



City of Palestine, TX
504 North Queen Street
Palestine, TX 75801
Sealed bids will be accepted in the above office
By 3 PM, September 9, 2019

For RFP 2019-006 VOIP VOIP Phone System

This City of Palestine Request for Proposal (RFP) is for the purpose of, contracting with a qualified firm to provide design and implementation of a new VoIP phone system available to multiple interconnected physical locations as outlined within this document. All requirements are as per specifications enclosed.

GENERAL REQUIREMENT: This is a Request for Proposal (see attached). All vendors offering a proposal will be required to provide estimated distance and time to the City of Palestine for future problem resolution. Local vendors that utilize the same entity for installation and future maintenance will be weighed accordingly in the decision-making process. Interested parties must submit a written proposal to perform the "Project Objectives and Scope of Services" as outlined in section 2. Proposals will be publicly opened in the City Council Chambers located at the submission location and evaluated by City staff at 3 pm, September 9, 2019.

Technical Contact Person:

Jim Mahoney
findir@palestine-tx.org
Finance Director

Administrative Contact Person:

Teresa Herrera
therrera@palestine-tx.org
City Secretary

Section 1: GENERAL INFORMATION

REQUEST FOR PROPOSALS DEFINITION

Request for Proposals (RFP) is a method of procurement permitting discussions with responsible vendor and revisions to proposals prior to award of a contract. Proposals will be opened during City Council and evaluated in private. Award will be based on the criteria set forth herein.

DISCUSSION of PROPOSAL

An Evaluation Committee may conduct discussions with any entity who submits an acceptable or potentially acceptable proposal. Vendors shall be accorded fair and equal treatment with respect to any

opportunity for discussion and revision of proposals. During such discussions, the Evaluation Committee shall not disclose any information derived from one proposal to any other vendor.

NEGOTIATIONS

The City of Palestine reserves the right to negotiate specifications, terms, and conditions, which may be necessary or appropriate to the accomplishment of the purpose of this RFP. The City may require the RFP and the entities proposal be incorporated in full as Contract Documents. This implies that this RFP and all responses, supplemental information, and other submissions provided by the vendor during discussions or negotiations may be held by the City of Palestine as contractually binding on the successful Vendor.

RESERVED RIGHTS

The City of Palestine reserves the right at any time, and for any reason, to cancel this Request for Proposal, to reject any or all proposals, or to accept an alternate proposal. The City may seek clarification from a vendor at any time and failure to respond promptly is cause for rejection.

INCURRED COSTS

The City of Palestine will not be liable in any way for any costs incurred by respondents in replying to this RFP.

AWARD

Award shall be made by a committee of individuals including but not restricted to the City Manager, Finance Director, and City Council to the most responsive and responsible vendors proposed solution is determined to be the most advantageous to the City of Palestine based off of criteria defined in the "Criteria for Selection Process" outlined in Section 3. The equipment must be new and fully eligible for manufacturer's warranty. A standard formal agreement will be executed between the selected Vendor and the City. By submitting a proposal, the Consultant agrees to sign and be bound the terms of the attached agreement.

CURRENT PHONE SYSTEM

The City of Palestine is planning to replace the disparate phone systems servicing multiple buildings. The existing setup is no longer manufacture supported, has limited functionality, and has proven to be difficult to find adequate service expertise or replacement parts. The existing phone system consist of individual legacy Nortel Norstar phone switching equipment at four locations connected over PRI and analog POTS lines. One location runs a legacy Panasonic phone switch over analog POTS lines. The systems are currently not integrated.

NETWORK SWITCH GEAR AND DESIGN

The City of Palestine's network is a resilient 100mg fiber loop connecting the desired locations. Local networks consist of 10/100/1000 POE HP Procurve switches. Data VLANs are currently defined for each location and a single Voice VLAN has been defined.

NETWORK SERVER EQUIPMENT

The City of Palestine's server farm consists of both physical and Hyper-V virtual servers running on a Microsoft platform.

ADDENDUM

Should the Vendor require any additional information about this Bid, please contact City Secretary at 903-731-8414. No interpretation of the meaning of the plans, specifications, or other contract documents will be made orally. If required, all addenda will be emailed to the bidder if the bidder has sent in notice of intent to bid on this RFP to the City Manager. All addenda so issued shall become part of the bid documents. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused by a bidder to improperly submit a bid. Only the City Manager has the authority to issue an addendum. Addenda are written documents issued by the City prior to the date for receipt of proposals, which modify or interpret the Bid by addition, deletions, clarifications or corrections.

Prior to the receipt of bids, addenda will be delivered to all who are known to have received a Notice to Bid. It will be the responsibility of the vendor that prior to submitting a bid that all addenda issued have been received and, by submission of a bid, such act shall be taken to mean that such vendor has received all addenda and that the vendor is familiar with the terms thereof and understands fully the contents of the addenda.

VENDOR RESPONSIBILITIES

The selected Vendor will be required to assume responsibility for all services offered in this proposal. The City will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

INTERPRETATION or CORRECTION of REQUEST for PROPOSALS

Vendors shall promptly notify the City Manager of any ambiguity, inconsistency, or error, which they may discover upon examination of the Requests for Proposals.

Interpretations, corrections, and changes to the Request for Proposals will be made by addendum. Interpretations, corrections, or changes made in any other manner will not be binding.

TERMINATION

Failure to comply with the terms and conditions as herein stated shall be cause for cancellation of the contract. The City will give written notice of unsatisfactory performance and the Vendor will be allowed thirty (30) days to take corrective action and accomplish satisfactory control. If at the end of the thirty (30) days, the City deems the Vendor's performance still unsatisfactory, the contract shall be canceled. The exercise of its right of cancellations shall not limit the City's right to seek any other remedies allowed by law.

The successful bidder will agree that the resulting contract is made subject to available budgetary appropriations and shall not create any obligation on behalf of the City in excess of such appropriations. If no funds or insufficient funds are appropriated and budgeted, this Contract shall terminate without penalty or expense to the City thirty (30) days after written notification of termination from the City.

BIDS, WAIVER of IRREGULARITIES

The City of Palestine reserves the right to reject any or all bids, and to accept that bid which is in the best interest of the City. Any such decision shall be considered final.

If a proposal contains false or misleading information of any kind or does not have sufficient detail to fully evaluate the technical solution or proposed price, the City reserves the right, in its sole discretion, to reject the proposal.

The City reserves the right to award a contract without further discussion or clarifications with other vendors.

INSURANCE

The successful bidder shall maintain for the duration of the contract and any extensions thereof, at bidder's expense, insurance that includes "Occurrence" basis wording and is issued by a company or companies qualified to do business in the State of Texas in the following types and amounts:

1. Commercial General Liability in a broad form, to include, but not limited to, coverage for the following where exposure exists: Bodily Injury and Property Damage, Premises/Operations, Independent Vendors, Products/Completed Operations, Personal Injury and Contractual Liability; limits of liability not less than: \$500,000 per occurrence and \$1,000,000 in the aggregate;
2. Business Auto Liability to include, but not be limited to, coverage for the following where exposure exists:

Owned Vehicles, Hired and Non-Owned Vehicles and Employee Non-Ownership; limits of liability not less than: \$250,000 per occurrence combined single limit for: Bodily Injury Liability and Property Damage Liability.
3. Workers' Compensation Insurance to cover all employees and meet statutory limits in compliance with applicable state and federal laws. The coverage must also include Employer's Liability with minimum limits of \$100,000 for each incident.
4. Professional Liability Insurance with \$1,000,000 in aggregate.

HOLD HARMLESS CLAUSE

The Vendor agrees to indemnify, save harmless and defend the City of Palestine, their agents, servants, and employees, and each of them against and hold them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by an entity of the City of Palestine, their agents, servants, or employees.

DIRECTIONS FOR SUBMISSION

All data and documentation submitted as part of this RFP shall become the property of City of Palestine. After award of this contract, all responses, documents, and materials contained in the RFP shall be considered public information as defined by the State of Texas Public Information Act.

Submittal Information

Three physical copies of the completed proposal along with any support documentation must be received in the office of the City Secretary, at the following address by 3 p.m. Central Daylight Time on September 9, 2019.

Please limit your response to 30 pages. Your offering must be in a sealed manila 9x12 envelope with "invitation to Bid 2019-007 InCode Server" clearly marked on the front.

Sent to: City Secretary
City of Palestine, Texas
504 North Queen Street
Palestine, TX 75801

Organization

Due to the scope of this project and the responses from multiple vendors and manufacturers the basic organization of your response should be as follows:

1. Cover page with Vendor Name.
2. Vendor overview including relevant information including age of company, length of tie in the telecommunications industry, number of employees, address to nearest location responding to this RFP. Provide a minimum of three references including company name, phone number, contact information, and size of installed system. Please also include support hours, and certifications held by your organization relevant to this implementation.
3. Manufacturer overview.
4. Proposed system with cost clearly indicated and answers to questions within this RFP. This section should be detailed enough to ensure that the City evaluation committee as to have a high-level understand the systems capabilities. This could include examples, walkthroughs, and any other points of interest to aid in the selection process. This section should include deliverables to be provided by Vendor and City.
5. Marketing materials relevant to the proposed system.
6. Any assumptions the vendor has made in relationship to the City's expectations or current environment.
7. Responsibility chart and schedule defining the tasks the vendor or City will be responsible for along with estimated timeline.
8. Complete cost breakdown per site, and recommended payment schedule.
9. Anticipated reoccurring maintenance.
10. Any other information relevant to the selection process of this RFP.
11. Proposer's certificate below.

SUBMITTAL

Submit only one (1) bid, multiple bids will not be accepted.

PRICING

The Price Quote for Computer Hardware provided to the City of Palestine by the proposer shall consist of: The Request for Proposal (RFP) containing the detailed pricing for the Computer Hardware being requested by the City. The City reserves the right to request proposer to clarify any such Computer Hardware pricing RFP 2019-008 –COMPUTER information being submitted and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or proposer’s proposal. In all other matters not affected by the written clarifications, if any, the RFP shall govern.

SECTION 2: PROJECT OBJECTIVES AND SCOPE OF SERVICES

EXECUTIVE SUMMARY

The City of Palestine’s primary goal is to build out a replacement phone system to replace our antiquated legacy setup. The replacement system must address the goal and expectations for feature, functionality, selection, and implementation as outlined within this section. In your proposal, please describe how your proposed system can support the needs and goals of the City of Palestine. The locally based system will be housed out of City Hall and will provide interoperable services for 8 other sites over an existing fiber infrastructure.

SYSTEM SCOPE

The City of Palestine is seeking a versatile system capable of easily expanding to adapt to the potential growing needs of the City without the need for major system replacements. As it is impossible to predict this potential growth for the City; based off growth in other East Texas communities observed required City of Palestine administrative and support personnel could result in 50-100% expansion over the next 10 years. For the design component of this project vendors are encouraged to provide enhancements to the system based off similar experiences to benefit the City not defined within this RFP. Once awarded the vendor will be responsible to work with the City to perform a discovery as to existing line usage and consolidation to City Hall. The City requires the retention of all existing published numbers including staff assigned direct dial numbers. Assist City personnel in the coordination in setting up the PRI with the PSTN service provider. Listed below is a breakout of each locations telephony needs:

City Hall – Main Building

23 – “full feature” phones for full time employees with offices

1 – “basic phones” for break room

1 – “conference room phones” as an option within your proposal, will not need voicemail

Police Department – Main Building

19 – “full feature” phones for full time employees with offices

2 – “basic phones” 1 for briefing room & 1 for squad room

Police Department – Support Services

6 – “full feature” phones for full time employees with offices

1 – “conference room phones” as an option within your proposal, will not need voicemail

Coronaca location

6 – “full feature” phones for full time employees with offices

Public Works location

11 – “full feature” phones for full time employees with offices

1 – “conference room phones” as an option within your proposal, will not need voicemail

Fire Station 1 - 4

7 - “full feature” phones for full time employees with offices

Equipment needs to be housed out of City Hall

Any other associated server equipment necessary for voice mail, basic conference calling, or possible future feature sets not set forth during this initial project

SYSTEM FEATURES

Unified Messaging Features

The City is interested in a system that provides unified messaging integration with our existing Microsoft Exchange/Outlook setup. Currently we are on Exchange 2007 with expectations of migrating to exchange 2013. We are currently on Outlook 2007 with plan of migrating to Outlook 2016, all end user computers are running Windows 7 Pro.

Migration to Windows 10 will take place 1st quarter of 2020. The windows interface must include the following features:

1. A graphical user interface with the ability to load without any user intervention.
2. The ability to save the user account and password into the application.
3. Integrated into Microsoft Outlook contact information.
4. The ability to be resized as the end user feels is appropriate to their needs.
5. The ability to pull application focus in front of other running applications during inbound phone calls.
6. The application must NOT be java based.
7. Instant messaging between users.
8. The ability to see the status of other user’s phone status (on the phone, dnd, unavailable, etc).
9. The ability to change voice mail, and password.
10. Basic call handling features such as call, hold, redial, forward (assisted and unassisted), pickup.

11. Options to change displayed history length.
12. The ability to listen to voice mails from any point within the message.
13. The ability to save voice mails into different folders for long term storage and organization.
14. The ability to forward voice mails.
15. The ability to setup twinning between office phone and another phone (either cell or conventional home phone). This ability needs to include that if neither phone is answered the office voice mail system will pick it up instead of the secondary device.
16. The ability to create basic call routing rules. For instance, I want the calls from a specific number always sent to voice mail, or forwarded to my boss.
17. Name matching on incoming calls when the caller ID information matches information found within Microsoft Outlook.
18. Easily setup frequent contact lists by the end user within the windows client for the purpose of speed dialing.

System Features

As defined above each location will have a mix of phones based off its purpose. At this point all analog fax lines will remain and excluded from this phone system RFP. The phone switch must have the following minimum characteristics:

1. Support for Direct Inward Dialing.
2. Support for group paging.
3. Support for hunt groups spanning locations.
4. Support for intercom.
5. Support for extension dialing between locations.
6. Support for last number redial.
7. Support for music on hold.
8. Support for 4 digit extensions.
9. Support for on-hold reminder either audible or visual.
10. Basic conference calling, 4 party voice conversation.
11. In the future when a second site is brought on for redundancy it will be required that the phones when rebooted will automatically "home" on the redundant phone switch available.
12. In the future when a second site is brought on move one of the T1s and associated hardware and be able to make outbound calls through either T1.

13. The ability to schedule reporting of long distance usage based off of phone or department, destination phone number, and duration of the call for billing purposes.
14. The ability to define the outbound Caller ID based off phone or department.
15. Is it possible to setup long distance account codes?
16. The ability to setup inbound departmental DID phone numbers to go directly into different parts of the automated attendant menu.

Please answer the following questions regarding system features:

1. Will it be possible to setup distinctive ringing per individual either administratively or at the individuals own choosing? Will it be possible to have a distinctive ring tone based off of call origination such as an originating from a hunt group, or outside phone?
2. Please explain the source options for music on hold? Can it be different per location?
3. Please describe how the proposed system will provide street address information to the local Public safety Answering Point (PSAP). Please describe all hardware and/or software components that would be required. Be prepared to test this functionality prior to system cutover.
4. When the primary location or phone equipment is not available, and the phones have associated with the secondary phone equipment; please describe the ability to fail back once the primary comes back online.
5. Please describe QOS and bandwidth requirements of your proposed solution.
6. What is the maximum number of simultaneous conversations supported by the proposed system?
7. Will it be possible to setup long distance account codes?

System Administration

The desired phone system must allow complete operations control from a centralized point of administration from a Microsoft Windows client. The administrative client should have ability to perform at minimum the following functions:

1. A graphical user interface.
2. Ability to see licensing status and easily be notified if out of compliance.
3. Ability to see trunk line usage.
4. Ability to run any diagnostic checks of the system.
5. Ability to see status of voice mail usage of individual users as it relates to the total available space.
6. Ability to add additional space to voice mail if the need arises.
7. Ability to build users, voice mail boxes, hunt groups, call handing templates.
8. Ability to record greetings.

9. Ability to select greetings depending on events (natural disaster).
10. Ability to set scheduled greetings for holidays and time of day.
11. Ability to setup notifications to the administrator of diagnostic events whether logged in to the administrative console or some other means such as email.
12. The ability to make changes to the system without having to reboot it (excluding software updates).

Please answer the following questions regarding system administration:

1. Please describe the process to add additional space to voice mail if the need arises.
2. Describe the process of being notified from the manufacturer of software releases, along with typical schedule of minor and major release changes.
3. When an update is applied to the system; what is the expected time to perform the update and down time to be expected per component?
4. During an update are phones updated as well? Is this an automated process?
5. Describe the diagnostic tools available for monitoring and maintaining the system's performance.

Voicemail

The voicemail system must be centralized at City Hall. Sizing of the voice mail system will be up to the discretion of the vendor offering up the solution. For the assumption of identifying the space to allocate for the purpose of establishing a quote for this RFP assume 250 hours of cumulative voicemail. For the purpose of this RFP redundancy will not be included. Please include answers to the following questions in your response to this RFP:

1. What is the maximum amount of simultaneous calls to voice mail?
2. What is the length of the longest message that can be recorded by a client?
3. Is it possible to limit the size of mailboxes per individual mailbox?
4. Is it possible to "age of" messages automatically?
5. How many messages can be stored in an individual's mailbox?
6. Is it possible to access voice mail messages remotely from an analog phone? What is the process?
7. Once in the voice mail recording is there an option to hit 0 to get out? Will this direct them back to the menu, individual, or hunt group?
8. Is the voice mail application administration integrated with the administration of users or separately?
9. Is there visual indication of the status of un-listened, listened, and physical storage usage and availability from an easy to understand pane within the voice mail administration?
10. Please describe the process and associated costs with moving beyond the expected 250 hours of space allocated to voicemail.

11. Please detail the hardware/software platform voice mail will run on, whether it is included or to be supplied by the City.

12. As described under the System Scope there will be a few common mailboxes that are departmental based.

Please describe the process for checking this mailbox and any options for visual notification that may be available to provide notification of it having unchecked voicemails.

PHONE FEATURES

Full Feature Phone

Most stations/offices within the City of Palestine will have a Microsoft Windows domain connected windows 7/10 computer connected to a full feature phone. Full feature phones will need to have the following minimum characteristics:

1. Ability to support at a minimum of 5 lines.
2. 10/100/1000 integrated switch.
3. Black and white back lit display.
4. Visual voicemail with indicator lamp indicating message waiting.
5. Full duplex speakerphone with the ability to mute.
6. Headset jack.
7. Ability to run on a tagged Voice VLAN and pass an untagged Data VLAN to the connected computer.

Please describe this process as applicable to the deployment of phones, and how phones are identified once addressed.

Basic Feature Phone

In more common areas such as break rooms, bedrooms, kitchens, fire bays, and changing rooms, where no computer will exist, we will need the following minimum characteristics:

1. Ability to support at a minimum of 2 lines.
2. Static or programmable keys to hold or transfer a call.
3. Half duplex speaker for paging.
4. These phones will not have an associated voicemail box and will not need a voice mail lamp.

Conference Room Phones

Minimum characteristics for the conference room phones should include:

1. Excellent sound quality in small conference rooms between 150-300 sq ft.
2. 1 line support.

3. 2 omni direction microphones for complete coverage regardless of orientation.
4. Support for POE (for wired option).

TRAINING and USAGE

End User Training

The City should be provided with printed end user documentation for reference at a any time. Any other training material as suggested by the vendor including webinars, or videos viewed either before or after the formal training will be beneficial for the immediate acceptance of the features of the new phone system.

Administrative Training

Similar to End User Training, it should be encompassing enough to perform daily or typical tasks to maintain normal operations. It should also include maintenance and basic troubleshooting. This training should coincide with the initial design and setup of the system.

“Installer/Administration” level Training

Manufacturer supplied training must be available as an option to Administrative personnel. This should be the same training that the vendor is made available to within a class room environment. It is understood that this additional cost and scheduling will be the responsibility of City personnel. It will be responsibility of the Vendor to aid in the interaction with the manufacture to have the event scheduled in the future after the project is completed.

OTHER QUESTIONS and CONCERNS

The following questions did not fall into any of the above categories. These are also concerns that as a vendor you should be aware of as it could affect the design and implantation. Please provide answers or solutions to each.

1. Is it possible to setup phones to connect to the local phone system remotely? Some of our locations have internet connectivity but are not directly or indirectly connected (VPN), but we would like the option of bringing them onto the phone system in a secure manner as if locally attached. Please describe options for such setups; whether included in the solution; what additional hardware and software would be needed and the associated cost.
2. The City maintains the Emergency Operations Center (EOC) during times of disaster as a hub for the coordination of emergency and notification services to the public. When the EOC is activated representatives from FEMA, Homeland Security, local hospitals, along with City personnel. I would like to stage 5 basic phones to fulfill the needs of outside individuals when they arrive. Please describe how licensing for such events should be handled. Please also describe the prestaging of extensions and hunt groups for such situations that could last as long as a month.
3. For remote users connected over VPN tunnel (Whether SSL or IPSEC) or our remote Fire Station please confirm that acceptable voice quality over unpredictable mediums can be maintained by keeping latency below 150ms.
4. Will the vendor be performing the install or will its business partners?

5. Assume that the City's IT department will be physically placing phones and making any local server and network switch gear configuration changes necessary for this project.
6. Please provide physical rack space requirements needed to support your solution.
7. Can call recording be turned on by the individual? Can it be turned on by an administrator to monitor phone calls? Can a retention period be administratively defined? Is there notification for both parties that the recording is taken place? Can the notification of recording be disabled?
8. What advanced features are available or standard for conference calls?
 - a. Describe how attendees and moderators login to an audio conference.
 - b. Is it possible for the moderator to hang up individuals?
 - c. Once the moderator leaves does the conference end automatically?
 - d. Are there entry and exit tones when entering or leaving a conference?
 - e. Describe the process of establishing a conference call with inside and outside contacts.
 - f. What additional hardware and software may be required for conference calling?
9. Does your system support video conferencing? Does it work with only specific vendor equipment?
10. Does your system support web conferencing similar in fashion to a Cisco Webex session for the purpose of desktop sharing and presenting?
14. Are there any special power requirements within the data center?

PROJECT PLANNING

Vendors are required to plan the implementation in a manner as to provide no downtime to daily operations. This will include a phased approach. Each site will be cut over one at a time allowing sufficient time to field questions and problems prior to moving to the next site. For a successful implementation the following will need to be accomplished prior to cutover:

1. Describe the process of cutting over inbound phone numbers to two systems concurrently running (legacy phone system and proposed system)
2. Identification of all existing inbound DID and directory extensions.
3. User/Department interviews to design the aspects of the system such as hunt group and automated attendants.
4. Pre-cutover meetings prior to each location going live.
5. Extensive testing of each location prior to going live of all systems.
6. End user training complete.

DOCUMENTATION

Upon completion of the project, documentation will be required of the system. The documentation should be in a binder for easy reference and updating. This should include:

1. Automated Attendant Tree.
2. Contact information for support, vendor and manufacturer.
3. Any system administration manuals.
4. End user training material.
5. End user training videos if available.
6. License documentation.
7. Visio diagrams, representing all phone switching gear, physical servers, circuit connectivity, etc.

SCHEDULE OF EVENTS

Please provide a Schedule of Events that will represent an overview of the implementation. Once the vendor is selected based off this RFP the City would like to be completed with this project within 2 months. Based off progress this timeline can be accelerated if agreed upon by both parties.

SYSTEM MAINTENANCE

During the implementation the City will be guaranteed a response time of no more than 2 hours by the vendor during normal business hours of 8 am to 5 pm for major system problems and 12 hours to any other problems.

Please give examples of what constitutes a major and minor problem. The vendor must guarantee all the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of 1 year for the date of final acceptance of the completed work. Once the implementation has been completed please describe the support matrix to be adhered to afterwards:

1. Will the vendor be first level support? If so what kind of response can be guaranteed for Major and Minor outages? Please describe examples of each outage or system change?
2. Will the manufacturer be first level support? If the problem proves to be site specific what will your response time be for showing up on site?
3. How are responses billed? Block, hourly, per incident, or included in maintenance?

SECTION 3: CRITERIA for SELECTION

Review and Assessment

All responses to this RFP will be evaluated by a committee including at minimum the City Manager and Finance Director to determine that the requirements have been as defined. The City, at its sole discretion, reserves the right to have system demonstrations with any finalists as to aid in the selection process. Price shall be considered but need not be the sole determining factor.

References will be checked to identify the historical satisfaction of completing similar projects. The evaluation process will be based off:

1. Would they hire the vendor again?
2. Was the project completed to your satisfaction?
3. Was the bill of goods accurately defined prior to implementation?
4. Was the timetable originally defined in the scope achieved?
5. Was the firm responsive to needs or problems?
6. Were problems addressed in a timely fashion?
7. Was the original scope of work completed within the project budget?

Required page to be completed and included with RFP

Proposer's Certification

I have carefully examined the Request for Proposal, Requirements for Statements of Qualifications, Scope of Services Background, and any other documents accompanying or made a part of this Request for Proposal.

I hereby propose to furnish the goods or services specified in the Request for Proposal. I agree that my proposal will remain firm for a period of up to 30 days in order to allow the City adequate time to evaluate the qualifications submitted.

I verify that all information contained in this proposal is truthful to the best of my knowledge and belief.

I further certify that I am duly authorized to submit this proposal on behalf of the firm as its act and deed and that the firm is ready, willing and able to perform if awarded the contract

I have carefully examined the Request for Proposal, Requirements for Statements of Qualifications, Scope of Services Background, and any other documents accompanying or made a part of this Request for Proposal.

I hereby propose to furnish the goods or services specified in the Request for Proposal. I agree that my proposal will remain firm for a period of up to 30 days in order to allow the City adequate time to evaluate the qualifications submitted.

I verify that all information contained in this proposal is truthful to the best of my knowledge and belief.

I further certify that I am duly authorized to submit this proposal on behalf of the firm as its act and deed and that the firm is ready, willing and able to perform if awarded the contract.

State of Incorporation

Company/Corporation _____

Business Address

City, State, and Zip
Code _____

Telephone Number

Date of Submission

(Signature) (Title)

(Witness Signature) (Title)