

BIDDERS COMPANY NAME

REQUEST FOR PROPOSAL

6031

COMDIAL TELEPHONE SYSTEM MAINTENANCE SERVICES

Prepared by:

Washtenaw County Purchasing
Administration Building
P.O. Box 8645
220 N. Main B-35
Ann arbor, MI 48107

Robert G. Devault, C.P.M.
Purchasing Manager
Phone: (734) 222-6760





**WASHTENAW COUNTY
FINANCE DEPARTMENT**

Purchasing Division

P.O. Box 8645, 220 N. Main, Ann Arbor, MI 48107-8645
Phone (734) 222-6760, Fax (734) 222-6764

REQUEST FOR PROPOSAL # 6031

January 29, 2003

Washtenaw County Purchasing Division on behalf of the Information and Technology Services Department is issuing a Request for Proposal (RFP) #6031 for time and material repair and moves, adds, changes services to Comdial telephone systems, other miscellaneous telecommunications equipment and Bogen Paging Systems.

Sealed Proposals: Contractor will deliver one (1) original and **two (2)** copies to the following address:

**Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Room B-35
P.O. Box 8645
Ann Arbor, MI 48107**

by 2:00 p.m. on Thursday February 13, 2003

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

- Please use the attached self-addressed label or the envelope should be clearly marked "**SEALED RFQ # 6031**".
- Please direct purchasing and procedural questions regarding this RFP to Robert G. Devault at **734-222-6760**.
- Please direct technical questions regarding this RFP to Cathy Freeman, at **734-222-6544**.

Thank you for your interest

I. PROPOSAL

- Definitions:**
- “County”** is Washtenaw County in Michigan.
 - “Bidder”** an individual or business submitting a bid to Washtenaw County.
 - “Contractor”** One who contracts to perform work or furnish materials in accordance with a contract.

Purpose of Proposal:

Washtenaw County, Michigan is accepting quotations for time and material repair and moves, adds, changes services to Comdial telephone systems, other miscellaneous telecommunications equipment and Bogen Paging Systems. (See attachment for inventory of equipment and addresses.)

Proposal 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 Contractor's qualifications and capabilities to provide the specified service, and other factors which Washtenaw 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 provider 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 provider 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 the RFP's maybe adjusted to allow for revisions. The entire proposal document with any amendments should be returned in triplicate. To be considered, original proposal and two copies must be at the County Purchasing Division on or before the date and time specified.

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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 shall be written in ink or typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person **signing** the proposal.

II. CONTRACTOR INFORMATION

The proposal shall include all of the following information (failure to include all the information could result in disqualification):

A. The contractor's qualifications, years in business, staff profile and experience to provide time and material repair and moves, adds and changes services to Comdial telephone systems, miscellaneous telecommunications equipment and Bogen Paging Systems as itemized on the attachment to this RFP.

(Attach as Addenda A)

B. **References:** List three (3) references from current users of similar support services. Include name, contact name and phone number.

(Attach as Addenda B)

C. State the name of the company and the location from which support staff would be dispatched to provide on-site support services for equipment listed in this RFP.

(Attach as Addenda C)

D. Describe your procedure for logging, dispatching, and resolving service calls or support services when on-site services are required. Include phone number that County staff will call to request services, information that will be required for a call to be placed, internal procedures for logging and dispatching calls, follow-up procedures, procedures for escalation of a serious problem, name and address of company providing service (if other than Contractor) and any other relevant information.

(Attach as Addenda D)

E. Describe your procedure for logging, dispatching, and resolving service calls or support services when telephone or on-line support is possible. Include phone number that County staff will call to request services, information that will be required for a call to be placed, internal procedures for logging and dispatching calls, follow-up procedures, procedures for escalation of a serious problem, name and address of company providing service (if other than Contractor) and any other relevant information.

(Attach as Addenda E)

F. Review **Standard Provisions for Contracts** (Section III, pgs. 3-7) and concur that these provisions will be met.

(Attach as Addenda F)

G. Review **Terms and Conditions** (Section IV, pgs. 7-8) and concur that these provisions will be met.

(Attach as Addenda G)

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III. STANDARD PROVISIONS FOR CONTRACTS

If a contract is awarded, the selected vendor 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:

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.

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**).

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.

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,

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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. Comprehensive/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 shall be subject to the approval of the Washtenaw 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 County Administrator, 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.

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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.

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ARTICLE XII - 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 XIII - 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.

ARTICLE XIV - 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 XV - TERMINATION OF CONTRACT

Section 1 - Termination without cause. Either party may terminate the contract by giving thirty (30) days written notice to the other party.

ARTICLE XVI - 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 XVII - PRACTICE AND ETHICS

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

ARTICLE XVIII - PREVAILING WAGE RATES

The Contractor agrees that all craftsmen, mechanics and laborers it employs to work on this project shall, at a minimum, receive the prevailing wages and fringe benefits of the Building Trade Department for corresponding classes of craftsmen, mechanics and laborers for the Washtenaw County area, as determined and published by the Davis-Bacon Division of the United States Department of Labor. Contractor agrees that all subcontracts entered into by the Contractor shall contain a similar provision covering any sub-contractor's employees who perform work on this project.

ARTICLE XIX - CHANGES IN SCOPE OR SCHEDULE OF SERVICES

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

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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.

IV. TERMS AND CONDITIONS

AWARD

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 (See "Low Bidder" following), quality of service, the Contractor's qualifications and capabilities to provide the specified service, and other factors which 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.

LOW BIDDER

The low bidder will be based on the lowest hourly rate and lowest percentage price increase over manufacturers'/suppliers' price for parts.

TERM OF CONTRACT

The contract is for a one (1) year term. If both the County and Contractor agree, the contract could be extended for up to two (2) more years, on an annual basis, at the pricing provided on the Bid Sheets of this RFP.

COST OF RFP

The County will not be liable for any costs associated with the preparation, transmittal, or presentation of any materials submitted in response to this RFP.

ON-SITE REPAIR OF EQUIPMENT

The County requires that the contractor or designated sub-contractor provide all support services at the County site where equipment is installed unless telephone or remote services can be used to solve an issue. (See attachment for inventory of hardware and addresses.)

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HARDWARE AND SOFTWARE TO BE SUPPORTED

A list of the installed hardware and addresses is attached to this RFP. All items on these lists are to be included in the support contract that results from this RFP.

MATERIAL/PARTS COSTS

Contractor will be charging the County for the cost of parts and materials during the term of this contract. Pricing must be based on a set percentage over the cost to the contractor from the manufacturer or supplier. This percentage amount needs to be indicated on the Bid Sheets of this RFP.

In order to verify the Contractor is charging the County correctly, the County will periodically require the Contractor to provide copies of manufacturer or supplier invoices to them for the parts charged to the county.

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V. BID SHEETS

TIME AND LABOR COSTS

Please provide pricing for the following items:

What is the minimum labor amount that will be charged for a service call? _____

What is the total labor cost for a service call of .5 hours? _____

What is the total labor cost for a service call of 1 hour? _____

What is the total labor cost for a service call of 1.5 hours? _____

What is the total labor cost for a service call of 2 hours? _____

Provide a detailed explanation of how the labor cost of service calls is calculated. **Attach as Addenda H.**

Is travel time included in the time that is charged for a service call? (yes or no) _____

What is the percentage or dollar amount price increase that will be charged for year 2 of this contract? _____

What is the percentage or dollar amount price increase that will be charged for year 3 of this contract? _____

COST OF MATERIALS

State the percentage over bidder's cost to be used to determine charges to the County for the materials used in repairs or for moves, adds, and changes services. _____%

What is the percentage that will be charged for year 2 of this contract? _____%

What is the percentage that will be charged for year 3 of this contract? _____%

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RESPONSE TIME

Response Time, On Site: From the time repair call is placed with the vendor till vendor arrives at the location. Please state Response Time, On Site for:

Emergency* Repairs _____

Normal Repairs _____

- * An emergency repair will be required when an emergency is declared by the Director of Information and Technology Services, any of the Managers in the Department of Information and Technology Services, or any County telecommunications staff support staff. Contractor will be provided with a list of County staff who are authorized to place an emergency repair call.

ADDENDA

Attach requested **ADDENDA A through H** to the balance of this RFP. See pages 2, 3 and 9 for information to include.

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SIGNATURE PAGE

Signature	Company Name
Print Name	Company Address
Title	City St. Zip
Telephone #	Fax #
Email Address	
Federal Tax ID #	<u>CHECK ONE</u> Partnership _____ Non Profit Corp. _____ Profit Corp. _____ Other _____

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.

ATTACHMENT FOR INVENTORY OF EQUIPMENT AND ADDRESSES

Facility	Address	Equipment	Quantity
Rolling Hills County Park	7660 Stony Creek, Ypsilanti	6714 Phones	7
		E80PT	1
		Auto Call Sequencer CS-D40-Main Cabinet	1
		CS-D40 Operator Console	1
Pierce Lake Golf Course	1175 M-52, Chelsea	6714 Phones	5
		N0616	1
Recreation Center	2960 Washtenaw, Ann Arbor	K1024	1
		6614 Phones	19
Huron Valley Child Guidance Clinic	2940 Ellsworth, Ann Arbor	DXP+	1
		8112N Phones	34
		IB64X	2
		8101 N	5
		CPC003DX 4-port voice mail	1
		ATI-D-1PT Analog Terminal interface	1
Sheriff Station 7	1055 Zeeb, Ann Arbor	E60PT KSU	1
		6614E Phones	8
Washtenaw County Sheriff	2101 Hogback, Ann Arbor	Bogen Paging System	1
Human Services Center	555 Towner, Ypsilanti	Bogen Paging System	1
Juvenile Court	2270 Platt, Ann Arbor	Bogen Paging System	1