



REQUEST FOR PROPOSAL
RFP #DPL-CL-2001

**VOIP Telephone System
for Detroit Public Library for a
Three Year Period with Two (2) One-Year Renewal
Options**

Issued: September 4, 2019
Due Date: September 25, 2019 at 2:00 p.m.

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RFP #DPL-CL-2001

VOIP Telephone System for Detroit Public Library

I. INTRODUCTION

The Detroit Public Library (hence forth noted as DPL) is seeking sealed written proposals from qualified firms to provide an VOIP Telephone System for the Detroit Public Library for a Three Year Period with Two (2) One-Year Renewal Options.

This Request for Proposal, and any subsequent addenda, is being issued by the Purchasing Department and this department is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in the RFP. The Procurement Department is the only office authorized to modify, change, and clarify the requirements of this RFP and any contract awarded as a result.

II. INSTRUCTIONS

1. Firms responding to this Request for Proposal shall submit their ~~proposals~~ in the overall format as outlined.
2. All questions shall be submitted, in writing, as follows:

Christina Ladson, Purchasing Manager
cladson@detroitpubliclibrary.org

Questions are due on or before 2:00 p.m. on September 9, 2019. Responses to the questions submitted by the deadline will be distributed at the pre-proposal conference, as well as posted on the DPL and MITN website.

3. There will be a Pre-Proposal conference held at 11:00 a.m. on September 12, 2019 at:

Detroit Public Library
5201 Woodward Avenue
Administrative Offices-2nd Floor
Detroit, MI 48202

All firms are strongly encouraged to attend the pre-proposal conference. Non-local companies may participate via a tele-conference line. Please complete the RSVP form and email it to: cladson@detroitpubliclibrary.org. The teleconferencing instructions will be provided to the contact person indicated prior to the Pre-Proposal conference date.

Please note: The Library is closed to patrons on Monday however, the business offices are open. Access to the building when the main entrances are closed is through the Staff Entrance on Putnam Street.

Firms shall submit one original and three (3) copies in a sealed package or envelope to the following address:

Detroit Public Library
Purchasing Department
5201 Woodward Avenue
Detroit, MI 48202

Bid Due Date/Time: September 25, 2019
2:00 p.m., Local Time

No telephone, electronic, or facsimile proposals will be considered.

To facilitate distribution and evaluation, the proposals shall be single-sided black and white copies. The response shall include all information specified and required pricing sheets.

4. Proposals shall be submitted in a sealed package, clearly listing the following information on the outside:
 - Title: RFP #DPL-CL-2001 – VOIP Telephone System for Detroit Public Library
 - Due Date: September 25, 2019
 - Company's Name and Address
5. **Late Proposals will not be accepted or considered.** It is the responsibility of the proposer to ensure that the proposal arrives at the Detroit Public Library's Purchasing Department prior to the date and time indicated. Telephone quotes will not be accepted and proposals submitted electronically are not acceptable. Proposals must be sent by mail or hand delivered, allowing sufficient delivery time to ensure receipt in the Purchasing Department by the deadline specified. Time and date validation shall occur in the Purchasing Department. All proposals received after the deadline will not be accepted and will be returned to the proposer unopened.
6. **SUPPLIER CHANGES OR ALTERATIONS TO PROPOSAL DOCUMENTS INCLUDING SCOPE OF WORK MAY RESULT IN A PROPOSAL BEING CONSIDERED NON-RESPONSIVE.** The only authorized supplier changes to a proposal document will be in the areas provided for a proposer's response, including the "Exceptions" section of the proposal. If a change or alteration to the documents is undetected and the proposer is awarded a contract, the original terms, conditions, and specifications in the Authorized Version of the proposal document will be applicable during the term of the contract. The Detroit Public Library shall accept NO CHANGES to the proposal document made by the Supplier unless those changes are set out in the "Exceptions" provision of the Authorized Version of the proposal document. It is the Supplier's responsibility

to acquire knowledge of any changes, modifications or additions to the

Authorized Version of the proposal document. Any Supplier who submits a proposal and later claims it had no knowledge of any changes, modifications or additions made by the Detroit Public Library to the Authorized Version of the proposal document, shall be bound by the proposal, including any changes, modifications or additions to the Authorized Version. If a proposal is awarded to a Supplier who claims that it had no knowledge of the changes, modifications or additions made by the Detroit Public Library to the Authorized Version of the proposal, and that Supplier fails to accept the proposal award, the Detroit Public Library may pursue costs and expenses to re-solicit the requirements.

The Authorized Version of the proposal document shall be that proposal document appearing on the Detroit Public Library or MITN website with any amendments and updates. The official proposal documents may be obtained from the Detroit Public Library's website, www.Detroitpubliclibrary.org or through the Michigan Intergovernmental Trade Network (MITN) website, www.bidnetdirect.com/MITN. Copies of proposal documents obtained from any other source are not considered official copies. Only those suppliers who obtain proposal documents from either the Library's website or the MITN website are guaranteed access to receive any addenda, if such information is issued. If you obtained this document from a source other than the sources indicated, it is recommended that you register on the MITN website, www.bidnetdirect.com.

7. Proposals shall be dated and signed by a duly authorized partner or corporate officer, with that person's name and title clearly identified. No proposal shall be withdrawn for ninety (90) days from submission deadline unless otherwise stated in the proposal document.
8. The Detroit Public Library reserves the right to:
 - Reject any and all proposals received as a result of this RFP
 - Waive or decline to waive any informalities and any irregularities in any proposal received

This RFP does not commit DPL to award a contract. DPL will not pay proposers for any costs associated with preparing responses to this RFP. DPL reserves the right to accept or reject any or all Proposals received as a result of this request, to negotiate with qualified proposers, to award a contract without discussions/interviews or to cancel in part or in its entirety this RFP if it is in the best interests of DPL to do so.

The selected supplier will be required to assume responsibility for all goods and services offered in the proposal, whether or not the proposer produces them. Further, the selected supplier shall be the sole point of contact and responsibility with regard to all matters, including payment of any and all charges resulting from the contract.

9. All proposals and other materials submitted shall become the property of the Detroit Public Library.
10. All changes in the RFP documents shall be through written addendum and furnished to all proposers. Verbal information obtained otherwise will not be considered in awarding of the proposal. Addenda and updates will **NOT** be sent directly to suppliers. It is recommended that participating suppliers check the websites (www.Detroitpubliclibrary.org and www.bidnetdirect.com) daily for addenda and updates after release date. Suppliers shall print out, sign, and return addenda acknowledgement(s) with their proposal response. Failure to do so may be grounds for rejection.
11. Any questions concerning this RFP shall be submitted, in writing to:

Christina Ladson, Purchasing Manager
Detroit Public Library
5201 Woodward Avenue
Detroit, MI 48202
Email: Cladson@detroitpubliclibrary.org

III. BACKGROUND INFORMATION

The Detroit Public Library system provides services to residents of the city of Detroit and its environs. The system includes a Main Library and 22 branch libraries, serving an active customer population of approximately 700,000. DPL offers a collection of over 2 million items, including books, audio, video, music, magazines, images, databases, and downloadable formats.

The Library is seeking bids from qualified vendors for the supply, installation, configuration, and training of a HOSTED high quality, integrated Voice over Internet Protocol (VoIP) with voice messaging included, which serves the needs of the Library.

The VoIP telephone solution should:

- Rely on the use of existing phones – Polycom VVX 500 and VVX 410
- Have a proven vendor support capability
- Be easy to use and maintain
- Meet industry standards
- Be cost effective.
- Have multi-layered auto attendant with Hunt groups
- Have call center features

IV. QUALIFICATIONS

This is a Request for Proposal (RFP) issued by the Detroit Public Library seeking qualified firms to provide VOIP Telephone System. DPL wants to provide a uniform distribution of information to firms and conduct a fair selection process. We ask that you please follow these instructions carefully. Any submittal that does not meet the requirements set forth in this document and any addenda will not be considered by the Selection Committee.

The Detroit Public Library reserves the right to reject any or all proposals and to waive irregularities or informalities as may be deemed in the best interest of the Library. It is the intent to award this RFP to the highest ranked proposal, meeting the outlined Scope of Work and the following minimum qualifications:

1. Proposer shall have a minimum of five (5) years' experience providing the services of a similar size and scope as the Library.
2. Proposers shall provide three references for the services outlined in this RFP. These services should have been provided within the past three (3) years.

REFERENCE #1	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL	
YEARS OF EXPERIENCE	

REFERENCE #2	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL ADDRESS	
YEARS OF SERVICE	

REFERENCE #3	
COMPANY NAME	
CONTACT PERSON	
ADDRESS	
PHONE NUMBER	
EMAIL ADDRESS	
YEARS OF SERVICE	

V. SCOPE OF SERVICES

The Detroit Public Library is seeking proposals for a VoIP Telephone System, with voice messaging included. The Library will have a total of 270 desk phones and 36 POTs lines to start. All other considerations can be seen from Appendix D.

The Library's Infrastructure and Phone Needs

External Connection

The Library is currently using some lines provisioned through ADtran and ATA. The Library is equipped with fiber Internet connection with sufficient bandwidth (At least 1GBPS per site).

Vendor's proposed configuration requirement must meet with the standard of DPL's ISP guidelines for routing and security.

Internal Connection

The Library uses Gigabit Ethernet and PoE (Power Over Ethernet) switches. The Library is equipped with RJ45 ports for IP phones to connect at all locations. When needed, the IP phones can also be plugged into desktop computers.

Should the vendor require the Library to be compliant with any additional requirement(s), please specify.

Phone System Needs

The Library currently has a fully functional VoIP phone system that is hosted with multilayered Auto Attendant and Hunt groups.

Phone Needs

The Library is seeking service for 270 VoIP desk phones and 36 POTs lines to start. The hosted solution must allow for a call center feature. The Library must be allowed to add additional phones within the next five years.

Existing Phone Numbers

Required Phone System and Phone Features

The solution must keep the Library's existing phone numbers as specified below:

- The Library currently uses 313-481-1300 as its main phone number.
- Full E-911 compliance.
- Ability to dial just the last four digits within the library system
- Auto Attendant with fully configured call tree options
- Hunt groups
- All existing features must be replicated

Call Routing

The solution must be capable of routing inbound, outbound, and internal calls.

A call rings at a phone. After 4-6 rings, an unanswered call forwards to the corresponding voice mailbox.

Capacity of Simultaneous Phone Conversations

The solution must allow a minimum of six (6) simultaneous phone conversations.

Voice Quality

The solution must provide high quality voice with minimal latency.

Voice Menu

The solution must allow Library staff to design a simple and easy-to-use voice menu.

Automated Attendant

During business hours,

- Calls to the main phone number will be answered by an automated attendant. The automated attendant must allow a caller to press “0” for the operator.
- Calls to the remaining phone numbers will be answered by Library staff. When a call is not answered, the caller will be given the option to leave a voicemail, if applicable.

After hours, calls to all listed phone numbers will be answered by an automated attendant. A caller will be given the option to leave a voice message, if applicable.

The automated attendant must provide callers with a directory by various library functions and by staff members’ names.

The automated attendant must allow Library staff to pre-record multiple messages for different calendar dates, days of the week, and time of day announcements to support the Library’s business and holiday schedule – with no requirement to “record over” standard greetings. The system must allow Library staff to remotely change and/or re-record these business and holiday greetings/messages.

Call Pickup

The solution must allow a user to pick up an external call, internal call, or a call on hold. The solution must allow a user to pick up a call on hold from any internal extension.

Call Transfer

The solution must allow a call to be transferred to another internal or external number.

Call Forward

The solution must allow a call to be auto-routed to other internal or external numbers.

Call On Hold

The solution must allow a call to be put on hold, and then be answered from the same or different internal extension.

Capability of Handling Two Lines on Any Individual Phone

The solution must allow any individual phone to handle two lines simultaneously. For example, while Library staff puts a call on hold on Line 1, he can use Line 2 to place another call to get more information for the caller waiting on Line 1.

Phone Display

The phone must display date, time, extension name, and extension number in idle state.

The phones must provide visual display of most incoming call numbers/extensions, and activated features such as DND (Do Not Disturb) and Call Forward.

Standard Phone Buttons

Transfer/Conference, Hold, Speaker, and Redial functions need to have their own designated buttons on all phones.

Distinctive Ringtone

The solution must allow Library staff to distinguish calls with different ringtones when more than one phones are located in the same area.

Volume Control

The solution must allow Library staff to adjust the volume level on individual phones.

Speakerphone

The solution must provide the speakerphone feature on all phones.

Voicemail

The solution must support voicemail for all users.

Please list voicemail recording time allowed for each occurrence.

Please list the total number of message minutes that can be stored in a user's voice mailbox.

The solution must have a light indicator on the phone to notify a user of a new message in the user's voice mailbox.

Each individual voice mailbox is password-protected.

The solution should also allow an end user to remotely check his voice mailbox via access code. Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments if needed.

DID (Direct Inward Dialing)

The solution must allow external callers to dial directly to individual phone numbers without intervention by a live operator or automated attendant.

DND (Do Not Disturb)

The solution must allow Library staff to turn on/off the DND feature for any individual phone, as needed.

Internal Dialing

The solution must allow library staff to dial a four-digit extension on an internal phone to reach another internal line.

Caller ID

The solution must allow users to view the phone number and its associated staff name for all internal calls. The solution should also allow users to view the phone number of the caller regarding most inbound calls.

911 and E911 Compliance

The solution must support placing calls to 911 from any phone within the Library building. The service must be E911 compliant. Dialing 911 from any library phone should allow a 911 dispatcher to identify the location (floor/room/area) where the call originated. The service should notify designated library staff (via email and/or phone) of the phone extension and location from which the 911 call originated.

Paging

The solution must allow paging announcements to be broadcast.

Conference Call

The solution should allow a phone user (conference leader) to establish a telephone conference among three or more parties, with the conference leader included.

Music On-Hold

The solution is required to offer or support Music On-Hold. Professionally recorded messages are played over music to market the Library's services to a patron while he is put on hold.

Web-based Administration and Programming Capability

The solution must allow multiple, designated Library staff to use a web interface for phone programming, management of account creation, deletion, and changes in settings.

The solution must allow multiple, designated Library staff to record and manage the voice menu, business, and holiday greetings.

The solution must provide manuals and documentations for multiple, designated library staff to be trained.

Statistics Reporting

The solution must allow multiple, designated Library staff to view basic historic call reporting for phone extensions, hunt groups, mailboxes, etc.

Implementation

Vendors are required to plan the implementation in such a manner as to provide NO downtime during the Library's operation hours.

Vendors are required to provide a summary of their implementation plan, with a timeline included from equipment ordering to system design/configuration to final cutover.

Maintenance Services and Technical Support

Vendors are required to offer maintenance services and technical support for a minimum of five (5) years. Vendors are required to provide remote and on-site assistance when needed. During an emergency, remote and on-site assistance needs to be available from vendors after regular business hours.

Please list response time for technical support.

Preferred Phone and Phone/Voicemail System Features

Pre-recorded Paging Announcements

It is preferred that the solution allows Library staff to pre-record certain paging announcements, such as the opening and closing announcements. It is preferred that these paging announcements can be automatically scheduled to play or be played by Library staff via pressing a button.

Rerouting Callers to a Pre-recorded Message Offsite

It is preferred that callers be automatically rerouted to a pre-recorded message offsite during any phone system downtime.

VI. REQUIRED PROPOSAL CONTENT

GENERAL SUBMITTAL REQUIREMENTS:

Proposal Format and Content: Each proposal should be prepared simply and economically. Proposals shall be in the same order as listed in this Section and “**tabbed**” (**bookmarked**) as listed below to ensure the Evaluation Committee is able to easily locate the information requested in this solicitation.

Fee Structure

The proposed Fee Structure, Appendix D, shall be submitted in a separate sealed envelope. The submission shall contain a comprehensive quote for all services for the contract period that includes, but not limited to, line items for equipment, licenses, warranties, installation, and training. Please clearly label the envelope as Cost Proposal.

All costs associated with the proposal must be included in the quote submitted. The Library relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the Library.

No additional fee will be paid for a reasonable number of changes or minor additions to the scope of work during the implementation process.

No payments will be made for any other services unless written authorization is received from the Library prior to the commencement of any such work.

Summary of the Product Recommended

Describe the product recommended, including hardware, software, major features, and services available regarding the phone system and phones.

Please provide selected product brochures, picture of the phones, quick reference and user guides, etc.

System Design and Implementation



Describe your system design and implementation process in detail.

Experience, Expertise, and Capabilities of the Manufacturer and Vendor

Give a background of the manufacturer's and vendor's experience and qualifications. This should include a brief history, the date founded, ownership, and subsidiary relationships. Also list the types of services the vendor is qualified to perform.

Use of Subcontractors

The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. The Library may factor this information into the evaluation of the service approach of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under the contract.

Service Scope and Approach

Submit a clear and detailed response to accomplish the scope of services that reflects your understanding of the Library's requirements as described in this RFP.

Proposers must complete and submit the attached Scope of Services Checklist (**APPENDIX C**).

Warranty, Service, and Support

Submit information about the warranties available for any equipment and services provided by the manufacturer and/or the vendor. List terms for hardware replacement and software upgrades. Clearly enumerate any charges associated with any service that will be billed to the Library.

Please attach a Standard Maintenance Agreement from your company.

Proposals will be analyzed for conformance with the instructions and requirements of the RFP. Proposals that do not comply with these instructions and do not include the required information may not be considered for further consideration.

Changes to Key Personnel and Subcontractors

It is essential that the Contractor provides adequate experienced personnel and subcontractors, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.

- i) Contractor must maintain the required experience and credentials of key personnel as identified in the minimum qualifications throughout the duration of the project, unless waived in writing by the Library's Director of Information Systems.
- ii) Contractor agrees that once assigned to work under this contract, key personnel and subcontractors shall not be removed or replaced without written notice to the Library.
- iii) If key personnel and subcontractors are not available for work under this contract for a continuous period exceeding thirty (30) calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the Library, and shall, subject to the concurrence of the Library, replace such personnel with personnel of substantially equal ability and qualifications.

VII. EVALUATION CRITERIA

All proposals timely received will be evaluated by an Evaluation Committee comprised, at a minimum, of Library representatives from at least three different departments. All proposals will first be evaluated for responsiveness to the Scope of Work and then responsibility. All responsive and responsible proposals will be evaluated on the following criteria, which are listed in descending order of importance:

- a) Proposed Fees
- b) Technical Solution
- c) Project Approach
- d) Experience and Qualifications

VIII. SELECTION PROCESS

Proposals will be evaluated by the Selection Committee based upon the evaluation criteria stated above. DPL will select for any award the highest ranked proposal from a responsible proposer, which does not result in a financially infeasible procurement and is judged to be the most advantageous to DPL based upon consideration of the scope of services and the evaluation criteria.

The evaluation committee will review the proposals for the following:

- A proposer has followed the instructions of the RFP and included sufficient detailed information to allow for evaluation
- Proposed price does not result in financially infeasible procurement
- Proof of required experience, favorable references and necessary tools and equipment to provide the requested services.

Please note that no information, financial or otherwise, will be provided to any proposer about any of the proposals from other proposers during the evaluation period.

DPL reserves the right to select proposals that fall into the competitive range. Further, DPL reserves the right to award a contract(s) without conducting further interview or negotiations.

The Evaluation Committee will recommend contract award/acceptance of a proposal to the Detroit Public Library Commission. Upon acceptance of a recommendation, contract awards will be made by the Detroit Public Library Commission.

Shortlisting

The Library may shortlist the Proposers based upon responses to the above items. If necessary, the Library may request presentations from proposers on this shortlist. The Library will notify each Proposer on the shortlist, if such presentation is required. These presentations will provide an opportunity for the Proposers to respond to questions posed by the Evaluation Committee and to clarify their proposals through exhibition and discussion. The Library will not reimburse oral presentations or any other costs of any Proposer.



Award

The Detroit Public Library anticipates one award of this contract to the highest ranked proposal. The successful vendor will be notified of such award at the earliest practicable date. The recommended contract will be submitted to the Detroit Public Library Commission for approval. It is anticipated that the services will begin upon Commission approval and after receipt of proper insurance and bonds.

The Library also reserves the right to reject the bid of any bidder who has previously failed to perform, or to complete a contract of a similar nature; or who, in the opinion of the Library is not in a position to perform the Contract. In addition, the following criteria will be utilized for determining the lowest responsible bidder:

1. Maintains a permanent place of business
2. Has adequate financial resources to meet the obligations of the proposed contract.
3. Has appropriate equipment to perform the work properly and expeditiously.
4. Has appropriate staff with requisite experience.

If awarded a contract, the supplier agrees to fully complete the work in accordance with the Scope of Work. Past performance and experience may be factors in making this award.

Payment Terms:

The Detroit Public Library's payment terms are Net 45 Days. Payment will not be authorized until a final inspection has been completed. Additionally, all invoices shall be submitted electronically to accountspayable@detroitpubliclibrary.org. All invoices shall be clearly legible and contain the following information:

1. Company Name, Address and Phone Number
2. Unique Invoice Number
3. Accurate Item Description
4. Quantity
5. Unit Price
6. Net total cost, after any applied discount
7. Purchase Order Number
8. Date and Location of Delivery

It is the responsibility of the successful bidder to submit a properly completed invoice. Failure to submit a proper invoice will result in delay of payment.

Performance Bond

The successful proposer shall furnish a corporate surety bond in an amount equal to 100% of the Contract payment amount, as security for the faithful performance of the Contract upon receipt of Detroit Public Library Purchase Order.



CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The prospective company certifies, to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in transactions under any non-procurement programs by any federal, state or local agency.
 2. Have not, within the three-year period preceding, had one or more public transactions (federal, state or local) terminated for cause or default; and
 3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) and have not, within the three-year period preceding the proposal, been convicted of or had a civil judgment rendered against it:
 - a. For the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction (federal, state or local), or a procurement contract under such a public transaction;
 - b. For the violation of federal, or state antitrust statutes, including those proscribing price fixing between competitors, the allocation of customers between competitors, or bid rigging; or
 - c. For the commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
- I understand that a false statement on this certification may be grounds for rejection of this proposal/bid or the termination of award.

☐ I am able to certify to the above statements:

Company Name

Name and Title of Authorized Representative – Print

Signature of Authorized Representative

Date

☐ I am unable to certify to the above statements (See Attached Explanation).



SIGNATURE PAGE

Prices quoted shall remain firm for 90 days or bid award whichever comes first, except the successful bidder(s), whose prices shall remain firm for the entire contract period. The contract shall commence on date of award.

NOTE: The undersigned has checked the bid figures carefully and understands that he/she shall be responsible for any error or omission in this bid offer and is in receipt of all addenda as issued.

COMPANY NAME: _____

ADDRESS: _____
City State Zip

TAX ID: _____

TELEPHONE NUMBER: (____) _____ FAX NUMBER: (____) _____

E-MAIL ADDRESS: _____

PAYMENT TERMS: Net 45 Days

ACKNOWLEDGEMENT:

I, _____, certify that I have read the INSTRUCTION TO BIDDERS and that the bid proposal documents contained herein were obtained directly from the Detroit Public Library or MITN website, www.bidnetdirect.com, and is an official copy of the Authorized Version.

COMPANY REPRESENTATIVE'S NAME:

(Print)

SIGNATURE OF AUTHORIZED COMPANY REPRESENTATIVE:

(Signature)

(Date)

APPENDIX A Certificate of Insurance

- I. The Detroit Public Library has specific certificate of insurance requirements. The Contractor shall maintain at its expense during the term of this contract, the following insurance:
 - A. Worker's Compensation insurance with Michigan statutory limits and Employer's Liability insurance with minimum limits of \$500,000.00 each accident, \$500,000.00 each disease, \$500,000.00 each disease/each employee.
 - B. Commercial General Liability insurance with a combined single limits of \$1,000,000.00 per occurrence subject to a minimum aggregate limit of \$2,000,000.00
 - C. Automobile Liability insurance covering all owned, hired and non-owned vehicles with personal protection insurance and property protection insurance to comply with the provisions of the Michigan No-Fault Insurance Act, including residual liability insurance with a minimum combined single limit of \$1,000,000.00. Include MCS90 endorsement (if hazardous waste will be transported by supplier's auto) with minimum property damage limits of \$1,000,000.00 each occurrence.
- II. If during the term of this contract, changed conditions or other pertinent factors, should in the reasonable judgment of the Detroit Public Library, render inadequate the insurance limits, the Contractor will furnish on demand such additional coverage as may reasonably be required under the circumstances. All such insurance shall be affected at the contractor's expense, under valid and enforceable policies.
- III. All policies shall name the Contractor as the insured and shall be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior notice to the Detroit Public Library. The Commercial General Liability insurance policy shall name the Detroit Public Library as an additional insured. Certificates of insurance evidencing such coverage shall be submitted to the Business Office, Purchasing Department, prior to the commencement of performance under this contract and at least fifteen (15) days prior to the expiration dates.



APPENDIX B
NON-COLLUSION AFFIDAVIT

RFP Number: _____ RFP Description: _____

I state that I am _____ of _____
(Title) (Name of Firm)

and that I am authorized to make this affidavit on behalf of my Firm, its Owner, Directors, and Officers.
I am the person responsible in my firm for the price(s) and the amount of the bid.

I state that:

1. The price(s) and the amounts of this bid have been arrived at independently and without consultation, communication or agreement with any other contractor, bidder or potential bidder.
2. Neither the price(s) nor the amount of the bid, and either the approximate price(s) or the approximate amount of the bid, have been disclosed to any other firm or person who is a bidder or potential bidder, and they will not be disclosed before the bid opening.
3. No attempt has been made or will be made to induce any firm or person to refrain from bidding on this contract, or to submit a bid higher than this bid, or to submit any intentionally high or noncompetitive or other form of complementary bid.
4. The bid of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or noncompetitive bid.
5. _____, its affiliates, subsidiaries, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

SIGNATURE OF PERSON SUBMITTING BID

BID NOTARY'S SIGNATURE

Subscribed and sworn to before me this _____ day of _____, 20__ in and for
_____ County.

My commission expires: _____

APPENDIX C
SCOPE OF SERVICES CHECKLIST

Please complete the Scope of Services Checklist below.

	Scope of Services Checklist	Does Your Solution Meet the Library's		
		Yes	No	Additional Comments
1.	Keeps the Library's existing phone numbers			
2.	Utilizes a PRI trunk			
3.	Utilizes SIP trunk			
4.	Routes inbound, outbound, and internal calls			
5.	Allows a minimum of 6 simultaneous phone conversations			
6.	Has high quality voice with minimal latency			
7.	Has simple, easy-to-use voice menu customizable by multiple, designated Library staff			
8.	Includes an automated attendant			
9.	Requires users to dial "9" to make an external call			
10.	Callers may press "0" to reach the operator and exit the automated attendant			
11.	During non-business hours, automated attendant allows callers to leave voice messages			
12.	Automated attendant includes a Dial by Type of Service Directory			
13.	Automated attendant includes a Dial by Name directory			
14.	Automated attendant supports multiple pre-recorded Messages			
15.	Automated attendant supports remote management by Library staff and by vendor			
16.	Users may pick up external, internal, and on hold calls from any internal extension			
17.	Multiple phones can be grouped together			
18.	Multiple extensions (English, Spanish, and Polish) can be programmed onto the same physical phone, with voicemail included.			
19.	Call transfer to internal extensions supported			
20.	Call forwarding to internal extensions supported			

Scope of Services Checklist		Does Your Solution Meet the Library's Requirement or Preference?		
		Yes	No	Additional Comments (if needed)
21.	Calls may be placed on hold and be picked up from the same or different extension			
22.	Extensions each have two lines, which may be active Simultaneously			
23.	Phone displays date, time, extension name, extension number, incoming call numbers/extensions, and activated features			
24.	All phones have Transfer/Conference, Hold, Speaker, and Redial buttons			
25.	All phones except for one have between 8 and 10 programmable buttons, matching configurations outlined in Required Phone Features			
26.	Phones are capable of multiple, distinctive, ringtones			

	Scope of Services Checklist	Does Your Solution Meet the Library's Requirement or Preference?		
		Yes	No	Additional Comments (if needed)
27.	All phones have speakerphones			
28.	Supports a minimum of 50 voicemail subscribers			
29.	Voicemail integrates with Office 365 Exchange Online			
30.	Voicemail supports automated open, closed, holiday, and pre-recorded event greetings. Library staff is allowed to record ad hoc greetings for surprise closures – on site and remotely.			
31.	Different greetings can be scheduled to play on different calendar days and at different time of the day.			
32.	Phones have new voicemail light indicator			
33.	Individual voicemails are password protected			
34.	Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional			
35.	Supports DID by external callers			
36.	Individual phones may be set to DND by staff			
37.	Library staff may dial a 3-digit extension for internal calls			
38.	Phones list Caller ID for all internal and most external calls			
39.	Is 911 and E911 compliant			
40.	Allows unified messaging			
41.	Allows conference calls of 3 or more parties			
42.	Accommodates existing analog fax machines			
43.	Supports Music On Hold, including already contracted service			
44.	Allows staff to use web interface for phone programming, management of account creation, deletion, and changes in settings			
45.	Allows Library staff to record and manage the voice menu, business, holiday, and ad hoc greetings.			
46.	Staff may view historic call reporting for phone extensions, hunt groups, mailboxes, etc.			
47.	Implementation will occur with no downtime during Library business hours.			

	Scope of Services Checklist	Does Your Solution Meet the Library's Requirement or Preference?		
		Yes	No	Additional Comments (if needed)
48.	Maintenance services and technical support for a minimum of 5 years			
49.	Allows Library staff to pre-record paging announcements. Allows these paging announcements to automatically lay based on a schedule. Or, allows these paging announcements to be manually played by Library staff via pressing a button.			
50.	Cordless handsets supported for requested lines			
51	Bi-directional synchronization of deletion and read/heard messages regarding Unified Messaging			
52.	Calls are automatically rerouted to a pre-recorded message offsite during any phone system downtime			
53.	Solution has built-in redundancy for reducing system downtime			
54.	Specify the number of built-in analog ports, if any, to accommodate existing analog fax machines.			



APPENDIX D Fees Structure

Feature Description	Quantity	Price Per Unit	Price Per Month	One Time Charges
Pots Lines	36			
Hosted lines	270			
Virtual Numbers	100			
FXS	50			
ACD Que for TIP	3			
ACD Supervisor Client	1			
Auto Attendant	32			
Training				
Implementation				
Subtotals				

Additional Costs

Please include a separate sheet detailing any additional costs, not included in the chart above.

Prices

Prices are to be held firm for duration of the initial year of this agreement. Please indicate pricing for the subsequent renewal period:

- ☐ Prices are firm for the initial contract period and the subsequent renewal periods.
- ☐ Prices are firm for the initial contract period and subject to the following increase not to exceed:

_____ (%) Increase – 1st Renewal (1-Year Period)

_____ (%) Increase – 2nd Renewal (1-Year Period)



RSVP FORM

The Pre-Proposal Conference is scheduled for September 12, 2019 @ 11:00 a.m.

Please complete the following information to ensure your participation in the conference:

Company: _____

Contact: _____

Email Address: _____

Phone Number: _____

Please return the form via email to cladson@detroitpubliclibrary.org by 2:00 p.m. on September 9, 2019