route selection for ease of dialing.
- p. You may reuse existing Cat 3 phone wire for existing phones. State number of pair required per phone ____.
Note: Ethernet network exists, but switches may need to be updated for POE if proposing VOIP phones, which costs must be included if this is being proposed.
- q. A centralized SMDR – Call accounting software platform must be provided that will record incoming and outgoing call records and provide useful reports. Platform must be able to capture all external calls from Courthouse-Annex, PSB and Maintenance Building using a centralized call record recording.
- r. Programming changes at no cost for first ninety (90) days.

(YES) (NO) We comply with all of the above requirements.

If not, please attach a detailed explanation.

General Instructions to Bidders

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A vendor may submit more than one proposal, but each proposal must be able of meeting the design objectives of total system integration.

Questions:

ALL QUESTIONS CONCERNING THIS RFP MUST BE DIRECTED IN WRITING VIA EMAIL TO BRAD JOHNSON (BJOHNSON@VERCOUNTY.ORG). QUESTIONS RECEIVED WILL BE ANSWERED VIA E-MAIL AND ALL RESPONDERS TO THE RFP WILL BE COPIED ON THE QUESTION AND THE RESPONSE.

- 1.1 All instructions, requirements, and specifications must be acknowledged and exceptions explained. Failure to address any of the requirements could subject the proposal to rejection.
- 1.2 **SUBMISSION:** Original proposal and one copy with all related material should be submitted to Brad Johnson at the Vermilion County Board Office, 6 N. Vermilion St 3rd Floor, Danville, IL 61832, Attention: Phone System RFP Response. No later than 10AM on April 8, 2015 central time. Bids will be opened on April 8, 2015 at 10AM central time in the Board Conference Room, 6 N. Vermilion St, Danville.
- 1.3 All responses must be in a numbered format corresponding to the numbering used in this Request for Proposal (RFP). We prefer if you answer the questions with the answers immediately below in a different type style, bold, or in Italics to facilitate reading the responses.
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- 1.6 Vendor should become familiar with location and work required before contract is awarded.
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- 1.8 Vermilion County and the successful vendor shall establish cutover date. This date shall remain firm unless five days notice is given with full agreement by all parties.
- 1.9 Specifications in this RFP and vendor bidding statements contained in proposals will become a part of the contract for equipment and services and supersede all other contracts and agreements.
- 1.10 Vermilion County reserves the right to determine whether a vendor is responsive and has the ability and resources to perform the contract in full and to comply with the specifications. Vermilion County reserves the right to request additional information, reject any or all bids, or negotiate with any and all bidders or issue new bids without further discussion of the proposals submitted. Only vendors who supply complete information will be considered for evaluation.
- 1.11 The basis for evaluating all proposals will include:
 - (a) Technical requirements of the RFP
 - (b) Cost
 - (c) Local service, training and support
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 - (e) Evaluation of previous work done for other clients.
 - (f) the ability, capacity, and skill of the bidder to perform the contract to provide the service required
 - (g) whether the bidder can perform the contract or provide the service promptly, or within the time specified, without delay or interference
- 1.12 All pricing shall be guaranteed for a minimum of 90 days from the date of opening.
- 1.13 No purchase contract exists between Vermilion County and the selected vendor until all documents are properly executed. The vendor selected will be asked to provide a contract for execution by both parties.
- 1.13.1 Successful vendor shall be responsible for establishing and coordinating due dates and placing service orders with the serving telephone companies. Successful vendor is responsible for shutting off unused phone lines and circuits and obtaining competitive rates for long distance and local service.
- 1.14 The successful vendor must be responsible for loss or damage in the shipment, delivery, and installation of all equipment, parts, and goods until time of transfer or acceptance by Vermilion County.
- 1.15 The successful vendor shall name a representative who will coordinate all orders, programming and installation for Vermilion County. No orders shall be issued or changes made except through these channels.
- 1.16 The successful bidder must agree to reimburse Vermilion County for all losses, expenses, and damages arising from violation of any laws, regulations, ordinances, codes, and rules. Prior permission is required each time before entering Vermilion County Court House, Jail and E-911 Center facilities for purposes of inspection.
- 1.17 In order to insure that Vermilion County will have the necessary information to select the appropriate vendor, a brief vendor profile must be provided, including a list of other county government installations in service.
- 1.18 Prevailing wages are to be paid for work done on Vermilion County.
- 1.19 If any modifications to County owned telephone equipment hardware, software or licensing is required to make your system work as required; Vendor agrees to reimburse the County for expenses encountered within 30 days

of request.

INSTALLATION REQUIREMENTS -Section 2

- 2.1 Telephone system installation must comply with all laws and electrical code requirements applicable to telephone installations.
- 2.2 Competent personnel shall perform installation work in a neat, craftsman-like manner. If any new cabling is required, cable shall be installed so as not to rest on ceiling tiles or fluorescent lights. Cable may be reused where available.
- 2.3 Installation personnel will adhere to Vermilion County policies at all times and shall disrupt the routine as little as possible. Installation personnel will also comply with all OSHA, safety and environmental rules and regulations. A criminal background check will be done on all employees involved in the installation and subsequent servicing of the new system. Vendor must aid in getting these background checks done and submit a list of service personnel that may request access to either the Courthouse-Annex or Public Safety Building.
- 2.4. **VENDORS MEETING** On March 30, 2015 at 10AM at the Courthouse Annex, 6 N. Vermilion, Danville, IL 61832 on the 3rd Floor, Room 319, the County will hold a Vendors meeting and walk-through. Questions will be taken and answered, if possible, at this meeting. Failure to attend this meeting may disqualify a vendor of consideration. Questions from vendors that do not attend this meeting may not be answered, at the discretion of the County. Further questions that arise after this meeting are due no later than 10AM on April 6, 2015. Questions submitted after the deadline may not be answered at the discretion of the County.
- 2.5 If the new system is to be wall mounted, the vendor shall furnish and install five-eighths (5/8) inch or thicker plywood backboard as needed, finished one side and construction grade. Wall space necessary must be approved in advance by the County. If the Vendor's system is to be rack mounted, racks must be provided unless it can be shown that the existing racks are sufficient to accommodate both the current system and the new system.
- 2.6. All critical services (data lines and direct line or PBX bypass terminations) are to be tagged and identified whenever they appear at cross-connect locations or the network interface.
- 2.7 One copy of the complete technical manual and programming instructions shall be supplied to Vermilion County. Vendor agrees to train users in the proper operation of the phones as well as an administrator in typical routine maintenance changes, such as name display etc.
- 2.8 The successful vendor must install all equipment in accordance with the specifications from the manufacturer's installation manual.
- 2.9 State whether you use your own employees to do the installation and maintenance work, or if you plan to sub-contract any portion of this work. Subcontractor's employees are subject to the same requirement outline in 2.3 above as employees of the vendor.
- 2.10 The successful vendor shall, without charge, replace any material or correct any workmanship found by Vermilion County not to conform to the contract requirements. If the vendor/contractor does not promptly replace rejected material or workmanship, Vermilion County may by contract or otherwise, replace such material or correct such workmanship and charge the cost thereof to the vendor.
- 2.11 The successful vendor shall, upon request, supply insurance certificates acceptable to Vermilion County for Workmen's Compensation, General Liability, and Automobile Liability coverage before work is begun.
- 2.12 The proposed system must be compatible with the proposed telephone room environment. It is the vendor's responsibility to identify and state any problems he may have with this environment in his response to this RFP.

2.13 System must be grounded in accordance with the manufacturer's documentation.

2.14 Define the lightning protection requirements of the proposed system. What protection are you providing? Electrical? CO trunks? The cost of grounding and lightning protection must be included in the cost of the system.

SYSTEM CUTOVER -Section 3

Proposal must include complete description of cutover procedures as well as how initial and continued training is performed. Please attach.

3.1 The successful vendor shall be responsible for providing comprehensive and thorough station user training. Vermilion County shall review and approve the training format. Station user training sessions should involve approximately eight employees per class using live telephone instruments and include detailed visual and written instructions. In addition, the vendor must be prepared to provide additional training at no additional cost for those people who are unavailable during initial training period during the first 45 days after cut-over.

3.2 Who, from your company, will be available to assist users the day of cutover? The day after cutover?

3.3 Include manufacturer-training materials for the set(s) that you are providing.

3.4 Describe the process to upgrade this system when new software is released.

How often is new software released?

What is the cost to upgrade to the latest release?

Does the upgrade require new hardware?

SERVICE AND MAINTENANCE: -Section 4

Proposal must include complete description of how service and maintenance will be performed.

4.1 What is the address of the service center that will provide maintenance for the proposed system?

4.2 State the number of repair and maintenance personnel at the above location that are factory certified on the system being proposed.

4.3 In the event of a natural disaster (fire, flood, other catastrophe), what is the interval to install a working, on-line system?

4.4 Describe the type of number changes, class of service changes and any other changes that Vermilion County will be able to perform for themselves using a web browser and an Ethernet connection? All typical routine changes can be made by the user with computer skills such as name changes. Is the price of all software included per RFP request?

4.5 What is your company guaranteed response time for:

(a) Emergency calls =

(b) Normal maintenance call –

4.6 What constitutes a major outage or emergency call?

4.7 List the location of spare part where they are stored for the proposed system.

4.8 Will your service company take responsibility for diagnosing problems and notifying the serving Telephone Company should the trouble be theirs?

4.9 State if your company will be responsible for any service charges billed to Vermilion County Court House, Jail and E-911 Center for service performed by the telephone company, when called by your company, if it is determined that the trouble is not the fault of the telephone company.

4.10 Include full maintenance coverage (parts and labor) during the first year of service, as well as software updates for that first year.

4.11 Include an additional four years of factory warranty on hardware as well as provide factory software updates at no additional charge to the County during that same period. Provide pricing for labor maintenance contract options following the first year labor warranty through year five.

4.12 State the type(s) of monthly maintenance offered by your company. Be specific in describing service offered, hours of operation and conditions where the customer will be charged in addition to maintenance contract cost.

4.13 Will your company guarantee maintenance increases not to exceed C.P.I.?

4.14 Does your company perform all of its own maintenance? If subcontractors are used, please state who the subcontractors are,

4.15 State labor rates charged by your company for prevailing wage installation and maintenance:

4.16 Does your company charge for travel time to any of the proposed sites? If yes, describe. What is the distance traveled and what are the travel charges?

4.17 Please provide a customer list of systems maintained in Vermilion County Illinois and a list of any existing County Government systems in service.

4.18 Provide an overview of your normal turnaround time for all adds, moves and rearrangements for the system you recommend.

4.19 Explain your company's position with regards to Vermilion County doing its own adds, moves and changes and how will this affect maintenance agreements and warranties?

EQUIPMENT REQUIREMENTS -Section 5

5.1 The proposed systems shall be fully digital with VOIP capabilities. Explain how the database is backed up and how the system is re-initiated in the event of a power or system failure.

5.2 What happens after the batteries run out (min. 1.5 hours)?

5.3 Describe any system features that will reduce the line and trunk port configuration.

5.4. What is the maximum growth for the system proposed?

5.5 At what point does the system require replacing existing hardware to upgrade?

5.6 Describe how the following hardware affects the system capacity:

Number of Cabinets Proposed

Number of Card Slots per cabinet

Number of Analog phones supported per Card/Slot

Number of Digital phones supported per Card/Slot

Number of POT CO Lines supported per Card/Slot

Number of digital PRI circuits per Card/Slot

5.7 Station Features. Provide a list of standard station features that will come with the system being proposed. Provide any additional documentation or explanation that may be helpful in evaluating the features.

5.8 Provide piece pricing for all digital and IP sets available with the proposed systems. Type and number of sets will be determined before signing purchase order.

5.9 System requirements: Please attach a chart showing card slots available in existing cabinetry for each system:

System	Slots in use	Slots Open	Digital Ports provided but open for future use	Analog Ports provided but open for future use
Court House/Annex				

System as proposed is expandable (without discarding hardware/software) to:

Equip cabinetry to have vacant slot space for 25% growth. Indicate available slots and ports per system.

Maintenance Agreement: Enclose quote and a copy of your maintenance agreement for Years 2 to 5, including software updates.

5.10 Voice Mail System /Automated Attendant shall be integrated in the proposed phone system. Some incoming calls will be answered manually during the day. Some phones will CFB and/or CFNA to a personal greeting. Some departments may opt for the Auto attendant to answer and direct calls within their department during the day.

Requirements:

16 ports (16 simultaneous calls)

Min. 80 hours of solid state message storage.

Ability to answer outside calls during the day or after hours and transfer to any phone/voicemail box. Minimum of 300 mailboxes.

Include as an option the ability to send voicemail messages to smart cell phones as e-mail with .wav files. Describe pricing should the County want to implement this option.

Department Mail Boxes shall be set up for each department so that any employee in the department can retrieve the message and respond or forward the email to another employee.

SYSTEM HARDWARE COMPONENT PRICING –Section 6

6.1 Qty _____ -Basic desk or wall mounted digital speakerphone with talk-back intercom, minimum of 12 line/feature keys, soft keys for voice mail access from display, message light with 4 lines of display for caller ID and Name, time date extension \$ _____ ea,

Qty _____ -Basic desk or wall mounted digital speakerphone with talk-back intercom, minimum of 24 line/feature keys, soft keys for voice mail access from display, message light with 4 lines of display for caller ID and Name, time date

extension \$ _____ ea,

Qty 12 – Analog phone with 8 speed dial buttons to replace worn out phones as needed. \$ _____

6.2 Labor rates (Prevailing Wages) – attach sheet

FINANCIAL INFORMATION -Section 7

7.1 PRICING FOR SYSTEM: Please attach an itemized spreadsheet with pricing for hardware, software, and labor on a per system basis.

OTHER REMARKS: Please submit additional information about your company and/or products that you feel would be helpful in the evaluation.

You may be asked to provide a brief demonstration of the phones that you propose to the department heads prior to or after the opening of the bids.

7.2 FINANCIAL SUMMARY:

**Price of equipment installed at the Court House/Annex meeting all specifications above with exceptions noted
=\$ _____ Terms: 50% down, Balance upon acceptance of installed system by County**

Attach information and references on installations of identical systems to the one(s) that you are proposing, preferably other county government installs.

Attachments: County Government Customers, Danville Area Customers

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- 1.17 In order to insure that Vermilion County will have the necessary information to select the appropriate vendor, a brief vendor profile must be provided, including a list of other county government installations in service.
- 1.18 Prevailing wages are to be paid for work done on Vermilion County.
- 1.19 If any modifications to County owned telephone equipment hardware, software or licensing is required to make your system work as required; Vendor agrees to reimburse the County for expenses encountered within 30 days

of request.

INSTALLATION REQUIREMENTS -Section 2

- 2.1 Telephone system installation must comply with all laws and electrical code requirements applicable to telephone installations.
- 2.2 Competent personnel shall perform installation work in a neat, craftsman-like manner. If any new cabling is required, cable shall be installed so as not to rest on ceiling tiles or fluorescent lights. Cable may be reused where available.
- 2.3 Installation personnel will adhere to Vermilion County policies at all times and shall disrupt the routine as little as possible. Installation personnel will also comply with all OSHA, safety and environmental rules and regulations. A criminal background check will be done on all employees involved in the installation and subsequent servicing of the new system. Vendor must aid in getting these background checks done and submit a list of service personnel that may request access to either the Courthouse-Annex or Public Safety Building.
- 2.4. **VENDORS MEETING** On March 30, 2015 at 10AM at the Courthouse Annex, 6 N. Vermilion, Danville, IL 61832 on the 3rd Floor, Room 319, the County will hold a Vendors meeting and walk-through. Questions will be taken and answered, if possible, at this meeting. Failure to attend this meeting may disqualify a vendor of consideration. Questions from vendors that do not attend this meeting may not be answered, at the discretion of the County. Further questions that arise after this meeting are due no later than 10AM on April 6, 2015. Questions submitted after the deadline may not be answered at the discretion of the County.
- 2.5 If the new system is to be wall mounted, the vendor shall furnish and install five-eighths (5/8) inch or thicker plywood backboard as needed, finished one side and construction grade. Wall space necessary must be approved in advance by the County. If the Vendor's system is to be rack mounted, racks must be provided unless it can be shown that the existing racks are sufficient to accommodate both the current system and the new system.
- 2.6. All critical services (data lines and direct line or PBX bypass terminations) are to be tagged and identified whenever they appear at cross-connect locations or the network interface.
- 2.7 One copy of the complete technical manual and programming instructions shall be supplied to Vermilion County. Vendor agrees to train users in the proper operation of the phones as well as an administrator in typical routine maintenance changes, such as name display etc.
- 2.8 The successful vendor must install all equipment in accordance with the specifications from the manufacturer's installation manual.
- 2.9 State whether you use your own employees to do the installation and maintenance work, or if you plan to sub-contract any portion of this work. Subcontractor's employees are subject to the same requirement outline in 2.3 above as employees of the vendor.
- 2.10 The successful vendor shall, without charge, replace any material or correct any workmanship found by Vermilion County not to conform to the contract requirements. If the vendor/contractor does not promptly replace rejected material or workmanship, Vermilion County may by contract or otherwise, replace such material or correct such workmanship and charge the cost thereof to the vendor.
- 2.11 The successful vendor shall, upon request, supply insurance certificates acceptable to Vermilion County for Workmen's Compensation, General Liability, and Automobile Liability coverage before work is begun.
- 2.12 The proposed system must be compatible with the proposed telephone room environment. It is the vendor's responsibility to identify and state any problems he may have with this environment in his response to this RFP.

2.13 System must be grounded in accordance with the manufacturer's documentation.

2.14 Define the lightning protection requirements of the proposed system. What protection are you providing? Electrical? CO trunks? The cost of grounding and lightning protection must be included in the cost of the system.

SYSTEM CUTOVER -Section 3

Proposal must include complete description of cutover procedures as well as how initial and continued training is performed. Please attach.

3.1 The successful vendor shall be responsible for providing comprehensive and thorough station user training. Vermilion County shall review and approve the training format. Station user training sessions should involve approximately eight employees per class using live telephone instruments and include detailed visual and written instructions. In addition, the vendor must be prepared to provide additional training at no additional cost for those people who are unavailable during initial training period during the first 45 days after cut-over.

3.2 Who, from your company, will be available to assist users the day of cutover? The day after cutover?

3.3 Include manufacturer-training materials for the set(s) that you are providing.

3.4 Describe the process to upgrade this system when new software is released.

How often is new software released?

What is the cost to upgrade to the latest release?

Does the upgrade require new hardware?

SERVICE AND MAINTENANCE: -Section 4

Proposal must include complete description of how service and maintenance will be performed.

4.1 What is the address of the service center that will provide maintenance for the proposed system?

4.2 State the number of repair and maintenance personnel at the above location that are factory certified on the system being proposed.

4.3 In the event of a natural disaster (fire, flood, other catastrophe), what is the interval to install a working, on-line system?

4.4 Describe the type of number changes, class of service changes and any other changes that Vermilion County will be able to perform for themselves using a web browser and an Ethernet connection? All typical routine changes can be made by the user with computer skills such as name changes. Is the price of all software included per RFP request?

4.5 What is your company guaranteed response time for:

(a) Emergency calls =

(b) Normal maintenance call –

4.6 What constitutes a major outage or emergency call?

4.7 List the location of spare part where they are stored for the proposed system.

4.8 Will your service company take responsibility for diagnosing problems and notifying the serving Telephone Company should the trouble be theirs?

4.9 State if your company will be responsible for any service charges billed to Vermilion County Court House, Jail and E-911 Center for service performed by the telephone company, when called by your company, if it is determined that the trouble is not the fault of the telephone company.

4.10 Include full maintenance coverage (parts and labor) during the first year of service, as well as software updates for that first year.

4.11 Include an additional four yearsof factory warranty on hardware as well as provide factory software updates at no additional charge to the County during that same period. Provide pricing for labor maintenance contract options following the first year labor warranty through year five.

4.12 State the type(s) of monthly maintenance offered by your company. Be specific in describing service offered, hours of operation and conditions where the customer will be charged in addition to maintenance contract cost.

4.13 Will your company guarantee maintenance increases not to exceed C.P.I.?

4.14 Does your company perform all of its own maintenance? If subcontractors are used, please state who the subcontractors are,

4.15 State labor rates charged by your company for prevailing wage installation and maintenance:

4.16 Does your company charge for travel time to any of the proposed sites? If yes, describe.What is the distance traveled and what are the travel charges?

4.17 Please provide a customer list of systems maintained in Vermilion County Illinois and a list of any existing County Government systems in service.

4.18 Provide an overview of your normal turnaround time for all adds, moves and rearrangements for the system you recommend.

4.19 Explain your company's position with regards to Vermilion County doing its own adds, moves and changes and how will this affect maintenance agreements and warranties?

EQUIPMENT REQUIREMENTS -Section 5

5.1 The proposed systems shall be fully digital with VOIP capabilities. Explain how the database is backed up and how the system is re-initiated in the event of a power or system failure.

5.2 What happens after the batteries run out (min. 1.5 hours)?

5.3 Describe any system features that will reduce the line and trunk port configuration.

5.4. What is the maximum growth for the system proposed?

5.5 At what point does the system require replacing existing hardware to upgrade?

5.6 Describe how the following hardware affects the system capacity:

Number of Cabinets Proposed

Number of Card Slots per cabinet

Number of Analog phones supported per Card/Slot

Number of Digital phones supported per Card/Slot

Number of POT CO Lines supported per Card/Slot

Number of digital PRI circuits per Card/Slot

5.7 Station Features. Provide a list of standard station features that will come with the system being proposed. Provide any additional documentation or explanation that may be helpful in evaluating the features.

5.8 Provide piece pricing for all digital and IP sets available with the proposed systems. Type and number of sets will be determined before signing purchase order.

5.9 System requirements: Please attach a chart showing card slots available in existing cabinetry for each system:

System	Slots in use	Slots Open	Digital Ports provided but open for future use	Analog Ports provided but open for future use
Court House/Annex				

System as proposed is expandable (without discarding hardware/software) to:

Equip cabinetry to have vacant slot space for 25% growth. Indicate available slots and ports per system.

Maintenance Agreement: Enclose quote and a copy of your maintenance agreement for Years 2 to 5, including software updates.

5.10 Voice Mail System /Automated Attendant shall be integrated in the proposed phone system. Some incoming calls will be answered manually during the day. Some phones will CFB and/or CFNA to a personal greeting. Some departments may opt for the Auto attendant to answer and direct calls within their department during the day.

Requirements:

16 ports (16 simultaneous calls)

Min. 80 hours of solid state message storage.

Ability to answer outside calls during the day or after hours and transfer to any phone/voicemail box. Minimum of 300 mailboxes.

Include as an option the ability to send voicemail messages to smart cell phones as e-mail with .wav files. Describe pricing should the County want to implement this option.

Department Mail Boxes shall be set up for each department so that any employee in the department can retrieve the message and respond or forward the email to another employee.

SYSTEM HARDWARE COMPONENT PRICING –Section 6

6.1 Qty _____ -Basic desk or wall mounted digital speakerphone with talk-back intercom, minimum of 12 line/feature keys, soft keys for voice mail access from display, message light with 4 lines of display for caller ID and Name, time date extension \$_____ ea,

Qty _____ -Basic desk or wall mounted digital speakerphone with talk-back intercom, minimum of 24 line/feature keys, soft keys for voice mail access from display, message light with 4 lines of display for caller ID and Name, time date

extension \$ _____ ea,

Qty 12 – Analog phone with 8 speed dial buttons to replace worn out phones as needed. \$ _____

6.2 Labor rates (Prevailing Wages) – attach sheet

FINANCIAL INFORMATION -Section 7

7.1 PRICING FOR SYSTEM: Please attach an itemized spreadsheet with pricing for hardware, software, and labor on a per system basis.

OTHER REMARKS: Please submit additional information about your company and/or products that you feel would be helpful in the evaluation.

You may be asked to provide a brief demonstration of the phones that you propose to the department heads prior to or after the opening of the bids.

7.2 FINANCIAL SUMMARY:

**Price of equipment installed at the Court House/Annex meeting all specifications above with exceptions noted
=\$ _____ Terms: 50% down, Balance upon acceptance of installed system by County**

Attach information and references on installations of identical systems to the one(s) that you are proposing, preferably other county government installs.

Attachments: County Government Customers, Danville Area Customers