



MAC

COUNTY OF JACKSON, MICHIGAN

REQUEST FOR PROPOSAL

FOR

911 Phone System Maintenance

JC-939-101920

Procurement Contact: **Cheryl Schubel**
517-930-9468
schubel@macservcorp.com



BID SUMMARY

Commodity/Service Being Requested: 911 Phone System Maintenance

Type of Solicitation: Request for Proposals - It is the intention of Jackson County to bid and award a Master Agreement to a contractor for 911 Phone System Maintenance. The maintenance contract for the Airbus Vesta 7.0 call processing solution at Jackson County 911 site at 1715 Lansing Ave. Jackson, MI 49201 will be expiring. Jackson County Central Dispatch is currently looking for a vendor with certified local agents and a proven history of support and maintenance for an Airbus Vesta 7.0 system operating at its site.

The vendor should have extensive and proven experience with the maintenance and troubleshooting of the Airbus Vesta 7.0 system as well as being able to offer support for it in its applications.

Type of Resulting Contract: Cooperative Contract - As a result of this RFP, Jackson County/CoPro+ members will have access to the successfully awarded supplier(s) for 911 Phone System Maintenance. This contract will enable public municipalities, non-profit organizations, and school districts to purchase on an “as needed” basis from this competitively awarded contract.

Resulting Contract Term: 3 years with 2 one-year renewal options.

ANTICIPATED TIMETABLE	
Release of RFP:	June 4, 2021
Proposers Questions Due:	June 11, 2021
Questions and Answers Responses Posted:	June 18, 2021
Proposals Due by (5:00 pm/ EST) *:	June 25, 2021
Evaluation/Clarifications/Negotiations:	July 9, 2021
Notice to Award:	July 16, 2021
Master Agreement Award Date:	August 2, 2021

*Any response received later than the specified deadline will be disqualified.

Final Agreement Award Determination : Jackson County reserves the right to make one total award, one award for each section, multiple awards, or a combination of awards, and to exercise its judgment concerning the selection of one or more proposals, the terms of any resultant agreement(s), and the determination of which, if any, proposal(s) best serves the interests of Jackson County

Contacts with Jackson County Personnel: All contact with Jackson County regarding this RFP or any matter relating thereto must be in e-mailed as follows:

Email address: purchasing@co.jackson.mi.us



If it is discovered that a Proposer contacted and received information regarding this solicitation from any Jackson County personnel other than the Procurement Contact, Jackson County, in its sole discretion, may disqualify its proposal from further consideration. Only those communications made by Jackson County in writing will be binding with respect to this RFP.

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SECTION 1.0 - SCOPE OF WORK AND BIDDER RESPONSES

1.1 Minimum Mandatory Requirements

Interested and qualified Proposers that can demonstrate their ability to successfully provide the goods and services requested under this RFP are invited to submit proposal(s), provided they meet the following requirements:

- 1) Proposer must have 5 years' experience, within the last 5 years, providing a range of 911 Phone System Maintenance products/services equivalent or similar to the products and services being requested by Jackson County as described herein.
- 2) If awarded, supplier will be required to present all product/service information in electronic catalogs; CoPro+ will assist with all catalog and technology requirements.

Proposer Response:

1.2 Product and Service Offerings

Jackson County is seeking a service provider that has the depth, breadth and quality of resources necessary to provide the following products and services under this solicitation:

1. Must be able to provide a certified local service agent on site within a two (2) hour call out.
2. Vendor available to trouble shoot the system 24 hours a day, 7 days a week, 365 days a year.
3. Jackson County will provide secure remote access to the system.
4. Must be able to provide a remote troubleshooting/repair work order ticket system.
5. Must be able to provide twenty-four-hour remote diagnostics with Alarm sending to notify maintenance personnel.
6. Must be the sole point of contact for services that is directly responsible for its personnel.
7. Will provide a designated account manager for any requests or inquiries.
8. Must be the sole point of contact regarding contractual concerns.
9. Will be required to perform routine preventative maintenance services to ensure system remains fully operational including software updates.
10. Vendor shall provide the option for OEM recommended spare parts.
11. This service plan will be in effect for three (3) years with the option of a two (2) one-year extensions if agreed upon by both parties.

Proposer Response:

1.3 Product Specifications

All products furnished must be in conformity with the participating agency specifications and will be subject to inspection and acceptance by the individual customers at delivery. The right is reserved to reject and return at the risk and expense of the Vendor.

Proposer Response:

1.4 Equipment and Parts to be Serviced

The following 911 Phone System equipment and parts are to be serviced by the Vendor:

- Workstation Equipment
- HP Switch/Router Equipment
- Peripherals and Gateways
- Peripherals and Equipment Racks
- Server Equipment
- Stand-Alone Server(s)
- Ethernet Switches, firewall and VPN capability
- Alarm Panel

1.5 Service Capabilities

1. Communication Plan/Contract Management
Proposers shall identify their company standards of communication as they relate to contract performance, issue management, and change management. An issue is an identified event that, if not addressed, may affect schedule, scope, service, delivery, quality, or budget. A change is identified as a change in corporate leadership, structure, merger or acquisition.

Proposer Response:

- 2 Primary Account Representative
Proposers must identify by name and location the primary account representatives and key contacts who will be responsible for the performance of a resulting contract, as well as contact persons for reports and bid documents. Include names, titles, address, phone number, and email addresses.

Proposer Response:

1.6 Customer Service



It is preferred that the Vendor have an accessible customer service department with an individual specifically assigned to Jackson County. Incidents shall be prioritized in order of emergent levels of need. Critical level priority shall have the most immediate response, with a descending level from major to minor.

Levels of response shall be defined as:

1. Major- Critical degradation or loss of service which requires immediate attention.
2. Minor- Some or partial degradation without rendering a crucial portion of the system to be inoperable. The situation requires attention, but generally only affects a few trunks or a singular feature.
3. Warning- Causes no significant degradation of service or failures of equipment outside of the system.

Describe your company's Customer Service Department (designated customer service representative, designated delivery manager, hours of operation, number and location of service centers, regular and emergency response times, etc.)

Proposer Response:

1.7 Purchase Orders

Eligible Agencies will issue POs directly to the Vendor. **Vendors should consider all orders from Eligible Agencies in Jackson County to be Jackson County orders regardless of whether or not the PO makes any reference to Jackson County , unless specifically directed otherwise by the ordering agency.** Issuance and order placement by an Eligible Agency hereby executes Jackson County contract terms and conditions and supersedes other terms and conditions that conflict on the PO. Resulting orders are to be shipped and billed directly to these institutions.

Proposer Response:

1.8 Delivery of Services

1. Vendor must be able to provide service during normal business hours: 7:00 AM to 6:00 PM, Monday through Friday for the duration of the agreement.
2. Delivery Time Frames - If there are services that might require a longer delivery time-frame, please denote under Additional Information of the Pricing Schedule for the respective item.
3. Vendor shall assure sufficient service as to provide timely completion of inspections and testing that is convenient for each entity and will not interfere with normal operations.

Proposer Response:



- 4. Jackson County expects the Vendor to give “priority” service to any call for emergency services for the County. Response times must be stated. Reliable emergency response capabilities are critical. Vendor must commit to emergency response times as responded to here.

Proposer Response:

- 5. Service will be performed in a variety of government locations. All unique requirements and or regulations for each location shall be strictly followed by the Vendor and the Vendor’s employees.

Proposer Response:

- 6. For purpose of pricing service calls, Jackson County’s “normal business hours” are defined as being: 7:00 AM to 6:00 PM, Monday through Friday. All other calls outside these hours, including weekends and holidays will be considered “outside normal business hours.” For a complete listing of all county observed holidays visit <https://www.co.jackson.mi.us/>.

Proposer Response:

- 7. Exceptions: Non-routine installations, repairs or services that will cost over \$1,000.00 must be performed after a notification and approval is granted by Jackson County Emergency Dispatch 911 Director Jason Hamman or designee. Department Director may require a vendor to submit the proposed service as a quote before any work begins as per purchasing policy.

Proposer Response:

- 8. Subcontracting: Any person undertaking a part of the work under the terms of the contract, by virtue of an agreement with the Vendor, must receive the approval of the Jackson County’s Department Director or designee prior to any such undertaking. The County may terminate the contract if the subcontracting is done without this approval.

Proposer Response:

- 9. Criminal Background Check: Vendor must certify that any employees, subcontractors and volunteers of the Supplier who will have duties related to the contracted services and will be on county premises; have passed a criminal history background check.

Proposer Response:

10. Reporting Capabilities: Proposers are required to submit quarterly sales reports and other reporting documents as required by County personnel.

Proposer Response:

11. Shipping Errors: The receiving agencies have been instructed to make immediate inspection on receipt of products/services and to process payment documents promptly. Payment documents, however, will be delayed if the work fails to comply with specification requirements.

Proposer Response:

1.9 Delivery & Acceptance

Proposer should address the following items in their proposal:

1. Areas of Michigan where Vendor provides service;
2. Identify FOB terms;
3. Time frames for service/product delivery;
4. Ordering/customer service capabilities and procedures;
5. Policies and procedures for accepting delivery of products/services;
6. Proposed warranty period and terms;
7. Financial Stability

Proposer Response:

1.10 Value Added Services/Products

Proposer should address ordering/customer service capabilities and dispute resolution process. Proposers should also identify and address their company standards of communication as they relate to contract performance, issue management, and change management. An issue is an identified event that, if not addressed, may affect schedule, scope, service, delivery, quality, or budget. A change is identified as a change in corporate leadership, structure, merger or acquisition.

Proposer Response:

1.11 Pricing Schedule

- a) Respondents shall provide base unit pricing on items they furnish on the 911 Phone System Maintenance Services price sheet (Attachment A). Please also list a percentage off list price for parts, products and/or options. (Vendor will be required to provide invoice documentation of cost, when applicable.) Multiple percentage discount structure is also acceptable. Please specify where different percentage discounts apply. Additional pricing and/or discounts may be included.
- b) If respondent has existing cooperative contracts in place, Jackson County requests equal or better than pricing to be submitted.
- c) Pricing shall remain as bid for the entire 12-month period. New pricing can be submitted for approval at least 60 days prior to the end of the current contract year.
- d) Billable work will begin at time Vendor or their employee(s) arrive on County job site. County will not pay for travel time to job site.
- e) Cost submitted shall be total cost: Service INCLUDING, but not limited to, Truck Charge, Fuel Charge, Environmental Charge, Service Call, etc. (total cost per unit). There shall be no "hidden" or "extra" fees.

Proposer Response:

In addition to completing the pricing information in Attachment A, provide any additional comments regarding pricing, discounts being offered, and information on other cooperative contracts held by respondent.

1. Pricing Schedule Worksheets
Please see Attachment A for pricing schedule and complete the required information.
2. Tax Excluded from Price
 - (a) Sales Tax: Jackson County and local units of government are exempt from sales tax for direct purchases. The Proposer's prices must not include sales tax.
 - (b) Federal Excise Tax: Jackson County and local units of government may be exempt from Federal Excise Tax, or the taxes may be reimbursable, if articles purchased under any resulting Contract are used for Jackson County's exclusive use. Certificates showing exclusive use for the purposes of substantiating a tax-free, or tax-reimbursable sale will be sent upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, the Proposer's prices must not include the Federal Excise Tax.
3. Special Incentives
Jackson County is interested in any other special programs and alternative recommendations that vendors may have. Please discuss these programs, such as customer employee retail discounts, return policies, trade-in programs allowing the return of new product not needed, quantity discounts, green product offering, Michigan made products, etc.
4. Pricing Terms
Bid pricing must reflect Net 30 payment terms.

Proposer Response:



1.12 Price Assurance

The awarded vendor agrees to provide pricing to Jackson County and its participating entities that are the lowest pricing available and the pricing shall remain so throughout the duration of the contract. The awarded vendor agrees to promptly lower the cost of any product/service purchased through Jackson County following a reduction in the manufacturer or publisher's direct cost. If respondent has existing cooperative contracts in place, Jackson County requests equal or better than pricing to be submitted.

All pricing submitted to JACKSON COUNTY shall include (1.5%) administrative/ remittance fee to be remitted to CoPro+ by the awarded vendor. It is the awarded vendor's responsibility to keep all product listings and sales reports up to date and on file with JACKSON COUNTY/CoPro+.

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Proposer Response:

1.13 Discounts

The Proposer may provide percentage discount based on order quantities. Additional discounts may be included and should be explained here. Additional discounts may include Quick Payment Discounts, Volume Discounts, and Rebates. Discount amounts are to be completed in Attachment A.

Proposer Response:

In addition to completing Attachment A, provide any additional comments regarding discounts being offered.



SECTION 2.0 - BIDDING, EVALUATION, SELECTION & AWARD PROCESS

This section contains key project dates and activities as well as instructions to proposers on how to prepare and submit their proposal:

ANTICIPATED TIMETABLE	
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Proposers Questions Due:	June 11, 2021
Questions and Answers Responses Posted:	June 18, 2021
Proposals Due by (5:00 pm/ EST) *:	June 25, 2021
Evaluation/Clarifications/Negotiations:	July 9, 2021
Notice to Award:	July 25, 2021
Master Agreement Award Date:	August 2, 2021

*Any response received later than the specified deadline will be disqualified.

2.1 Jackson County Responsibility

Jackson County is not responsible for representations made by any of its officers or employees prior to the execution of the Master Agreement unless such understanding or representation is included in the Master Agreement.

2.2 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at Jackson County Administrator/Purchasing agent designee's sole judgment and his/her judgment shall be final.

2.3 Proposers Questions

Proposers may submit written questions regarding this RFP by e-mail to the address identified below . All questions must be received by 5:00 pm EST (Eastern Standard Time) no later than Friday, June 11, 2021 . All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFP.

When submitting questions please specify the RFP section and paragraph number, and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFP. Jackson County reserves the right to group similar questions when providing answers. Questions should be addressed to:

Email address: purchasing@co.jackson.mi.us

JC-939-101920

Jackson County may modify the RFP at any time during the bid process. All changes to the RFP will be posted under the bid number and each posting officially revises the RFP.

2.4 Preparation of the Proposal

Each Proposer must submit a complete proposal in response to this RFP. The proposal must remain valid for at least 120 days from the due date for responses to this RFP.

The Proposer will be responsible for completing and submitting the following sections of this RFP:

Section 1.0 - Scope of Work and Bidder Responses - The Proposer's proposal must include detailed responses to each of the outlined requirements in the boxes provided.

Section 3.0 - Bidder Information and Acceptance - The Proposer will be required to complete the information in this section and provide required signature.

Attachment A - Pricing Schedule - The Proposer will be required to complete the excel spreadsheets that make up the pricing schedule.

There are no unique formatting requirements. Information provided shall be organized and in a readable format.

2.5 Bid Submission Deadline

The Deadline for receipt of Bids is: Friday, June 25, 2021, 5:00 PM EST (the "Due Date").

1. Submit an electronic version of your Bid to Jackson County via email to purchasing@co.jackson.mi.us not later than **5:00 p.m. EST on Friday, June 25, 2021**. Jackson County has no obligation to consider any proposal that is not timely received. Note: Timely delivery is regarded as to the time and date that the e-mail arrives within Jackson County not when the e-mail was sent. Proposals will not be accepted via U.S. mail or any other delivery method.
2. APPLICANTS ARE RESPONSIBLE FOR ASSURING THAT THE FOLLOWING IDENTIFYING INFORMATION APPEARS IN THE SUBJECT LINE OF YOUR EMAIL: "RFP JC-939-101920" with Company Name, and "message 1 of 3" as appropriate if the proposal consists of multiple emails. Note: All e-mails from a Proposer must be received by Jackson County by the stated time and date in order for the proposals to be deemed submitted on time.

2.6 Adherence to Mandatory Requirements (Pass/Fail)

Jackson County Administrator or designee shall review Section 3.0 Bidder Information and determine if the Proposer meets the minimum requirements as outlined in this RFP.

Failure of the proposer to comply with the minimum mandatory requirements may eliminate its proposal from any further consideration. Jackson County may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

2.7 Evaluation Process

All bids will be reviewed for compliance with the mandatory requirements stated within this RFP. **Bids not meeting the mandatory requirements will be deemed non-responsive and eliminated from further consideration.** Jackson County may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

- A. Jackson County may contact the Proposer for clarification of the Proposer's Bid.
- B. Jackson County may use other sources of information to perform the evaluation.
- C. Jackson County may require the Proposer to submit additional and/or supporting materials.

Responsive bids will be evaluated on the factors identified in this RFP. The Proposer(s) whose bid is advantageous to the Eligible Agencies, taking into consideration the evaluation factors, will be recommended for award approval.

After a prospective supplier has been selected, Jackson County and the prospective **supplier(s) will negotiate a Master Agreement.** If a **satisfactory Master Agreement** cannot be negotiated, Jackson County may, at its sole discretion, begin negotiations with the next qualified proposer who submitted a proposal. It is anticipated that pre-qualified contract awards will be made to multiple vendors.

2.8 Evaluation Criteria

1. **Pricing factors as determined by Jackson County (50 points)**
 1. Products, services, warranties, etc.
 2. Products, Services and Prices listed will be used to establish the extent of a manufacturer's, services, warranties, etc. available from a particular Proposer.
2. **Additional Discounts (10 points)**

The Proposer will be evaluated on additional discounts offered, such as Quick Payment Discounts, Volume Discounts, Catalog Discounts. Discount amounts are to be completed in Attachment A.
3. **Delivery and Acceptance (20 points)**

The Proposer will be evaluated based on procedures and process regarding the following:

 1. Areas of Michigan where Vendor provides service;
 2. Time frames for service and delivery;
 3. Ordering procedures;
 4. Policies and procedures for accepting service and delivery;

5. Proposed warranty period and terms;
 6. Financial Stability via review of Dunn & Bradstreet
- 4. Value Added Services/Products (5 points)**
Proposer will be evaluated on ordering/customer service capabilities, issue management, change management, dispute resolution, and communication plan/standards of communication.
- 5. References (10 points)**
Minimum of three (3) customer references for product and/or services of similar scope within the past 5 years.
- 6. Technology for supporting the program (5 points)**
1. Quality of vendor's on-line resources for JACKSON COUNTY members.
 2. Specifications and features offered by respondent's products and/or services.
 3. Technology Services related to maintaining and servicing the equipment
 4. How will proposer market the program to other entities.

2.9 Optional Tools to Enhance Evaluation Process

Jackson County during the evaluation of proposals may find it necessary to utilize one or multiple tools, as listed below, to facilitate their understanding of the proposal(s) in order to select the best offering to Jackson County:

- Clarifications
- Deficiency Report
- Oral Presentation
- Site Visit
- Best and Final Offer (BAFO)
- Negotiations

2.10 Jackson County Option to Reject Proposals

Jackson County may, in its sole and absolute discretion, reject any or all proposals submitted in response to this RFP. Jackson County shall not be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal. Jackson County reserves the right to waive inconsequential disparities in a submitted proposal.

2.11 Freedom of Information Act

This contract and all information submitted to Jackson County by the Contractor and Proposers is subject to the Michigan Freedom of Information Act (FOIA), 1976 PA 442, MCL 15.231, et seq.

Jackson County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the Michigan Freedom of Information Act or otherwise by law. The Proposer(s) must specifically label only those provisions of the proposal, which are actually trade secrets, confidential, or



proprietary in nature. A blanket statement of confidentiality or the marking of each page of the proposal as "Trade Secret", "Confidential", or "Proprietary" shall not be permitted. Any such designation will be disregarded.

By submitting a response to this RFP, the Proposer shall be deemed to have agreed to indemnify and hold harmless Jackson County for any liability arising from or in connection with Jackson County's failure to disclose, in response to a request under the Michigan Freedom of Information Act, any portion or portions of the Proposer's response to this RFP which have been marked "Trade Secret," "Confidential," or "Proprietary."

SECTION 3.0 - BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the Bid Documents, including, without limitation, any RFP Addenda and Exhibits have been read.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP JC-939-101920.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid including, but not limited to, the requirements under the County Provisions, and that each Bidder who is awarded a contract shall be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its Bid, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
4. The undersigned acknowledges receipt and acceptance of all addenda.
5. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County's website:
 - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
 - Certification Regarding Nondiscrimination Under Federally and State Assisted Programs
 - Assurance Regarding Access to Records and Financial Statements
 - Iran Economic Sanctions Act
6. The undersigned acknowledges that Bidder will be in good standing in the State of Michigan, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and associated Bid Documents.
7. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a Bid, the Bidder certifies that if awarded a contract they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.
8. Patent indemnity: Vendors who do business with the County shall hold the County of Jackson, its officers, agents and employees, harmless from liability of a nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
9. Insurance certificates are not required at the time of submission. However, if awarded, the Contractor agrees to meet the minimum insurance requirements posted in the terms



and conditions. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Jackson, which meets the minimum insurance requirements, as stated in the terms and conditions.

3.1 Company Profile

Official Name of Bidder:		Type of Entity/Organization (check one): <input type="checkbox"/> Corporation <input type="checkbox"/> Joint Venture <input type="checkbox"/> Limited Liability Partnership <input type="checkbox"/> Partnership <input type="checkbox"/> Limited Liability Corporation <input type="checkbox"/> Non-Profit / Church <input type="checkbox"/> Other: _____
Street Address:		
City:		
State:	Zip Code:	
Website:		
Primary Contact Name:		
Primary Contact Phone Number		
Primary Contact Email Address:		
Company's Dunn & Bradstreet (D&B) number:		
Has your company been debarred by the Federal Government? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, has it been lifted and if so, when?		
Has your company been debarred by State Governments? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, has it been lifted and if so, when?		
Brief history of your company, including the year it was established:		
Signature:		
Name and Title of Signer:		
Date:		



3.2 References

Provide a minimum of three (3) customer references for product and/or services of similar scope within the past 5 years.

Entity Name:	
Contact Name:	Title:
City:	State:
Phone Number:	Years Served:
Description of Services:	
Annual Volume:	

Entity Name:	
Contact Name:	Title:
City:	State:
Phone Number:	Years Served:
Description of Services:	
Annual Volume:	

Entity Name:	
Contact Name:	Title:
City:	State:
Phone Number:	Years Served:
Description of Services:	
Annual Volume:	



911 PHONE SYSTEM MAINTENANCE PRICING SCHEDULE

COST FOR MAINTENANCE:

Year 1 Contract Rate	\$
Year 2 Contract Rate	\$
Year 3 Contract Rate	\$
Year 4 Contract Rate	\$
Year 5 Contract Rate	\$
Total for All Years	\$
Additional Discounts (Describe):	
Additional Information (Describe):	
Signature:	Date:
Company Name:	Address: