

SA&I 1-4040 (2000)

Canadian \_\_\_\_\_ County, Oklahoma  
COUNTY PURCHASING OFFICE  
Canadian \_\_\_\_\_ County Court House  
El Reno \_\_\_\_\_, Oklahoma  
Phone: ( 405 ) 422-2441

INVITATION TO BID

DATE ISSUED  
Dec. 7, 2015  
Page 1 of 2

PLEASE REVIEW TERMS AND CONDITIONS ON REVERSE  
SIDE RELATING TO SUBMISSION OF THIS BID.  
Notarized Affidavit completions and signature required on reverse side.

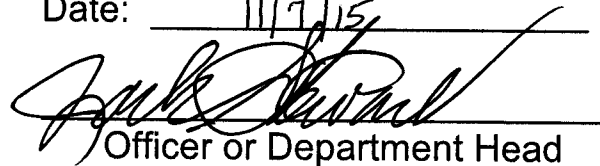
BID NUMBER    Telecommunications System /    BID CLOSING DATE AND HOUR    REQUIRED DELIVERY DATE  
#2016-#09    County Commissioners    Jan. 8, 2016 at 4:00pm    SEE SPECIFICATIONS  
Days after award of Purchase Order

TERMS    DATE OF DELIVERY:  
Net, FOB this bid will open January 11, 2016 at 9:30am

ITEM	QUANTITY	UNIT OF ISSUE	DESCRIPTION	UNIT PRICE	TOTAL
1 or more			<p>Canadian County is seeking bids to update the current phone system.</p> <p>See Specifications Attached:</p> <p>The Board of Canadian County Commissioners reserves the right to reject any and all bids or to award all or any portion of the items bid.</p> <p><u>The reverse of this sheet must be completed and returned or the bid will be rejected.</u></p> <p>Contact person: John Johnson, Chief of Staff 201 North Choctaw El Reno, OK 73036 (405) 295-6201</p>		<p>\$ _____</p> <p>Total</p>

APPROVED

Date: 11/7/15

  
Officer or Department Head

STATE OF OKLAHOMA  
CANADIAN COUNTY  
FILED OR RECORDED

DEC 07 2015

SHELLEY DICKERSON  
COUNTY CLERK

151058

**TERMS AND CONDITIONS**

1. Sealed bids will be opened in the Commissioner's Conference Room, Canadian  
County Courthouse, 201 N Choctaw Avenue, El Reno, Oklahoma, at the time and date shown on the invitation to bid form.
2. Late bids will not be considered. Bids must be received in sealed envelopes (one to an envelope) with bid number and closing date written on the outside of the envelope.
3. Unit prices will be guaranteed correct by the bidder.
4. Firm prices will be F.O.B. destination.
5. Purchases by Canadian County, Oklahoma, are not subject to state or federal taxes.
6. This bid is submitted as a legal offer and any bid when accepted by the County constitutes a firm contract.
7. Oklahoma laws require each bidder submitting a bid to a county for goods or services to furnish a notarized sworn statement of non-collusion. A form is supplied below.
8. Bids will be firm until 02/22/2016  
(DATE)

AFFIDAVIT: I, the undersigned, of lawful age, being first duly sworn on oath say that he (she) is the agent authorized by the bidder to submit the above bid. Affiant further states that the bidder has not been a party to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding; or with any state official or employee as to quantity; quality or price in the prospective contract or any other terms of said prospective contract; or in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract; that the bidder/contractor has not paid, given or donated or agreed to pay, give or donate to any officer or employee of the State of Oklahoma (or other entity) any money or other thing of value, either directly or indirectly in the procuring of the award of a contract pursuant to this bid.

Subscribed and sworn before this \_\_\_\_\_ day

of \_\_\_\_\_, 20 \_\_\_\_\_

(SEAL)

Firm: \_\_\_\_\_

My commission expires \_\_\_\_\_

Signed by: \_\_\_\_\_ Title: \_\_\_\_\_  
(Manual Signature of Undersigned)

\_\_\_\_\_  
NOTARY PUBLIC (CLERK OR JUDGE)

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_

Please mail sealed bids to:  
Canadian County Clerk's Office  
Attn: Purchasing  
PO Box 458  
El Reno, OK 73036

Street Address:  
201 N Choctaw Avenue  
El Reno, OK 73036



**Canadian County  
Purchasing**

**Affidavit / Proof of Mailing**

Date Issued: December 7, 2015  
Bid Number: **2016-#09**  
Closing Date: January 8, 2016 at 4:00pm  
PO Box 458, 201 N. Choctaw Ave., El Reno, OK 73036  
Opening Date: January 11, 2016 at 9:30am  
Commissioner's Meeting Room, 201 N. Choctaw Ave., El Reno, OK 73036

~ AFFIDAVIT ~

Telecommunications System / County Commissioners

State of Oklahoma )  
County of Canadian ) §

I, Sherry Murray, Purchasing Agent, in and for said County and State, do hereby certify that "Invitations to Bid" were sent to the following:

Acoustic Designs, Inc  
612 Okie Ridge Road  
Yukon, OK 73099

Alinec Technologies  
Attn: Daniel Venson  
2112 Rutland Drive, Suite 180  
Austin, TX 78758

Bid Clerk  
[govbids@bidclerk.com](mailto:govbids@bidclerk.com)

Bid News  
[project@bidnews.com](mailto:project@bidnews.com)

BMI + Image Net  
Attn: Brian Womack  
913 North Broadway  
Oklahoma City, OK 73112

Chickasaw Telecom Inc  
Attn: Jeff Downey  
5 N McCormick Street  
Oklahoma City, OK 73127

Continental Wireless Inc  
Attn: Rita Weber  
10455 Vista Park Road  
Dallas, TX 75238

Convey Communications  
Attn: Marc Wright  
8313 Glade Ave  
Oklahoma City, OK 73132

Cnet Security and Cable Inc  
Attn: Derek Shaw  
143 N Cedar Branch Way, Suite 101  
Mustang, OK 73064

Dimensional Concepts  
PO Box 1838  
Stillwater, OK 74076

Eales Electronics Corp  
PO Box 721140  
Oklahoma City, OK 73172-1140

Elite Innovative Technology LLC  
PO Box 734  
Mustang, OK 73064

ePlan  
4115 South Providence, Suite 105  
Columbia, MO 65203

Florida Micro LLC  
11550 Common Oaks Drive, Suite 108  
Raleigh, NC 27614

Francis Tuttle Vo-Tech Center  
Attn: Bid Assistance – Judy Robbins  
12777 N Rockwell  
Oklahoma City, OK 73142

Global Government  
US-36  
Fletcher, OH 45326

Hi Tech Security Solutions  
608 Pala Verde Court  
Yukon, OK 73099

Hi Tech Security Solutions  
Attn: Ray Dunn  
PO Box 53874  
Lubbock, TX 79453

Howard Technology Solution  
Attn: Shonda Russell, TX/OK Acct Rep  
PO Box 1590  
Laurel, MS 39441

Insight Public Sector Inc  
6820 S Harl Avenue  
Tempe, AZ 85283

My Computer Bytes  
Attn: Bill  
PO Box 850957  
Yukon, OK 73099

Nobel Systems  
Attn: Tom Henson  
3013 NW 59<sup>th</sup> Street  
Oklahoma City, OK 73112

Online Data Services  
3295 River Exchange Dr, Suite 213  
Norcross, GA 30092

Orion Security Solutions  
12330 St Andrews Drive  
Oklahoma City, OK 73120

Patriot Technologies Inc  
Attn: Kim Hunter  
5108 Pegasus Ct., Suite F  
Frederick, MD 21704

Peak Uptime  
Attn: Terry Siemens  
823 S Detroit Street, Suite 200  
Tulsa, OK 74120-4223

Plante & Morgan PLLC  
27400 NW Highway  
PO Box 307  
Southfield, MI 48037-0307

Primus Electronics Corporation  
Attn: Dana Cronin  
4180 E Sand Ridge Road  
Morris, IL 60150

Ricoh Americas Corporation  
Attn: Spencer Adams  
3030 NW Expressway, Suite 1404  
Oklahoma City, OK 73112

RK Black  
4111 Perimeter Center Place  
Oklahoma City, OK 73112

Sawatski  
Secure Solutions LLC  
105 Darwin Road  
Edmond, OK 73034

SecureNet Inc  
Attn: John Brothers  
1117 Cornell Parkway  
Oklahoma City, OK 73108

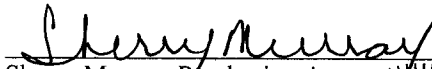
Security Solutions USA  
1640 W Hwy 152  
Mustang, OK 73064

Signature Technology Group  
Attn: Jared Brimhall  
2424 W Desert Cove Avenue  
Phoenix, AZ 85029

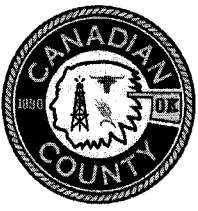
SMTi  
40 W Littleton Blvd, Suite 210  
Littleton, CO 80120-2400

Symmetry Networks  
Attn: Rocky Brown  
2501 NW 180<sup>th</sup> Street  
Edmond, OK 73012

Witness my hand and seal this 7<sup>th</sup> day of December, 2015.

  
Sherry Murray, Purchasing Agent  
(SEAL)





**Canadian County  
Purchasing**

**BID CHECKLIST**

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Date Issued: December 7, 2015  
Bid Number: **2016-#09**  
Closing Date: January 8, 2016 at 4:00pm  
PO Box 458, 201 N. Choctaw Ave., El Reno, OK 73036  
Opening Date: January 11, 2016 at 9:30am  
Commissioner's Meeting Room, 201 N. Choctaw Ave., El Reno, OK 73036

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**TO HELP PREVENT BIDS FROM BEING REJECTED FOR LACK OF COMPLETION  
PLEASE CHECK FOR THE FOLLOWING:**

Is the Invitation to Bid Signed and Notarized? \_\_\_\_\_

Are all applicable spaces filled in? \_\_\_\_\_

Are all necessary papers enclosed? \_\_\_\_\_

Is the Bid # and Closing Date on outside of return envelope? \_\_\_\_\_

Thank You,

**Sherry Murray, Purchasing Agent**

# The Michael Group

## VOICE OVER INTERNET PROTOCOL COMMUNICATIONS SYSTEM REQUEST FOR SEALED PROPOSALS

Proposal 2016-#09

*FOR*



December 7, 2015

All persons receiving these Proposal Specifications agree that the contents are the proprietary information of The Michael Group (TMG) and that no portion of these specifications or any information contained herein shall be copied, duplicated, reproduced electronically, disseminated or discussed with third parties without prior written consent of The Michael Group. Permission is granted to copy this document for purposes of Proposal Response only.

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**A. Time Schedule**

Proposal Advertisement .....	<b>Monday,</b>	<b>December 7</b>
Pre-Proposal Conference.....	<b>Thursday,</b>	<b>December 17 1:00 PM CST</b>
Any and All Questions Due No Later Than .....	<b>Wednesday,</b>	<b>December 30 5:00 PM CST</b>
Proposals Close .....	<b>Friday,</b>	<b>January 8 4:00 PM CST</b>
Proposals Open.....	<b>Friday,</b>	<b>January 11 9:30 AM CST</b>
Award Date .....	<b>Monday,</b>	<b>February 22</b>
Estimated Completion Date.....	<b>Friday,</b>	<b>March 25</b>

**B. Overview**

1. Canadian County is located immediately west of Oklahoma City. The county seat is located in El Reno. Canadian County desires to purchase a new telecommunications system for six locations in El Reno. Canadian County currently has an ESI 600 system for four locations (Administration, Courthouse/Judicial Center, Assessor's Office and Election Board) and some Plexar service for two other locations (Extension Office and the Free Fair) that are being considered for this change. Dimensional Concepts of Stillwater is their current ESI vendor. The Extension Office has a Vertical Communications SBX IP 320 Key system working with the Plexar service from AT&T. Canadian County's desire is to have all new equipment installed and working by the end of March of 2016.
2. Canadian County wishes to receive proposals for an entirely new VoIP system for the six facilities noted above. The Sheriff's Office, Juvenile Detention Center and the District Barns are *not* being considered for this proposal. However, the County does desire a system that can grow to possibly include some or all of these other facilities in the future. The main voice system/application and the voice messaging system/application will reside in the County Clerk's Office on the first floor of the Administration Building. The current network services will have to be extended from where the current ESI system resides on the first floor of the Administrative Building. Canadian County desires to consider common equipment redundancy as an option.
3. Canadian County currently has 2 PRI T-1s with 46 channels (changing to one PRI during this installation) and 433 Direct Inward Dialing (DID) numbers associated with them through Cox Business. The PRI's and DID numbers are currently utilized by the Administration Building, Courthouse/Judicial Center Assessor's Office and Election Board. The Extension Office and Free Fair utilize Plexar lines from AT&T. All facsimile machines currently use individual lines or Plexar, but will need to be changed with this installation so that their facsimile calls go through the PRI via DID numbers. A Fax Server may be considered for the future. One may be proposed as an option. Canadian County has Caller Name and Number Identification (CLID) service contracted through the PRI channels. Displays for all new telephone instruments are highly desired. Canadian County also requests the option to forward the caller information when calls are transferred, including to Voice Messaging services.
4. Canadian County has an internal network of multi-mode fiber connecting the Administration Building with the Courthouse/Judicial Center, Assessor's Office and the Election Board. The Extension Office and Free Fair do not have any connectivity presently. They are approximately one to two miles away from the other buildings. It is planned that they will get DSL, Uverse or Cable Internet service with this change to allow connectivity via the Internet.

**Cabling Distribution/Existing Equipment**

- a. County Clerk/Administration Building 1<sup>st</sup> Floor South
  - 12 – MM Fiber Strands as the hub where all fibers terminate
  - 1 – APC Smart UPS 3000 XL plus a battery pack
  - 1 – Net Gear Model JS 524 switch
  - 3 - Net Gear Model GS724TP 24 port Gigabit POE switch
  - 1 – Net Gear Model GS 116 16 port unmanaged Gigabit switch



- Note: 2 - 19 inch racks with a little rack room available for more equipment
- b. Administration Building Basement North
- 6 – MM Fiber Strands to 1<sup>st</sup> Floor
  - 6 – MM Fiber Strands to Courthouse/Judicial Building
  - 1 – APC Smart UPS 3000 XL (System was bad and has been replaced)
  - 1 – Net Gear Model GSM7224 24 port Gigabit switch
  - 3 - Net Gear Model GS724TP 24 port Gigabit POE switch
  - Note: 1 - 19 inch rack with a little rack room available for more equipment
- c. Courthouse/Judicial Center 1<sup>st</sup> Floor West
- 6 – MM Fiber Strands to Administration Building
  - 1 – APC Smart UPS 7500 XL
  - 1 – Intellinet 32 port 10/100 switch
  - 5 - Net Gear Model GS724TP 24 port Gigabit POE switch
  - Note: 1 - 19 inch rack with a little rack room available for more equipment
- d. Assessor's Office
- 6 – MM Fiber Strands to Election Board
  - 6 – MM Fiber Strands to the Administration Building
  - 1 – APC Smart UPS 3000 XL (UPS shows no load with all the Net Gear and a Server attached)
  - 5 - Net Gear Model GS724TP 24 port Gigabit POE switch
  - Note: 1 - 19 inch rack Very little room available on 19" rack for more equipment
- e. Election Board
- 6 - MM Fiber Strands to Assessors office
  - 1 - APC Pro – 1000 UPS
  - 1 - Net Gear Model FSM 7326P 24 port 10/100 POE switch
  - 1 - Net Gear Model GS724TP 24 port Gigabit POE switch
  - Note: 1 - 19 inch rack with space available for more equipment
5. It is desired that the above switches will be replaced with this implementation. Most are approximately 8 years old and the firmware has not been updated in a while. Of course, touring the sites is important in determining switch port capacities and quantities. Please provide a simple schematic (Visio or similar is preferred) of your proposed IP network design in your proposal. The inside cable is all Category 5e or higher and is expected to still be used. A separate Virtual Local Area Network (VLAN) is planned for the voice on the new VoIP system. That ability will not be a problem with the Canadian County data network. This RFP requires the vendor to be liable for any materials or labor required to make the system operate properly, though.
6. A live operator will handle calls to the main number during normal business hours. An Auto Attendant is desired as back up for the receptionist, for hours when the Canadian County offices are not open. The County wishes for the ability to change that greeting remotely when there are weather issues or other reasons that no one can get to the offices. There may also be Auto Attendant trees for specific departments and groups. It is very important to Canadian County that changes can be made to the Auto Attendant tree messages easily and by multiple staff. Caller ID number

and, optionally, name as delivered via the PRI shall be retained by the Voice Messaging application and provided as part of the message envelope. A product by the same manufacturer as the proposed system is highly desired, but not required. "0" destinations must be individually programmable for each mailbox. Access to voice mail must be available to the system from without, as well as within the telephone system. Message waiting indicators must be on every proposed telephone instrument.

7. The Voice Messaging application will need to handle approximately as many mailboxes as there are stations with twenty-five percent additional for Auto Attendant trees, guests, information, bulletin boards, etc. Future growth noted in the system configurations herein should be considered. Voice Mail password management is required and passwords should be able to be reset by an on-site administrator either as a course of internal security protocol or in the event of individual need. Both simple administration and use is important because of the diverse staff that will utilize the voice messaging system. It is required that all necessary software and equipment for the Voice Messaging application be included in the proposed response as part of the Voice Messaging price and itemized as such. That includes servers, blades, circuit cards, line/station ports, licenses, and all other items required to integrate the Voice Messaging application with the proposed telephone system. If any software or equipment must be added during the implementation to make the Voice Messaging application work properly, the vendor will be responsible for covering any and all additional costs sustained. Voice Mail to Email conversion is an option the County would like to consider, also.
8. Some of the staff at the four fiber-connected buildings need the ability to record and retrieve calls on an as-needed basis. Those recordings would likely be stored for at least 90 days. Please offer this ability either as integral to the proposed system or as a separate system. Canadian County can save the files on their servers, if that works better for either integration and/or capacity issues. Of course, all requirements must be noted for this.
9. All new sets are planned to be either IP or SIP, depending on cost, features and buttons available. It is highly desired that all IP or SIP sets have displays and good quality speakerphones. It is also highly desired to keep model types to a minimum for simplicity to the users as they move around and use sets in offices other than their own. However, there are staff that need larger multi-line sets to allow for answering all calls within their respective departments and have Busy Lamp Fields (BLF) for the staff within their departments. Please review the set requirements following on pages 18 & 19. Alternatives to allow for this ability will be looked at. The successful vendor will be responsible for proposing the proper types and quantities. If any changes become necessary during the implementation, the vendor will be responsible for covering any additional costs incurred.
10. There are some staff interested in utilizing soft phones on their PCs rather than having a telephone instrument. Pricing for soft phones should be itemized on the pricing pages of 20 & 21.
11. Some staff use headsets currently and want to keep them. Others would like headsets and some will need wireless Bluetooth headsets to allow them movement around their office spaces. The wireless headsets should have a range of at least 100'. There are probably more that would like them once they see the benefits. Please offer information on what headsets are supported and their costs in your responses. Please note a typical set on the pricing pages later in this RFP. Plantronics or equivalent headsets are desired.
12. Call Pickup is used, as well as Call Parking and Ring Back. However, an easier method of call pick up would be helpful. 3-party conference calling is a required feature. 5-party conference calling is a desired feature that could be used additionally. Other common telephony features desired are Call Transfer, Call Forwarding and Distinctive Ringing. Music-On-Hold would be appreciated, as well.
13. County Clerk, Court Clerk, Assessor and Treasurer all wish to have basic call answering abilities for certain of their staff. The Assessor has 6 individuals who answer most calls and then transfer them to specific staff within their department. The Treasurer has 4 staff sharing all calls to their department. The County and Court Clerks are similar in trying to distribute calls within their departmental staffs, too. Each group prefers to have those calls evenly distributed between the positions. Additionally, the Automated Attendant might be utilized to split calls to proper staff.
14. Many personnel are mobile. Many use their cell phones, especially when they must travel. They must be able to forward calls from an office phone to their cell phone or invoke simultaneous ringing. This ability must be proposed in the new telephone system.

15. Time Management is utilized presently through the ESI 600 for tracking employee work hours. Please note whether this ability is offered with the proposed system or not. If it is, please quote its cost as an option at the end of this proposal.
16. Unified communication functionality is desired and will be considered as options, i.e. IM/Chat, Ad hoc/meet-me audio, Ad hoc/meet-me video, Web Collaboration, Directory, Presence, Soft Phone, Shared Web Pages, Shared Documents and White Boarding. They are open to looking at having voice messages converted to text for email viewing, as well as emails converted to voice, text notification of messages waiting, faxes converted to an email as an attachment and some form of instant messaging. Further, some staff at Canadian County would like to record calls, log calls for future callbacks and archive voice messages much as they do with their emails for future reference. Please see item #8 above for more on call recording. Presence is another ability Canadian County wants to investigate that would integrate with voice, data and even video. The County would like to see the optional cost for screen pops of customer files when calls come in, but they realize there are multiple databases that have to be communicated with and that it may not be practical. Please see the final page of this RFP for quantities to propose for these options.
17. Canadian County wishes to consider an E911 application for the proposed system. The system should also be able to more closely pinpoint the location of the caller within the different buildings and relay those details to the Public Service Answering Point (PSAP), as well as their operator. A minimum 911-service requirement is that certain staff be notified of a 911 call immediately via a chain of communications from calling their landline, emailing, texting, and/or calling their cellular phone.
18. System reliability is critical to Canadian County. The County will be implementing new Uninterruptible Power Supply (UPS) and Surge Protection Device (SPD) systems prior to the new VoIP system being implemented. This new equipment will cover all electrical systems in the four buildings where fiber terminates, but the Extension Office and Free Fair will each need a UPS for their equipment. Fifteen minutes of back up is the minimum requirement for those two UPS systems. It will be the vendor's responsibility to notify Canadian County if other UPS systems are required beyond what Canadian County currently has or plans to have and what power draws and times are needed for each.
19. Please include in your response any and all information on the technical and environmental requirements of the proposed systems. Specifically the temperature range and space requirements. Canadian County will need to know if it needs to make adjustments for the proposed system. It is planned to put the proposed system in the County Clerk's Office and it is temperature regulated.
20. Canadian County desires that the successful vendor train at least two Canadian County staff members on Moves, Adds and Changes (MAC) and other administrative tasks for the proposed system(s). Simple administration of all proposed systems will be considered in the evaluation of the proposed equipment. Canadian County prefers that the training session(s) take place at Canadian County. Include any costs for training, including travel, in the proposed price. Please include the costs for training *all* staff onsite on the use of the new equipment and applications. Vendors will be heavily evaluated on their ability and commitment to service and maintain the systems proposed to Canadian County, as well as the reliability of the systems proposed.
21. All installation work will be coordinated with Canadian County and Consultant. Canadian County will determine the training schedule and provide such at least two weeks in advance of the training dates.
22. Finally, include in your response both the cost for disconnecting and boxing all of the old telephone sets and common equipment and un-boxing and connecting all of the new telephone sets. The successful vendor should include a credit for the value of the old ESI and Vertical Communications equipment.

### **C. Selection Criteria**

For purpose of proposal review and evaluation, evaluation criteria have been divided into the following multiple sections;

1. Reliability, flexibility and capability (feature functionality, product lifecycle and warranty) of the proposed equipment (30%).
2. Total costs; including purchase price, monthly costs, warranty, post-warranty maintenance and post-installation pricing (30%).
3. Vendor experience, reputation, stability, qualifications, certifications, installation and continuing maintenance capability, software support, warranty, user training, records retention and quality of proposal response (30%).
4. Manufacturer reputation, stability and market penetration (10%).

### **D. Proposal Submission Procedures**

1. A Pre-Proposal Conference concerning these specifications will be held at 1:00 PM on Thursday, December 17, 2015, at the Canadian County Administrative Building in the Public Meeting Room located at 201 N. Choctaw, El Reno. Choctaw is the same as State Highway 81. Those attending should be the account executive that will respond to the RFP and an engineer or technician that can evaluate the special circumstances of this project. This will alleviate questions and problems when the proposal is prepared. The conference will likely last from one to two hours. The purpose of this meeting is to provide an open forum to discuss the RFP and any related questions or concerns. Please call 405-295-6125 for further directions, if needed.
2. Vendors will have the opportunity for a walk-through of the Canadian County offices after the conference. To arrange visits to any of the Canadian County facilities, please contact Tim Smith at 405-295-6186 or at [smitht@canadiancounty.org](mailto:smitht@canadiancounty.org).
3. After the Pre-Proposal Conference, any questions or requests for clarification concerning these specifications should be directed in writing to Chris Beck via email sent to [chris@bsacon.com](mailto:chris@bsacon.com) (TMG team member) or facsimile sent to 817-316-0499. All questions must be submitted by the end of the business day on Wednesday, December 30, 2015. Email and fax are not always checked when Mr. Beck is out of his office, so do not wait until the last minute. At Canadian County's discretion, Canadian County may issue addenda to this RFP. If it determines that a clarification, correction or change is necessary, an addendum will be sent to all entities that have received this RFP. Vendors must acknowledge receipt of all addenda and include the acknowledgement with the proposal submitted. If your firm does not wish to bid, please return the RFP marked "No Bid" with your reasons for not wishing to bid.
4. Questions, concerns, or other comments from vendors not specifically addressed in the responses to this Request for Proposal shall be addressed to Consultant via email or facsimile. The present vendors are permitted contact only for routine order, maintenance and billing activities - not marketing.
5. *The completed RFP shall comprise the first section of the vendor proposal, and all pagination shall remain intact, except to add space for replies.*
6. Alternative proposals may be submitted *in addition to* the proposal that meets these specifications. The vendor submitting the alternative proposal should include any information that would clearly present the reason the alternative is being submitted. Prior consultation with the Consultant is highly recommended.

## 7. BONDING REQUIREMENTS

## a) Bid Bond

- (1) Each bid must be accompanied by a bid bond or certified Treasurer's or cashier's check, drawn or issued by a commercial or savings bank, trust company or savings and loan association and payable to Canadian County, Oklahoma, duly executed and acknowledged by the Bidders, as principal, and by surety company qualified to do business in the State of Oklahoma and satisfactory to the County, as surety.
- (2) The bid security shall be in the sum of 10% of the total proposed amount or \$10,000, whichever is greater, and shall be enclosed in the sealed envelope containing the Bid. Each such check or Bid bond may be held by the County as security for the fulfillment of the Bidder's 'agreement' as hereinabove set forth. Should the Bidder fail to fulfill such agreements his Bid check shall become the property of the County or if a Bid Bond was furnished, the Bid Bond shall become payable to the County, as liquidated damages. Otherwise, the bid check shall be returned to the Bidder as hereinafter provided, or if the security is a Bid Bond, the Bid Bond shall become null and void.

## b) Performance Bond

- (1) The awarded contractor will be required to furnish a Performance, Maintenance and Payment Bond in the amount of the Gross Sum of the contract, including allowance for contingencies and extra work, and/or contract price within seven (7) days of the award. The bond must be duly executed and acknowledged by said contractor as principal and by a surety company qualified to do business under the laws of the State of Oklahoma and satisfactory to the County, as surety, for the faithful performance of the contract and payment for labor and materials. The contractor shall pay the premium for such bond.
  - (2) A letter from the bonding company stating that the Performance Bond can be obtained within seven (7) days of request shall be provided with contractor's response.
8. Canadian County will receive sealed proposals until **4:00 PM on Friday, January 8, 2016. ONE (1) PRINTED ORIGINAL AND TWO (2) PRINTED COPIES OF THE PROPOSAL PLUS A COPY OF ALL FILES ON CD OR USB THUMB DRIVE, INCLUDING THE PROPOSED CONTRACT, ARE REQUIRED.** The original and all copies must be in a sealed envelope(s) and hand-delivered or mailed to:

Ms. Sherry Murray  
Purchasing Agent  
Canadian County Clerk's Office  
201 N. Choctaw  
El Reno, OK 73036

The outside of each envelope shall be clearly marked: **Canadian County Telecommunications Proposal**. The proposing vendors are responsible for ensuring deliveries are made on time. No facsimiles (faxes) or electronic (email) responses will be accepted.

9. If a respondent does not desire proprietary information in the submission to be disclosed, the respondent shall identify all proprietary information in the submission. This identification shall be accomplished by individually marking each page or line item detail with the words "Proprietary Information". If the respondent fails to identify proprietary information, the respondent agrees that by submission of its response, that those sections shall be deemed non-proprietary and made available upon public request. Respondents are advised that Canadian County, to the extent permitted by law, will protect the confidentiality of all submissions.
10. The Michael Group and Canadian County will review the written proposals. No changes or revisions will be accepted after January 8, 2016 unless specifically requested by Canadian County or the Consultant. Canadian County reserves the right to reject any or all proposals and to reissue the RFP, if necessary. No proposal may be withdrawn until at least 90 days from submission or upon award of the contract. By submitting this RFP and

accepting any proposals, it is expressly understood that Canadian County is under no obligation, whatsoever, to actually award a contract or otherwise enter into any agreement. Any such award or contract for services and equipment must be approved, and will be contingent upon, Canadian County approval. Further, it is expressly understood, that by submitting a response to this RFP, you and/or your company agree in advance to negotiate appropriate terms and conditions in providing the services and equipment required by this RFP.

11. Canadian County will not reimburse anyone for expenses incurred in preparing proposals in response to this request.
12. Our intention is for you to propose a **best & final offer**. Subsequent negotiations and pricing discussions, if any, are solely in the discretion of Canadian County.
13. In addition to rejecting a proposal during the evaluation process, Canadian County reserves the right to request additional information or clarification from proposers or to allow corrections of errors or omissions.
14. Canadian County expressly reserves the right to: waive any defect, irregularity or informality in any proposal or proposal procedure; extend the Request for Proposal closing time and date; reissue this Request for Proposal in a different form or context; procure any item by other allowable means; waive minor deviations from specifications, condition terms, or provisions of the Request for Proposal, if it is determined that waiver of the minor deviations improves or enhances Canadian County's business interests under the Request for Proposal; and/or, extend any contract when most advantageous to Canadian County, as set forth in this Request for Proposal.
15. A decision on the choice of a vendor is expected by February 22, 2016. This is a tentative date only, and Canadian County reserves the right to select the vendor at its own discretion at the time of its choosing following the proposal end date and time referenced above in item number 8. All vendors will be informed in writing as to the successful vendor and system after the contract has been signed.
16. The proposal submitted by the proposer is an offer to contract with Canadian County for the services requested in the Request for Proposal.
17. The selected proposer agrees that Canadian County has the sole discretion to incorporate by its terms and references in the contract resulting from this Request for Proposal the terms, conditions, and other provisions contained in this Request for Proposal, the proposal selected which is acceptable to Canadian County and is not in conflict or contravention of the Request for Proposal, and any other documents, attachments, exhibits, addendums, amendments, or modifications to either this Request for Proposal or the selected proposer's proposal.
18. No oral statement of any person shall modify or otherwise change or affect the terms, conditions, or specifications stated in the Request for Proposal or the resulting contract.
19. All information provided and representations made by the proposer are material and important and will be relied upon by Canadian County in awarding of the contract. Any misrepresentation will be immediate grounds for termination of any contract related to this Request for Proposal and said proposer will not be able to participate in future Requests for Proposal or other business opportunities with Canadian County for the duration of any contract term related to the Request for Proposal, including any renewal period.
20. The proposal shall include a proposed contract incorporating the terms and conditions of this Request for Proposal.

#### **E. General Conditions**

1. Following are technical and operational specifications of the telecommunications system considered as requirements for Canadian County. The operational description of the system has been determined by TMG and approved by Canadian County. **It is imperative that each proposal include a definite statement (positive or**

negative) with regard to each specifically required and requested technical or operational capability. In the event that a proposal fails to mention a particular technical or operational capability it will be assumed that the feature does not exist in the system or that it is a technical limitation of the proposed equipment.

2. All proposals submitted will be compared with respect to the standards and specifications set forth herein. Additional capabilities and benefits of individual systems will be so noted and identified in the final analysis. Proposing vendors should include any information that more clearly presents individual equipment or add to the overall representation of capabilities and costs. Such additional information may be included in the final analysis and considered prior to the awarding of the telecommunications contract.
3. Canadian County is tax exempt. Canadian County upon request will execute tax exemption certificates.
4. The successful vendor, hereinafter referred to as "Vendor", must then abide by all of the following conditions. THE VENDOR WILL PROVIDE AND INSTALL A NEW, COMPLETE, AND OPERATING VOICE OVER INTERNET PROTOCOL TELECOMMUNICATIONS SYSTEM. The Vendor shall furnish and install all equipment, software, applications and installation materials enumerated herein and in the Vendor's response to this Request for Proposal. All equipment, software, applications and services not specifically itemized will be included as required to provide a complete and operating system as specified in this RFP. All equipment described herein shall be newly manufactured, of superior quality and reliability and shall be a product of a manufacturer of established reputation and experience, who shall have produced similar apparatus, and who shall be able to refer to comparable installations now rendering satisfactory service. The telephone switching equipment shall meet requirements found later in this document. All proposers should consider the following specifications as minimum acceptable standards. All quotations must include pricing for all initial terminal equipment and system capability for expansion to ultimate size.
5. All work to be performed in connection with this contract shall be by workmen or firms whose employees are not objectionable to the various trade unions that may be involved in construction of the premises. The Vendor shall be wholly responsible for all trade union relations and Canadian County, hereinafter referred to as the "Client", shall not be liable in any way through delays or claims arising through such causes. The Vendor shall not discriminate in the performance of this Contract against any employee, subcontractor, vendor or any other person on account of race, sex, age, national origin or religion. Qualified, trained personnel shall install the equipment. In addition, the Vendor shall supply adequate instructions to personnel concerned with the system regarding its proper operation and usage.
6. The Vendor shall be responsible for insuring that all work and materials shall comply with all state and federal laws, municipal ordinances, regulations and directions of inspectors appointed by a proper jurisdiction as they may apply and as these laws may now read or as they may hereafter be changed or amended. In the event any of the conditions of these specifications violate the electrical industry code, then such code conditions shall prevail. The Vendor shall state in its proposal where the code is at variance with these specifications.
7. The Vendor shall obtain and pay for all necessary permits and licenses bearing on the conduct of the work as specified. If any work upon which an inspection certificate by local authorities, National Board of Fire Underwriters, or any other governing body is required, such inspection certificate or certificates shall be obtained by the Vendor, and shall be paid for by him. The Vendor shall procure all necessary certificates of acceptance or of completion required and issued by the state, municipal, or other authorities and deliver these to the Client. The Client may withhold any payments which are due or which may become due to the Vendor until the necessary certificates are procured and delivered to the Client.
8. The Vendor awarded the Contract shall, at its own expense, purchase, maintain, and keep in force for the duration of this Contract, and any extension, insurance as set below. Vendor shall not commence work under this Contract until it and any of its subcontractors have obtained all the insurance required under this Contract and the Client has approved such insurance. All insurance policies provided under this Contract shall be written on an "occurrence" basis. No standard coverages are to be excluded by endorsement. Client shall be named as additional insured on the Commercial General Liability and Automobile Liability Insurance and Umbrella/Excess Liability Insurance policies and Vendor shall supply a Waiver of Subrogation in favor of the Client on the Commercial

General Liability, Auto Liability, Umbrella/Excess Liability and Worker's Compensation Insurance policies. These insurance policies shall contain the appropriate additional insured endorsement signed by a person authorized by that insurer to bind coverage on its behalf.

9. The Commercial General Liability and Auto Liability Insurance shall be written with limits of liability not less than the following:

a) The Commercial General Liability policy including completed operations shall include:

- Bodily Injury & Property Damage .... \$1,000,000 Each Occurrence
- ..... \$1,000,000 Personal & Advertising Injury
- ..... \$2,000,000 General Aggregate
- ..... \$2,000,000 Products Completed Operations Aggregate
- ..... \$100,000 Damage to Rented Premises (Each Occurrence)
- ..... \$5,000 Medical Expense (Any One Person)

Any General Aggregate limit must apply separately to this Project. Additional Insured shall be endorsed utilizing endorsement form CG 20 37 07 04 or an equivalent form. Policy endorsement is to be submitted to the Client to document the existence of insurance coverage.

A contractual liability endorsement to cover the following indemnification: VENDOR AND ITS SUBCONTRACTORS SHALL FULLY DEFEND, INDEMNIFY AND HOLD CANADIAN COUNTY, ITS OFFICERS, AGENTS AND EMPLOYEES HARMLESS FROM ANY AND ALL COSTS, EXPENSES OR DAMAGES ON ACCOUNT OF ANY INJURY DONE TO ANY PERSON OR PROPERTY IN THE PROSECUTION OF THE WORK, OR THAT MAY ARISE OUT OF OR BE OCCASIONED BY INTENTIONAL ACTS OR NEGLIGENT ACTS OR OMISSIONS IN THE PERFORMANCE OF SUCH WORK. COVERED CLAIMS INCLUDE, BUT ARE NOT LIMITED TO, PERSONAL INJURIES OR PROPERTY DAMAGE, LOSS OR THEFT.

b) Automobile Liability.

- Bodily Injury ..... \$1,000,000 Each Person
- ..... \$1,000,000 Each Occurrence
- Property Damage ..... \$1,000,000 Each Occurrence

Liability limits include all owned, non-owned and hired vehicles.

10. Vendor shall, at its own expense, procure and maintain Worker's Compensation or similar and Employers' Liability Insurance in the following amounts: \$1,000,000 Bodily Injury by Accident, \$1,000,000 Bodily Injury by Disease, policy limit; \$1,000,000 Bodily Injury by Disease for each employee to protect it, its sub-contractors and the Client from any claims under the Worker's Compensation Law, it being expressly understood and agreed that all persons employed directly or indirectly in connection with said work by the Vendor or any of his sub-contractors will be considered to be the employees of such Vendor or his sub-contractor and not the employees of the Client. Policy will include an Alternate Employer Endorsement naming the Client.

11. Vendor shall, at its own expense, procure and maintain an Umbrella/Excess Liability Insurance Policy with limits of not less than \$1,000,000 Per Occurrence and \$1,000,000 Aggregate.

12. Certificates of insurance, and where the Client deems appropriate, policy endorsements are to be submitted to the Client to document the existence of insurance coverage that meets these requirements. Each insurance policy shall be endorsed to state that coverage shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty (30)-days prior written notice has been provided to the Client. Insurance is to be placed with insurers with a Best rating of no less than A: VII. The company must also be duly authorized to transact business in the State of Oklahoma. The Vendor agrees to waive all claims and to release, indemnify, defend, and hold harmless the Client from and against all suits made due to the negligent performance or omission of the work within this agreement.



13. Vendor shall make all payments in accordance with unemployment, old age, and other insurance and social security provisions of the federal, state, and municipal governments and all other governing bodies, pursuant to law for that purpose made and provided, whether enacted at the time or prior to the execution of the contract or during the progress of the work hereunder, and shall assume all liability for the compliance with the requirements thereof. Vendor shall assume all liability for injuries to or loss of any of the Client's property or the property of any other contractor which may be employed by the Client in said premises, or to any adjoining property or the property of any third person which may be caused, directly or indirectly, by the Vendor, his sub-contractors and by the employees of each of these, and shall, at his own expense, indemnify the Client for and make good any such damage, loss or theft. The liability of the Vendor under this covenant is absolute and failure of the Client or Consultant to direct the Vendor to take any precaution or refrain from doing any particular act will not relieve the Vendor in case of any such damage.
14. The Vendor shall pay all royalties and license fees. THE VENDOR SHALL INDEMNIFY AND SAVE THE CLIENT HARMLESS FROM AND AGAINST ALL CLAIMS, DEMANDS, CAUSES OF ACTION, SUITS, PROCEEDINGS, JUDGMENTS, LOSSES, EXPENSES, COSTS OR DAMAGES OF EVERY NATURE AND KIND WHATSOEVER WHICH THE CLIENT OR ITS OFFICERS, EMPLOYEES OR AGENTS MAY SUFFER AS A RESULT OF THE VENDOR IN THE PERFORMANCE OR NON-PERFORMANCE OF ITS OBLIGATIONS SET FORTH IN THE RFP. IT IS AGREED THAT THIS INDEMNIFICATION WILL BE PART OF ANY TERMS AND CONDITIONS IN THE CONTRACT, IF ANY, AWARDED TO VENDOR.
15. Unless otherwise stipulated, Vendor shall provide and pay for all material, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work. Vendor shall verify conditions at the building, and particularly door openings and passages, to avoid building any items too large for openings. Any pieces too bulky for existing facilities shall be hoisted or otherwise handled with apparatus as required. The Vendor shall pay all special handling equipment charges.
16. The Client shall furnish and provide the following:
  - a) Any power and lighting required facilitating the installation of equipment.
  - b) Reasonable openings and storage space to permit scheduled delivery of equipment and supplies.
  - c) A temperature-controlled environment as specified in the vendor proposal.
17. No changes, alterations, modifications, deviations, or extra orders shall be recognized or paid for, except upon written order from the Client certified by the Consultant.
18. Vendor shall be liable and responsible for any building repairs necessitated by actions of Vendor's employees. Repairs of any kind required will be made and charged to Vendor, providing Vendor is notified in advance and approves the repairs and cost of repairs. Vendor shall take the necessary precautions to protect the building areas adjacent to his work.
19. Vendor's status shall be that of an Independent Contractor and not a servant or employee of the Client in the performance of this Contract. No term or provision of, or act of Vendor or Client under this Contract shall be construed as changing that status.
20. The names and addresses of all proposed sub-contractors shall be furnished in writing to Consultant, and Consultant must approve the selection of sub-contractors. If, in the Consultant's judgment, any fail to perform the work in strict accordance with the specifications, the Vendor, after due notice from Consultant and a reasonable time to cure, shall discharge the same. This shall in no way release the Vendor from his obligations and responsibility under the contract. The terms and provisions of the contract documents as far as shall bind every sub-contractor applicable to his work. Nothing contained herein shall create any contractual relations between any sub-contractor and the Client. Vendor shall be fully responsible to the Client for the acts and omissions of his sub-contractor.

21. The Client reserves the right to have other contracts in connection with Client's work, and the Vendor shall afford these other Contractors reasonable opportunity for the introduction and execution of their work, and shall properly connect and coordinate Vendor's work with theirs as required.
22. Vendor shall insure that all equipment is held firmly in place. Fastenings and supports shall be adequate to support their loads with ample safety factor.
23. Vendor shall exercise care in wiring to avoid damage to wiring and equipment. Connections shall be made with approved mechanical connectors. All wiring and connectors shall be installed in strict adherence to standard communications installation practices and applicable federal, state, or local codes.
24. The Vendor shall be responsible for coordinating the ordering of any required interface devices, Central Office trunks, network services, etc.
25. If the Vendor encounters any delay occasioned by the Client's failure or inability to obtain right of way, or is delayed by the relocation or removal of any of the utilities, or other installations of similar kind: the Vendor shall not be entitled to any claims or damages by virtue of said delay, but will be granted additional time comparable to the delay to complete its job without penalty or additional cost.
26. Prior to final acceptance, the Vendor shall perform complete system tests under the supervision of the Consultant, who will be available to supervise the tests within five (5) workdays after notification by Vendor that the systems are ready for testing. The Vendor shall furnish all necessary test equipment and perform all work required to determine or modify the performance of the systems to meet specified functions. This work shall include, but not be limited to, the following:
  - a) Complete test of all functions.
  - b) Adjust all equipment components for optimum quality operation.
27. Any publicity giving reference to this project, whether in the form of press releases, brochures, photographic coverage, or verbal announcement, shall be only with the specific written approval of the Client.
28. If vendor, or any partners identified in proposal, are involved in or planning a change in control, sale, purchase, merger, bankruptcy, reorganization or similar transaction ("Change") that will in any way alter the Vendor's legal entity, structure, financial status or business operations, Vendor shall submit with its proposal:
  - a) A section disclosing all current entities involved in the Change, when the change is anticipated to take place, the surviving entity, and any information related to the change that may affect the proposal.
  - b) Each area in Vendor's Proposal shall contain a separate section that discusses whether the Change will alter, modify or otherwise affect the Vendor's Proposal; and
  - c) If this is not applicable to your Proposal, Vendor shall provide a statement that this section is not applicable.
29. In signing the Affirmation of Vendor, Vendor certifies that the proposal has been arrived at independently and has been submitted without collusion, and without any agreement, understanding or planned common course of action with any other vendor of material, supplies, equipment, or services described in the request for proposal designed to limit independent bidding or competition. IT ALSO CERTIFIES THAT THE SIGNER UNDERSTANDS AND AGREES TO ALL OF THE SPECIFICATIONS AND REQUIREMENTS OF THE RFP. ANY EXCEPTIONS TO THE PROVISIONS CONTAINED HEREIN SHOULD BE CLEARLY NOTED. THE SIGNER MUST HAVE THE RIGHT AND AUTHORITY TO EXECUTE THIS INSTRUMENT ON BEHALF OF THE VENDOR AND BIND SUCH PARTY TO THE FULFILLMENT OF ALL OF THE PROVISIONS HEREOF. By signing the Affirmation of Vendor, Vendor is agreeing to all terms, conditions and requirements located in this RFP. Further, VENDOR agrees that this RFP and any subsequent awards or contracts shall be construed and enforced in accordance with the applicable laws of the State of Oklahoma. All agreements hereunder are performable exclusively in Oklahoma, and the parties consent to the exclusive jurisdiction of Oklahoma state or federal court to resolve any disputes under or enforcement of this Agreement. The parties

waive any claim that venue in such courts is inconvenient.

**F. Affirmation of Vendor**

The undersigned, being duly authorized, affirms and declares that this proposal is executed and signed by Vendor with full knowledge and acceptance of the provisions of the Request for Proposal, except as otherwise noted in the Proposal Response.

NAME OF VENDOR: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

FACSIMILE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

WEBSITE: \_\_\_\_\_

EMPLOYER ID NUMBER: \_\_\_\_\_

BY: \_\_\_\_\_  
AUTHORIZED SIGNATURE

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

VENDOR SHALL SUPPLY A COPY OF THEIR STANDARD FORM OF AGREEMENT, TO INCLUDE RELEASE OF LIEN OR CLAIM, AND SOFTWARE OWNERSHIP AND TRANSFER RIGHTS. VENDOR AGREES THAT THIS PROPOSAL RESPONSE SHALL BE INCORPORATED INTO ANY CONTRACT FOR SERVICE, BY WAY OF ADDENDUM (FOLLOWING PARAGRAPH) AS FOLLOWS:

**ADDENDUM TO CONTRACT**

[Vendor Name] agrees to all provisions of the Proposal Response to Canadian County Request for Proposal No. 2016-#09 RFP specifications. These provisions as accepted by [Vendor Name] shall take precedence over any contractual wording. Any exceptions to the provisions have been clearly noted in the Proposal Response.

**G. General Specifications**

1. **Proposers must provide complete, itemized schedules of all equipment provided and the associated costs.** This shall include all hardware, common equipment, software and applications. You may refer us to another section of the proposal. An automated quotation is preferred.
2. The Vendor shall supply a Internet Protocol (TCP/IP) voice processing telephone system of state-of-the-art design that supports IP enabled connections and IP peer-to-peer switching that connects endpoints directly to each other through the network, microprocessor-based with an open architecture suitable for third-party software development that will allow voice to be transmitted over both Local Area Networks (LAN) and Wide Area Networks (WAN). The system must use a switched IP Core that is highly scalable and delivers reliable, robust switching, routing and call control, while providing access to the PSTN using SIP, IP and TDM technology. The system should use an embedded DHCP server and an FTP server when required, unless those resources are available on the network. The system shall be registered in accordance with all applicable FCC rules and regulations.
3. Canadian County does not desire to be a test site for any new software or hardware product. Therefore, Canadian County requires that all software and/or hardware be currently installed and working at a minimum of three (3) sites.
4. The system shall be fully compatible with T-1 Primary Rate Interface (23B+D) trunks, but also have the ability to handle Session Initiation Protocol (SIP) trunks, analog T-1 service, ground-start trunks, two-wire loop-start lines, Centrex service and full or fractional T-1 provided by a long distance carrier.
5. All features delivered by PRI trunks must be accessible. Specifically, Calling Number and Name Display, if available from the Local Exchange Carrier (LEC), must be provided to each set equipped with a display and to the Voice Messaging system.
6. The proposed equipment must be E911 compatible. Calls must be allowed to reach 911 from SIP, IP sets and soft phones that will identify to the E911 Call Center where the caller is physically located to meet possible legal requirements. A phone must be able to be moved from one location to another location and retain its specific user features while the system dynamically can determine its current location for E911 addressing. Please state in the proposal response if this capability exists and how it works in the proposed equipment. Include the frequency of the PS/ALI database updating capability and break out the cost for this ability.
7. The system must support G.711 and G.729 IP compression protocols at a minimum. It must also seamlessly integrate with Class C IP address scheme of 192.168.0.0. In addition, it must have compatibility to handle IPv6.
8. The proposed system must provide a highly secure network for users and mitigate serious threats such as unauthorized access, interception and eavesdropping, toll fraud, denial of service (DOS), load based DOS, and malformed DOS, manipulation, protocol attach, virus attack and spam for IP telephony (SPIT). Describe how the proposed system addresses each of these issues.
9. The proposed system must allow for encryption and authentication. Does the proposed system adopt UDP or

TLS for signal encryption? Are digital certificates required?

10. Does the proposed solution provide Layer 2 and Layer 3 end-to-end quality of service (QOS) to SIP and IP stations? Does the proposed system support trunking (separate voice from data)? Does the system support PVST? Please describe how telephone sets negotiate QOS.
  
11. Does the proposed system have overflow capabilities if the WAN paths are unavailable or if conditions are unfavorable? Please describe how this takes place.
  
12. Vendor provided IP telephones must support the IEEE 802.3af Power over Ethernet (PoE) standard, as well as dynamic class of power.
  
13. Does the proposed solution require proprietary SIP telephones? If not, identify which third-party SIP telephones are compatible with the proposed solution. Are SIP call controls embedded in the common control design or are additional components required? If additional components are required, include them in your quote.
  
14. Does the proposed system support point-to-point and point-to-multipoint video conferencing? Is the video conferencing based on H.323 standards or proprietary?
  
15. The telephony common equipment will be installed at the County Administrative Building. It is the vendor's responsibility to determine physical compatibility and provide an affirmative statement to that effect in their proposal or offer an alternative location for the common equipment.
  
16. The telephone equipment shall be able to continuously operate in an environment from 45 degrees to 95 degrees Fahrenheit and non-condensing relative humidity between 25 and 80 percent. Manufacturer published literature detailing recommended long term operating environmental conditions must be provided to support vendor's claim of equipment capabilities. Power protection and backup shall be via Uninterruptible Power Supply (UPS) system. The UPS system will have the capacity to allow all proposed equipment to continue

working in the event of a power failure for at least one hour. Beyond that, all remote equipment, i.e. switches and such, will have a UPS system proposed to handle said equipment for up to 15 minutes in the case of a power interruption.

17. If a complete power failure should occur, the system must automatically resume full normal operation, even if power is restored up to 72 hours later. The systems shall not require reprogramming or other human interaction in order to provide effective resumption of full operation and feature assignment.
18. All electrical requirements must be clearly noted in the vendor proposal.
19. Installation shall be in a professional workmanship manner, and on a mutually agreeable schedule. The system must be installed and operational on or before the published cutover date, assuming that original procurement schedule is adhered to.
20. Follow-Up visits with Canadian County are required two months and six months after the installation to verify all proposed equipment is working as promised.
21. Canadian County may desire a fully functional demonstration (at vendor's expense) of the proposed system(s). Each application being proposed shall be demonstrated. If the proposal involves modifying the base system, a demonstration of the base system is allowed. Affected staff members and the Consultant will use and evaluate the usefulness and functionality of the proposed system(s).
22. The Vendor shall provide on-site training for Canadian County's staff for both system management and telephone set use. The two on-site staff will be trained on basic Moves, Adds & Changes. Then, there shall be at least one training session per a maximum of twenty (20) staff members to allow for ample class participation and comprehension. Free additional training shall be provided (if needed) for a minimum period of sixty days.
23. Vendor shall provide both pre- and post-cutover pricing of additional instruments or other equipment and software not included in the original proposal. A section is provided for later in this response.
24. A User's Guide is required for each telephone set. On-line user's guides or similar web aids may be acceptable at Canadian County's discretion.
25. State all warranty coverage, length and when it starts. At least one year's warranty is desired. Warranty of the system and sets shall be submitted in writing as part of the proposal. Failure of any port on a switch, gateway, etc. is to be remedied by complete replacement of such.

**H. System Requirements**

1. Definitions

- a) *Installed* means the amount of channels (lines) to handle all voice traffic with the public, as well as the number of stations and access ports installed initially.
- b) *Equipped* means the amount or number of channels, ports or paths available for each type of service allowing for short-term growth and changes.
- c) *Capacity* means the ultimate potential growth of the requested system.

2. Required System Configuration: **Administrative Building**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
Primary Rate Interface (PRI) Channels	<u>23</u>	<u>23</u>	<u>92</u>
SIP and/or IP Station Ports	<u>46</u>	<u>50</u>	<u>500</u>
Analog Station Ports#	<u>6</u>	<u>8</u>	<u>24</u>
Voice Messaging Ports+	<u>4</u>	<u>4</u>	<u>24</u>
Mailboxes	<u>150</u>	<u>200</u>	<u>600</u>
Voice Storage Hours	<u>100</u>	<u>100</u>	<u>200</u>

# Canadian County has all facsimile machines on separate individual Plexar or standard lines presently, but will convert those numbers to the existing DID group and have the faxes goes through the proposed system.

+ If separate switches, blades, circuit cards or other means are used to handle the Voice Messaging Ports other than direct interface with the telephone system, then those switches, blades, circuit cards or means must be added to the system configuration where appropriate. However, such changes must be noted clearly in the response.

3. Proposed System Configuration: **Administrative Building**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
Primary Rate Interface (PRI) Channels	<u>          </u>	<u>          </u>	<u>          </u>
SIP and/or IP Station Ports	<u>          </u>	<u>          </u>	<u>          </u>
Analog Station Ports	<u>          </u>	<u>          </u>	<u>          </u>
Voice Messaging Ports	<u>          </u>	<u>          </u>	<u>          </u>
Mailboxes	<u>          </u>	<u>          </u>	<u>          </u>
Voice Storage Hours	<u>          </u>	<u>          </u>	<u>          </u>

4. Required System Configuration: **Courthouse/Judicial Center**



	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	<u>61</u>	<u>65</u>	<u>120</u>
Analog Station Ports#	<u>2</u>	<u>2</u>	<u>4</u>

# Canadian County has all facsimile machines on separate individual Plexar or standard lines presently, but will convert those numbers to the existing DID group and have the faxes goes through the proposed system.

5. Proposed System Configuration: **Courthouse/Judicial Center**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	<u>          </u>	<u>          </u>	<u>          </u>
Analog Station Ports	<u>          </u>	<u>          </u>	<u>          </u>

6. Required System Configuration: **Assessor's Office**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	<u>27</u>	<u>30</u>	<u>50</u>

7. Proposed System Configuration: **Assessor's Office**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	<u>          </u>	<u>          </u>	<u>          </u>

8. Required System Configuration: **Election Board**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	<u>6</u>	<u>6</u>	<u>12</u>
Analog Station Ports#	<u>1</u>	<u>1</u>	<u>2</u>

# Canadian County has all facsimile machines on separate individual Plexar or standard lines presently, but will convert those numbers to the existing DID group and have the faxes goes through the proposed system.

9. Proposed System Configuration: **Election Board**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	<u>          </u>	<u>          </u>	<u>          </u>
Analog Station Ports	<u>          </u>	<u>          </u>	<u>          </u>

10. Required System Configuration: **Extension Office**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	<u>10</u>	<u>10</u>	<u>15</u>
Analog Station Ports#	<u>1</u>	<u>1</u>	<u>2</u>

# Canadian County has all facsimile machines on separate individual Plexar or standard lines presently, but will convert those numbers to the existing DID group and have the faxes goes through the proposed system.

11. Proposed System Configuration: **Extension Office**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	_____	_____	_____
Analog Station Ports	_____	_____	_____

12. Required System Configuration: **Free Fair**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	<u>2</u>	<u>2</u>	<u>4</u>
Analog Station Ports#	<u>1</u>	<u>1</u>	<u>2</u>

# Canadian County has all facsimile machines on separate individual Plexar or standard lines presently, but will convert those numbers to the existing DID group and have the faxes goes through the proposed system.

13. Proposed System Configuration: **Free Fair**

	<u>Installed</u>	<u>Equipped</u>	<u>Capacity</u>
SIP and/or IP Station Ports	_____	_____	_____
Analog Station Ports	_____	_____	_____

**Station Equipment Note:** For all station equipment noted in the Systems Requirements section below, the SIP or IP sets are required to have a minimum of hold, transfer, conference, message waiting light, voice mail access, speed dial/recall and two or more programmable buttons in addition to the quantity of line appearances noted above. It is also preferred that all SIP or IP sets have displays and speakerphones.

16. Station Equipment: **Administrative Building**

Attendant Console or Console Application for PC .....	1
2-Line SIP or IP Set w/Display & a Minimum of 20 Line Appearances for DSS/BLF.....	21
2-Line SIP or IP Set w/Display & a Minimum of 4 Line Appearances for DSS/BLF.....	2
2-Line SIP or IP Set w/Display .....	19

2-Line SIP or IP Set w/Display & a Minimum of 50 Speed Dial for Emergency Management..... 1

2-Line DECT or similar SIP or IP Set w/Display for Emergency Management..... 2

17. Station Equipment: **Courthouse/Judicial Center**

2-Line SIP or IP Set w/Display & a Minimum of 20 Line Appearances for DSS/BLF..... 1

2-Line SIP or IP Set w/Display & a Minimum of 12 Line Appearances for DSS/BLF..... 4

2-Line SIP or IP Set w/Display ..... 46

1-Line SIP or IP Set w/Display ..... 10

24. Station Equipment: **Assessor’s Office**

2-Line SIP or IP Set w/Display & a Minimum of 20 Line Appearances for DSS/BLF..... 6

2-Line SIP or IP Set w/Display ..... 20

Note: Canadian County Assessor’s Office already has a Polycom Sound Station IP6000 conference set and wishes to continue utilizing it.

25. Station Equipment: **Election Board**

2-Line SIP or IP Set w/Display ..... 6

26. Station Equipment: **Extension Office**

2-Line SIP or IP Set w/Display & a Minimum of 8 Line Appearances for DSS/BLF..... 2

2-Line SIP or IP Set w/Display ..... 8

27. Station Equipment: **Free Fair**

2-Line SIP or IP Set w/Display ..... 2

**I. Additional Pricing**

1. PRE-CUTOVER cost of additions:	<u>Equipment</u>	<u>Wiring</u>	<u>Labor</u>	<u>Total</u>
SIP/IP Station License	\$ _____	\$ _____	\$ _____	\$ _____
S/L SIP/IP Set w/display (___ button)	\$ _____	\$ _____	\$ _____	\$ _____
2-L SIP/IP Set w/display & speaker (____ button)	\$ _____	\$ _____	\$ _____	\$ _____
____-L SIP/IP Set w/display & speaker (____ button)	\$ _____	\$ _____	\$ _____	\$ _____
Soft Phone Application	\$ _____	\$ _____	\$ _____	\$ _____
SIP/IP Console or Soft Phone Console	\$ _____	\$ _____	\$ _____	\$ _____
Add-On Button Modules (___ button)	\$ _____	\$ _____	\$ _____	\$ _____
Add-On Button Modules (___ button)	\$ _____	\$ _____	\$ _____	\$ _____
Bluetooth Wireless Headset (Mfr: _____)	\$ _____	\$ _____	\$ _____	\$ _____
ISDN PRI Channel License	\$ _____	\$ _____	\$ _____	\$ _____
ISDN PRI T-1 cards (____ ports)	\$ _____	\$ _____	\$ _____	\$ _____
SIP Channel License	\$ _____	\$ _____	\$ _____	\$ _____
SIP cards (____ ports)	\$ _____	\$ _____	\$ _____	\$ _____
____-Port PoE Switch (Mfr: _____)	\$ _____	\$ _____	\$ _____	\$ _____
____-Port PoE Switch (Mfr: _____)	\$ _____	\$ _____	\$ _____	\$ _____
____-Port PoE Switch (Mfr: _____)	\$ _____	\$ _____	\$ _____	\$ _____
Server/Module/Cabinet	\$ _____	\$ _____	\$ _____	\$ _____
Analog Gateway (___ ports)	\$ _____	\$ _____	\$ _____	\$ _____
Analog Converter (___ ports)	\$ _____	\$ _____	\$ _____	\$ _____
Voice Mail Port License	\$ _____	\$ _____	\$ _____	\$ _____
Voice Mail Card (___ ports)	\$ _____	\$ _____	\$ _____	\$ _____
Voice Mail Storage (____ hours)	\$ _____	\$ _____	\$ _____	\$ _____
Cat 5e Cable run w/jack (4-pair, 100')	\$ <u>N/A</u>	\$ _____	\$ _____	\$ _____

For what time period are these prices guaranteed?

Footnotes, if needed:

2. POST-CUTOVER cost of additions:	<u>Equipment</u>	<u>Wiring</u>	<u>Labor</u>	<u>Total</u>
SIP/IP Station License	\$ _____	\$ _____	\$ _____	\$ _____
S/L SIP/IP Set w/display (____ button)	\$ _____	\$ _____	\$ _____	\$ _____
2-L SIP/IP Set w/display & speaker (____ button)	\$ _____	\$ _____	\$ _____	\$ _____
____-L SIP/IP Set w/display & speaker (____ button)	\$ _____	\$ _____	\$ _____	\$ _____
Soft Phone Application	\$ _____	\$ _____	\$ _____	\$ _____
SIP/IP Console or Soft Phone Console	\$ _____	\$ _____	\$ _____	\$ _____
Add-On Button Modules (____ button)	\$ _____	\$ _____	\$ _____	\$ _____
Add-On Button Modules (____ button)	\$ _____	\$ _____	\$ _____	\$ _____
Bluetooth Wireless Headset (Mfr: _____)	\$ _____	\$ _____	\$ _____	\$ _____
ISDN PRI Channel License	\$ _____	\$ _____	\$ _____	\$ _____
ISDN PRI T-1 cards (____ ports)	\$ _____	\$ _____	\$ _____	\$ _____
SIP Channel License	\$ _____	\$ _____	\$ _____	\$ _____
SIP cards (____ ports)	\$ _____	\$ _____	\$ _____	\$ _____
____-Port PoE Switch (Mfr: _____)	\$ _____	\$ _____	\$ _____	\$ _____
____-Port PoE Switch (Mfr: _____)	\$ _____	\$ _____	\$ _____	\$ _____
____-Port PoE Switch (Mfr: _____)	\$ _____	\$ _____	\$ _____	\$ _____
Server/Module/Cabinet	\$ _____	\$ _____	\$ _____	\$ _____
Analog Gateway (____ ports)	\$ _____	\$ _____	\$ _____	\$ _____
Analog Converter (____ ports)	\$ _____	\$ _____	\$ _____	\$ _____
Voice Mail Port License	\$ _____	\$ _____	\$ _____	\$ _____
Voice Mail Card (____ ports)	\$ _____	\$ _____	\$ _____	\$ _____
Voice Mail Storage (____ hours)	\$ _____	\$ _____	\$ _____	\$ _____
Cat 5e Cable run w/jack (4-pair, 100')	\$ <u>N/A</u>	\$ _____	\$ _____	\$ _____

For what time period are these prices guaranteed?

Footnotes, if needed:

**J. Features**

With regard to the following lists of required and optional features, each vendor should specify whether a particular item is:

1. Standard (S) - It is part of the proposed system at no additional cost.
2. Not Available (X) - It is not presently available on the proposed system.
3. Optional (I) - The cost of the item is included in the price. List the cost **within parentheses**.
4. Optional (N) - The cost of the item is not included in the price. List the cost.

All extra cost options must be separately itemized. State whether cost is included in proposed price or not, as noted above. **Features designated with an "\*" sign are considered mandatory.** Proposing equipment that cannot meet a mandatory feature may, in Canadian County's discretion, result in rejection of any response submitted by that vendor. **Those designated with a "+" sign are highly desired.** All other features are asked for specific reasons, so answer all or any left unanswered will be considered not available (X).

<u>SYSTEM FEATURES</u>	<u>S/X/I/N</u>	<u>Opt. Cost</u>	<u>Quantity</u>
Account Code Capability	_____	_____	_____
*American with Disabilities (ADA) Compliant	_____	_____	_____
*Analog Station Support	_____	_____	_____
*Area/Office Code Restriction (6-digit)	_____	_____	_____
+Area/Office Code Restriction (10-digit)	_____	_____	_____
*Audio Conferencing (3-Party)	_____	_____	_____
Audio Conferencing (5-Party)	_____	_____	_____
Audio Conferencing (25-Party)	_____	_____	_____
*Automated Attendant Integration	_____	_____	_____
Automatic Call Distribution (ACD)	_____	_____	_____
Automatic Callback	_____	_____	_____
Call Distribution – Uniform (UCD) or equivalent	_____	_____	_____
*Call Park	_____	_____	_____
*Caller Identification Capability	_____	_____	_____
+Circular Hunting	_____	_____	_____
+Classes of Service (Features) How Many?	_____	_____	_____
*Direct Inward Dialing (DID)	_____	_____	_____
Electronic Directory Access to HR Database	_____	_____	_____
+Electronic Directory on IP instruments	_____	_____	_____
+Electronic Directory on SIP instruments	_____	_____	_____
+Electronic Directory on soft phones	_____	_____	_____
+Electronic Directory on mobility application	_____	_____	_____
Intercept Treatment - Attendant	_____	_____	_____
+Intercept Treatment - Tone	_____	_____	_____
Least Cost Routing	_____	_____	_____
+Message-on-Hold Access	_____	_____	_____
+Music-on-Hold Access	_____	_____	_____
*Off-Premises Extensions/Stations (OPX/OPS)	_____	_____	_____
*Primary Rate Interface (PRI) T-1 Access	_____	_____	_____
*Processor Changes - Remote Access	_____	_____	_____
+Redundancy	_____	_____	_____
*Remote Alarm Reporting	_____	_____	_____
*Remote Diagnostics	_____	_____	_____
+Remote Teleworker	_____	_____	_____
+Secretarial Hunting	_____	_____	_____
+Session Initiation Protocol (SIP) Trunk Access	_____	_____	_____
+Speed Calling - Group	_____	_____	_____
<u>SYSTEM FEATURES</u>	<u>S/X/I/N</u>	<u>Opt. Cost</u>	<u>Quantity</u>

+Speed Calling - System	_____	_____	_____
+Time Management - System	_____	_____	_____
*Toll Restriction - 0 & 1	_____	_____	_____
+Traffic Measurement (CCS)	_____	_____	_____
*Trunk Queuing - Outbound	_____	_____	_____
*Trunk Queuing - Outbound Priority	_____	_____	_____
*Trunk-to-Trunk Transfer	_____	_____	_____
*Unified Communications Integration	_____	_____	_____
VMware Virtual Appliance Integration	_____	_____	_____
+Vacant Code Intercept	_____	_____	_____
*Vacant Number Intercept	_____	_____	_____
Video Conferencing (Point-to-Point)	_____	_____	_____
Video Conferencing (Point-to-Multi-Point)	_____	_____	_____
*Virtual Extension Numbers	_____	_____	_____
*Voice Mail Integration	_____	_____	_____
Voice Paging Access - External	_____	_____	_____
+Voice Paging Access - Phones	_____	_____	_____

STATION FEATURES

Account Code Display	_____	_____	_____
*Add-on Conference (3-Way)	_____	_____	_____
Automatic Intercom	_____	_____	_____
+Automatic Line Preferences	_____	_____	_____
+Automatic Ring-back on Held Call	_____	_____	_____
Auxiliary Station Ringer Interface (Loud Bell)	_____	_____	_____
+Background Music	_____	_____	_____
*Call Forwarding - All Calls	_____	_____	_____
*Call Forwarding - Busy Line (Trunk/Station)	_____	_____	_____
*Call Forwarding - Don't Answer (Trunk/Station)	_____	_____	_____
*Call Forwarding - Preset (Trunk/Station)	_____	_____	_____
*Call Forwarding - Remote	_____	_____	_____
+Call Forwarding Destination Display	_____	_____	_____
+Call Forwarding Source Display	_____	_____	_____
+Call Logging by Station	_____	_____	_____
*Call Pickup (Group)	_____	_____	_____
+Call Pickup Source Display	_____	_____	_____
Call Waiting	_____	_____	_____
+Callback Number Display	_____	_____	_____
+Calling Name Display	_____	_____	_____
*Calling Number Display	_____	_____	_____
+Dial Input Verification Display	_____	_____	_____
+Directed Call Pickup	_____	_____	_____
+Distinctive Ringing - Line	_____	_____	_____
+Distinctive Ringing - Set	_____	_____	_____
+Duration of Call Display	_____	_____	_____
*End-To-End Station DTMF Signaling	_____	_____	_____
Exclusive Hold	_____	_____	_____
+Flexible Ringing Assignments by Stations	_____	_____	_____
*Hands-Free Intercom	_____	_____	_____
+Incoming Call Source Display	_____	_____	_____
*Last Number Re-dial	_____	_____	_____
+Message Waiting Source Display	_____	_____	_____
+Multiple Discriminating Ringing	_____	_____	_____

<u>STATION FEATURES</u>	<u>S/X/I/N</u>	<u>Opt. Cost</u>	<u>Quantity</u>
-------------------------	----------------	------------------	-----------------

*On-Hook Dialing (Multi-Line SIP or IP Set)	_____	_____	
+On-Hook Dialing (Single-Line SIP or IP Set)	_____	_____	
Outward Restriction	_____	_____	
Perpetual Call Log	_____	_____	_____
*Recall (Flash) Button	_____	_____	
+Saved Number Re-dial	_____	_____	
Silent Ringing - Set	_____	_____	_____
*Speakerphone (Multi-Line SIP or IP Set)	_____	_____	
+Speakerphone (Single-Line SIP or IP Set)	_____	_____	
+Speed Calling - Station	_____	_____	_____
+Speed Calling Number Display	_____	_____	
+Station Call Transfer & Camp-On	_____	_____	
+Station Camp-On	_____	_____	
*Station Forced Busy (Do-Not-Disturb)	_____	_____	
*Station Message Waiting	_____	_____	_____
+Time of Day Display	_____	_____	
+Transparent Call Handoff to Mobile Device	_____	_____	
Wireless Telephones	_____	_____	

VOICE MESSAGING FEATURES

*Ability for Caller to "Bail-Out" to a Live Person	_____	_____	
+Ability for Caller to Mark Message "Urgent"	_____	_____	
*Ability for Call Routing Menus	_____	_____	_____
*Ability for Time of Day Changes in Greetings	_____	_____	_____
*Ability to Record Calls as Needed	_____	_____	_____
+Ability of System Administrator to Override	_____	_____	
+Ability of Users to Override Prompts	_____	_____	
+Ability of User to Receive On-Line Help	_____	_____	
+Ability of User to Change Individual Password	_____	_____	
*Ability to Act as an Automated Attendant	_____	_____	
*Ability to Activate Message Waiting Lamp	_____	_____	
+Ability to Attach Memo to Forwarded Messages	_____	_____	
+Ability to Cancel Review of Messages	_____	_____	
+Ability to Forward Messages during Review	_____	_____	
+Ability to Forward Messages within System	_____	_____	
+Ability to Increase and Decrease Volume	_____	_____	
+Ability to Listen to Unheard Messages First	_____	_____	
+Ability to Monitor Line Status and Notify Caller	_____	_____	
Ability to Out-page	_____	_____	_____
+Ability to Pause during Message Review	_____	_____	
+Ability to Replay Messages during Review	_____	_____	
+Ability to Reply without Address within System	_____	_____	
+Ability to Skip Messages during Review	_____	_____	
+Ability to Use All Digits (1-9) for Routing	_____	_____	
*Announcement Messages	_____	_____	_____
+Automatic Gain Control for Volume Levels	_____	_____	
+Broadcast Messages - Internally	_____	_____	_____
+Broadcast Messages - Externally	_____	_____	_____
+Broadcast Messages Via Email	_____	_____	_____
+Broadcast Messages Via Instant Messaging (IM)	_____	_____	_____
+Broadcast Messages Via SMS (Text)	_____	_____	_____
+Caller can Listen to & Re-Record Own Message	_____	_____	
*Centralized Voice Mail	_____	_____	

<u>VOICE MESSAGING FEATURES</u>	<u>S/X/I/N</u>	<u>Opt. Cost</u>	<u>Quantity</u>
---------------------------------	----------------	------------------	-----------------



*Classes of Service	_____	_____	_____
+Conference Recording Ability	_____	_____	_____
+Confirmation of Receipt of Message	_____	_____	_____
*Different Call Forwarding Paths per Mailbox	_____	_____	_____
*Multiple Call Forwarding Paths per Mailbox	_____	_____	_____
Hard Disk Storage Redundancy	_____	_____	_____
*Header Includes Date and Time of Message	_____	_____	_____
+Header Includes Name and Number of Caller	_____	_____	_____
*Information Mailboxes	_____	_____	_____
*Mailbox Passwords	_____	_____	_____
+Messages Played First In-First Out	_____	_____	_____
+Multiple Pre-Recorded Greetings	_____	_____	_____
*Name/Extension Directory	_____	_____	_____
+Notification of Urgent Messages First	_____	_____	_____
+On-Line Tutorial for Users	_____	_____	_____
+Remote System Access for Diagnostics	_____	_____	_____
+Remote System Access for Upgrades	_____	_____	_____
+Single Key Stroke Functions for Message Review	_____	_____	_____
+System Tracking of Incorrect Password Attempts	_____	_____	_____
+System Disconnect After "X" Incorrect Attempts	_____	_____	_____
+Tone Detection to Minimize "Talk-Off"	_____	_____	_____
*User Recorded Greeting	_____	_____	_____
*User System Administration	_____	_____	_____
+Variable Greeting Length	_____	_____	_____
Voice Recognition Directory	_____	_____	_____

VOICE MESSAGING REPORTS

+Complete System Configuration Summary	_____	_____	_____
+Disk Utilization Summary	_____	_____	_____
+Port Traffic Studies, Including GOS and Overflow	_____	_____	_____
+Remote System Alarms	_____	_____	_____
+Remote Monitoring of Alarms	_____	_____	_____
+Software/Hardware Error Alarms	_____	_____	_____
+Subscriber Usage Statistics (by user)	_____	_____	_____
+System Management Reports	_____	_____	_____
+System Exception Reports	_____	_____	_____
*System Alarms	_____	_____	_____

**K. Vendor Questionnaire**

It is of utmost importance that the successful vendor be able to provide continuing, responsive maintenance and service. *It is therefore imperative that each vendor answers the following questions fully and accurately.* Any additional statement concerning the vendor's ability to provide service is encouraged. Manufacturer's guarantees are important, and detailed information should be provided. THE QUESTIONS MUST BE ANSWERED IN THE SPACES PROVIDED, EXCEPT WHERE NOTED.

1. Vendor Capabilities and Experience

a. Vendor's overall size, corporate structure, and number of years in business. A corporate annual report or audited financial statements must be provided. This information will remain strictly confidential.

b. Experience with the proposed systems. How long have you carried these particular products, i.e. same model and software generic?

c. Total number of installations of the proposed systems. Give both local and company-wide figures.

d. Provide at least *three* specific references utilizing *proposed equipment* (you may refer to a reference section of the proposal). The list must include contact name and telephone number, as well as date installed and the contract amount. Similar clients, if any, should be referenced.

2. Installation

a. What is the system installation interval from contract signing to cutover? Include installation interval schedule with statement regarding schedule guarantees (you may refer to another section of the proposal).

b. Who will perform installation, and are they employees of the vendor or contract labor? Where are these technicians located? If contract labor is used, state the name of company or individuals.

c. Have these technicians (refer to above question) attended manufacturer's training school? Documentation may be required.

d. Will these same technicians (refer to above question) install any and all third-party applications promised by the vendor and/or manufacturer?

3. Warranty

a. For what period is the equipment under warranty (at least one year is desired)? Is this a manufacturer or vendor warranty? When does the warranty start, when shipped, delivered or installed?

b. What parts are included in the warranty contract? Excluded?

c. Does the manufacturer offer any written guarantees as to the performance of both the system and the distributor? Please include a copy.

4. Maintenance

a. Who will perform maintenance, and are they employees of the vendor or contract labor (if contract labor is used, state name of company or individuals)?

b. Have these technicians (refer to above question) attended manufacturer's training school? Documentation may be required.

c. Will these same technicians (refer to above question) maintain all third-party applications installed? If not, state name of company or individuals who will maintain third-party applications and where they are located.

d. Location of this maintenance force?

e. Territory covered by this maintenance force.

f. Total maintenance personnel assigned to this area.

g. Total number of maintenance personnel in this area trained on specific equipment proposed.

h. Total number of lines (working stations) covered by the maintenance force in this area.

i. Total number of lines (working stations) of the proposed equipment covered by the maintenance force in this area.

j. Guaranteed response time (i.e. qualified repair technician on-site) for major outages and routine service calls.

k. Is maintenance available 24 hours a day, 365 days a year? How are off-hours dispatch handled?

l. Explain your problem escalation procedure. Will the customer be provided with direct manufacturer technical support contacts?

m. Is Preventative Maintenance provided? How often will Preventative Maintenance be provided? Provide schedule of what will be done on a Preventative Maintenance service call. List on-site spare parts to be provided.

#### 5. Maintenance Charges

a. What is the total cost per year for a business-day maintenance contract on the proposed system following expiration of the warranty? Provide optional cost for server only, as well as for all hardware and software separately. Show line item pricing. How long are these rates guaranteed? Note the likely yearly increase in the maintenance rates for years three (3) through five (5). Include sample maintenance agreement.

b. In lieu of a maintenance contract, what are the hourly costs and minimum hours per call? Detail any additional costs such as trip charges, i.e. exactly when timing starts and ends. How long are these rates guaranteed?

c. What are charges for maintenance calls other than normal working hours? Detail any additional costs such as trip charges, i.e. exactly when timing starts and ends. How long are these rates guaranteed?

**6. Software Changes and Upgrades**

a. What method or device is used to enter software changes into the systems (Web, GUI, PC, MAT, console overlay, etc.)? Itemize any proprietary equipment required, including costs, and note if cost is included in total price.

b. Can customers perform their own software changes without extensive training? Is technical assistance from the manufacturer available after certification? At what cost? State the length, cost, and location of any training per person.

c. Are software and firmware licenses freely transferable by the customer when the hardware is eventually sold to a third party?

d. Are software upgrades for the proposed system included in the maintenance agreement pricing quoted?

e. How frequently are software upgrades and new versions released for the proposed system?

7. User Training

a. Who will train customer's personnel?

b. Detail when, where, and how training will take place.

c. Will training of customer's personnel be conducted on a regular basis after the cutover? Canadian County desires ongoing training over the first year at two, six and twelve months after the cutover, in addition to the initial training.

d. Are there any additional charges for user training *after* the initial classes? If so, state each kind of training class and cost.

e. Will User's Guides be provided for each user? Are User's Guides available on-line? Will a training DVD, CD or video that can be shown to future new employees be provided?

8. Files and Records

a. Who will maintain all necessary files and records concerning the systems?

**L. Purchase Pricing**

CASH PURCHASE SCHEDULE

- 40% due upon delivery and acceptance of equipment at customer site
- 40% due upon complete installation of all contracted equipment
- 20% due upon acceptance of system, defined as satisfactorily processing calls for two weeks.

***CANADIAN COUNTY IS FULLY EXEMPT FROM ALL SALES AND EXCISE TAXES. A TAX EXEMPTION FORM WILL BE GIVEN TO THE SUCCESSFUL VENDOR.***

.....  
ADMINISTRATION BUILDING SYSTEM COST (must be itemized)

Cost of VoIP Application and/or Servers, Switches & Other Common Equipment \_\_\_\_\_

Cost of Telephone Sets (SIP and/or IP) \_\_\_\_\_

Telephone System Implementation Costs \_\_\_\_\_

Cost of Voice Messaging Application and/or Servers \_\_\_\_\_

Voice Messaging Application and/or Servers Installation Labor Costs \_\_\_\_\_

Cost of Training for 2 System Administrators \_\_\_\_\_

Cost/(Credit) of Boxing Old ESI & Miscellaneous Equipment \_\_\_\_\_

Taxes \_\_\_\_\_ **0**

**TOTAL SYSTEM PRICE** \_\_\_\_\_

Yearly Maintenance Cost (beginning \_\_\_\_ th month) \_\_\_\_\_

COURTHOUSE/JUDICIAL CENTER SYSTEM COST (must be itemized)

Cost of Switches & Other Common Equipment \_\_\_\_\_

Cost of Telephone Sets (SIP and/or IP) \_\_\_\_\_

Telephone System Implementation Costs \_\_\_\_\_

Taxes \_\_\_\_\_ **0**

**TOTAL SYSTEM PRICE** \_\_\_\_\_

ASSESSOR'S OFFICE SYSTEM COST (must be itemized)

Cost of Switches & Other Common Equipment \_\_\_\_\_

Cost of Telephone Sets (SIP and/or IP) \_\_\_\_\_

Telephone System Implementation Costs \_\_\_\_\_

Taxes \_\_\_\_\_ **0**

**TOTAL SYSTEM PRICE** \_\_\_\_\_

ELECTION BOARD SYSTEM COST (must be itemized)

Cost of Switches & Other Common Equipment \_\_\_\_\_

Cost of Telephone Sets (SIP and/or IP) \_\_\_\_\_

Telephone System Implementation Costs \_\_\_\_\_

Taxes \_\_\_\_\_ **0**

**TOTAL SYSTEM PRICE** \_\_\_\_\_

EXTENSION SERVICE SYSTEM COST (must be itemized)

Cost of SBC/Gateway/Router, Switches & Other Common Equipment \_\_\_\_\_

Cost of Telephone Sets (SIP and/or IP) \_\_\_\_\_

Telephone System Implementation Costs \_\_\_\_\_

Cost/(Credit) of Boxing Old SBX & Miscellaneous Equipment \_\_\_\_\_

Taxes \_\_\_\_\_ **0**

**TOTAL SYSTEM PRICE** \_\_\_\_\_

FREE FAIR SYSTEM COST (must be itemized)

Cost of SBC/Gateway/Router, Switches & Other Common Equipment \_\_\_\_\_

Cost of Telephone Sets (SIP and/or IP) \_\_\_\_\_

Telephone System Implementation Costs \_\_\_\_\_

Cost/(Credit) of Boxing Old SBX & Miscellaneous Equipment \_\_\_\_\_

Taxes \_\_\_\_\_ **0**

**TOTAL SYSTEM PRICE** \_\_\_\_\_



Optional Pricing

Cost of Application and/or Servers & Other Common Equipment Redundancy	_____
Redundancy Application and/or Server Installation Labor Costs	_____
Cost of E911 Application and/or System	_____
E911 Application and/or System Installation Labor Costs	_____
Cost of Time Management Application and/or System	_____
Time Management Application and/or System Installation Labor Costs	_____
20-Seat Voice Mail to Email Conversion Option	_____
20-Seat Voice Mail to Email Conversion Option Installation Labor Costs	_____
20-Seat Voice Mail to Text Conversion Option	_____
20-Seat Voice Mail to Text Conversion Option Installation Labor Costs	_____
20-Seat SMS (Instant Messaging) Option	_____
20-Seat SMS (Instant Messaging) Option Installation Labor Costs	_____
20-Seat Presence Option	_____
20-Seat Presence Option Installation Labor Costs	_____
20-Seat Screen Pop Option	_____
20-Seat Screen Pop Option Installation Labor Costs	_____
20-Seat Cellular to WLAN Conversion Option	_____
20-Seat Cellular to WLAN Conversion Option Installation Labor Costs	_____
4-Port Fax Server Option	_____
4-Port Fax Server Option Installation Labor Costs	_____



**Canadian County  
Purchasing**

**Addendum**

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Date Issued: December 7, 2015  
Bid Number: **2016-#09**  
Closing Date: January 8, 2016 at 4:00pm  
PO Box 458, 201 N. Choctaw Ave., El Reno, OK 73036  
Opening Date: January 11, 2016 at 9:30am  
Commissioner's Meeting Room, 201 N. Choctaw Ave., El Reno, OK 73036

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~ Addendum~

Telecommunications System / County Commissioners

See Attached Addendum:

For Information Contact:

Contact: John Johnson, Chief of Staff

Phone: (405) 295-6201

Hours: Monday – Friday 8:00am to 4:00pm

Address: 201 North Choctaw, El Reno, OK 73036

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If you have any questions or need additional information, please contact:  
**Sherry Murray**, Purchasing Agent, 405.295.6125 or 405.422.2441  
smurrav@okcana.co.gov.net

# The Michael Group

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**Canadian County Purchasing**  
201 Choctaw Avenue, El Reno, OK 73036  
405.295.6000 ~ Fax 405.422.2411  
[www.canadiancounty.org](http://www.canadiancounty.org)

## **Addendum # 1 to 2016-#09 VoIP Communications System**

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**Issued:** December 23, 2015  
**Change:** Clarification/Changes in RFP  
**Reason:** Pre-Proposal Meeting and Online Q&A plus Financials Requirement

1. RFP Section K.1. is changed as follows. Vendors may choose not to provide financials, but this may impair the county's ability to fully assess the proposer qualifications and proposal ratings may reflect this. Be sure to note such as "Confidential" if you do not want the information released as part of a records request.

### **K. Vendor Questionnaire**

#### 1. Vendor Capabilities and Experience

a. Vendor's overall size, corporate structure, and number of years in business. A corporate annual report or audited financial statements ~~must be provided~~ are not required, but are highly desired. This information will remain strictly confidential.

2. The following information was provided via emails:

**From:** Chris Beck <[chrismbeck@me.com](mailto:chrismbeck@me.com)>

**Sent:** Friday, December 18, 2015 2:19 PM

**To:** Larry Treas; Derek Shaw; Tom Henson; Melanie Kirby; Terry Siemens; Herb Sanders; Bill Hicks; Joe Hollander; John Johnson; Clifford Lawson; Tim Smith; Sherry Murray

**Subject:** Re: Canadian County

I have attached a Word document of the RFP for everyone that wishes to use it.

To answer Tom's questions below;

- The fiber between buildings is multimode, but we still aren't sure if it is 62.5 or 50m.
- Larry or someone from the County will need to verify the speed, but I think it is just 1G.
- The fiber is connecting closets in the 4 buildings downtown, plus to the sheriff's annex that is not part of this RFP. There is fiber cross-connect in the closets for this, but not between the switches.

- As to using fiber interconnects, that is fine for the voice at this time, but until the County agrees to change the data network, that cannot be done for the data side.
- I was also asked for a list of the DID numbers the County has. They are; 405-262-1522, 405-262-1872, 405-262-3937, 405-262-9022, 405-262-1070, 405-422-2449, 405-422-1803, 405-422-2479, 405-422-2254, 405-262-0177/0178, 405-262-1017/1018, 405-2395-6000/6399, 405-422-2405/2406, 405422-2447/2448, 405422-2483/2486, 405422-2410/2411, 405-422-1510/1511, 405-422-2422/2424, 405-422-2437/2439, 405-422-2441/2422 for a total of 433 DID numbers being billed by Cox Business. Those DID numbers go to 2 PRI T-1s presently, but we will disconnect one T-1 with this change.
- Another note for everyone is that there are no firewalls currently on the County's networks. The only existing firewall is their connection to the State.

I hope this answers all questions so far, but please reply for further clarification or with new questions.

Sincerely,

Chris Beck, Sr. Consultant

**From:** Chris Beck <[chrisbeck@iname.com](mailto:chrisbeck@iname.com)>

**Subject: Re: Canadian County**

**Date:** December 18, 2015 at 5:29:50 PM CST

**To:** Larry Treas; Derek Shaw; Tom Henson; Melanie Kirby; Terry Siemens; Herb Sanders; Joe Hollander; John Johnson; Clifford Lawson; Tim Smith; Sherry Murray

All DID numbers will stay for now. However, another 10 Plexar numbers will be made DID with this change. They are mostly for fax machines.

Chris Beck, Sr. Consultant

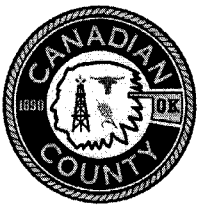
**The undersigned affirms that they have read and understand the RFP changes and answers given by Canadian County. Original and copies provided with Proposal Response.**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Authorized Signature

\_\_\_\_\_  
Company



**Canadian County  
Purchasing**

**Affidavit / Proof of Mailing**

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~ AFFIDAVIT~

Telecommunications System / County Commissioners

State of Oklahoma )  
County of Canadian ) §

I, Sherry Murray, Purchasing Agent, in and for said County and State, do hereby certify that "Addendum #1" was sent to the following:

Acoustic Designs, Inc  
612 Okie Ridge Road  
Yukon, OK 73099

Alinec Technologies  
Attn: Daniel Venson  
2112 Rutland Drive, Suite 180  
Austin, TX 78758

Bid Clerk  
[govbids@bidclerk.com](mailto:govbids@bidclerk.com)

Bid News  
[project@bidnews.com](mailto:project@bidnews.com)

BMI + Image Net  
Attn: Brian Womack  
913 North Broadway  
Oklahoma City, OK 73112

Chickasaw Telecom Inc  
Attn: Jeff Downey  
5 N McCormick Street  
Oklahoma City, OK 73127

Continental Wireless Inc  
Attn: Rita Weber  
10455 Vista Park Road  
Dallas, TX 75238

Convey Communications  
Attn: Marc Wright  
8313 Glade Ave  
Oklahoma City, OK 73132

Cnet Security and Cable Inc  
Attn: Derek Shaw  
143 N Cedar Branch Way, Suite 101  
Mustang, OK 73064

Dimensional Concepts  
PO Box 1838  
Stillwater, OK 74076

Eales Electronics Corp  
PO Box 721140  
Oklahoma City, OK 73172-1140

Elite Innovative Technology LLC  
PO Box 734  
Mustang, OK 73064

ePlan  
4115 South Providence, Suite 105  
Columbia, MO 65203

Florida Micro LLC  
11550 Common Oaks Drive, Suite 108  
Raleigh, NC 27614

Francis Tuttle Vo-Tech Center  
Attn: Bid Assistance – Judy Robbins  
12777 N Rockwell  
Oklahoma City, OK 73142

Global Government  
US-36  
Fletcher, OH 45326

Hi Tech Security Solutions  
608 Pala Verde Court  
Yukon, OK 73099

Hi Tech Security Solutions  
Attn: Ray Dunn  
PO Box 53874  
Lubbock, TX 79453

Howard Technology Solution  
Attn: Shonda Russell, TX/OK Acct Rep  
PO Box 1590  
Laurel, MS 39441

Insight Public Sector Inc  
6820 S Harl Avenue  
Tempe, AZ 85283

My Computer Bytes  
Attn: Bill  
PO Box 850957  
Yukon, OK 73099

Nobel Systems  
Attn: Tom Henson  
3013 NW 59<sup>th</sup> Street  
Oklahoma City, OK 73112

Online Data Services  
3295 River Exchange Dr, Suite 213  
Norcross, GA 30092

Orion Security Solutions  
12330 St Andrews Drive  
Oklahoma City, OK 73120

Patriot Technologies Inc  
Attn: Kim Hunter  
5108 Pegasus Ct., Suite F  
Frederick, MD 21704

Peak Uptime  
Attn: Terry Siemens  
823 S Detroit Street, Suite 200  
Tulsa, OK 74120-4223

Plante & Morgan PLLC  
27400 NW Highway  
PO Box 307  
Southfield, MI 48037-0307

Primus Electronics Corporation  
Attn: Dana Cronin  
4180 E Sand Ridge Road  
Morris, IL 60150

Ricoh Americas Corporation  
Attn: Spencer Adams  
3030 NW Expressway, Suite 1404  
Oklahoma City, OK 73112

RK Black  
4111 Perimeter Center Place  
Oklahoma City, OK 73112

Sawatski  
Secure Solutions LLC  
105 Darwin Road  
Edmond, OK 73034

SecureNet Inc  
Attn: John Brothers  
1117 Cornell Parkway  
Oklahoma City, OK 73108

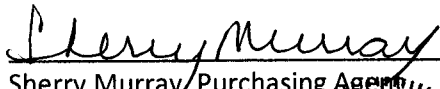
Security Solutions USA  
1640 W Hwy 152  
Mustang, OK 73064

Signature Technology Group  
Attn: Jared Brimhall  
2424 W Desert Cove Avenue  
Phoenix, AZ 85029

SMTi  
40 W Littleton Blvd, Suite 210  
Littleton, CO 80120-2400

Symmetry Networks  
Attn: Rocky Brown  
2501 NW 180<sup>th</sup> Street  
Edmond, OK 73012

Witness my hand and seal this 23<sup>rd</sup> day of December, 2015.

  
Sherry Murray, Purchasing Agent

(SEAL)

