

REQUEST FOR PROPOSAL

#6726

Telecommunications Systems Maintenance & Support

FOR

Washtenaw County Information & Technology Services

Issued By:

Washtenaw County Purchasing
Administration Building
220 N. Main Street
Ann Arbor, MI 48104

Angela O. Perry
Purchasing Manager
(734) 222-6768



Proposal Submitted by:

Please type Bidder's Company Name & include as proposal cover



WASHTENAW COUNTY

Finance Department

Purchasing Division

220 N. Main, Ann Arbor, MI 48104
Phone (734) 222-6760, Fax (734) 222-6764
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RFP #6726

May, 3rd, 2013

Washtenaw County Purchasing Division on behalf of Information & Technology Services is issuing a sealed RFP #6726 for Telecommunications Systems Maintenance & Support.

Sealed Proposals: Vendor will deliver **one (1) unbound original** and **three (3) bound copies** each with the pricing page flagged to the County location specified below. In addition, vendor will deliver an electronic copy on a USB drive, CD-RW, or DVD in pdf format to the location specified below:

**Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Basement
Ann Arbor, MI 48104**

Friday, May 31, 2013 at 3pm

A **Mandatory Pre Bid meeting** will be held at the site located at 110 North Fourth Street, Ann Arbor, County Annex Building, first floor conference room on May 10, 2013, at 10am.

Proposals received after the above cited time will be considered a late bid and are not acceptable unless waived by the Purchasing Manager.

- The envelope must be clearly marked "**SEALED RFP 6726**".
- Please direct purchasing and procedural questions regarding this RFP to Angela O. Perry **via e-mail only** to perrya@ewashtenaw.org
- Please direct services and technical questions regarding this RFP to Steve Farat **via e-mail only** at farats@ewashtenaw.org

Thank you for your interest.

PROPOSAL INFORMATION

I. PROPOSAL DEFINITIONS

Definitions

“Bidder”	An individual or business submitting a bid to Washtenaw County
“Contractor/Vendor”	One who contracts to perform services in accordance with a contract
“County”	Washtenaw County in Michigan
“Information & Technology Services”	Washtenaw County department responsible for the management of the services requested in this bid.

INTRODUCTION,

Washtenaw County is soliciting bids for Avaya CS1000, Meridian Option 11 Release 25, Call Pilot, AACC 6, BCM IP, Carrier Remote, Fiber Remote, Survivable Remote, analog key systems, POTS, paging systems, APC UPS, and ancillary telecommunications equipment. Contractor will be required to provide maintenance, engineering, application design, training and move, adds and change services for all systems specified in this bid. In addition the prospective contractor will also provide onsite technical staff for configuration of telecommunication systems and applications.

The services requested will be the primary means of support for telecommunications services for the Washtenaw County Service Center (Service Center), Western Service Center (Zeeb Road), Human Services Complex (Towner), and Downtown Campus (Downtown). As well as all remote out County spoke locations covering the geographic area of Washtenaw County. Further details of the County’s networking environment and capabilities will be available through the bid process.

CONTRACTOR COMPLIANCE

The following six requirements are included in the body of this RFP. Response to each of these requirements is to take place as they appear in this document, **NOT** at this time. The presence of these items at this point in the RFP reflects the County's concern over compliance to these items. Contractors will be required to demonstrate compliance to these items and others as they appear in this RFP.

- 1) All respondents **MUST** submit a letter of good standing with Avaya from Avaya. See Section 2.1 MANUFACTURERS AFFILIATION for further details. No further consideration will be given to a response without this verification from the manufacturer to the respondent providing the equipment and services.
- 2) The Contractor **MUST** provide insurance and liability coverage's as outlined in Section VI, ARTICLE VII Sample Contract, INSURANCE REQUIREMENTS and ARTICLE VI, INDEMNIFICATION AGREEMENT.
- 3) The Contractor **MUST** have previous experience in the installation, integration, and maintenance of the equipment specified in this bid.
- 4) The Contractor **MUST** have had documented proven experience in the design, and implementation of Avaya CS1000, Meridian 1 PBXs, VoIP in and Avaya system environment, Call Pilot (1005r), Contact Center (AACC6) ACD application development, and telecommunications management within a Avaya/Nortel LAN and WAN network in a government enterprise.
- 5) The Contractor **MUST** have at least four (4) enterprise maintenance customers similar in size to the County with multiple locations in the State of Michigan supporting a unified dialing plan in which they have installed and are currently maintaining stated telecommunications equipment and similar applications.
- 6) The Contractor **MUST** be able to demonstrate in house competence in design considerations and installation of applications in a Microsoft enterprise environment. Microsoft expertise in server configuration and MS Server OS operations, active directory, domain services and installation of applications in a locked down desktop and application packaged XP SP3 & Windows 7 environment. Contractor will have in house installation and design experience in the configuration of voice systems integration in a Juniper Networks enterprise network environment. Third party support of these services is not acceptable.

II. TERMS

A. Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding price, quality of service, the CONTRACTORS qualifications and capabilities to provide the specified service, and other factors that the County may consider. The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded and negotiations would be undertaken with that CONTRACTOR whose proposal is deemed to best meet the County's specifications and needs.

B. The County reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the County to be in the best interests of the County even though not the lowest bid.

C. Proposals must be signed by an official authorized to bind the CONTRACTOR to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.

D. In the event it becomes necessary to revise any part of the RFP, addenda will be provided. Deadlines for submission of RFP's may be adjusted to allow for revisions. To be considered, **one (1) original and three (3) copies** (one copy unbound) and an electronic version in pdf format, submitted on CD-RW, DVD or USB drive must be at the County as indicated on or before the date specified.

E. Proposals should be prepared simply and economically providing a straight-forward, concise description of the CONTRACTOR'S ability to meet the requirements of the RFP. Proposals must be typed. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person signing the proposal. *CONTRACTOR shall ensure that proposals are submitted using both sides of recycled paper whenever practicable.*

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F. In the event, the County receives two or more bids from responsive, responsible bidders, one or more of whom are Washtenaw County Contractors and the bids are substantially equal in price, quality and service, the County shall award the contract to the most responsive, responsible Washtenaw County Contractor. For purposes of this section, Washtenaw County Contractor means a company which has maintained its principal office in Washtenaw County for at least six (6) months. Maintaining a Washtenaw County P.O. Box, is not, in and of itself, sufficient to establish a company as a Washtenaw County Contractor. The County shall have sole discretion under this section to determine if a company qualifies as a Washtenaw County Contractor and if two or more bids are substantially equal.

G. The initial award of this contract shall be for a period of 2 years year(s), with an option to renew an additional 3 years in one year increments on the contract anniversary date pending agreement by both parties.

H. CONFLICT OF INTEREST. Contractor warrants that to the best of contractor's knowledge, there exists no actual or potential conflict between contractor and the County, and its Services under this request, and in the event of change in either contractor's private interests or Services under this request, contractor will inform the County regarding possible conflict of interest which may arise as a result of the change. Contractor also affirms that, to the best of contractor's knowledge, there exists no actual or potential conflict between a County employee and Contractor.

I. The bidder shall be responsible for all costs incurred in the development and submission of this response. Washtenaw County assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a response by a bidder, the evaluation of an accepted response, or the selection of finalists. All proposals, including attachments, supplementary materials, addenda, etc. shall become the property of Washtenaw County and will not be returned to the bidder.

J. This RFP, with any subsequent addendum, and the Bid submitted by the selected Contractor, with approved changes, will become part of the contract between the County and selected Contractor.

K. Contractors submitting Bids to this RFP may be required, at the request and option of Support Services I.T., to make an oral presentation or provide written clarification. These presentations or written clarifications will provide an opportunity for the Contractors to clarify but not modify their Bid.

2.1 MANUFACTURER AFFILIATION

Contractor must either be the manufacturer of the equipment proposed or a factory certified and authorized vendor/contractor.

If not the manufacturer, the Contractor must have a proven close and long-standing relationship with the manufacturer in order to demonstrate the Vendor's commitment to supporting the products proposed. Proof must be supplied with the bid in the form of a written guarantee from the manufacturer, stipulating that the manufacturer will provide support for the system if the Bidder is either unwilling or unable to do so at any time within 5 years of the acceptance date of this contract. This may also include documentation as to the number of years supplying the product, size of inventory, test and training center support, and etc.

All respondents must submit a letter of good standing with Avaya from Avaya and attached as ADDENDA "A" to their response. No further consideration will be given to a response without this verification from the manufacturer to the respondent providing the equipment and services.

2.1 TERM OF CONTRACT

- .1 The contract is for a period of two (2) years from the date of systems acceptance. If both the County and Contractor agree, the contract could be extended for three (3) additional years on a single year by year basis with the same terms and conditions. No pricing changes are allowed during the initial two (2) years of the contract.
- .2 However, the successful Contractor will be permitted annual increases in the prices bid for each additional year after the initial two year contract. This increase shall be in accordance with the change in the National Consumer Price Index for the previous twelve month period and shall not exceed any other customer's rates.

2.3 PURCHASE ORDERS

Will be issued to the successful bidder(s) throughout the period of the contract as and when required by the County.

2.4 PAYMENT SCHEDULE

Annual contract billing is required

2.5 CONTRACTOR STAFF QUALIFICATIONS REQUIREMENTS

The Contractor agrees the on-site staff assigned to perform any work under the Contract shall be qualified to do so. As such, the Contractor shall:

- .1 Submit all engagement staff to Washtenaw County for review and approval prior to the employee performing the job. The County reserves the right to reject or replace any candidate it feels is not a good fit for the services being requested.
- .2 Provide written staff work resume, including technical certifications, to Washtenaw County as part of the staff review/acceptance process;
- .3 Remove engagement staff if, in the sole opinion of the Washtenaw County, the incumbent does not perform satisfactorily, fails to maintain technical certifications, or fails to receive and maintain security clearance;
- .4 Ensure all staff approvals and removals are approved by the Administrator of Telecommunications Services, Support Services or designate;
- .5 At its cost, to subject proposed staff to security background checks as needed to satisfy Washtenaw County identification and facilities access requirements;
- .6 Ensure the staff it will apply to the Contract are technically qualified to both perform the services and meet all requirements defined herein;
- .7 Ensure that all engagement staff possess at least a high school diploma (some college preferred), possess good end user relations and communications skills, and project a clean, well groomed, neat appearance at all times.
- .8 Have sufficient back up staff available, as necessary to meet contract and operational requirements, to cover all vacation, holiday and unplanned time off associated with the normally assigned staff;
- .9 Provide additional or reduced services consistent with the RFP;
- .10 Provide on-site staff which are skilled and seasoned in customer relations and communications. This includes application requirements gathering, communication of system features in non-

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technical terms, and can maintain composure in difficult situations under pressure and in challenging situations.

- .11 Provide all proposed staff with end user training as required in the operation of phone operation, ACD applications and CallPilot applications and usage.
- .12 Provide staff that are courteous at all times in the performance of work under the Contract.
- .13 Contractor must provide technician access to Avaya/Nortel service and support if problem exceeds specified resolution timeframes as outlined in this RFP.
- .14 Provide technicians that:
 - a) Have a minimum of 8 years experience performing Meridian Option, BCM IP, MICS, CallPilot, and Avaya/Nortel ACD installation and maintenance work.
 - b) Are knowledgeable in all standard MS software applications (MS Office Suite);
 - c) Have the ability and skills to provide Level 2 Support and have access to Avaya/Nortel offered level 3 technical PASS support 24/7 365 days per year.
 - d) Have the ability and skills to troubleshoot and/or resolve operational problems in a timely manner and within the service guidelines as stated in this RFP.

2.6 KEY PERSONNEL

It is essential that the Contractor provides adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to key positions.

- .1 The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to Washtenaw County.

- .2 If key personnel are not available for work under this contract for a continuous period exceeding thirty (30) calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify Washtenaw County, and shall, subject to the concurrence of Washtenaw County, replace such personnel with personnel of substantially equal ability and qualifications.

2.7 SYSTEMS CHANGES

The Contractor shall make changes only upon receipt of a service ticket (either electronic or written) by such person or persons as may from time to time designate in writing, or upon oral requests from such person as County may from time to time designate in writing. The County will provide in writing a list of individuals with the ability to order changes or service, either written or verbal.

County may elect also to implement other changes of its own accord. Should County elect to make its own changes, County shall assume responsibility for the operational integrity of the system as it is directly affected by such changes by County. Upon request, the Contractor shall research all reported software problems or errors and correct them to the County's satisfaction. If the problem or error resulted from data base changes by County, the charge for service shall be computed using the rates stated in Section 7.1, TIME AND MATERIAL COST.

2.8 SUBCONTRACTORS

No subcontractors are to be employed in the fulfillment of any services without prior approval by the County. It is the intent to have the successful bidder provide all of the services requested under this bid.

2.9 INSPECTION OF FACILITIES:

The Manager of the Purchasing Division reserves the right before making an award to have the premise of the bidder inspected, or to take any other action necessary to determine fitness, reliability and ability to perform. The inspection could check the physical location, facilities, equipment, spare parts and/or equipment for ability to comply with conditions of the bid.

2.10 EXTRA CHARGES:

- .1 No changes shall be made, nor will bills for extra charges, alterations, modifications, deviations, and extra orders made by the Contractor be paid for except upon written work/change order from the County.
- .2 The County will not authorize payment for changes, alterations, modifications, deviations, or extra orders made except upon written order from the County. The County will not authorize payment for changes, alterations, modification, deviations, etc. that are the result of Contractor error in preparation of a system configuration that does not meet the intent of the bid specification.

2.11 SITE PREPARATION / ALTERATION

- .1 The County will be responsible for preparation of the equipment room(s) involved in supporting communications equipment including construction changes to floor distribution closets as required, providing electrical power as specified in accordance to manufacturers specifications.
- .2 The County will provide heat and general illumination in rooms in which work is to be performed.
- .3 The County will make alterations and repairs to buildings if it is determined by the County to be necessary for installation of equipment or services, or necessary for safe operations.

2.12 PERMITS AND CERTIFICATES

The Contractor shall obtain and pay for all necessary permits, certificates and licenses required and necessary for performance of the work; and shall post all notices required by law and comply with laws and ordinance applicable.

2.13 MATERIALS AND APPLIANCES

Unless otherwise stipulated, Contractor shall provide and pay for all materials, labor, tools, equipment, transportation and other facilities necessary for the performance and completion of the work. All special handling equipment charges shall be paid by the Contractor.

2.14 CONTRACT PROVISIONS

If a contract is awarded, the selected Contractor will be required to adhere to a set of general contract provisions which will become a part of any formal agreement. These provisions are general principles which apply to all Contractors of service to Washtenaw County such as the following:

2.15 CONTRACT FUNDING

Any contract entered into as a result of this RFP for a period in excess of one (1) year shall contain the following clause: "The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by Washtenaw County Government (County). If sufficient monies are not appropriated by the County to provide for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated".

2.16 OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

2.17 ASSIGNS & SUCCESSORS

This contract is binding on the County and the Contractor, their successors and assigns. Neither the County nor the Contractor will assign or transfer its interest in this contract without the written consent of the other.

2.18 PAYROLL TAXES

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

2.19 PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

2.20 ACCESS, AUTHORITY AND STOPPAGE

The work shall be available for inspection at any time by representative(s) designated by the County. All materials and work not in conformity with County specifications shall be subject to rejection. All rejected work or materials shall be immediately replaced to conform with specifications. Designated County representatives shall have the right to order the work of the Contractor or any sub-Contractor wholly or partially stopped, if in their judgment, the materials and services furnished for the work being done are not in strict accordance with the provisions and specifications, or until any objectionable worker or material is removed from the premises; and shall have the right to declare the contract forfeited for non-performance when not being executed according to the intent and meaning of the contract specifications. Such stoppage, suspension or forfeiture shall not in any way invalidate any terms of the contract, and no extra charge will be allowed the Contractor by reason of such stoppage or suspension.

2.21 CHANGES

No changes shall be made, nor will bills for extra charges, alterations, modifications, deviations, and extra orders made by the Contractor will be paid for except upon written work/change order from the County.

The County will not authorize payment for changes, alterations, modifications, deviations, or extra orders made except upon written order from the County. The County will not authorize payment for changes, alterations, modification, deviations, etc. that are the result of Contractor error in preparation of a system configuration that does not meet the intent of the bid specification.

2.22 CORRECTED WORK

The County will on occasion make checks and measurements of material to determine if physical and electrical characteristics and specifications are being met. If the County deems it expedient to correct or replace materials not in accordance with the characteristic or specifications as ordered, the Contractor shall make such corrections or replacements at no additional expense to the County within 10 days.

2.23 WORK STOPPAGE

In the event of any work stoppage, either by unionized employees of the County or the Contractor, the Contractor assures that the County will suffer no delays in service or claims as result.

2.24 CONTENT OF CONTRACT / ORDER OF PRECEDENCE

In the event of a conflict among documents, the order of precedence which shall govern is as follows: 1) the final contract; 2) the Request for Proposal and related addenda; 3) the firm's proposal.

III. SCOPE OF WORK

3.1 ON SITE SERVICES

Telephony systems management and operations services shall be performed by using Washtenaw County approved standard operating procedures and guidelines. Contractors shall:

- a) Manage telephone service availability to a 99.999% availability standard.
- b) Manage and maintain all telecommunications features as governed by Washtenaw County policies and guidelines.
- c) Monitor and evaluate telephone circuit utilization, and recommend changes to telephone circuits as needed to meet Washtenaw County quality of service standards.
- d) Ensure internal help desk staff is adequately trained to provide telephony help desk support.
- e) Be responsible for the development and ongoing maintenance of telephony technical documentation, including, but not limited to, OTM configuration, network diagrams, circuit information, equipment configuration documentation, cabling documentation, etc., in a format that is acceptable to Washtenaw County.
- f) Be responsible for ongoing telephony circuit capacity management, including monitoring of growth, monthly trend analysis reporting and timely forewarning of growth that will exceed capacity limitations.

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- g) Perform routine capacity checks on system utilization and perform recovery of unassigned or unused system resources.
- h) Work with third-party circuit providers to both ensure timely installation, integration and maintenance of voice transport circuits into the Network, and to ensure timely repair and reporting of defective circuits and services with follow up until resolution.
- i) Develop and maintain an accurate telephone directory database that meets Washtenaw County approval and contains at least the following information fields:
 - a. User name
 - b. User title
 - c. User primary phone number
 - d. User department
 - e. User division
 - f. User location (building, floor, office number)
 - g. Other user phone numbers (cell, 2nd line, intercom, pager, fax, etc.)
- j) The Contractor will provide Level 1, 2, & 3 support services to all end users as needed.
- j) The Contractor shall provide telephone and circuit utilization management reports as requested by Washtenaw County to characterize the state of telephony support services.

3.2 MAINTENANCE SERVICES

The Contractor will provide maintenance support for equipment that is both in-warranty and out-of-warranty. As such, the Contractor shall:

- .1 Diagnose, repair and if necessary replace defective equipment or components.
- .2 Maintain or have access to spare parts inventories to ensure downtime does not exceed four (4) business hours for desktop telephone equipment and four (4) Business Hours for back-end telephony or network equipment.
- .3 In the event the equipment cannot be repaired within the allotted downtime, provide suitably configured back-up equipment to sustain end-user operations. The Contractor may need to utilize

third party maintenance services provided by the Contractor or manufacturer for specialized equipment repair upon County approval.

- .4 In the event a problem potentially affecting more than one user is reported or detected during business hours, maintain a continuous effort past business hours as needed in order to resolve the problem.
- .5 In the event a problem potentially affecting more than one user is reported or detected during non-business hours, immediately dispatch a technician to resolve the problem.

3.3 SYSTEM MONITORING

The Contractor will provide 7 X 24 X 365 system monitoring by Avaya/Nortel certified staff for, but not limited to, the installed systems base, it's remote locations and equipment, it's connectivity to remote locations, it's connectivity to the Local Exchange Carrier (LEC), network IP services, fiber network, and all applicable application hardware and software including AA CC 6, signaling servers, application servers, CallPilot servers, OTM Management server, and all other related communication systems components. It is required that the vendor has a Network Operations Center/Customer Support Center (NOC/CSC) with the ability to monitor and remotely clear alarms. Alarm monitoring by a third party will not be accepted as a Network Operations/Customer Support Center. Email notification of all designated alarms is to be sent to customers designated staff as well as emergency call out of critical system problems. Reports: Daily reports of the past 24 hour period detailing all issued system errors. Weekly role up reports are to be generated detailing all errors, Monthly roll and dash board report detailing all errors, top errors, frequency, numbers and percentage of total. Monthly role up report is to employ both text and graphical representation of results.

3.4 ON-SITE CRITICAL SPARES

The Contractor will provide on-site critical spare parts for emergencies at no charge. The Vendor will retain ownership of the critical spare parts unless a part is installed in the communications system(s) as a replacement for a defective component. If a critical spare part is used in the repair of a defective component, a replacement component of equal or newer model / generation is to be received within five (5) business days. At no time will the availability of spare parts exceed 4 hours for current manufacturer supported system parts. This excludes customer supplied

servers and network equipment. Out of compliance equipment will be identified and an acquisition and action plan will be developed by the contractor to provide support for this equipment.

3.5 PREVENTATIVE MAINTENANCE

Contractor will complete a monthly preventative maintenance on the installed base of communications systems and servers. Functions that are to be performed are: (a) perform monthly backup of communication systems and supporting servers, all voicemail servers and, (b) test and check UPS systems, (c) review the history files for any bug and/or error codes, (d) apply any patches, (e) clean all filters, (f) test all LEC connectivity, internal & external LAN/WAN network access and (g) take care of any existing communications system problems non-critical in nature as described by the customer.

3.6 SYSTEM DIAGNOSTICS, TESTING, AND ALARM

The system(s) must be equipped and installed to allow the system to out-dial or through SNMP trap and send alarm notification to a remote response center or any other County designated location or person in the event of a system alarm or failure. Any equipment of devices used in providing this service is the responsibility of the contractor to provide and configure.

Contractor will provide customer access to a 7X24 365 service & trouble reporting call center capable of troubleshooting, dispatching service and MAC personnel as require.

3.7 RESPONSE TIME AND SERVICE CLASSIFICATIONS

- .1 Normal business hours will be from 8:00 am to 5:00 pm Monday through Friday.
- .2 All non-emergency requests will be serviced at the regular hourly rate, with any overtime work done at the County's discretion and approved by the County's designated representative.
- .3 Emergency maintenance/service must be available on a 24 hour a day, 7 days a week 365 days per year basis. The number of persons who can declare and emergency condition will be limited and their names or titles will be mutually agreed upon by the County and the Contractor.

.4 Service Classifications:

a) A **Critical Failure** is defined as the failure of common equipment, power supplies, disk or any other equipment which would render the system inoperable or incapable of communication with the public or connected phone systems/PBX (i.e. failure of call processing). The only acceptable on site response time for a critical failure is **one (1) hour** onsite technical response from the time reported. This is the only acceptable response for all reported problems related to the system supporting departments engaged in the delivery of public safety services or judicial operations.

Servicing of any and all equipment involved in the delivery of service to those departments engaged in public safety services is to be **serviced onsite within one (1) hour** from the time trouble is reported. All other critical failure situations are to be **serviced onsite within two (2) hours** from the time trouble is reported.

b) A **major system failure** is defined as 15% or more of all ports and/or any application not processing or forwarding calls to a main answering position. On site response to a major system failure must be made within **two (2) hours** from the time reported.

c) A **system failure** is defined as all other system problems not categorized as critical or major. Response must be made within **one (1) hour** and resolution of system failures must be made within **twenty four (24) hours** from the time reported.

.5 Any service requiring the system to be reset or shutdown must be coordinated with Washtenaw County Information and Technology Services prior to further action. Live approval is required.

.6 All other service related troubles not covered above are to be considered non-emergency in nature.

.7 The system equipment must automatically notify the Contractor's remote diagnostic or network operations center of any major loss of service. The types and class of alarms being reported are to be reviewed with Washtenaw County and will be adjusted based upon County standards.

.8 The Contractor must, upon receipt of a service call, for non-critical or major system failure calls, proceed to:

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- a) Use best efforts to determine, by remote access or physical inspection, the origins and solutions to the problem.
- b) Begin a trouble report showing the time the problem was reported and nature of the problem.
 1. Dispatch a service technician, if necessary, and proceed diligently to correct any failures.

3.8 INSTALLATION & MAC SERVICES

- .1 Prior to start of installation, a job meeting will take place on the installation site. The meeting members will consist of representatives from the following: Support Services I.T., the Contractor, and all sub-Contractors participating in installation. All schedules will be finalized at this meeting.
- .2 During the installation, the Contractor shall perform all tests necessary to insure that the portions of the system and applications being installed are ready for installation.
- .3 The Contractor will coordinate with the County any interruption to existing telephone, call processing service or network services. Any interruptions are to be minimized and be performed after-hours, on weekends or holidays.
- .4 The Contractor shall be responsible for the complete installation including all equipment, applications, and software as specified in the job work order.
- .5 Installation equipment, materials, and product will **ONLY** be allowed to be kept in specified areas. Hallways, office areas lobbies etc. are not suitable for storage and the County will **NOT** be held liable for missing or stolen equipment.
- .6 The Contractor will observe all applicable departmental safety and security regulations established.
- .7 The Contractor is responsible for repair of damage to the building due to carelessness of their workmen, and exercise reasonable care to avoid any damage to property. The Contractor must report to the County any damage to the building which may exist or may occur during the occupancy of the quarters.

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- .8 The Contractor must promptly correct all defects for which the Contractor is responsible.
- .9 The Contractor will obtain the County's (Information & Technology Services.) permission before engaging in any activity which may interrupt any current call processing capabilities or disruption of existing voice or data communications service.
- .10 The Contractor will coordinate all work with the County (Information & Technology Services Department).
- .11 Contractor will follow all job documentation and reporting procedures as specified by Washtenaw County.

IV. AWARD

Award will be made based upon the terms stated in Section I, TERMS, items A and B. It is anticipated a decision regarding award will be completed within two weeks from the time of bid opening.

V. COMPANY BACKGROUND

5.1 COMPANY BACKGROUND

All required information must be provided and attached as **ADDENDA "B"**.

List the number of Avaya/Nortel Meridian and CallPilot factory certified technicians employed by the Contractor engaged in the maintenance of the type of systems stated in this RFP, number of years holding this certification, name of individuals and number of years the individuals have worked for the Contractor. Years of demonstrated technical experience may be considered as a further acceptance point in technician's ability to perform required job functions.

- .1 Provide a detailed description of the design and application development team responsible for the implementation of the new systems. Detail each individual's experience by name and employment location, in developing and implementing CallPilot and Avaya/Nortel ACD applications within a government environment.

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- .2 List the number and names of individuals that will be participating in the maintenance and on site services sought in this bid.
- .3 Provide the name, title and telephone number of the service manager responsible for the County's account.
- .4 The Contractor at the time of response must have a minimum of six (6) factory trained personnel in South East Michigan, authorized to install, troubleshoot and operate the equipment requested in this RFP. Proof of certification is required and must be included with the bid response.
- .5 List four (4) references in South Eastern Michigan for which the company has installed and is now maintaining the equipment of a size comparable to the County. List contact name and telephone number.
 - a.- Each reference must be a paying customer external to the Bidder's organization.
 - b.- The Bidder must have installed and supported **ALL** the referenced systems.
 - c.- Equipment must be at least of similar size and features.
- .6 Indicate telephone number and contact person for your service department.
- .7 Indicate the contact person and telephone number for the second level contact in the event that acceptable response has not been made by above service department.
- .8 Indicate the contact person and telephone number for the third level contact should the second level also prove ineffective in responding to contract needs.
- .9 State the location of the primary service point which will serve the installation address in this RFP. Location must be within a 60 mile radius of 220 North Main Street, Ann Arbor.
- .10 Indicate the location from which maintenance personnel would be dispatched if different from above. Location must be within a 60 mile radius of 220 North Main Street, Ann Arbor.
- .11 Indicate location of critical spare parts inventory. Location must be within a 60 mile radius 220 North Main Street, Ann Arbor.

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- .12 Indicate location of and describe your facilities for remote diagnostics, alarm capture and/or maintenance for the equipment.
- .13 Provide the Contractors' qualifications:
 - a.- total years in business, years in the communications business under the name stated on the Signature Page (at the end of the RFP)
 - b. number of (local, within South East Michigan) individuals employed in the servicing of the equipment being proposed specifically, not total number of individuals in the service organization.
 - c. If the Contractor has less than ten (10) years of communications experience, provide a list of three customers in each year of business you have been established in which you have installed and are currently maintaining the proposed equipment in an enterprise of the size involving services and equipment requested in this bid.
 - e. Provide location of corporate executive staff in relation to South East Michigan. Provide names and titles of individuals.
- .14 Detail the number of years the Contractor has in developing and installing Callpilot (1005r) and Avaya AA CC6 ACD systems and applications. (Prior Aura product or ACD experience may also be detailed).
- .15 Provide four (4) references for which you have installed and are currently maintaining Callpilot systems of 30 voice applications or greater. Provide company name, address, contact name and phone number.
- .16 Provide four (4) references from which you have installed and are currently maintaining voice processing systems with a size equal or greater than 20 ports. Systems stated must have active applications utilizing 20 or greater ports, excess or unused capacity in the system is not to be considered towards the 20 port minimum requirement. Provide company name, address, contact name and phone number.
- .17 Detail the number of years experience in integrating CallPilot in a Microsoft server OS environment involving Active Directory and Domain Services.
- .18 Detail the number of South East Michigan installations and experience in migrating Nortel Option and CS1000 platforms to Avaya/Nortel MG1010

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- architecture. Differentiate between Standard and HA availability installations.
- .19 Detail the number of years of experience in the design and implementation of Avaya/Nortel UC applications in South East Michigan. Provide the following: network type, desk top environment, systems integrated, UC products implemented. Brief description of implementation and number of clients involved.
 - .20 Detail the number of years of experience involved with LAN and WAN layer 2 and 3 network design, implementation and support. Include number and names of network certified individuals involved who will actively participate in problem resolution and systems installation. Include details and number of years of experience in IP network design & management, network product lines installed and integrated for customers in South East Michigan.
 - .21 Detail the number of years of experience the Contractor has in providing CallPilot (1005r) services in conjunction with Avaya AAC 6 environment. Provide Contact name and telephone number of three (3) installations the Contractor has successfully completed over the last three (3) years involving this type of integration. Note: Other Aura Contact Center or ADC experience is also valid.
 - .22 Detail the number of years of experience the Contractor has in providing CS1000, Meridian Option 11, 61, 81, BCM 500/450, and Modular ICS maintenance services. Provide Contact name and telephone number of three (3) installations the Contractor has successfully completed over the last three (3) years involving this type of equipment in South East Michigan. One (1) reference is to be an organization of an emergency or public service nature, with 24-hour operations.
 - .23 Detail the operational procedures and service philosophy utilized in the network operations/customer service center in the fulfillment of customer service requests and problem resolution.
 - .24 Detail the operational procedures in the use for your electronic trouble tracking and reporting system which is utilized in service request tracking, escalation, and resolution of customer service requests. Please state the level of integration of this system involved in the organizations operations (eg. Financial, inventory, service matrix, etc,) and what metrics are employed to unsure organizational goals and service commitments are met.

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- .25 Disaster Recovery is extremely important to the County. Describe your companies Disaster Recovery process in the event of a major outage or extensive damage to any Avaya/Nortel system installed for any Washtenaw County location.
- .26 Describe the vendor's alarm notification and escalation process including problem escalation to Avaya/Nortel Technical Support.
- .27 Contractor will provide a copy of their preventative maintenance checklist including recommended spares compliment.

5.2 MAINTENANCE TRANSITION

In the event of contract award, describe how maintenance and on-site tech support will be transitioned with no service disruption to ensure all aspects of the services requested are fulfilled. To be attached with **ADDENDA "B"**.

5.3 FINANCIAL DATA

All financial information is to be attached with **ADDENDA "C"**.

- .1 Each Bidder, whether a publicly or privately-held company, must include their latest audited financial statement including, but not limited to Annual Report, 10K and latest 10Q and any other pertinent financial data relating to the company.
- .2 Provide bank reference in which the vendor maintains a business financial relationship. Include contact name, phone number of contact, address and name of institution.

VI. SAMPLE STANDARD PROVISIONS FOR CONTRACTS

If a contract is awarded, the selected contractor will be required to adhere to a set of general contract provisions which will become a part of any formal agreement. These provisions are general principles which apply to all contractors of service to Washtenaw County such as the following:

AGREEMENT is made this _____ day of _____, 2012, by the COUNTY OF WASHTENAW, a municipal corporation, with offices located in the County Administration Building, 220 North Main Street, Ann Arbor, Michigan 48107 ("County") and (**NAME OF CONTRACTOR**) located at (**CONTRACTOR'S ADDRESS**) ("Contractor").

In consideration of the promises below, the parties mutually agree as follows:

ARTICLE I - SCOPE OF SERVICES

The Contractor will (**SPELL OUT SCOPE OF SERVICE**)

ARTICLE II - COMPENSATION

Upon completion of the above services and submission of invoices the County will pay the Contractor an annual amount not to exceed (**SPELL OUT DOLLAR AMOUNT**).

ARTICLE III - REPORTING OF CONTRACTOR

Section 1 - The Contractor is to report to (**DEPARTMENT HEAD TITLE**) and will cooperate and confer with him/her as necessary to insure satisfactory work progress.

Section 2 - All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

Section 3 - All reports made in connection with these services are subject to review and final approval by the County Administrator.

Section 4 - The County may review and inspect the Contractor's activities during the term of this contract.

Section 5 - When applicable, the Contractor will submit a final, written report to the County Administrator.

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Section 6 - After reasonable notice to the Contractor, the County may review any of the Contractor's internal records, reports, or insurance policies.

ARTICLE IV - TERM

This contract begins on **(MONTH, DAY, YEAR)** and ends on **(MONTH, DAY, YEAR)**, with an option to extend an additional _____ year(s).

ARTICLE V - PERSONNEL

Section 1 - The contractor will provide the required services and will not subcontract or assign the services without the County's written approval.

Section 2 - The Contractor will not hire any County employee for any of the required services without the County's written approval.

Section 3 - The parties agree that the Contractor is neither an employee nor an agent of the County for any purpose.

Section 4 - The parties agree that all work done under this contract shall be completed in the United States and that none of the work will be partially or fully completed by either an offshore subcontractor or offshore business interest either owned or affiliated with the contractor. For purposes of this contract, the term, "offshore" refers to any area outside the contiguous United States, Alaska or Hawaii.

ARTICLE VI - INDEMNIFICATION AGREEMENT

The contractor will protect, defend and indemnify Washtenaw County, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of Washtenaw County in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of contractor, any sub-contractor, or any employee, agent or representative of the contractor or any sub-contractor.

ARTICLE VII - INSURANCE REQUIREMENTS

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

1. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
2. Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The County shall be added as "additional insured" on

general liability policy with respect to the services provided under this contract.

3. Automobile Liability Insurance covering all owned, hired and nonowned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insureds and policy forms may be subject to the approval of the Washtenaw County Administrator, if requested by the County Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to Washtenaw County. Contractor shall be responsible to Washtenaw County or insurance companies insuring Washtenaw County for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. Contractor shall furnish the Washtenaw County Administrator with satisfactory certificates of insurance or a certified copy of the policy, if requested by the County Administrator.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the Administrator. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments will be suspended. Contractor shall furnish the County Administrator's Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to the Washtenaw County c/o: INSERT DEPARTMENT & CR# _____, P. O. Box 8645, Ann Arbor, MI, 48107, and shall provide for 30 day written notice to the Certificate holder of cancellation of coverage.

ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/MIOSHA requirements and the Americans with Disabilities Act.

ARTICLE IX - INTEREST OF CONTRACTOR AND COUNTY

The Contractor promises that it has no interest which would conflict with the performance of services required by this contract. The Contractor also promises that, in the performance of this contract, no officer, agent, employee of the County of Washtenaw, or member of its governing bodies, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this

paragraph does not apply if there has been compliance with the provisions of Section 3 of Act No. 317 of the Public Acts of 1968 and/or Section 30 of Act No. 156 of Public Acts of 1851, as amended by Act No. 51 of the Public Acts of 1978, whichever is applicable.

ARTICLE X - CONTINGENT FEES

The Contractor promises that it has not employed or retained any company or person, other than bona fide employees working solely for the Contractor, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the Contractor, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the County may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the Contractor.

ARTICLE XI - EQUAL EMPLOYMENT OPPORTUNITY

The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The Contractor will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contractor, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

ARTICLE XII - LIVING WAGE

The parties understand that the County has enacted a Living Wage Ordinance that requires covered vendors who execute a service or professional service contract with the County to pay their employees under that contract, a minimum of either \$11.40 per hour with benefits or \$ 13.37 per hour without benefits. Contractor agrees to comply with this Ordinance in paying its employees. Contractor understands and agrees that an adjustment of the living wage amounts, based upon the Health and Human Services poverty guidelines, will be made on or before April 30, 2013 and annually thereafter which amount shall be automatically incorporated into this contract. County agrees to give

Contractor thirty (30) days written notice of such change. Contractor agrees to post a notice containing the County's Living Wage requirements at a location at its place of business accessed by its employees.

ARTICLE XIII - EQUAL ACCESS

The Contractor shall provide the services set forth in Article I without discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, physical handicap, or age.

ARTICLE XIV - OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

ARTICLE XV - ASSIGNS AND SUCCESSORS

This contract is binding on the County and the Contractor, their successors and assigns. Neither the County nor the Contractor will assign or transfer its interest in this contract without the written consent of the other.

ARTICLE XVI - TERMINATION OF CONTRACT

Section 1 - Termination without cause. Either party may terminate the contract by giving one hundred and twenty (120) days written notice to the other party.

ARTICLE XVII - PAYROLL TAXES

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

ARTICLE XVIII - PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

ARTICLE XIX- CHANGES IN SCOPE OR SCHEDULE OF SERVICES

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Changes mutually agreed upon by the County and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

ARTICLE XX - CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Michigan. The parties agree that the proper forum for litigation arising out of this contract is in Washtenaw County, Michigan.

ARTICLE XXI - EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

ARTICLE XXII – ELECTRONIC SIGNATURES

All parties to this contract agree that either electronic or handwritten signatures are acceptable to execute this agreement.

ATTESTED TO:

WASHTENAW COUNTY

By: _____
Lawrence Kestenbaum (DATE)
County Clerk/Register

By: _____
Verna J. McDaniel (DATE)
County Administrator

APPROVED AS TO CONTENT:

CONTRACTOR

By: _____
(DEPARTMENT HEAD) (DATE)

By: _____
(CONTRACTOR'S NAME) (DATE)

APPROVED AS TO FORM:

By: _____
Curtis N. Hedger (DATE)
Office of Corporation Counsel

VII. PRICING

7.1 TIME AND MATERIALS MAC PRICING

Please provide pricing for the following items and include as part of **ADDENDA "D"**:

Hourly charge for application development. (on site) _____

Hourly charge for user training (on site) _____

Hourly charge for system administration training (on site) _____

Hourly charge for application development _____

Hourly charge for project management _____

Hourly technical minimum Labor charge _____

Additional Labor (Specify billing increments) _____

Hourly minimum overtime labor charge _____

Additional Overtime Labor Charge (Specify billing increments) _____

Minimum Remote Diagnostics Charge _____

Additional Remote Diagnostics Labor Charge (Specify billing increments) _____

Overtime charge begins _____ and ends _____ M, Tu, W, Th, F

Overtime charge begins_____ and ends_____ Sat, Sun

Travel Time

Included to labor charge? YES or NO (circle one)

_____ No Charge for travel time

_____ Portal to portal (from last location)

_____ Contractor's office to location

_____ Minimum travel charge \$ _____

Additional travel time (state increment) \$ _____ per _____

7.2 EQUIPMENT AND MATERIALS

Provide the equipment and materials discount rate (%) to be applied to manufacturer's list price for all materials and equipment supplied through this contract.

Attach with **ADDENDA "E"**.

7.3 MAINTENANCE PRICING

Provide costing for the two (2) maintenance programs requested, attach as **ADDENDA "F"**.

Maintenance will include the repair or replacement of any and all defective parts of the software, hardware, servers, labor, power supplies, interconnection cables, peripheral and ancillary items and any other system or network elements related to the system operation.

Maintenance price quoted for the base communications systems and all associated equipment shall be fixed for the **first 2 years** of the contract (year 1 & 2). The successful Contractor will be permitted annual increases in the price bid

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in years 3-5, which are not fixed, in accordance with the change in the National Consumer Price Index for the previous 12 month period and shall not exceed any other customer rates.

Program "A"

- Program to cover all components and systems bid in this RFP.
- Normal and Emergency response time as stated in Section 3.7, RESPONSE TIME AND SERVICE CLASIFICATIONS.
- Vendor to provide spare parts as needed to effect 100% repair of trouble reported, WITHIN 4 hours.
- 24 X 7, 365 day per year, Critical Emergency response support required for systems supporting public safety and emergency services. Spare parts as needed to effect 100% repair of trouble, SAME day.
- 24 X 7, 365 day per year online technical and phone support available, included in contract cost.

Program "B"

- Program to cover all components and systems bid in this RFP with the exception of phones, line cards, station cards, paging equipment and ancillary equipment.
- 24 Hour, 365 day per year Critical, Normal and Emergency response time as stated in Section 3.7x, RESPONSE TIME AND SERVICE CLASIFICATIONS.
- Vendor to provide spare parts as needed to effect 100% repair of trouble reported, SAME day.
- 24 X 7, 365 day per year online technical and phone support available, included in contract cost.

Program A

Program B

Year 1 _____

Year 1 _____

Year 2 _____

Year 2 _____

Total _____

Total _____

7.4 ON SITE TECHNICAL SERVICES PRICING

Provide costing for on site technical services for technical services attach as **ADDENDA "G"**.

On site technical services are defined as a dedicated on site technician to provide configuration services of all telecommunications systems and applications as defined in this RFP, including MAC services (8am – 5pm, Mon thru Fri). On site technician services provide labor only and do not include materials. Please detail whether the afterhours T & M rate for onsite afterhours services will be used for this type of service. If not, please state the alternate after hours rate to be employed.

Provide pricing for the three programs as outlined below:

Program "A"

- Program to cover 24 hours per week of universal time.
- Program to cover all components and systems bid in this RFP.
- Program to cover all MAC work within scheduled on site time.
- Program to cover all support and services necessary for technician to provide technical services as required.

Program "B"

- Program to cover 36 hours per week of universal time.
- Program to cover all components and systems bid in this RFP.
- Program to cover all MAC work within scheduled on site time.
- Program to cover all support and services necessary for technician to provide technical services as required.

Program "C"

- Program to cover 40 hours per week of universal time.
- Program to cover all components and systems bid in this RFP.
- Program to cover all MAC work within scheduled on site time.
- Program to cover all support and services necessary for technician to provide technical services as required.

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Program A

Year 1 _____

Hourly _____

Year 2 _____

Hourly _____

Total _____

Program B

Year 1 _____

Hourly _____

Year 2 _____

Hourly _____

Total 3 _____

Program C

Year 1 _____

Hourly _____

Year 2 _____

Hourly _____

Total _____

SIGNATURE PAGE

_____ Signature	_____ Company Name
_____ Print Name	_____ Company Address
_____ Title	_____ City, County, St. Zip
_____ Telephone #	_____ Fax #
_____ Federal Tax ID #	_____ Email Address for Purchase Orders

By checking this box we hereby certify that we are a Washtenaw County company. If proven otherwise, company may be subject to Disbarment and/or Suspension of doing business with Washtenaw County.

The above individual is authorized to sign on behalf of company submitting proposal.

Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.

Signature page must be signed and returned as part of vendor proposal.