



Request for Proposal

SIP Telephony Connectivity

For

**Pikes Peak Library District
RFP #520-16-02**

March 25, 2016

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1.0 PROJECT OVERVIEW

- 1.1 Pikes Peak Library District (PPLD) operates fourteen (14) Libraries in the Colorado Springs metropolitan area. PPLD provides a wide variety of essential services and resources to the community. The services go beyond traditional literature resources to computing, Internet, audiovisual and community programs. In this on-line world, efficient, effective, and fast resources are essential to providing the level of service expected by the community.

- 1.2 The objective of this RFP is to identify a service provider capable of providing a SIP Trunking solution to connect our existing Mitel vMCD-based telephony system to the Public Switched Telephone Network (PSTN).

The proposed SIP solution must be a platform which is Mitel-certified for the vMCD platform.

PPLD's 14 libraries employ the Mitel Virtual Mitel Communications Director (vMCD)-based phone system for organizational telephony, utilizing PRI circuits for connectivity to the Public Switched Telephone Network (PSTN). We are preparing to retire these circuits in favor of SIP.

- 1.3 Qualified firms must be licensed in the State of Colorado, and must have comparable and verifiable experience in providing dedicated enterprise-grade SIP connectivity.
- 1.4 The intent is to contract the selected services for three years with the option for subsequent 1 year extensions. This project will be ERATE funded and is subject to the terms and conditions inherent therein. The RFP is being issued under the FCC Form 470 for the year beginning July 1, 2016. All requirements and guidelines associated with the Form 470 and ERATE program must be followed and in compliance with conditions identified in paragraph 2.9.4.
- 1.5 Implementation of the proposed solution is planned for July, 2016. If such services are not provided by August 1, 2016, Contractor will be responsible for any incremental costs PPLD incurs above the anticipated monthly recurring charge. The costs may include, but are not limited to, additional services contracted for to meet the performance obligation, and loss of credit from ERATE program.
- 1.6 The successful service provider will demonstrate knowledge of enterprise-grade SIP connectivity, including appropriate performance and Quality-of-Service management.

2.0 INSTRUCTIONS TO BIDDER

- 2.1 All interested companies are invited to submit a proposal in accordance with the terms, conditions, and specifications contained herein. An electronic version of this document can be accessed at:

<http://www.ppld.org/request-for-proposals>

2.2 Vendor Questions, Inquiries, and Clarifications

- 2.2.1 Questions and requests for clarifications regarding this RFP must be addressed to: rfp-520-16-02@ppld.org. Questions and clarifications email must include the RFP number, title, and word “question” or “clarification” in the subject line. Questions and requests without this subject identification may be considered routine emails, and may not get properly addressed.

- 2.2.2 All questions and answers will be sent to all known proposers and will be made available to all vendors at:

<http://www.ppld.org/request-for-proposals>

Any responses by the PPLD that are considered to be a change in the terms, conditions, and specifications of this RFP will be sent by written addendum. No communications of any kind may be considered a change to the terms, conditions, and specifications in this RFP unless received by the proposers via formal written addenda.

2.3 Schedule of Events

RFP Release:	March 25, 2016
Deadline for Receipt of Questions:	April 4, 2016
Response to Questions:	April 11, 2016
Proposal Due Date:	2:00 pm local time on April 22, 2016
Estimated Date of Contract Winner Notification:	April 27, 2016
Date for start of billed service- Estimate	July, 2016

Note: Late questions, late RFP responses or late requests for modification will not be considered.

2.4 E-rate

- 2.4.1 We intend to submit qualifying expenses from the winning bid for reimbursement under the Federal E-rate program:

<https://www.fcc.gov/consumers/guides/universal-service-program-schools-and-libraries-e-rate>

- 2.4.2 Winning bidder must be familiar with the requirements for providing services, and be eligible to provide services, under the E-rate program.

- 2.4.3 Bids must enumerate which costs of the proposed solution are believed to be eligible for reimbursement.

2.5 Proposal Preparation

2.5.1 Substantive Proposals By submitting a proposal, the proposer guarantees that (a) its proposal is genuine and is not made in the interest of, or on behalf of, any undisclosed person, firm, or corporation; (b) it has not directly or indirectly induced or solicited any other respondent to put in a false or sham bid; (c) it has not solicited or induced any other person, firm, or corporation from proposing; and (d) it has not sought by collusion to obtain for itself any advantage over any other proposer or over PPLD.

2.5.2 Submission Information and Documents: Vendors are invited to use Section 3.0 - System Specifications to prepare their RFP response.

The proposal must be comprehensive and address all elements included in *Section 3.0.- System Specifications*. To assure that the information provided can be readily identified, the proposal must include, but not limited, to the submission of the following signed documents:

Addendum A - *PROPOSAL COVER SHEET*

Addendum B - *CHECKLIST AND QUESTIONNAIRE*

Addendum C – *IMMIGRATION CLAUSE FOR CONTRACTS*

A reasonable set of attachments necessary to evaluate the proposed solution is acceptable, but the bulk of the response must be contained within the documents above. It is not acceptable to attach an RFP response from a previous bid, or a company brochure, and answer the questions by simply referring to the attachment(s). We anticipate a number of responses, and may be conducting several concurrent RFPs. It is vital for a timely, accurate, and fair review process that all responses utilize the specified format. PPLD reserves the right to disqualify submissions that do not follow the provisions outlined in this RFP, including the format of the response.

2.5.3 Proposal Submissions: Vendors must submit three (3) hard copies and an emailed soft copy of a properly-executed RFP response.

Proposals are to be submitted in sealed envelopes, identified with the proposal number and title, on the forms provided herein, with all attachments, no later than 2:00 pm local time on April 22, 2016, to:

John Sittig, Finance Division Manager
Finance Department
Pikes Peak Library District
1175 Chapel Hills Drive
Colorado Springs, CO 80920

Definition of received is “in the hand of”. Postmark date of mailed materials will not be relevant.

Proposals delivered after that time will be rejected.

Vendors must also email a soft copy of the RFP response to rfp-520-16-02@ppld.org using e-mail subject: [RFP 520-16-02 Submission] (Company Name). Example: [RFP 520-16-02 Submission] ABC Corporation

- 2.5.4 Signatures: The proposal must be submitted in ink, signed by an officer of the proposing company.

2.6 General Conditions

- 2.6.1 PPLD may extend deadlines or withdraw this RFP at any time prior to an award.
- 2.6.2 Proposal Rejection or Partial Acceptance: PPLD reserves the right to reject any or all proposals. PPLD further reserves the right to waive technicalities, formalities and informalities, to accept in whole or in part such proposal where it is deemed advisable, and to make an award to the most responsive and responsible Bidder as deemed in the best interest of PPLD.
- 2.6.3 Bidder Qualifications: No proposal shall be accepted from and no contract will be awarded to any person, firm or corporation that is deemed irresponsible or unreliable by PPLD. If requested, Bidders shall be required to submit satisfactory evidence that they have a practical knowledge of the particular service bid upon and that they have the necessary financial resources to provide the proposed service called for as described in this Request for Proposal.
- 2.6.4 Right to Investigate: PPLD reserves the right to investigate and confirm the bidder's financial responsibility. This may include financial statements, bank references and interviews with past contractors, employees and creditors. Unfavorable responses to these investigations are grounds for rejection of the proposal.
- 2.6.5 Equal Opportunity: The Contractor agrees not to refuse to hire, discharge, promote, or demote, nor to discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, gender, age, military status, sexual orientation, marital status, or physical or mental disability.
- 2.6.6 Immigration Clause: The company is aware of Colorado's Immigration / illegal alien laws pertaining to public contracts. Addendum C – Immigration Clause for Contracts (Colorado Statutes 8-17.5 – 102), must be signed by an authorized representative of the Bidder and included in the RFP response.
- 2.6.7 Insurance: The successful Bidder shall, during the term of this Agreement and until completion thereof, provide and maintain the following types and minimum insurance coverage as follows:

<u>Type of Insurance</u>	<u>Minimum Limits of Liability</u>
Standard Workers' Compensation & Employers' Liability Including Occupations Disease Coverage	Statutory in conformance; with the compensation laws of the State of Colorado;
Comprehensive General Liability Insurance	\$250,000 each person; \$1,000,000 each occurrence;
Fidelity Bonding Insurance	\$100,000 Minimum

The successful Bidder shall affect the insurance policies in a company or companies and in a form satisfactory to PPLD. Before commencing any performance under this Agreement, successful Bidder shall deliver, to

PPLD, Certificates of Insurance issued by the insurance company, and/or its duly authorized agents pertaining to the aforementioned insurance, and certifying that the policies stipulated above are in full force and effect. All policies and/or Certificates of Insurance shall include PPLD as an additional named insured, except for Workers Compensation and Auto.

- 2.6.8 Expenses: The PPLD assumes no liability for payment of expenses incurred by proposers in the preparation and submission of proposals in response to this invitation.
- 2.6.9 Conflict of Interest: Any contractual relationship with any PPLD personnel in the twelve (12) months preceding the distribution of their RFP, or any similar or potential conflicts of interest, may, at the sole discretion of the PPLD, be grounds for rejection of the proposal and/or termination of any contract awarded.
- 2.6.10 Governing Law: The laws of the State of Colorado shall govern any contract executed between the successful proposer and PPLD. Further, the place of performance and transaction of business shall be deemed to be in the County of El Paso, State of Colorado, and in the event of litigation, the exclusive venue and place of jurisdiction shall be the State of Colorado, and more specifically, El Paso County, Colorado.
- 2.6.11 Indemnification: The proposer agrees to, and shall, defend, release, and indemnify, and save and hold harmless PPLD, its officer, agents, and employees from and against any and all damages to property or injuries to or death of any person or persons, including property and officers, employees, and agents of PPLD, and further agrees to, and shall, defend, indemnify, and save and hold harmless PPLD, its officers, agents, and employees, from and against any and all claims, costs, demands, liabilities, suits, actions, causes of action, and other legal or equitable proceedings of any kind or nature whatsoever, of or by anyone whomsoever, including, but not limited to claims arising out of and/or predicated upon negligence, breach of contract, tort, or strict liability, in any way resulting from, connected with, or arising out of the contractor's operations or performance in connection herewith.
- 2.6.12 Independent Contractor: The firm is an independent contractor. Notwithstanding any provision appearing in this RFP, all personnel assigned by the firm to perform work under the terms of this RFP and any subsequent agreement shall be, and remain at all times, employees or agents of the firm for all purposes. The firm shall make no representation that it is the employee of PPLD for any purpose.
- 2.6.13 Subcontracting: In the event the Vendor's proposal includes hardware, software and/or services manufactured or provided by an organization or supplier other than the primary respondent, it is mandatory for the successful vendor to assume full responsibility for the installation, integration and testing of all proposed hardware and/or software.
- No portion of this proposal may be subcontracted without the prior written approval by PPLD. All subcontractors must meet the same qualifications as the Vendor.

- 2.6.14 Tax Exemption: PPLD, as a local government entity, is exempt from sales and use taxes. Bidders shall inform all prospective subcontractors and suppliers, as necessary, from whom they expect to obtain services or supplies of the tax-exempt status of PPLD. Following the contract award, an exemption certificate will be furnished by PPLD if the contractor requests.

2.7 Selection

- 2.7.1 Right of Acceptance and Rejection: PPLD reserves the right to accept or reject any or all proposals and to waive any formalities, informalities, and deviations, which, in its opinion, best serve the interests of the PPLD. PPLD is not bound to accept the lowest priced proposal.
- 2.7.2 RFP Selection: It is the intent of the PPLD to select only responsible and responsive firms. The PPLD is not bound to accept the lowest priced proposal. Your proposal should include your most favorable terms and conditions.
- 2.7.3 Basis of Award: An evaluation team will judge the merit of proposals received in accordance with the general criteria defined within this invitation. The recommendations of this committee will be forwarded to the Board of Trustees for approval and execution. The following criteria will be taken into consideration when making evaluations of proposals. This list is not intended to be exhaustive:
- 2.7.4 Selection Criteria: The following table indicates the weight that will be given to each of the key criteria established for decision making.

Criteria	Value Percentage
Pricing – Includes initial pricing, pricing of add alternates and any escalation	45%
Responsiveness to RFP – Ability to meet performance requirements	30%
References	25%

2.8 Terms and Conditions of Award

- 2.8.1 Modification of Agreement: No modification of award shall be binding upon PPLD unless made in writing and signed by authorized agents of both parties.
- 2.8.2 Cancellation: Either party may cancel the award in the event that a petition, either voluntary or involuntary, is filed to declare the other party bankrupt or insolvent or in the event that such party makes an assignment for the benefit of creditors.
- 2.8.3 Termination of Award for Cause: If, through any cause, the successful Bidder shall fail to fulfill in a timely and proper manner its obligations or if the successful Bidder shall violate any of the covenants, agreements or stipulations of the award, PPLD shall thereupon have the right to terminate the award by giving written notice to the successful Bidder of such

termination and specifying the effective date of termination. In that event, all finished or unfinished services, reports or other materials prepared by the successful Bidder shall, at the option of PPLD, become its property, and the successful Bidder shall be entitled to receive just, equitable compensation for any satisfactory work completed, prepared documents or materials as furnished. Notwithstanding the above, the successful Bidder shall not be relieved of liability to PPLD for damage sustained by PPLD by virtue of breach of the award by the successful Bidder and PPLD may withhold any payments to the successful vendor for the purpose of set off until such time as the exact amount of damages due PPLD from the successful Bidder is determined.

- 2.8.4 Termination of Award for Convenience: PPLD may terminate the award at any time by giving written notice to the successful vendor of such termination and specifying the effective date thereof, at least thirty (30) working days before the effective date of such termination. In that event, all finished or unfinished services, reports, material(s) prepared or furnished by the successful Bidder under the award shall, at the option of PPLD, become its property.

2.9 Contract Formation:

- 2.9.1 Agreement in Writing: The successful candidate will be required to enter into a written contract with PPLD for maintenance services. This RFP, along with the winning Bidder's RFP Response, will be included and integrated into the final contract documents.

If you have a formal Service Agreement or Contract that you typically use with such engagements, feel free to attach a copy to your Proposal. A Service Agreement is not a condition of accepting a proposal.

If, in PPLD's sole discretion, the selected proposer has not executed the contract documents within a reasonable time after selection, PPLD reserves the right to rescind the award and select another contractor.

- 2.9.2 Contract Term: Initial contract shall be for three (3) years with the option for subsequent 1 year extensions. At the conclusion of the contracted term, the service shall continue on a month-to-month basis in compliance with paragraph 2.9.4.
- 2.9.3 Amendments To Contract: Parties hereto reserve the right to make amendments or modifications to the contract by written amendment signed by both parties. No amendment shall be effective unless approved by PPLD.
- 2.9.4 TABOR AMENDMENT: The Pikes Peak Library District and Vendor acknowledge and agree that this Agreement does not constitute a multi-year financial obligation of the Pikes Peak Library district under the Taxpayers Bill of rights (TABOR) of the Colorado Constitution. Therefore, this Agreement is subject to annual appropriation for payment by the Pikes Peak Library District's Board of Trustees. In the event such appropriation is not made, the Pikes Peak Library district shall provide Vendor with at least 30 days' written notice of termination, and this contract shall terminate at the later of (i) December 31st of the then current calendar year or (ii) 60 days

after Vendor receives written notice of termination from the Pikes Peak Library district. In the event of a non-appropriation for payment by the Pikes Peak Library district, this Agreement shall terminate without further obligation (financial or otherwise) of the Pikes Peak Library District to Vendor on 30 days' written notice to Vendor, other than for payments on services previously rendered through the termination of the Agreement.

- 2.9.5 Service Guarantee: PPLD will require the selected contractor to provide the agreed upon services in July, 2016. If such services are not provided by August 1, 2016, Contractor will be responsible for any incremental costs PPLD incurs above the anticipated monthly recurring charge. The costs may include, but are not limited to costs associated with maintaining existing services on a month to month basis, loss of credit from ERATE program, and/or additional services contracted for to meet the performance obligation.
- 2.9.6 Penalties: This non-performance penalty shall be in the form of a payment direct to PPLD each month in which contracted services are not provided. PPLD shall submit an invoice and documentation of the amount paid in excess of the contracted amount. Payment Terms shall be Net 30 days from date of invoice.

3.0 SYSTEM SPECIFICATIONS

3.1 Service Addresses

- 3.1.1 The two addresses of service for the products/services outlined in this RFP are:

3.1.1.1

Library 21c
1175 Chapel Hills Dr.
Colorado Springs, CO 80920

3.1.1.2

East Library
5550 N Union Blvd
Colorado Springs, CO 80918

3.2 Architecture

- 3.2.1 PPLD maintains a Mitel Virtual Mitel Communications Director (vMCD)-based phone system. PPLD's 14 libraries employ the vMCD for organizational telephony, currently utilizing PRI circuits for connectivity to the Public Switched Telephone Network (PSTN). We are preparing to retire these PRI circuits in favor of SIP.

For an illustrated overview, see Appendix A.

- 3.2.2 The proposed solution must support the use of PPLD-owned direct-inward-dial (DID) phone numbers/blocks.

- 3.2.3 This RFP is seeking a solution which will provide:

3.2.3.1 A SIP Provider, who will provide telephone carrier services, to handle the inbound and outbound calling from the existing PPLD vMCD-based phone system to/from the PSTN.

3.2.3.2 Two circuits, one to each of the Service Address locations listed above. These circuits shall serve to carry SIP data from the Mitel system to the SIP Provider (SIP Circuits).

- 3.2.4 Each of the two Service Address locations feature a Mitel vMCD system, which shall terminate the SIP Circuit for that location.

- 3.2.5 The two systems will be clustered together, such that both are aware of the Enterprise dial plan, and either can function without the other.

- 3.2.6 Inbound calls from, and outbound calls to, the PSTN may traverse either SIP Circuit to reach the SIP Provider.

- 3.2.7 The proposed solution should allow for the load-balancing of inbound and outbound calls, to account for capacity usage, and system-availability issues.

- 3.2.8 Physical Circuits

-
- 3.2.8.1 Proposals may seek to utilize an existing physical circuit at the Service Addresses in question, or establish a new circuit. If seeking to utilize an existing circuit, the bidder must secure any applicable agreements with existing circuit provider before submitting a bid. In situations where the proper agreements are in place from an existing circuit provider, it can be assumed that PPLD will also assent to such an arrangement, so long as doing so will not negatively impact existing services, and that any and all necessary fees are disclosed as part of the proposal.
 - 3.2.8.2 Proposed solution must provide Quality of Service (QoS) technologies to provide guarantees for SIP data prioritization and delivery. All links between PPLD and the SIP Provider in the proposed solution must be architected such that PPLD SIP data will not be in contention for bandwidth (or other network resources) with other data, without QoS-enforced minimum guarantees. For example, it is not acceptable to rely, at any point in the network path to the SIP Provider, on a connection path which traverses the Internet.
 - 3.2.9 Special consideration will be paid to the fault-tolerance of a proposed solution's architecture, including any provided premise equipment. Redundant power supplies strongly preferred.
 - 3.2.10 It is preferred (though not absolutely required) that any proposed solution should function, without degradation or loss of functionality, utilizing both IPv4 and IPv6 protocols.
 - 3.2.11 Service handoff to PPLD should be via RJ45 Ethernet or SFP+ port, with SFP+ port preferred.
 - 3.3 Performance
 - 3.3.1 The number of concurrent phone calls which traverse the proposed solution at any given time may be highly variable.
 - 3.3.1.1 At a minimum, the proposed solution should allow 46 concurrent calls, per Service Address location, utilizing the G.711 audio codec at 64kbps.
 - 3.3.2 Communication reliability and latency are important aspects of any communication network, particularly of this nature.
 - 3.3.3 Expected performance characteristics of the proposed solution will be noted, but other factors, such as circuit resiliency will also be considered.
 - 3.4 E911
 - 3.4.1 PPLD maintains 14 locations, spread across multiple Public Safety Answering Point (PSAP) jurisdictions. The proposed solution must make arrangements to ensure that all necessary data is established and maintained in the PS-ALI database, to ensure for call routing to the correct PSAP, as well as location data for first responders.
 - 3.5 Security

- 3.5.1 The provided data circuit will carry traffic which may be of a particularly sensitive or proprietary nature. The data security of the proposed solution will be noted and evaluated.

- 3.6 Environmental

- 3.6.1 Power

- 3.6.1.1 PPLD will provide a fault-tolerant power source of 120v, and possibly (at PPLD's discretion) also 208v. When available, 208v power use is preferred.

- 3.6.1.2 Power supplies for all equipment are preferred to be redundant, and hot-swappable.

- 3.6.1.3 Auto-sensing 120v/208v power supplies are preferred in all provided equipment.

- 3.6.1.4 Wherever possible, power supplies on provided equipment should provide standard IEC C14 sockets.

- 3.6.2 Rack

- 3.6.2.1 Any provided premise equipment should be rack-mountable in standard two-post or four-post racks

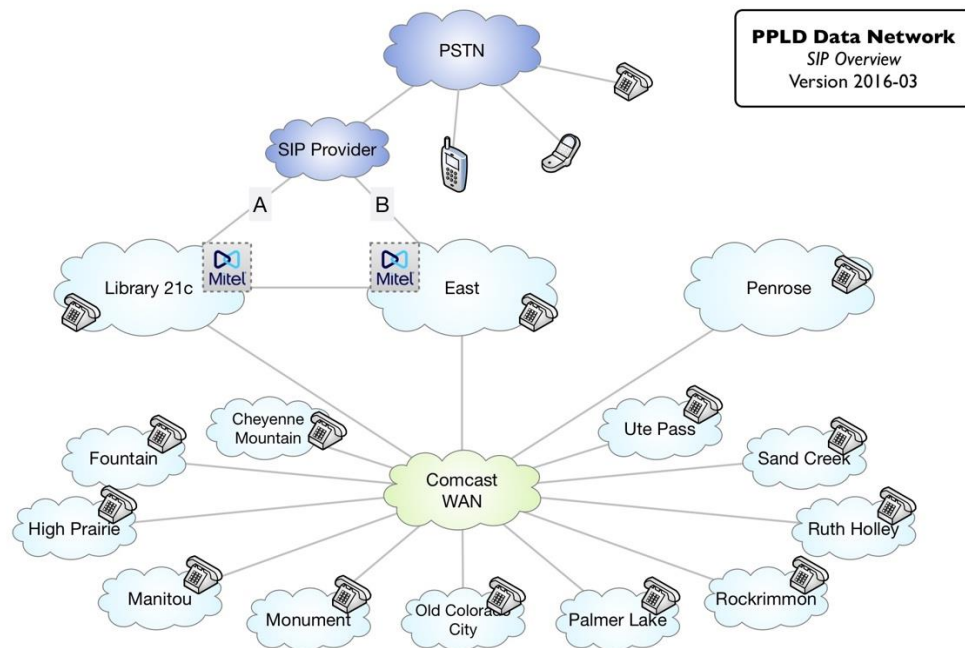
4.0 VENDOR QUALIFICATIONS AND INFORMATION

- 4.1 Vendor must be a primary provider or authorized reseller of the service being proposed. Evidence of authorization may be requested.
- 4.2 Vendors may utilize partners and/or subcontractors as long as the relationship is disclosed and accepted by PPLD. Partners and/or subcontractors will be bound by the same requirements as the prime vendor. *Selected vendor will be required to be the single point of contact for the complete implementation.*
- 4.3 Please refer to Addendum B – Checklist & Questionnaire.

5.0 PRICING

- 5.1 Provide pricing for a solution supporting a minimum of 46 active calls per-circuit. Provide additional pricing for solutions supporting 69, and 92 calls per circuit.
- 5.2 Include any expected installation Non-Recurring Costs (NRC -- including administrative, construction, or other), the Monthly Recurring Cost (MRC), and any applicable NRC for upgrading service to a higher capacity tier at a future date.
- 5.3 The cost of any expenses including, but not limited to, materials, permits, new physical circuits, construction, labor, licenses etc., must be included in quoted pricing. Include all necessary maintenance charges for the duration of the contract.
- 5.4 PPLD, as a local government entity, is exempt from sales and use taxes. Bidders shall inform all prospective subcontractors and suppliers, as necessary, from whom they expect to obtain services or supplies of the tax-exempt status of PPLD. Following the contract award, an exemption certificate will be furnished by PPLD if the contractor requests.
- 5.5 Vendors are asked to guarantee their prices for a minimum of 180 days from the date of submission of this RFP to the date of contract award.
- 5.6 Bids must enumerate which costs of the proposed solution are believed to be eligible for E-Rate reimbursement.

- 6.0 Appendix A: Topology Overview
- 6.1 The purpose of this section is to provide a general overview of the project. This section is informational, and should not be taken as technical documentation, or in any way overriding the technical or architectural provisions elsewhere in this RFP.
- 6.2 The Pikes Peak Library District maintains 14 permanent libraries, all of which are connected via a Comcast ENS WAN network.
- 6.3 The purpose of the proposed solution is to
- 6.3.1 Contract with a telephony carrier to Provide us with SIP connectivity to the Public Switched Telephone Network (PSTN), giving us access to make calls to any other phone.
 - 6.3.2 Provide two circuits for SIP voice traffic, one to Library 21c, another to the East Library. These circuits will handle the external call volume for the entire library district.
 - 6.3.3 There are Mitel vMCD systems at both Library 21c and East. These systems are clustered together, such that either one can handle the phone system duties, if needed. The SIP circuits will allow them both to connect to the PSTN independently of each other. Having two circuits also prevents any one circuit incident from taking external phone service from the entire district.
- 6.4 The illustration below shows an overview of the PPLD network. In this depiction, if circuit A or B were to be interrupted for any reason (e.g. physical cut, misconfiguration, etc), the entire district can continue to be connected via the surviving circuit.



**ADDENDUM A
PIKES PEAK LIBRARY DISTRICT
REQUEST FOR PROPOSAL FOR
SIP Telephony Connectivity
RFP# 520-16-02
PROPOSAL COVER SHEET**

I. GENERAL INFORMATION

1. **FIRM NAME** _____
2. **ADDRESS** _____

3. **PHONE** _____
4. **FAX** _____
5. **E-MAIL AND WEBSITE** _____
6. **CONTACT** _____

II. STATEMENT OF MINIMUM QUALIFICATION

I, _____ (printed name) hereby declare
that I am the _____ (title) of
_____ (Name of firm)

submitting this profile and declaration, and that I am duly authorized to sign this profile and
declaration on behalf of the above named firm. All information set forth in this profile and
declaration and all attachments hereto are, to the best of my knowledge, true, accurate, and
complete as of the submission date.

The signer further certifies that (please initial):

- a. _____ The Company has carefully examined all instructions, requirements, specifications,
and terms and conditions of the RFP for which this proposal is submitted. The company
understands all instructions, requirements, specifications, and terms and conditions of the

Addendum A

RFP, and hereby offers and proposes to furnish the goods and services described herein at the prices, fees, and/or rates identified in this proposal, in accordance with the instructions, requirements, specifications, and terms and conditions of the RFP.

- b. _____ This proposal is a valid and irrevocable offer that will not be revoked and shall remain open for the PPLD's acceptance for a period of ninety (90) calendar days from the proposal due date.
- c. _____ The Company is in full compliance with all applicable federal, state, and local laws, rules, regulations, and ordinances governing business practices.
- d. _____ All statements, information, and representations prepared and submitted in this proposal are current, complete, true, and accurate.
- e. _____ Submission of this proposal indicates the signer's acceptance of the evaluation technique and that some subjective judgments may be made by the PPLD as part of the evaluation.
- f. _____ Evidence of worker compensation insurance, general liability insurance (minimum \$1,000,000.00) and fidelity bonding insurance (minimum \$100,000.00).
- g. _____ There have been no claims, litigation, or other issues filed or pending against our company in the past 5 years except as listed below.

- j. _____ The company is aware of Colorado's Immigration / illegal alien laws pertaining to public contracts. Addendum C (Colorado Statutes 8-17.5 – 102) is signed and attached.

Signature

Date

**ADDENDUM B
PIKES PEAK LIBRARY DISTRICT
REQUEST FOR PROPOSAL FOR
SIP Telephony Connectivity
RFP# 520-16-02**

CHECKLIST and QUESTIONNAIRE

1.0 PLEASE BRIEFLY DESCRIBE YOUR ORGANIZATION

Include information on your ability to execute, and experience with, the proposed solution. Detail vendor experience in working with proposed system partners and manufacturer equipment.

2.0 SOLUTION OVERVIEW

Provide an overview of the proposed solution. Refer to attachments if necessary, but the bulk of the response should be contained within this document.

3.0 REFERENCES

Five references. The reference should include a specific person, familiar with the implementation being referenced, whom we can speak to about the project, and your organization. References from at least three clients of a similar nature to the PPLD are preferred, e.g.: other library, educational or public sector clients. References from the Colorado Front Range are also preferred.

4.0 SYSTEM SPECIFICATIONS

Please use Section 3.0 - System Specifications to prepare your response.

If referring to a specific provision of the RFP, provide the section number of the provision you are referencing.

4.1 RFP Terms

4.1.1 Does the proposed solution rely on work or services provided by partners, subcontractors, or third parties? If yes, please detail the parties, and their roles.

4.1.2 Is the proposed SIP solution Mitel-certified for the vMCD platform?

4.1.3 Will you support the porting of the PPLD Direct-Inward-Dial (DID) phone numbers?

4.2 Architecture

4.2.1 Are you capable of providing suitable circuits at both Service Addresses listed in this RFP?

4.2.2 Note any portions of the circuit path between PPLD and the proposed SIP Provider that might be shared with other non-SIP traffic. If applicable, note

- how the proposed solutions architecture might guarantee necessary network resources for our SIP traffic.
- 4.2.3 Describe the physical architecture of the proposed solution. Include information about any fault-tolerance features. Attached topology diagrams would be considered helpful.
 - 4.2.4 If utilizing existing circuits, have you secured any necessary agreements required for this?
 - 4.2.5 Will the proposed solution handle inbound and outbound SIP sessions on either circuit, allowing PPLD to fail-over and load-balance SIP sessions, as needed? Describe any limitation in this area which might exist.
 - 4.2.6 Provide a listing of the specific Customer Premise Equipment (CPE) that will be provided as part of the proposed solution.
 - 4.2.7 Describe the fault-tolerance of the provided CPE.
 - 4.2.8 Does the proposed solution function, without degradation, utilizing both the IPv4 and IPv6 protocols? Note any exceptions which might exist.
 - 4.2.9 Describe form factor of the circuit handoff to PPLD (RJ45, SFP+, etc)
 - 4.2.10 Does the proposed solution support encryption of the SIP trunk? Detail the measures used to ensure that PPLD SIP traffic remains secure.
- 4.3 Performance/Technologies
- 4.3.1 Are you capable of meeting the E911 requirements of the RFP?
 - 4.3.2 Provide the following statistics:
 - 4.3.2.1 What are the average packet loss percentage expectations for the proposed solution?
 - 4.3.2.2 Provide the expected performance statistics for data traversing the proposed solution (in milliseconds).
 - 4.3.2.2.1 Minimum expected latency
 - 4.3.2.2.2 Average expected latency
 - 4.3.2.2.3 Maximum expected latency
 - 4.3.2.2.4 Latency Standard deviation
 - 4.3.2.2.5 Minimum expected jitter
 - 4.3.2.2.6 Average expected jitter
 - 4.3.2.2.7 Maximum expected jitter
 - 4.3.2.2.8 Jitter Standard deviation
 - 4.3.3 Detail the Quality of Service (QoS) and bandwidth-shaping technologies of the proposed solution, if applicable.
- 4.4 Support
- 4.4.1 Describe your procedures for response to and escalation of an incident that results in degradation or outage of the proposed solution (both during and outside of business hours).
 - 4.4.2 Describe the avenues of support available for the proposed solution, such as phone, email, web, and on-site service. Include the methods available for opening/updating support tickets.
 - 4.4.3 Summarize the Service Level Agreement for the proposed solution. Include information on first-response and final-resolution timeframes. *In addition*, attach a copy of the governing SLA for the proposed solution.
 - 4.4.4 Do you certify that maintenance that may be needed for any vendor-provided CPE is included in bid pricing? If not, please detail which provided equipment would not be supported.

- 4.4.5 PPLD would like to be able to periodically review service availability/reliability, utilization data, and associated logs and reports. Please detail which of these will be available to PPLD, including procedures for acquisition of said information.
- 4.5 Environmental
 - 4.5.1 Specify which rack configurations are supported by the provided equipment. (2-post, 4-post, round hole, square hole, etc.)
 - 4.5.2 Power
 - 4.5.2.1 Does all proposed equipment meet the power specifications detailed in 3.6.1, including redundant power supplies?
 - 4.5.2.2 Are the power supplies hot-swappable?
 - 4.5.2.3 What type of power plug(s) do the power supplies utilize?
- 4.6 Pricing
 - 4.6.1 Provide pricing for solutions supporting the listed number of concurrent calls utilizing the G.711 audio codec at 64kbps
 - 4.6.1.1 46 concurrent calls *per-circuit*
 - 4.6.1.2 69 concurrent calls *per-circuit*
 - 4.6.1.3 92 concurrent calls *per-circuit*
 - 4.6.2 For each capacity level, quoted prices must include:
 - 4.6.2.1 Any expected installation Non-Recurring Costs (NRC), including administrative, construction, or other
 - 4.6.2.2 The Monthly Recurring Cost (MRC)
 - 4.6.2.3 Any applicable NRC for upgrading service to a higher capacity tier at a future date.
 - 4.6.3 Attach a rate sheet to your response, detailing your domestic and international long distance rates.
 - 4.6.4 Please enumerate which costs of the proposed solution are believed to be eligible for E-Rate reimbursement.

Signature

Date

**ADDENDUM C
PIKES PEAK LIBRARY DISTRICT
REQUEST FOR PROPOSAL FOR
21st Century Library – East Library Point-to-Point
Connectivity**

IMMIGRATION CLAUSE FOR CONTRACTS

PURSUANT TO COLORADO REVISED STATUTES SECTION 8-17.5-102, THE PIKES PEAK LIBRARY DISTRICT (“PPLD”) SHALL NOT ENTER INTO OR RENEW A PUBLIC CONTRACT FOR SERVICES WITH A CONTRACTOR WHO KNOWINGLY EMPLOYS OR CONTRACTS WITH AN ILLEGAL ALIEN TO PERFORM WORK UNDER THE CONTRACT OR WHO KNOWINGLY CONTRACTS WITH A SUBCONTRACTOR WHO KNOWINGLY EMPLOYS OR CONTRACTS WITH AN ILLEGAL ALIEN TO PERFORM WORK UNDER THE CONTRACT.

Accordingly, Contractor agrees that it shall not:

Knowingly employ or contract with an illegal alien to perform work under this Agreement; or

Enter into a contract with a subcontractor for work under this Agreement that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this Agreement.

Further, Contractor agrees that it shall comply with the following:

Contractor has verified or attempted to verify through participation in the Basic Pilot Employment Verification Program (the “Basic Pilot program”) of the U.S. Department of Homeland Security that Contractor does not employ any illegal aliens and, if Contractor is not accepted into the Basic Pilot Program prior to entering into this Agreement, that Contractor shall apply to participate in the Basic Pilot Program every three months until Contractor is accepted or the services under this Agreement have been completed, whichever is earlier. This requirement shall terminate if the Basic Pilot Program is discontinued.

Contractor shall not use Basic Pilot Program procedures to undertake pre-employment screening of job applicants while the services under this Agreement are being performed.

Should Contractor obtain actual knowledge that a subcontractor performing work under this Agreement knowingly employs or contracts with an illegal alien, the Contractor shall:

Notify the subcontractor and the PPLD within three days that Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and

Terminate the subcontract with the subcontractor if within three days of receiving the notice pursuant to Paragraph 1(b)(iii)(1) the subcontractor does not stop employing or contracting with the illegal alien; except that Contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

Contractor shall comply with any reasonable request by the Colorado Department of Labor and Employment made in the course of an investigation that the Department may undertake pursuant to its authority under Colorado Revised Statutes Section 8-17.5-102(5).

Signature

Date