



CITY OF NAMPA

DEPARTMENT OF INFORMATION TECHNOLOGY

REQUEST FOR PROPOSAL (RFP)

Telecommunications System Update

Issue Date: October 29, 2014

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ADMINISTRATIVE INFORMATION

RFP Title:	Telecommunications System Update
RFP Project Description:	Replace/Upgrade the telecommunications InterTel Axxess switches located in the City of Nampa and all associated handsets.
RFP Lead (City Contact):	Mark Davis Network and Security Engineer 820 2 nd Street South Nampa, ID 83651 davism@cityofnampa.us Phone: 208-468-5481 Fax: 208-468-4439
Pre-Proposal Conference:	None
Location:	City of Nampa 411 3 rd Street South Nampa, ID 83651
Deadline To Receive Questions:	November 5, 2014
RFP Closing Date:	November 12, 2014
RFP Opening Date:	10:30 a.m. Mountain Time of RFP Closing Date.
RFP Not Contractual:	Nothing contained in this Request for Proposals shall create any contractual relationship between the City of Nampa and any party responding to the RFP.

BACKGROUND

PROPOSAL PURPOSE

The City of Nampa, Idaho (“City”) is soliciting proposals for a telecommunications system update that includes an open architecture interface which lends itself to Computer Telephony applications and which must provide flexible line access capability (i.e., capable of accessing OPX, DID, Loop Start, T1, SIP and ISDN PRI CO facilities), and should provide for VoIP, Digital and Analog support. Additionally, the proposed solutions must include implementation services, ongoing training, hardware warranty replacement services and technical support.

Any proposed solution must provide complete and seamless backward compatibility and integration with an existing Mitel Series telecommunication system already in place at the City. Compatibility with the existing telecommunication system components is of paramount importance, and any proposed solutions that do not provide 100% seamless integration, networking and compatibility with the existing solution will immediately be disqualified.

Ideally, City would like to acquire the hardware, software and licenses as one integrated solution from one vendor. However, the City realizes that this may not be entirely possible; therefore, Vendors that provide only some of the equipment are encouraged to submit proposals as well. Vendors, systems integrators, and solution providers of any solution listed in the System Scope may submit their proposals. It is understood that some vendors “partner” with other vendors to provide hardware and software that are designed to integrate well with each other, and we encourage such groups of vendors to submit a consolidated proposal.

THE CITY OF NAMPA

Nampa is located in Southwestern Idaho in Canyon County. Nampa has a population of approximately 82,000. Nampa is a full-service City, providing public safety, parks and recreation, zoning and code enforcement, and utilities (water, sewer, irrigation and solid waste utilities) to the municipality with a staff of approximately 550 full-time employees.

CURRENT SYSTEMS

Parts of City’s current telecommunications system was acquired in 2002 and is nearing the end of its supported lifecycle. Many of the components of the phone system, however, are still under warranty and will, therefore, not be replaced, necessitating the restriction of 100% integration and compatibility. Vendors should be prepared to answer very specific questions about their product(s) in this regard.

The requirements specified in Part V, are a by-product of an extensive evaluation process of the needs of our citizens and employees and of research compiled on several systems currently available. Some of these features are mandatory, and Solutions lacking the required features will not be considered.

Current systems in use at the City include:

- Fully integrated Voicemail System
- Unified Messenger Service to include integration to Microsoft Outlook (Microsoft Exchange 2010)
- Robust ACD Hunt Group capabilities
- After Hours Attendants
- Call Center software and reporting (inbound and outbound)
- Caller ID
- GUI administrator interface
- SMDR call accounting software
- IP Softphones (software-based handset endpoints)
- Growth path of at least 100 endpoints (IP/Digital)
- Robust intrusion detection and anti-fraud capabilities
- Compliance with all applicable FCC requirements

Current technologies used at the City include:

- TCP/IP Network, switched network, 100MB to 1GB to the desktop and servers
- WAN Network utilizing T1 and Fiber connecting remote locations
- Multiple subnets within organization separated by a firewall and vLans
- Windows 2003 and 2008 servers
- Microsoft Exchange Server 2010
- Microsoft Internet Explorer 9.x, 10.x and 11.x at the desktop
- Windows 7 SP1 at the desktop
- Microsoft Office 2003, 2007, 2010 and 2013 at the desktop
- Microsoft SQL Server 2008 and 2012 database technology

PART I OVERVIEW

1-1 SYSTEM SCOPE

The City is seeking proposals for a telecommunications system update that includes an open architecture interface which lends itself to Computer Telephony applications and must provide flexible line access capability (i.e., capable of accessing OPX, DID, Loop Start, T1, SIP and ISDN PRI CO facilities) and should provide for VoIP, Digital and Analog support. Additionally, the proposed solutions must include implementation services, ongoing training, hardware warranty replacement services and technical support.

The City desires a “Turn Key” solution that will be fully supported by the Vendor. The Vendor will be responsible for the following:

- Installing hardware and software
- Implementation and Testing
- Training of staff on use of new handsets
- Training of IT staff on use of system administration tools
- Installing firmware updates and patches as they become available
- Installing software upgrades
- Providing telephone, web and onsite support services with documented service levels and minimum response times
- Providing user and administrator documentation

1-2 REQUIRED SYSTEM FUNCTIONS

Part V contains detailed requirements and functionality.

1-3 SELECTION PROCESS

At its discretion, the City may require the Contractor to make an oral presentation of its proposal, to provide demonstrations, or to submit further written literature. Such presentations provide an opportunity for the Contractor to clarify aspects of the proposal for the City. The City will schedule any such presentations or requests for information. Representatives of the City may want to visit a client reference to observe the equipment in an actual working environment. The award/negotiation sequence will be based on a formal methodology established by the city.

1-4 AWARD

Once the proposals are opened, a committee selected by the City will evaluate each proposal, taking into consideration the criteria and methodology stipulated in this RFP. The City, sole judge in evaluation considerations, may make an award to the Contractor(s) who submit the proposal judged by the city to be in its best interest. A recommendation will be presented to the Nampa City Council, as to which of the proposals will be in the best interest of the City, as determined by the Evaluation Committee. Nampa reserves the right to award on an all-or-none basis. The award will only be to responsible Contractor(s) qualified by experience to perform the services specified herein. *All proposals submitted shall be valid for a period of ninety (90) calendar days from the date of the proposal opening.*

PART II GENERAL TERMS AND CONDITIONS

2-1 GENERAL CONDITIONS

Bidders are required to submit their proposals upon the following express conditions:

- A. Bidders shall thoroughly examine the specifications, schedules, instructions, and all other contract documents.
- B. Bidders shall make all investigations necessary to thoroughly inform themselves regarding plant and facilities for delivery of material and equipment as required by the bid conditions. No plea of ignorance, by the bidder, of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the bidder to make the necessary examinations and investigations, or failure to fulfill in every detail the requirements of the contract documents, will be accepted as a basis for varying the requirements of the City or the compensation to the bidder.

2-2 PREPARATION OF PROPOSALS

Proposals will be prepared in accordance with the following:

- A. All information required by the specifications shall be furnished. Each Proposal shall be signed by someone who has legal authority to obligate the company.
- B. Alternate proposals may be submitted, but each must be capable of consideration on its own terms and meet all requirements enumerated herein.
- C. Proposed time schedules shall be included when applicable.
- D. Nampa is exempt from payment to its vendors of State of Idaho sales tax and, therefore, such taxes should not be figured into the bid. However, this exemption does not transmit to suppliers to the City in their purchases of goods or services in connection with goods or services supplied to the City. Contractors are responsible for any taxes, sales or otherwise, levied on their purchases, subcontracts, employment, etc. An exemption certificate will be signed where applicable, upon request. The City will pay no sales tax.

2-3 DESCRIPTION OF SUPPLIES AND/OR SERVICES

Any manufacturers' names, trade names, brand names, or catalog numbers used in these applications are for the purpose of describing and establishing minimum requirements or level of quality, standards of performance, and design required, and are in no way intended to prohibit the bidding of other manufacturers items of equal or comparable material, unless specifications state "NO SUBSTITUTIONS."

Bidders will submit, with their proposal, necessary data (factory information sheets, specifications, brochures, etc.) to evaluate and determine the quality of the item(s) they are proposing, if applicable.

The city shall be the sole judge of quality and its decision shall be final.

2-4 SUBMISSION OF BIDS

Bids and Addenda thereto shall be enclosed in sealed envelopes addressed to the RFP Contact listed in section I.

Please include the following items, marked conspicuously on the sealed envelope:

- The name and address of the bidder
- The date and hour of the bid closing
- "CONTRACT PROPOSAL – RFP – TELECOMMUNICATIONS SYSTEM UPDATE"

E-mail and facsimile bids will not be considered, but are acceptable as notice of intent to not bid on this project. Bidders shall have sole responsibility for delivery of bids on time and to the proper location.

2-5 ADDENDA

Bidder shall be responsible for monitoring the e-RFP web site for any addenda that may be issued. No addenda will be issued less than seven (7) business days prior to the RFP Closing Date.

2-6 REJECTION OF BIDS

The City reserves the right to reject any proposal, for any reason, including, but not limited to:

- A. If the Bidder fails to acknowledge receipt of an addendum, or
- B. If the Bidder misstates or conceals any material fact in the bid, or

- C. If the bid does not strictly conform to the law or requirements of the RFP,
or
- D. If the bid is conditional; except that the bidder may qualify his bid for acceptance by the City on an "all or none" basis. However, any "all or none" basis bid must include all items upon which bids are invited.

The City may, however, reject all bids whenever it is deemed in the best interest of the City to do so. The City may also waive any minor informalities or irregularities in any bid.

2-7 LATE BIDS AND MODIFICATIONS

Only bids or proposals received as of the opening date and time will be considered timely. Bids and modifications received after the time set for the bid opening will be rejected as late and will not be considered.

2-8 CLARIFICATIONS OR OBJECTION TO BID SPECIFICATIONS

If any person contemplating submitting a bid for this contract is in doubt as to the true meaning of the specifications or other bid documents or any part thereof, he/she may submit to the City Contact on or before seven (7) days prior to the scheduled opening a request for clarification. All such requests for clarification shall be made in writing, and the person submitting the request will be responsible for its prompt delivery. Any interpretation or clarification, if made, will be made only by Addendum duly issued. A copy of such Addendum will be mailed or delivered to each person receiving an Invitation to Bid. The City will not be responsible for any other explanation or interpretation of the proposed bid made or given prior to the award of the contract. Any objection to the specifications and requirements as set forth in this bid must be filed in writing with the City Contact on or before ten (10) days prior to the scheduled opening.

2-9 INVOICING AND PAYMENT

All invoices should be sent to the **City of Nampa**, ATTN: Accounts Payable, 401 3rd Street South, Nampa, ID 83651.

2-10 DISCOUNTS

- A. Bidders may offer a cash discount for prompt payment; however, such discounts shall NOT be considered in determining the lowest net cost for bid evaluation purposes.
- B. Bidders may offer a discount to encourage payment before a target fiscal goal, such as fiscal year-end; however, such discounts shall NOT be considered in determining the lowest net cost for bid evaluation.

- C. In connection with any discount offered, time will be computed from the date of receipt of supplies or services or from the date a correct invoice is received, whichever is later. Payment is deemed to be made on the date of mailing of the check.

2-11 COMPETENCY OF BIDDERS

- A. Pre-award inspection of the Bidder's facility may be made prior to the award of a contract. Bids will be considered only from firms which are regularly engaged in the business of providing the goods and/or services as described in this RFP; have a record of performance for a reasonable period of time; and have sufficient financial support and equipment to insure that they can satisfactorily deliver the material and/or services if awarded a Contract under the terms and conditions herein stated. The terms "equipment" as used herein shall be construed to mean a fully equipped and well-established company in line with the best business practices in the industry and as determined by the proper authorities of the City.
- B. The City may consider any evidence available to it of the financial, technical and other qualifications and abilities of a Bidder, including past performance (experience) with the City, in making the award in the best interest of the City.

2-12 EMPLOYEES

All employees of the Contractor shall be considered to be at all times the sole employees of the Contractor, under the Contractor's sole direction, and not an employee or agent of the City. The Contractor shall supply competent and physically capable employees; the City may require the Contractor to remove any employee it deems careless, incompetent, insubordinate or otherwise objectionable, or whose presence on City property is not in the best interest of the City.

2-13 BID PROTESTS

The City shall provide notice of its decision to award or reject to all bidders. If bidders wish to protest a decision of award, they must file a notice of protest in writing to the City Contact within three (3) working days after receipt of the notice of the City's decision of award and shall file a formal written protest within five (5) days after filing the notice of protest. The notice of protest must be either hand delivered to the City Contact or sent via Certified U.S. mail, return receipt requested. Failure to file a protest within the time specified herein shall constitute a waiver of all rights to protest the City's decision regarding the award of bid.

2-14 DISQUALIFICATION OF BIDDERS

A bidder may be disqualified temporarily or permanently and his/her bid(s) rejected for:

- A. Poor performance or default, in the City's opinion, on previous contracts with the City.
- B. Poor performance or default, in the City's opinion, on previous contracts with other public entities.

2-15 LOCAL, STATE AND FEDERAL COMPLIANCE REQUIREMENTS

Bidders shall comply with all local, state and federal directives, orders and laws as applicable to this bid and subsequent contract(s), including but not limited to:

- A. Equal Employment Opportunity (EEO), in compliance with Executive Order 11246 as amended and applicable to this contract.
- B. Occupational Safety and Health Act (OSHA) as applicable to this contract.

2-16 COLLUSION

The bidder, by affixing his signature to this proposal, agrees to the following: "Bidder certifies that his/her bid is made without previous understanding, agreement, or connection with any person, firm or corporation, making a bid for the same items, or the initiating City department, and is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action."

2-17 NO BID STATUS

To protect your status as an active bidder, please write the City Contact a letter indicating the reason for "No Bid" at this time. Email is acceptable.

2-18 PATENTS AND COPYRIGHTS

It shall be understood and agreed that by the submission of a proposal, the bidder, if awarded a contract, shall hold harmless and fully indemnify the City and any of its officers or agents from any and all damages that may, at any time, be imposed or claimed for infringement of any patent right, trademark, or copyright, of any person or persons, association, or corporation, as the result of the use of such articles by the City, or any of its officers, agents, or employees, and of which articles the contractor is not the patentee, assignee, licensee, or owner, or lawfully entitled to sell same.

2-19 PUBLIC RECORDS LAW / CONFIDENTIAL INFORMATION

The City of Nampa is a Public Agency. All submittals, including bids, proposals, and any other information provided by Contractor may be considered a public record and, except as noted below, will be available for inspection and copying by any person after the award of this Agreement. Any information submitted to the City is subject to release as provided for by Idaho Public Records Law, Idaho Code, Title 9, Chapter 338 through 350.

The City will take reasonable efforts to protect any information marked "confidential", to the extent allowed by Idaho Public Records Law. Confidential information should be clearly identified in a cover letter, submitted with your response. It is requested that the confidential information be placed in a separate envelope within the proposal to minimize accidental copying and release. Confidential information will be returned to the proposer upon request, after the award of the Agreement. It is understood, however, that the City will have no liability for disclosure of such information. Any proprietary or otherwise sensitive information contained in or with any proposal is subject to potential disclosure.

2-20 INFORMATION

Further information, if desired, may be obtained from the City's contact.

2-21 REQUEST FOR PROPOSAL

Should these "General Conditions" be used in the specifications for a Request for Proposal, every reference to a bid shall be and mean the same as proposal.

2-22 EXCEPTIONS TO PROPOSAL

The bidder shall on a separate sheet of paper include any exceptions to the conditions of this Bid Proposal. This sheet shall be labeled, "Exceptions to Proposal Provisions," and shall be attached to the Bid Proposal.

2-23 HOLD HARMLESS AGREEMENT

The awarded bidder agrees to indemnify and hold the City harmless from any and all claims, suits, actions, damages, causes of action, or attorney's fees, arising from any personal injury, loss of life, or damage to person or property sustained by reason of or as a result of the products or services supplied.

The awarded bidder agrees to indemnify and hold the City harmless from any and all claims, suits, actions, damages, causes of action, or attorney's fees, arising from any personal injury, loss of life, or damage to person or

property sustained by reason of or as a result of the negligence of the contractor/supplier, his employees, agents, or assigns.

2-24 COPELAND "ANTI-KICKBACK" ACT

Contractor and all subcontractors will comply with the Copeland Anti-Kickback Act (18 U.S.C. § 874), as supplemented in Department of Labor regulations (29 CFR Part 3).

2-25 INSURANCE

Successful Bidder shall not commence work under the Contract until proof of all required insurance has been submitted to and approved by the City, including:

- A. Workers' Compensation Insurance for all employees of the Contractor as required by Idaho Code §§ 72-101(1). In the event any work is performed by a subcontractor, Contractor shall require the subcontractor similarly to provide Workers' Compensation insurance, unless such employees are covered by the protection afforded by the Contractor.
- B. Comprehensive General Liability in an amount not less than \$1,000,000 combined single limit per occurrence for bodily injury and property damage. The City must be shown as an additional insured with respect to this coverage.
- C. All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Idaho.
- D. Certificates will indicate no modification or change in insurance shall be made without thirty (30) days written advance notice to the City.

2-26 DURATION

Unless otherwise stated, the prices and conditions stated in this bid shall be in effect for a period of six (6) months from the date of the issuance of a letter of award, or date of executed contract, whichever is later.

2-27 SUBCONTRACTORS

Bidder shall submit a list of any subcontractors that the bidder proposes to use in the execution of the work covered in these specifications. Should there be any change in this list during the contract; the Contractor shall inform the City. The City reserves the right to approve or disapprove of any subcontractor performing services on behalf of the City.

2-28 SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY

Bidders understand that by signing and submitting the attached signature form(s) at the end of this document, they are indicating understanding and compliance with the City and State's policies and laws prohibiting solicitation and acceptance of gifts by public officers, employees, or candidates.

Failure to submit this signed form will result in your bid being declared non-responsive; provided, however, that a bidder may be given the opportunity to submit the form to the City within five (5) calendar days after notification by the City, if this is determined to be in the best interest of the City.

2-29 LITIGATION DISCLOSURE

Prior to the final ranking of Contractors by the City's Evaluation Committee, the City reserves the option to request that the three (3) highest ranked Contractors disclose any instance in which the Contractor has been involved in litigation in regards to the equipment or services provided by the Contractor. If the Contractor is representing a third party that will provide equipment or services for this project, the Contractor must also disclose any instances in which the third party has been involved in litigation in regards to the equipment or services provided by the third party.

2-30 SOLICITATION, RECRUITING AND EMPLOYMENT OFFERS

Bidders understand that by signing and submitting the attached signature page at the end of this document, they are indicating understanding and agreement to not solicit an employee from the City or to conduct any operations that have the intended purpose of enticing an employee of the City to exit the Organization with the intent to go to work for the Contractor or any of its subcontractors or assigns for a period of two (2) years from the date of execution of any contract between the parties.

Part III SPECIAL CONDITIONS

3-1 SUBMISSION REQUIREMENTS

To facilitate evaluation of Proposals, the original proposal and one (1) identical copy, each including all attachments containing responses to the requirements, shall be submitted to the office of the City Contact. The original proposal shall be clearly marked "original". The proposal shall be prepared with a straightforward, concise delineation of the Contractor's capabilities to satisfy the requirements of this RFP.

3-2 DELIVERY OF PROPOSAL

Each proposal must be received by 10:30 am Mountain Time on the RFP Closing Date. The envelope shall be identified as defined in section 2-4 above, must show the name of the Contractor, and list the date and time of closing.

Note: Any deviation from this requirement may result in your proposal being considered non-responsive, thus eliminating your company from further consideration.

The City cautions Contractors to assure actual delivery of mailed or hand-delivered proposals **directly to the City's Contact** by the established deadline. A proposal received by the City Contact after the established deadline will be considered non-responsive.

3-3 PROPOSAL COSTS

This RFP is not a commitment by the City to fund any development, to lease or purchase any equipment, products, services or to purchase or acquire any other materials from the Contractor. Those submitting proposals do so entirely at their own expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs that the Contractor may incur in the preparation, production and/or submission of a response to this RFP, providing additional information when requested by the City, for participating in any selection interviews, or for any subsequent sales, due diligence, or negotiation costs.

3-4 ACCEPTANCE

Submission of any proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise in the proposal.

3-5 REJECTION

The City reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-conforming, non-responsive or conditional proposals.

Part IV PROPOSAL FORMAT

4-1 PROPOSAL FORMAT

In order to facilitate the analysis of responses to this RFP, Contractors are required to prepare their proposals in accordance with the instructions outlined in this section. Each Contractor is required to submit the proposal in a sealed package. Contractors whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Contractor's capabilities to satisfy the requirements of the RFP. The requirements response section of the proposal should be submitted in hard copy as part of the submitted document. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections:

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background and Profile
3.0	Responses to Requirements
4.0	Implementation Support and Training
5.0	Maintenance Program
6.0	Client References
7.0	Cost Quotations
8.0	Contract Terms and Conditions
9.0	Other Information
10.0	Sample Documents
11.0	Mandatory Submittals

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Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

4-2 EXECUTIVE SUMMARY:

(Section 1.0): This part of the response to the RFP should be limited to a brief narrative highlighting the Contractor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations.

4-3 COMPANY BACKGROUND AND PROFILE

(Section 2.0): Contractors must provide the following information about their company so that the City can evaluate the Contractor's stability and ability to support the commitments set forth in response to the RFP. If the proposal will include components from third party vendors or contractors, the Contractor must include the same information specified here for each party involved in the proposed solution. The City, at its option, may require Contractor or a vendor to provide additional support and/or clarify requested information.

The Contractor should outline the company's background, including:

- How long the company has been in business.
- A brief description of the company size and organization and its history.
- A description of the client base of the company, including, but not limited to size and number of existing customers and how many customers are state/local government customers.
- Whether the company is a public or private company
- The primary business focus of the company
- Any other focus of the company outside sales and support of telecommunications hardware and software
- Company culture and beliefs
- Achievements
- Target market
- Annual Sales or Revenue

4-4 RESPONSES TO REQUIREMENTS

(Section 3.0): Responses to the SYSTEM-WIDE FEATURES AND FUNCTIONALITY listed in Part V of this RFP must be provided in this section of the Contractor's proposal. Contractors should use the table in section 5.5 or attached spreadsheet, answering in the format provided, and add any explanatory details necessary in a separate column to the right of the item being referenced. Be sure to provide the hard copy of those responses in this Section. The following answer key should be used when responding to the requirements:

Vendor Response Codes

- F** Fully meets this requirement “out-of-the box”
N Does not meet this requirement
A Available in the next version (Include comment with estimated availability date for next version and any associated costs to move to the new version)

Note: *If any symbol other than “F” is the response for a requirement, you must include a comment as to why it doesn’t meet the specifications.*

Note: *Any requirement that is answered with a symbol other than what is listed above will be treated as a negative and/or non-response.*

4-5 IMPLEMENTATION SUPPORT AND TRAINING

(Section 4.0): The Contractor should provide a detailed plan for implementing the proposed system and for providing training and ongoing support. This information should include:

- Detailed implementation methodology and timetable
- Overview of proposed training, including options for on-site or training center services, for administrators, end users
- Implementation and training plan, including estimated time-frame and deliverables for each stage of the project
- Expected number of City FTE hours required at different stages of the implementation process and for ongoing support
- Level of expertise required of the City staff for implementation and maintenance of hardware and software
- Training expense requirements

4-6 MAINTENANCE PROGRAM

(Section 5.0): Specify the nature of any post-implementation support provided by the Contractor including:

- Telephone support: toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.
- Special plans defining “levels” of customer support (e.g., gold, silver, etc.)
- Delivery method of future upgrades and product feature enhancements
- Number of updates released annually, and their implementation methodology
- Availability of user groups and conferences
- Problem reporting and resolution procedures
- Other support (e.g., on-site; remote dial-in; Website access to patches, fixes, and knowledge base)

4-7 CLIENT REFERENCES

(Section 6.0): Contractors should provide a list of at least 2 installations during the past five years that have utilized the proposed system in a comparable environment. Where possible, at least one such reference should be in the state of Idaho. Submit references for fully completed installations to the extent possible. List the “breadth” of the solution (e.g., Digital, VoIP, Conferencing, etc.).

4-8 COST QUOTATIONS

(Section 7.0): Please provide a detailed, itemized cost of ownership for all components, software licenses, support, training and implementation supplies and services being proposed.

Example:

Module/Component	Make/Model	Qty.	Unit Cost/Rate	Total
Large Display IP Desk Phone	5340e	10	\$500.00	\$5,000.00
Large Display IP Desk Phone License	CAT D	10	\$200.00	\$2,000.00
1 Year Maintenance	Maintenance	1	\$1000.00	\$1,000.00
			Total	\$8,000.00

Note: Sample also located on attached spreadsheet

Organization: City of Nampa				
Submitted by: _____				
TELECOMMUNICATIONS SYSTEM UPDATE				
Module/Component	Make/Model	Qty.	Unit Cost/Rate	Total
Phone Controller City Hall		1		
Desk Phone – Large Display (48 Keys) (VoIP)		92		
Desk Phone – Small Display (24 Key) (VoIP)		36		
Desk Phone – Small Display (Digital)		4		
Desk Phone – No Display (Digital)		1		
Conference Phone (VoIP)		2		
Intercom Box (VoIP)		2		
Licenses – VoIP (5 Extra)		133		
Licenses – Digital		5		
Licenses – Conference (VoIP)		3		
Licenses – Intercom (VoIP)		2		
Music on Hold		3		
Analog Ports		41		
Power Blocks Desk Phones (VoIP)		21		
System OAI Events		1		
System OAI 3 rd Party Call Control		1		
Dual PRI Module		1		
Loop Start Ports		1		
Fax to Email		1		
Phone Controller Rec Center		1		
Desk Phone – Large Display (48 Keys) (VoIP)		9		
Desk Phone – Small Display (24 Key) (VoIP)		16		
Desk Phone – Small Display (24 Key) (Digital)		7		
Licenses – VoIP (5 Extra)		30		
Licenses – Digital		7		
Music on Hold		1		
Analog Ports		3		
Power Blocks for IP Desk Phones		5		
System OAI Events		1		
System OAI 3 rd Party Call Control		1		

Loop Start Ports		1		
Phone Controller Waste Water		1		
Desk Phone – Large Display (60 Keys) (VoIP)		1		
Desk Phone – Large Display (48 Keys) (VoIP)		14		
Desk Phone – Small Display (24 Key) (VoIP)		14		
Desk Phone – Small Display (24 Key) (Digital)		3		
Conference Phone (VoIP)		1		
Licenses – VoIP (5 Extra)		34		
Licenses – Digital		3		
Music on Hold		1		
Analog Ports		14		
System OAI Events		1		
System OAI 3 rd Party Call Control		1		
Loop Start Ports		1		
Installation Hardware				
Installation Programing				
Integration with existing Mitel System				
Training				
1 Year Maintenance		12		
3 Year Maintenance		36		
5 Year Maintenance		60		
Professional Services				
			Total	

* Feel free to add or expand/break-out Modules/Components

* Include all foreseeable costs: the bidding party will assume all responsibility for anything not listed in quote

4-9 CONTRACT TERMS AND CONDITIONS

(Section 8.0): Provide a copy of the Contractor's standard Terms and Conditions contract.

4-10 OTHER INFORMATION

(Section 9.0):

- * Indicate the complete name of the firm or person(s) submitting the proposal, the main office address, the primary and secondary contact person(s), their respective telephone numbers (including area codes) and their e-mail addresses.
- * Identify your firm's professional staff members who would be personally involved in implementing the proposed system. Include each person's prior experience in implementing, supporting, and providing training on such systems. Indicate the location of the office where each normally works.
- * Provide any additional information that you feel would distinguish your firm in its service to the City.
- * The City may make such investigations it deems necessary to determine the ability of the Contractor to perform the work proposed. The Contractor shall furnish the City, within five (5) days of request, all such information and data for this purpose as may be required. The City reserves the right to reject any proposal if the evidence submitted or investigation of the Contractor fails to satisfy the City that the Contractor is properly qualified to fulfill the obligation of the contract and to complete the work contemplated therein. Conditional proposals will not be accepted.

4-11 SAMPLE DOCUMENTS

(Section 10.0): To establish a complete and competitive proposal, Contractors must include a sample copy of the following documents:

- * Sample documentation for handset
- * Sample standard reports
- * Sample implementation plan

4-12 MANDATORY SUBMITTALS

(Section 11.0): Contractor must complete and include forms (found in Part VII) in this section:

- * Bid Signature Page for Corporation, or
- * Bid Signature Page for Sole Proprietor or Partnership

4-13 ADDENDA

If revisions become necessary, the City will provide written addenda through the online e-RFP site. **All addenda issued by the City must be so noted on any proposals that are submitted to the City.** Contractors shall be responsible for monitoring the e-RFP site to ascertain whether any addenda have been issued. Failure to do so could result in an unresponsive proposal.

Part V

TECHNICAL SPECIFICATIONS

5-1 REQUIREMENTS

Requirements defined in this section contain the overall general functions of the City's desired integrated telecommunications system. These requirements underlie the detailed checklist of functional/technical requirements contained in the second half of Part V. Together, these two sections define a system that will provide a high level of flexibility in meeting the City's current and future telecommunications requirements within the tight budgetary constraints of this project.

5-2 CURRENT ENVIRONMENT

The City currently uses an InterTel/Mitel MiVoice Office solution throughout. The City will not be replacing all of the telecommunication systems at this time, therefore, the Mitel MiVoice Office systems will remain. The City has 6 (six) systems that will be replaced or removed.

The following locations have an InterTel Axxess system that needs to be replaced or removed:

- Waste Treatment Plant
- Fleet Service (Also services the Streets Department via copper cabling between buildings to hook up digital handsets and analog faxes)
- City Hall (Also services the Utility Billing and Civic Center Buildings via copper cabling between buildings to hook up digital handsets and analog faxes)
- Recreation Center
- Fire Station 1
- North Substation

The Following locations will remain Mitel/InterTel and must integrate with the system being proposed: (refer to Figure 1 below)

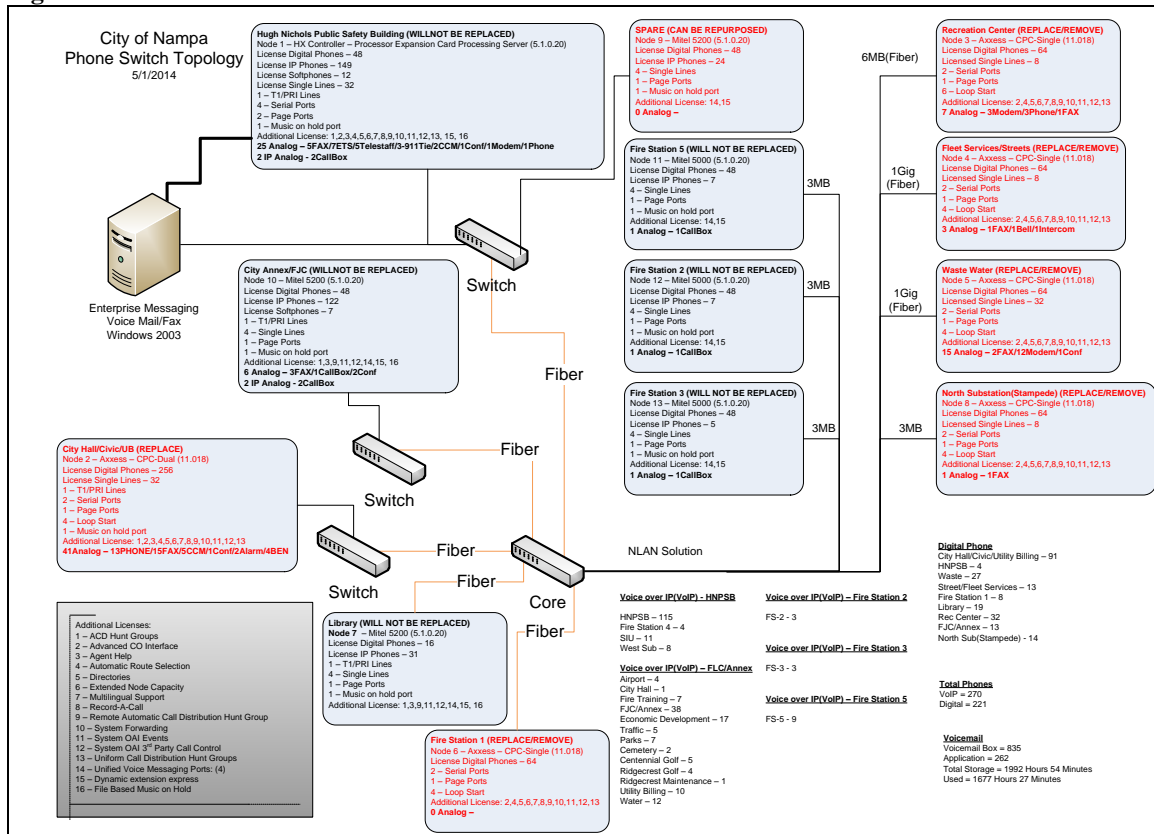
- Public Safety Building (PSB) – Mitel HX controller
- Public Safety Building – Mitel Enterprise Messaging Voicemail/Fax Server
- City Hall Annex (CHA) – Mitel 5200 controller
- Public Library – Mitel 5200 controller
- Fire Station 2 – Mitel 5000 controller

- Fire Station 3 – Mitel 5000 controller
- Fire Station 5 – Mitel 5000 controller
- Economic Development – Mitel IP Phones connecting to CHA
Utility Billing – Mitel IP Phones connecting to CHA
- Parks – Mitel/InterTel IP Phones connecting to CHA
- Cemetery – Mitel/InterTel IP Phones connecting to CHA
- Golf Courses – Mitel/InterTel IP Phones connecting to CHA
- Water Department – Mitel/InterTel IP Phones connecting to CHA
- Fire Training – Mitel/InterTel IP Phones connecting to CHA
- Fire Station 4 – Mitel/InterTel IP Phones connecting to PSB
- Traffic – Mitel/InterTel IP Phones connecting to CHA
- West Substation – Mitel/InterTel IP Phones connecting to PSB
- NNU Substation – Mitel/InterTel IP Phone connecting to PSB
- CWI Substation – Mitel/InterTel IP Phone connecting to PSB
- Police Substation – Mitel/InterTel IP Phones connecting to PSB
- Airport – Mitel/InterTel IP Phones connecting to CHA

The City utilizes a Native LAN (NLAN) solution for network/data to our remote sites, see figure 1. The City also has private fiber connecting many of our sites for network/data communications (Layer 2).

- Waste Treatment – Will be installing private fiber in 2015
- Fleet Services – Will be installing private fiber in 2015
- Streets – Will be installing private fiber in 2015
- City Hall – Private fiber
- Utility Billing – Private fiber
- Civic Center – Private fiber
- Recreation Center – NLAN (fiber) 6MB connection
- Fire Station 1 – Private fiber
- North Substation – NLAN (T1s) 3MB connection

Figure 1



5-3 SUPPORT

The selected Contractor(s) must be able to provide timely and adequate telephone support during normal business hours, 8:00am-5:00pm MST. Contractor must also provide timely and adequate on-site support when requested with a Service Level Agreement for a guaranteed 1 hour on-site response during normal business hours and two (2) hour response time at all other times. Proposals must include costs for one (1), three (3) and five (5) years of post-implementation support.

5-4 HARDWARE

Proposals are for a complete turnkey solution, the City will provide PoE Switches at most locations. All other supporting hardware or supplies will be contractor supplied.

5-5 EQUIPMENT, FUNCTIONALITY AND LICENSES

The following equipment, functionality and license counts will be needed:

ALL Locations

- Unified Messaging
- Ability to transfer and pull calls from mobile devices (example Mitel Dynamic Extension)
- Phone twinning (example Mitel Dynamic Extension)
- Hardware warranty for all components for a period not less than ten (10) years with active maintenance service subscription
- All licenses necessary to open and provide maximum networking capability and integration into existing telecommunications systems
- Internal Calls (IC) extension dialing (Need to be able to 4/5 digit dial between all desk phones to include the Mitel/InterTel desk phones)
- Music on Hold
- Multilingual Support
- Hunt Groups - Automatic Call Distributor (ACD) and Uniform Call Distributor (UCD)
- System Reporting
- Zone Paging
- Email Integration/Synchronization (Microsoft Outlook/Exchange)
- System Forwarding
- Allow users to share phones (example Mitel Hot Desking)
- Voice Conferencing – Up to 20 parties
- Block incoming DID Calls by Outside Party Number
- Automated Call Routing
- Call Routing Announcements
- Scheduled Time-Based Application Routing
- System OAI events
- System OAI 3rd party Call control
- Record a Call
- Intercom and Voice Announce
- Speaker Phones
- Handsets must be Hearing Aid Compatible (HAC)
- Desk Phones should be self-labeling keys
- Desk Phones must be multiline
- 911

CITY HALL

- Phone Controller (with 100% compatibility and integration capability with Mitel MiVoice Office System)
- SIP
- Loop Start Ports
- 2 – PRI Interfaces
- Handsets (VoIP)
 - 55 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 12 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch
- Handsets (Digital)
 - 2 – Small Display Desk Phones (Can be VoIP if pulling CAT5e to locations)
- Licenses
 - 143 – VoIP Desk Phone (Includes 5 Future)
 - 3 – VoIP Conference Phone
 - 2 – VoIP Intercom Box
 - 5 – Digital (Convert to VoIP if CAT5e cable pulled)
 - 3 – Music on Hold
- Analog Ports
 - 41 – Single-lines (Fax/Phones)
- Conference
 - 1 – IP Conference Phone
- Ability to receive incoming Faxes on Direct Inward Dial (DID) numbers and route to email address
- If a Mitel Solution is proposed will need to move existing Mitel Licenses from City Hall Annex's Mitel controller to City Hall controller: (CAT A = 8, CAT B = 4, CAT C = 45, CAT D = 29, SIP Truck = 4)

CIVIC CENTER (ALL Phones will connect to City Hall)

- Handsets (VoIP)
 - 11 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 3 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch
- Handsets (Digital)
 - 1 – No Display Desk Phone (Can be VoIP if pulling CAT5e to locations)
 - 2 – Small Display Desk Phone (Can be VoIP if pulling CAT5e to locations)
- Conference (VoIP)
 - 1 – Conference Phone
- Intercom (VoIP)
 - 1 – Intercom Box

UTILITY BILLING (ALL Phones will connect to City Hall)

- Handsets (VoIP)
 - 11 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch

FLEET SERVICES (ALL Phones will connect to City Hall)

- Handsets (VoIP)
 - 6 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 3 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch
- Connect 1 (one) phone to overhead paging
- Connect 1 (one) phone to overhead ringer, so when phone rings the bell rings

STREETS (ALL Phones will connect to City Hall)

- Handsets (VoIP)
 - 3 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 3 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch

FIRE STATION 1 (ALL Phones will connect to City Hall)

- Handsets (VoIP)
 - 3 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 4 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch
- Intercom (VoIP)
 - 1 – Intercom Box
- Power Blocks
 - 7 – Power Blocks for phones (No PoE switch at this location)

NORTH SUBSTATION (ALL Phones will connect to MITEL MiVoice Office system located at Public Safety Building)

- Handsets (VoIP)
 - 3 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 11 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch
- Power Blocks
 - 14 – Power Blocks for phones (No PoE switch at this location)

REC CENTER

- Phone Controller (with 100% compatibility and integration capability with Mitel System)
- Loop Start Ports
- Handsets (VoIP)
 - 9 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 16 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch
- Handsets (Digital)
 - 7 – Digital Small Display Desk Phones with License (Can be VoIP if pulling CAT5e to locations)
- Licenses
 - 30 – VoIP Desk Phone (Includes 5 Future)
 - 7 – Digital (Convert to VoIP if CAT5e cable pulled)
 - 1 – Music on Hold
- Analog Ports
 - 3 – Single-lines (Fax/Phones)
- Power Blocks
 - 5 – Power Blocks for phones (No PoE switch at some location) (Add 7 if CAT5e cable pulled)

WASTE TREATMENT PLANT

- Phone Controller (with 100% compatibility and integration capability with Mitel System)
- Loop Start Ports
- Handsets (VoIP)
 - 1 – Large Display Desk Phones (60 Programmable Keys) with Integrated 1Gigabit Ethernet Switch
 - 14 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 14 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch
- Handsets (Digital)
 - 3 – Small Display Desk Phones (Can be VoIP if pulling CAT5e to locations)
- Licenses
 - 34 – VoIP Desk Phone (Includes 5 Future)
 - 3 – Digital (Convert to VoIP if CAT5e cable pulled)
 - 1 – Music on Hold
- Analog Ports
 - 14 – Single-lines (Fax/Modems)
- Conference VoIP
 - 1 – Conference Phone
- Connect 1 (one) phone to overhead paging

SUMMARY FOR ALL LOCATIONS

- 3 - Phone Controllers (with 100% compatibility and integration capability with Mitel System)
- 2 – PRI Interfaces at City Hall
- Loop Start Ports
- SIP
- Handsets (VoIP)
 - 1 – Large Display Desk Phones (60 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 115 – Large Display Desk Phones (48 Programmable Self Labeling Keys) with Integrated Ethernet Switch
 - 66 – Small Display Desk Phone (24 Programmable Self Labeling Keys) with Integrated Ethernet Switch
- Handsets (Digital)
 - 14 – Small Display Desk Phones (These can be changed to VoIP if CAT5e cable is pulled to locations)
 - 1 – No Display Desk Phone (This can be changed to a VoIP if CAT5e cable is pulled to location)
- Licenses
 - 197 – VoIP Desk Phone (Includes 15 Future)
 - 3 – VoIP Conference Phone
 - 2 – VoIP Intercom Box
 - 15 – Digital (Convert to VoIP if CAT5e cable pulled)
 - 5 – Music on Hold
- Analog Ports
 - 58 – Single-lines (Fax/Phones)
- Conference (VoIP)
 - 3 – Conference Phone
- Intercom (VoIP)
 - 2 – Intercom Boxes
- Power Blocks
 - 12 – Power Blocks for phones (Add an additional 7 if CAT5e cable pulled at Rec Center to replace digital handsets)
- This system should have a 10% growth capability
- Trade-In of InterTel Axxess Controllers

5-6 SYSTEM-WIDE FEATURES AND FUNCTIONALITY

Note: Also located on attached spreadsheet

ITEM #	USER INTERFACE AND GENERAL SPECIFICATIONS	VENDOR RESPONSE CODE	VENDOR COMMENT REQUIRED
S-1	Solution uses an Open Architecture Interface (OAI) capable of communicating with specialized features such as ACD	[]	[]
S-2	Solution provides Call Accounting capability with centralized viewing	[]	[]
S-3	Solution provides a Flexible Numbering Plan	[]	[]
S-4	Solution provides programmable timers for call control and flow	[]	[]
S-5	Solution provides ability to utilize Cat-5 wiring for IP connectivity	[]	[]
S-6	Solution provides ability to utilize only rack-mountable hardware on standard 19" 4-post or 2-post racks	[]	[]
S-7	Solution provides ability to support single-line devices that include alarms, modems and fax machines	[]	[]
S-8	Solution provides multi-button IP endpoints with hot keypads and full duplex speakerphone capability	[]	[]
S-9	Solution provides Vocoder choices of G.729 and G.711	[]	[]
S-10	Solution provides IP endpoints that include large backlit graphical displays for hotkey programming, and at least 24 programmable, self-labeling keys that provide access to common numbers or programmable functions	[]	[]
S-11	Solution provides IP endpoints that include large backlit graphical displays for hotkey programming, and at least 48 programmable, self-labeling keys that provide access to common numbers or programmable functions	[]	[]
S-12	Solution provides multi-node, real-time, PC-based attendant console capable of viewing extension at remote sites	[]	[]
S-13	Solutions provides full compliance for E911 implementation that provides full information to PSAPs when dialing 911	[]	[]
S-14	Solution provides self-diagnostics capabilities to assist city IT personnel in initial first-level troubleshooting	[]	[]
S-15	Solutions provides Loop start trunks, T1/E1/PRI trunks, SIP, with support for DID, ANI and DNIS call routing, E&M, Ground Start, Loop Start, and OPX circuits, ISDN PRI circuits, and Advanced CO features (such as: CLID, ANI, DNIS, DID)	[]	[]
S-16	Solution provides support for OPX of type FIC type OL13C	[]	[]
S-17	Solution provides paging support for at least 10 internal paging zones (9 zones plus all-call)	[]	[]
S-18	Solution provides support for full Station Message Detail Recording (SMDR)	[]	[]
S-19	Solution provides automatic NAT detection for all endpoints both inside and outside the corporate firewall without	[]	[]

	programming intervention		
S-20	Solution provides call logging with visibility and review on each IP endpoint without programming intervention	[]	[]
S-21	Solution provides ability to quickly and without external 3rd party software, generate up to 8-party phone bridge conferences	[]	[]
S-22	Solution provides ability to display and interlink with the existing Mitel phone directory seamlessly	[]	[]
S-23	Solution provides support for Automatic Route Selection	[]	[]
S-24	Solution provides 100% integration and compatibility with existing Mitel phone system and provides access to all pre-programmed features and capabilities of said system with no external or programming intervention (Native integration)	[]	
S-25	Solution provides unlimited Hot-desking capabilities for all handsets	[]	[]
S-26	Solution provides unlimited phone twinning capabilities for all handsets	[]	[]

Part VI

EVALUATION OF PROPOSALS

6-1 EVALUATION METHOD

The City will evaluate all proposals deemed responsive to this request by a committee selected by the City. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation committee's analysis of the written proposals and discussions, the responses will be ranked to establish the highest score. Contractors may be asked to provide on-site demonstrations. Discussions and negotiations may take place with the short list of Contractors to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to the City.

Part VII

BID SIGNATURE PAGE FOR CORPORATION

The officers of the Corporation are as follows:

	<u>NAME</u>	<u>ADDRESS</u>
President	_____	_____
Vice-President	_____	_____
Secretary	_____	_____
Treasurer	_____	_____
Registered Agent	_____	_____

The full names and residences of stockbrokers, persons, or firms interested in the Foregoing Bid, as principals, are as follows:

Address

BIDDER:

	(CORPORATE NAME)
	PRESIDENT'S SIGNATURE

Is this corporation incorporated in the state of Idaho?

ATTEST: _____
SECRETARY

YES [] NO []

If Yes, give address of principal place of business: _____

If no, give state of incorporation and address: _____

_____ **TELEPHONE** _____
FAX

BID SIGNATURE PAGE FOR SOLE PROPRIETOR OR PARTNERSHIP

The full names and residences of persons, partners or firm interested in the foregoing Bid, as principals, are as follows:

NAME	ADDRESS
_____	_____
_____	_____
_____	_____

BIDDER:

Witnesses:

(SEAL)

(FIRM NAME)

SIGNATURE

PRINT NAME

WITNESS SIGNATURE

WITNESS SIGNATURE

Title: (Sole Proprietor or Partner)

Address:

State of incorporation or state in which fictitious name is registered:

TELEPHONE & FAX