# City of Sedalia

RFP #2015-10-25-351-02-A

Request for Proposals for provisioning and installation of
Local Phone, Data and Long Distance telephone service.

RFP Issuance Date: 07/29/15

Pre-Bid Meeting 08/13/15 @ 10:00 a.m.,
Sedalia Municipal Building, 200 S. Osage Ave., Sedalia MO

**SEALED** RFP Response Due Date/Opening: 09/1/15 2:00 p.m.
Sedalia Municipal Building, 200 S.Osage Ave., Sedalia MO

RFP Response Submissions **By Mail or In Person Only (no fax or email) To**:
Arlene Silvey, City Clerk
City of Sedalia
200 S. Osage Ave.
Sedalia, MO 65301

RFP Point of Contact:
Monte Richardson, IT Manager
City of Sedalia
200 S. Osage Ave.
Sedalia, MO 65301
mrichardson@cityofsedalia.com

# PART ONE

## INTRODUCTION AND GENERAL INFORMATION

1. Introduction: This document constitutes a request for competitive, sealed proposals from qualified vendors to provide the following services as specified herein for use by the City of Sedalia in accordance with the terms and conditions of this Request for Proposal and attached Spreadsheet of sites.
   1.1 Local telephone service to/from The City of Sedalia via digital/analog lines/circuits.
   1.2 Data (Internet/VPN) service to/from selected City of Sedalia sites.
   1.3 Plain Old Telephone Service (POTS)
   1.4 Long Distance Services
   1.5 Consideration will be given to Vendors that respond to both this RFP for Phone Service and to RFP# 2015-10-25-351-02-B for Phone Systems.
2. Organization: This document, referred to as a Request for Proposal (RFP), has been divided into the following parts for ease of use:

   Part One - Introduction and General Information
   Part Two - Contractual Requirements
   Part Three - Specific Vendor Requirements
   Part Four - Proposal Submission Information
   Pricing Sheet- Pricing and Signature page
   Schedule A - List of sites and phone equipment

3. Background:
   3.1. THE CITY OF SEDALIA: Is the county seat of Pettis County MO. The community draws commerce from approximately five adjoining counties for retail sales, light industry, and commercial enterprises. The City proper has a population of approximately 21,000. The City employs approximately 250 people and has an annual General Revenue of approximately $30 Million.

   The Municipal Building, located in downtown Sedalia, is the operational center of the City. It houses City Administration, Police, Court, Finance, Clerk, Community Development, and Public Works administrative offices. The City has various "remote sites" for the Park Department office, two fire stations, Street & Sanitation, and Water Pollution Control.

   The Municipal Building and Street & Sanitation are in the process of replacing outdated phone systems that are approximately 30 years old. Plans are to install digital phone systems at both locations under a separate RFP.

The Municipal Building and a majority of remote sites are currently under contract with AT&T for Plexar® local phone service. In recent years the City has "broken" the Plexar® service to several sites, losing the inherent services of Plexar® to a significant portion of the organization. The current AT&T contract expires November 16, 2015. Some sites use Charter Communications for voice and/or data. See attached Spreadsheet of Sites for more information.

The City currently uses MCI for long distance phone service.

During remodel and new construction projects in recent years some sites have upgraded their local phone systems to Avaya IP Office or other compatible premise based phone systems.

4. General Information:
   - 4.1. The primary purpose of this Request for Proposal is to establish a contract for local telephone services, data services, analog (voice & fax) lines and long distance services for City property listed on the attached Schedule A.
   - 4.2. Vendors are to quote pricing for The City of Sedalia to retain the same numbers. The City of Sedalia is also interested in acquiring DID numbers, quoted per number.
   - 4.3. Vendors are to quote price per line/circuit/unit.
   - 4.4. Potential vendors will be expected to explain site redundancy in order to maintain 24x7x365 service.
   - 4.5. Questions from Potential Vendors: Potential vendors are requested to submit questions regarding this Request for Proposal in writing so that The City of Sedalia can review the questions and formulate a response, which may be conveyed in writing to all potential vendors. Such questions should be directed to Monte Richardson and should be received *no later than August 26st, 2015*. Questions received after this date may not be answered. Questions must be submitted e-mail to mrichardson@cityosfedalia.com, subject "RFP #2015-10-25-351-02-A"

# PART TWO

## CONTRACTUAL REQUIREMENTS

1. Contract Period: The original contract period shall be for (3) years starting on or before November 15th, 2015. The contract shall not bind, nor purport to bind, The City of Sedalia for any contractual commitment in excess of the original contract period. The City of Sedalia and Vendor shall have the right, at their mutually agreeable option, to renew the contract for three (3) additional one-year periods, or part thereof. In the event The City of Sedalia exercises such right, all terms, conditions, and provisions of the original contract shall remain the same and apply during the renewal period, pursuant to applicable option clauses of this document.
2. Contract Price:
   - 2.1 Tariffed price(s) quoted pursuant to the requirements of the Federal Communications Commission (FCC) or the Missouri Public Service Commission (PSC) shall be subject to change only by order of the FCC or PSC, and only at the time and to the extent that the FCC or PSC is authorized by law to mandate such change in the contract between The City of Sedalia and the vendor.
   - 2.2 All prices shall be firm, fixed. The City of Sedalia shall not pay, nor be liable for, any other additional costs including, but not limited to taxes, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.
   - 2.3 If at any time during either the original contract period or any renewal option period the vendor's tariffed price(s) increases, or additional costs or charges are enacted, the prices quoted in the contract shall remain in effect for The City of Sedalia, and no additional costs or charges shall be imposed on The City of Sedalia, unless otherwise mandated by law beyond the control of the vendor.
   - 2.4 If The City of Sedalia decides to upgrade or change from one service to another service offered by the vendor, there shall be no early termination charges or penalties of any kind, regardless of the cost or price difference between the services.

3. Transition:
   - 3.1 At the original effective date of the contract, the vendor shall work with The City of Sedalia to ensure an orderly transition to maintain continuity of services.
   - 3.2 Upon expiration, termination, or cancellation of the contract, the vendor shall assist The City of Sedalia to ensure an orderly transfer of responsibility and/or the continuity of those services required under the terms of the contract to an organization designated by The City of Sedalia, if requested in writing. The vendor shall provide and/or perform the following responsibilities:

3.2.1 The vendor shall agree to continue providing any part or all of the services in accordance with the terms and conditions of the contract for a period not to exceed ninety (90) calendar days after the expiration, termination or cancellation date of the contract for a price not to exceed those prices set forth in the contract.

3.2.2 The vendor shall not impose a penalty or minimum charge during the transition period.

4. Contract Documents: The contract between The City of Sedalia and the vendor shall consist solely of the Request for Proposal (RFP), including the Terms and Conditions attached hereto, (2) any amendments to the RFP, (3) the vendor's response to the RFP, and (4) any additional terms and conditions mutually agreed upon in writing by the parties during the negotiation process.

5. Clarification: The City of Sedalia reserves the right to clarify any contractual relationship in writing with the concurrence of the vendor, and such written clarification shall govern in case of a conflict with the applicable requirements stated in the RFP or the vendor's response. In all other matters not affected by the written clarification, if any, the RFP shall govern.

6. Amendments to Contract: No modification of any provision in the contract shall be made or construed to have been made unless such modification is mutually agreed to in writing by the vendor and The City of Sedalia and incorporated in a written amendment to the contract approved by The City of Sedalia prior to the effective date of such modification.

7. Vendor Liability: The vendor shall be responsible for any and all injury or damage as a result of the vendor's action or inaction involving any equipment or service provided under the terms of the contract. In addition to the liability imposed upon the vendor on account of personal injury, bodily injury (including death), or property damage suffered as a result of the vendor's action or inaction, the vendor assumes the obligation to save The City of Sedalia and its employees from every expense, liability, or payment arising out of such action or inaction. The vendor also agrees to hold The City of Sedalia and its employees harmless for any action or inaction committed by any subcontractor or other person employed by or under the supervision of the vendor under the terms of the contract. However, the vendor shall not be responsible for any injury or damage occurring as a result of any action or inaction committed by The City of Sedalia.

8. Insurance: The vendor shall understand and agree that The City of Sedalia cannot save and hold harmless and/or indemnify the vendor or his/her employees against any liability incurred or arising as a result of any activity of the vendor or any activity of the vendor's employees related to the vendor's performance under the contract. Therefore, the vendor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect The City of Sedalia and the general public

against any such loss, damage and/or expense. A certificate of insurance will be required within 10 days of bid award.

9. Communications and Notices: Any written notice to the vendor shall be deemed sufficient when deposited in the United States mail, postage prepaid; delivered to a telegraph office, fees prepaid; or hand-carried and presented to an employee of the vendor at the vendors' address as listed on the signature page of the contract, or at such address as the vendor may have requested in writing.

10. Bankruptcy or Insolvency: Upon filing for any bankruptcy or insolvency proceeding by or against the vendor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, or the vendor not being able to pay its bills when due, the vendor must notify The City of Sedalia immediately. Upon learning of the actions or conditions identified herein, The City of Sedalia reserves the right, at its sole discretion, to either cancel the contract or affirm the contract and hold the vendor responsible for damages.

11. Assignments: The vendor shall not transfer any interest in the contract, whether by assignment or otherwise, without the express prior written consent of The City of Sedalia. Any assignee shall be bound by the terms and conditions of the contract, and the vendor shall require written agreement to such terms and conditions by any assignee.

12. Waiver: The vendor understands and agrees that failure by The City of Sedalia to require performance by the vendor of any provision contained herein or in the vendor's response shall not be deemed a continuing waiver of such provision or a waiver of any other provision of the contract. Only expressed written waivers of specific provisions of the contract, signed by an authorized representative of the The City of Sedalia, shall constitute a waiver of any provision of the agreement and then only to the extent specified in such waiver document.

13. Subcontractors: If approved by The City of Sedalia in writing, the vendor may subcontract for those services described herein provided that any subcontracts include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by the vendor and The City of Sedalia and to ensure that The City of Sedalia is indemnified, saved, and held harmless from and against any and all claims of damage, loss, and cost (including attorney fees) of any kind related to a subcontract in those matters described in the contract between The City of Sedalia and the vendor. The vendor shall expressly understand and agree that they shall assume and be solely responsible for all legal and financial responsibilities related to the execution of a subcontract. The vendor shall agree and understand that utilization of a sub-contractor to provide any of the equipment or services in the contract shall in no way relieve the vendor of the responsibility for providing the equipment or services as described and set forth herein.

# PART THREE

## SPECIFIC VENDOR REQUIREMENTS

1. General Requirements: The vendor shall provide telecommunication services as specified herein for use by The City of Sedalia in accordance with the requirements, terms and conditions of this Request for Proposal.
   1.1. The vendor must comply with all applicable law, and FCC and PSC regulations regarding licensing and certification and should submit documentation of such upon request. All services must comply with all governmental and other applicable laws and regulations and must be expandable to accommodate future growth in features, size, and technology.
   1.2. The vendor must monitor the entire circuit from end to end, diagnose, and react to all alarms twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year (24 x 7 x 365).
   1.3. The vendor shall be solely responsible for ensuring that all required services will function properly with The City of Sedalia's proposed telecommunications equipment. See RFP 2015-10-25-351-01B.
2. Specific Requirements:
   2.1. 200 S. Osage Ave., Sedalia MO; The vendor must provide suitable digital phone service for incoming and outgoing voice traffic, data traffic, and fax traffic.
      2.1.1. The vendor and the trunking facilities provided by the vendor must be able to send and receive Caller ID information Name and Number.
      2.1.2. The City of Sedalia must be able to retain existing local prefixes and DID number blocks.
   2.2. 901 E. 3rd St. / 201 S. Marvin St.; The vendor must provide suitable digital phone service for incoming and outgoing voice traffic, data traffic, and fax traffic.
      2.1.1 The vendor and the trunking facilities provided by the vendor must be able to send and receive Caller ID information Name and Number.
   2.3 The City of Sedalia must be able to retain existing local prefixes and DID number blocks.
   2.4 The vendor must provide similar telephone service to the other sites outlined in Schedule A (site listing and services) attached to this RFP consistent with their existing services, number of lines, etc.
      2.4.1 The City of Sedalia must be able to retain existing local prefixes and DID number blocks.
3. Level of Service:
   3.1. The vendor must engineer the trunking facilities to maintain or exceed a P.01 grade level of service for DOD calling. The DOD service must handle all types of calls including local intraLATA calls, intraLATA/interLATA directory assistance calls, toll-free calls, 1010XXX calls, credit card calls, and overflow traffic from other trunking facilities.

3.2. The vendor must provide online access to traffic studies on The City of Sedalia trunk utilization. Reports should include busy, concurrent call, and call volume statistics at a minimum.

3.3. The vendor must have the ability to block third party calls, including collect and directory call completion.

3.4. The vendor must NOT allow 3rd party billing on the telecom invoice.

4 Service and Support:

4.1 The vendor shall be responsible for the twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year, ie. 24x7x365, monitoring and trouble resolution of all facilities provided under the contract. Activities shall include, but may not be limited to, monitoring for chronic problems and taking proactive measures to correct chronic problems, in addition to coordinating the resolution of outages that are man-made or acts of nature.

4.2 The vendor must provide toll free access into a centralized trouble reporting system twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days are year, 24x7x365.

4.3 The vendor shall provide to The City of Sedalia all necessary information for the proper reporting of trouble to the vendor including, but not limited to, an escalation procedure that includes names with daytime and after-hours telephone numbers.

4.4 The vendor must notify The City of Sedalia when carrier outages affect contract services. Notification must include, but shall not be limited to, the location of the outage, the cause, and the estimated restoration time.

4.5 The vendor must notify The City of Sedalia's Information Technology Services department of all trunking alarms within (30) minutes after an alarm is activated and must provide updates every two hours unless The City of Sedalia decides on a longer period between status updates.

4.6 If so requested by The City of Sedalia, the vendor must provide a copy of the trouble ticket once the trouble is resolved.

4.7 All circuits should have a network availability (up-time) of 100%.

4.8 All scheduled down-time for preventive maintenance, network improvements, etc., must be coordinated with and approved by The City of Sedalia at least one (1) week in advance of the out-of-service date. The City of Sedalia reserves the right to request that any repair, preventive service, or new service installation be performed after regular business hours at no additional cost to The City of Sedalia.

4.9 The vendor must provide to The City of Sedalia an inventory of all services provided under the contract with the first invoice, and with any subsequent changes in service, or upon request by The City of Sedalia.

4.10 The vendor must provide a detailed list of circuit IDs of all circuits at the time of installation.

4.11 Response Times:

4.11.1 Minimum maintenance response levels shall differ according to the level and severity of the problem.

4.11.2 A fault shall be determined to have been cleared or a procedure completed when any and all circuit elements associated with the fault or

procedure are performing according to specifications and when The City of Sedalia has been informed of the resolution of the problem and has verified that the circuit is functioning properly.

4.11.3 Maintenance and repairs shall be performed in accordance with standard industry practices with minimum disruption to users and normal business operations.

4.11.4 Since it is difficult to measure or predetermine clearance of a fault or problem, The City of Sedalia shall use "return to service (RTS) targets" as measures of the vendor's compliance with this portion of the contract. However, it must be understood that The City of Sedalia desires prevention and remedying of problems; not just the vendor's response thereto.

4.11.5 The vendor shall comply with the following levels of response to problems:

a. Severity Level 1 (S-1)
   RTS target: 1 hour
   Status update: Every 30 minutes
   Impact: Multiple circuits down
   Severe performance problems

b. Severity Level 2 (S-2)
   RTS target: 3 hours
   Status update: Every 1 hour
   Impact: Single circuit down
   Performance problems

c. Severity Level 3 (S-3)
   RTS target: Next business day
   Status update: Next business day
   Impact: Individual trunk or circuit down
   Non-critical performance problems

5 <u>Invoicing Requirements</u>:

5.1 The vendor must invoice The City of Sedalia on a calendar month cycle,

5.2 The invoice shall be on paper and/or emailed to designated City of Sedalia employees.

5.3 The invoice must be itemized by phone number or circuit ID. Any long distance and/or other specific charges must be itemized by the associated phone number. Data calls to the PSTN must also be itemized by phone number or circuit ID.

5.4 All charges must be summarized by charge type (e.g. special municipal, end user common line, etc.).

5.5 The vendor shall not invoice federal excise tax or state tax.

5.6 Any or all credits/adjustments given shall include an explanation, including phone numbers and/or circuit IDs.

5.7 The vendor shall provide the names, titles, and telephone numbers of the proposed service contacts that shall be responsible for billing and dispute resolution.

5.8 Payment shall not be considered late and no later payment penalties shall apply for a minimum of 20 days after the receipt of such invoice that is not in dispute.

5.9 The City of Sedalia will work in good faith with the vendor to resolve any disputed charges and such disputed amounts shall not be considered late for a minimum of 20 days after resolution of the dispute.

# PART FOUR

## PROPOSAL SUBMISSION INFORMATION

1. Vendor's Contacts: All questions regarding the scope of work, procurement process, etc., must be directed to Monte Richardson at mrichardson@cityofsedalia.com. See #3 "Questions/Clarifications" below. Vendors may not contact other employees of The City of Sedalia concerning this RFP during the procurement and evaluation process.
2. Submission of Proposals: Proposals must be priced, signed, sealed and received in The City of Sedalia's City Clerks' Office by the closing date and time specified. Any proposal received by the City Clerks' Office after the exact closing date and time specified will not be opened and will not be evaluated regardless of the reason(s) or circumstances related to its lateness or degree of lateness. A facsimile transmission is NOT an acceptable response to this RFP. The City of Sedalia reserves the right to accept the bid deemed most advantageous to the City. The City of Sedalia reserves the right reject any/all bids at its discretion.
   - 2.1 Copies of Proposals: The vendor is requested to submit an original signature proposal and five (5) complete copies of the original signature proposal, for a total of six (6) complete proposals plus two (2) digital copies on CD/DVD.
   - 2.2 Cost of Submitting Proposal: Vendors are advised that all costs associated with submitting a proposal in response to this RFP shall be borne by the vendor.
   - 2.3 Open Records Law: The vendor is hereby advised that, upon completion of the evaluation process, all proposals and associated documentation will be made public pursuant to the "Open Records" law of the State of Missouri (RSMo 610.021).
3. Questions/Clarification: After the Pre-Bid meeting any explanation desired by the vendor regarding the meaning or interpretation of any portion of this RFP must be requested in writing and received by The City of Sedalia's Information Technology Office August 26th, 2015.
   - 3.1 Questions must be submitted to mrichardson@cityofsedalia.com with the subject "Phone Service RFP".
   - 3.2 Vendors wanting to receive answers to questions and Addendums must request to be added to the email list. Send an email to mrichardson@cityofsedalia.com with the subject "Phone Service Addendum Registration".
4. Official Position: The vendor is advised that the official position of The City of Sedalia is that position which is stated in writing and issued by the City Clerks' Office as a Request for Proposal and any amendments thereto. No other means of communication, whether oral or written, shall be construed as a formal or official response or statement.

5. Vendor Qualifications: The vendor must be a legally recognized entity, firm or corporation organized and/or licensed to do business and certified as a carrier, local exchange carrier and/or competitive local exchange provider in the State of Missouri and must be in compliance with all legal requirements related thereto including a valid City of Sedalia Business License.
6. Evaluation Process:

6.1 Proposal Evaluation: Any contract award resulting from this request shall be made following the evaluation of all proposals which are responsive to the terms, conditions, and provisions of the Request for Proposal. The comparative assessment of the relative benefits and deficiencies of a proposal in relation to the published evaluation criteria will be made using subjective judgment. The City of Sedalia will be the sole judge as to the acceptability, for our purposes, of any and all proposals. Proposals will be evaluated according to the evaluation criteria stated below.

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|---|---|---|
| 6.1.1 | Overall Pricing/Cost | 35% |
| 6.1.2 | Technical Capability and Implementation | 20% |
| 6.1.3 | Vendor Service and Support | 15% |
| 6.1.4 | Service Level Agreement | 20% |
| 6.1.5 | Reporting | 10% |

6.2 Question and Answer Session/Proposal Presentation: After an initial screening process, a technical question and answer session and/or proposal presentation may be conducted with one or more vendors, if deemed necessary by The City of Sedalia, to clarify or verify the vendor's proposal and to develop a comprehensive assessment of the vendor's proposal.

6.3 Negotiation: The City of Sedalia reserves the right to negotiate with selected vendors if deemed necessary and in the best interests of The City of Sedalia. Vendors are cautioned, however, that an award decision may be made without negotiation, based on the terms of an vendor's original proposal.

6.4 Vendor's Responsibility: The vendor is cautioned that it is the vendor's sole responsibility to submit information related to the evaluation categories included herein and that The City of Sedalia is under no obligation to solicit such information if it is not included as part of the vendor's proposal. Proposals must demonstrate an understanding of the Scope of Work and the ability to accomplish the tasks set forth and must include information that will enable The City of Sedalia to determine the vendor's overall qualifications. Failure to submit such information may cause an adverse impact on the evaluation of the vendor's proposal.

6.5 Errors/Omissions: The vendor shall be solely responsible for errors or omissions in the vendor's proposal. Vendors may not revise or withdraw

submitted proposals after the stated time and date for the receipt of proposals. Revisions to the vendor's original proposal will only be allowed if specifically requested by The City of Sedalia as part of the negotiation process.

6.6 Conformity with Specifications: Any deviations from the requirements of this Request for Proposal must be set forth in detail as part of the vendor's proposal. The City of Sedalia will assume that submitted proposals conform to the requirements and specifications of the RFP in every way unless otherwise specifically noted in the vendor's proposal. The City of Sedalia may, at its sole discretion, waive minor informalities or irregularities which do not materially affect the overall proposal.

6.7 Specification Interpretation: In the event of a difference of opinion between the vendor and The City of Sedalia as to the meaning of any provision in these specifications, the decision of The City of Sedalia shall be final and without recourse.

6.8 Offer to Contract: The vendor is advised that his/her proposal submitted in response to this RFP will be considered as an offer to contract. Final negotiations may be conducted with the highest evaluated offer to resolve any minor differences and informalities. After final negotiations, an acceptance of the vendor's proposal will be issued by The City of Sedalia.

6.9 Contract Award: Any contract award resulting from this RFP will be made only by written authorization from The City of Sedalia's City Clerks' Office and shall be subject to approval by The City of Sedalia's City Council. The City of Sedalia reserves the right to not award a contract if deemed in the best interests of The City of Sedalia.

7. Proposal Organization:

7.1 Proposals should be prepared as simply as possible and should provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP.

7.2 To facilitate evaluation of the vendor's proposal by The City of Sedalia, vendors are strongly encouraged to provide a point-by-point response to each item identified herein, especially the items contained in, or relating to, the Scope of Work.

7.3 Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, etc., of the proposal should be numbered and clearly labeled.

7.4 The proposal should be organized into sections which correspond with the main headings and subject areas identified herein and all material and information related to each identified section should be included therein.

7.5 The signed page one from the original RFP and all signed amendments should be placed at the beginning of the vendor's proposal. The vendor should provide the name of the primary contact at the vendor's organization to whom questions regarding the proposal should be addressed.

7.6 Vendors are encouraged to include clearly identified options in addition to the proposal over and above meeting the minimum specifications of the RFP.

8. Pricing Requirements:

8.1 The vendor must provide pricing and related information as requested in this RFP.

8.2 Options and additional features must be submitted as supplemental pricing information, separate from the base RFP proposal.

8.3 The vendor must include in their pricing any and all applicable state and federal fees, taxes and charges (e.g. Universal Service Fund, Primary Interexchange Carrier Charges, etc.) with respect to each type of service and any other recurring and nonrecurring charges to be billed for any portion of each link.

8.4 If applicable, explain in detail any termination charges and/or late payment charges that may be applicable to The City of Sedalia.

9. Cost Evaluation:

9.1 In the evaluation of cost, extended pricing from the Pricing Page will be considered. The monthly price for the estimated number of lines/circuits for each type of service will be multiplied by twelve (12) to obtain a yearly total. A grand total will then be computed by adding together yearly totals for all potential contract periods. Maximum percentages of increase quoted for renewal periods will also be considered.

9.2 Vendors are advised that in the evaluation of cost, the City will consider the overall costs to the City not just the raw prices as listed.

9.3 Besides the pricing on the Pricing Sheet, pricing for each site/service should be itemized based on the attached Spreadsheet of the various sites/services.

10. Technical Capability and Implementation:

10.1. The vendor must describe in detail all products and services proposed. The description of services must include, as a minimum, the features available with the local voice service offering.

10.2. Initial Implementation/Additional Installation:

10.2.1. The vendor must provide an implementation plan that includes details of the initial conversion activities, auxiliary equipment (if any), and coordination of the cut over between the existing service and the new services.

10.2.2. The implementation plan should contain an installation schedule, including a specific guarantee of service implementation completion

date for all proposed services. The service implementation date shall be as specified elsewhere herein for initial service requirements.

10.2.3. State the turnaround time on the installation of all new circuit orders, i.e., ISDN-PRI (voice and data), POTS, etc.

11. Vendor Service and Support:

11.1. Vendor Service:

11.1.1. The vendor must describe how he/she intends to function as a single point of contact for The City of Sedalia, regardless of any subcontract arrangements. This includes responsibilities and liabilities of the vendor for all problems relating to the proposed services and for the billing of proposed services.

11.1.2. The vendor must fully describe and define their maintenance capabilities including, but not limited to, monitoring capabilities, staff, resources and procedures. The description shall include the methods used to prevent service outages as well as the methods of responding to and restoring service after an outage.

11.1.2.1. Describe, in detail, how equipment and facilities are monitored, i.e., 24x7x365, NOC locations, backup facilities, etc.

11.1.2.2. What are the procedures to be used to contact service personnel 24x7x365 twenty-four (24) hours a day, seven (7) days a week, (365) days a year?

11.1.2.3. Describe the maintenance escalation procedure complete with the positions and telephone numbers of the people to be notified.

11.1.2.4. Fully describe the escalation procedures and expected response times for recovery of services in the event of a major alarm or outage. Include response time, off-hours engineering staffing access, notification of The City of Sedalia contacts of problems and subsequent notification when the problem is resolved.

11.2. Reliability: The vendor should provide a list of at least three (3) current customers of equal or greater size than The City of Sedalia for which equipment and services essentially identical to those proposed have been provided and installed. The list should include the name, address, and telephone number of the contracting entity, and the name and telephone number of a contact person who may be contacted as a reference.

11.3. Billing and Reporting:

11.3.1. Describe how billing and reporting requirements will be provided. Attach hard copy samples of the billing documents that will be provided to The City of Sedalia, including all applicable taxes and regulatory fees.

11.3.2. Describe any on-line services available for tracking trouble tickets, billing, or other service related items.

11.3.3. List and describe the media options available for receiving billing data and other reports. Provide examples of reports, procedures to obtain, and any additional costs for such media options. Identify any software required to retrieve or view such reports.

11.3.4. Vendor must provide trunk utilization reports via online interface. These reports shall include at a minimum busy reports, call volume (incoming & outgoing), and concurrent calls. These should be viewable by time of day/week, etc.

11.3.5. Indicate whether billing adjustments will be made for service outages and explain.

11.3.6. Indicate which pass-through charges The City of Sedalia will be responsible for, such as common line, Universal Service Fund, Relay Missouri, 911, local number portability, etc. List all charges for each type of service.