

County of McHenry
Request for Proposal

RFP # 18-32

Provide Telecom Services for the County of McHenry

May 7, 2018

This Request for Sealed Proposal (RFP) is for the purpose of, contracting with a qualified firm to provide Telecom Services to the County of McHenry as a service to the County of McHenry as outlined within this document. All requirements are as per specifications enclosed herein.

GENERAL REQUIREMENT: This is a Request for Sealed Proposal (see attached). Proposal will be opened and evaluated in private and proposal information will be kept confidential until an award is made. **One (1) original and one (3) copies of the completed proposal are to be submitted.**

SUBMISSION LOCATION:

Mailing/Shipping Address:

McHenry County
Purchasing Department
2200 N. Seminary Avenue Room 200
Woodstock IL 60098

Drop Off In Person:

Purchasing Department
McHenry County Administration Building
667 Ware Road Room 200
Woodstock IL 60098
Phone: (815) 334-4818
Fax: (815) 334-4680

CONTACT PERSON:

ADAM LETENDRE, DIRECTOR OF PURCHASING
PURCHASING DEPARTMENT

SUBMISSION DATE AND TIME:

2:00 PM, (CST) June 11, 2018

Proposals received after the submittal time will be rejected and returned unopened to the sender. (See below for schedule of events).

SCHEDULE OF EVENTS

May 7, 2018-----	RFP Available
May 16, 2018-----	Vendors Questions Submitted via email or fax to purchasing@mchenrycountyil.gov or 815-334-4680 by 12:00P.M.(CST)
May 23, 2018-----	Vendors Questions Answered via fax and Posted on Website after 4:00 P.M.(CST)
June 11, 2018-----	Bid due in Purchasing at 2:00 P.M.(CST)

GENERAL INFORMATION

REQUEST FOR PROPOSALS

DEFINITION

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

RECEIPT and HANDLING of PROPOSALS

Proposals shall be opened in private by the Evaluation Committee to avoid disclosure of contents to competing vendors.

EVALUATION of PROPOSAL

The proposals submitted by vendors shall be evaluated solely in accordance with the criteria set forth in the RFP.

DISCUSSION of PROPOSAL

The Evaluation Committee may conduct discussions with any offeror who submits an acceptable or potentially acceptable proposal. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. During the course of such discussions, the Evaluation Committee shall not disclose any information derived from one proposal to any other vendor.

NEGOTIATIONS

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

NOTICE of UNACCEPTABLE PROPOSAL

When the Evaluation Committee determines a vendor's proposal to be unacceptable, such vendor shall not be afforded an additional opportunity to supplement its proposal.

TERMS AND CONDITIONS

AUTHORITY

This Request for Proposals is issued pursuant to applicable provisions of the **McHenry County Purchasing Ordinance**, approved August 1, 2014, revised April 1, 2018. This ordinance is incorporated by reference into this RFP as if it were contained herein. If you desire a copy of this ordinance, contact the Director of Purchasing.

RESERVED RIGHTS

The County of McHenry reserves the right at any time and for any reason to cancel this Request for Proposal, to reject any or all proposals, or to accept an alternate proposal. The County reserves the right to waive any immaterial defect in any proposal. ***Unless otherwise specified by the offeror, the County has no less than one hundred and eighty (180) days to accept.*** The County may seek clarification from a vendor at any time and failure to respond promptly is cause for rejection. The County may require submission of best and final offers.

INCURRED COSTS

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

AWARD

Award shall be made by the McHenry County Board to the most responsive and responsible vendor whose proposal is determined to be the most advantageous to the County, taking into consideration price and the evaluation criteria set forth herein below.

CRITERIA for SELECTION

The following criteria and point system shall be used by the selection team to determine the firm or individual(s) most qualified and best suited to perform the work:

1. Qualifications and experience for the specific scope of services as set forth herein (30pts).
2. Cost Proposal based on the contract description (5 pts)
3. Compliance with requirements of this RFP (60 pts).
4. References provided (5 points)

Total 100 points

NON-DISCRIMINATION

Vendor shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith. Including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), 775 ILCS 5/1-102, which is incorporated herein by reference, and constituting of a written EEO Policy and a workforce profile that demonstrates its EEO practices. Furthermore, the Vendor shall comply the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended. The Vendor must have a written sexual harassment policy, which meets Illinois State Statutes, 775 ILCS, 15/3.

SECURITY

The Vendor represents and warrants to the County of McHenry that neither it nor any of its principals, shareholders, members, partners or affiliates, as applicable, is a person or entity named as a Specially Designated National and Blocked Person (as defined in Presidential Executive Order 13224) and that it is not acting, directly or indirectly, for or on behalf of a Specially Designated National and Blocked Person. The Vendor further represents and warrants to the County of McHenry that the Vendor and its principals, shareholders, members, partners, or affiliates, as applicable, are not directly or indirectly, engaged in, and are not facilitating, the transactions contemplated by this Agreement on behalf of any

person or entity named as Specially Designated National and Blocked Person. The Vendor hereby agrees to defend, indemnify and hold harmless the County of McHenry, the Corporate Authorities, and all County of McHenry elected or appointed officials, officers, employees, agents, representatives, engineers and attorneys, from and against any and all claims, damages, losses, risks, liabilities, and expenses (including reasonable attorneys' fees and costs) arising from or related to any breach of the foregoing representation and warranties.

OSHA REQUIREMENTS

The Occupational Safety and Health Act of 1970 (OSHA) "guarantees workers the right to a safe and healthful workplace". Under Section 5(a) (1) of the OSHA Act, the employer must "furnish to each of his employees' employment and a place of employment which are free from recognized hazards that are causing or likely to cause death or serious physical harm to his employees."

There are times when the County must hire entities and individuals (contractors) to perform services. To this end, contractors hired by the County of McHenry must perform their duties in a manner that is compliant with all state and federal health and safety laws and industry guidelines. It is the responsibility of the contractor to ensure that their personnel and subcontractors comply with all state and federal health and safety laws and regulations and industry guidelines, including, but not limited to those set forth by: OSHA and related regulations, the Safety Inspection and Education Act, the Health and Safety Act, the National Institute of Occupational Safety and Health, the National Fire Protection Association, the Centers for Disease Control, American Industrial Hygiene Association, the American Council of Governmental Industrial Hygienists, the Environmental Protection Agency, and the Department of Transportation.

SUBSTANCE ABUSE PREVENTION ON PUBLIC WORKS PROJECTS ACT

The successful bidder must be in compliance with State of Illinois HB-1855 (Public Act 095-0635), which amends the Prevailing Wage Act. Before an employer commences work on a public works project, the employer shall have in place a written program, which meets or exceeds the program requirements in this Act, to be filed with the public body engaged in the construction of the public works and made available to the general public, for the prevention of substance abuse among its employees. The testing must be performed by a laboratory that is certified for Federal Workplace Drug Testing Programs by the Substance Abuse and Mental Health Service Administration of the U.S. Department of Health and Human Services.

PROCUREMENT OF GREEN PRODUCTS AND TECHNOLOGIES

As approved by the McHenry County Board in April 2008, it is in the interest of public health, safety and welfare and the conservation of energy and natural resources to use and promote environmentally responsible products. The County should strive to influence private purchases through the example of using government specifications and standards that are green or environmentally friendly when making its purchases.

Whenever available and cost-justified, the County should purchase those materials including the purchase of recycled products containing post-consumer materials rather than residual materials resulting from the processing or manufacturing from another

product. To the extent practicable, all products standards shall emphasize functional or performance criteria, which do not discriminate against the use of, recycled materials.

McHenry County should cooperate to the greatest extent feasible with other governments and organizations to develop a comprehensive, consistent, and effective procurement effort intended to stimulate the market for recycled products, reusable products, products designed to be recycled, and other environmentally responsible products.

McHenry County shall continue to participate in and shall encourage other public jurisdictions to participate with the County in the purchase of products containing recycled content. Participation in such cooperative systems shall be aimed at obtaining maximum practical recycled content in County purchases, to obtain best available price for products with recycled content, to facilitate or encourage lower prices industry-wide and to encourage development of industries and markets dealing with recycled content products.

PROCUREMENT OF PRODUCTS THAT ARE ENERGY STAR QUALIFIED

McHenry County shall select, where life cycle and cost-effective, ENERGY STAR and other energy efficient products, when acquiring energy-using products. This information will be required by the bidder in their bid submittal.

PURCHASE EXTENSION

This contract shall be offered for purchases to be made by other counties and governmental units within the State of Illinois as authorized by the Government Joint Purchasing Act. All purchases and payments made under this authority shall be made directly by the governmental unit to the Vendor. The County of McHenry shall not be responsible in any way for such purchase orders or payments. All terms and conditions of this contract shall apply to all orders placed by another governmental unit.

PROTEST PROCEDURES

Any Bidder who believes contractual terms or specifications are unnecessarily restrictive or limit competition may submit a protest, in writing, to the Director of Purchasing. To be considered, the protest must be received by McHenry County five (5) days prior to the stated bid opening. Any adversely affected or aggrieved Bidder shall have ten (10) days from the date of the bid opening to file a written protest regarding the intent to award the bid. Protests submitted after that date will not be accepted. Protests must specify the grounds upon which the protest is based (refer to appropriate statute, rule, code, or ordinance which defines the protest process).

ADDENDUM

Should the Vendor require any additional information about this Bid, please fax to Purchasing (815-334-4680) any questions by the deadline as outlined in the schedule of events. ANY AND ALL changes to these specifications are valid only if they are included by Written Addendum to All Bidders. NO interpretation of the meaning of the plans, specifications, or other contract documents will be made orally. If required, all addenda will be faxed to bidder if a Notice of Intent to Bid has been completed and faxed to the Purchasing Office. In addition, all addenda are posted on the County of McHenry's website.

Failure of the bidder to receive any such addendum or interpretation shall not relieve the bidder from obligation under this Bid as submitted. All addenda so issued shall become part of the bid documents. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings caused by a bidder to improperly submit a bid.

Response to these questions will be made by means of an addendum. Only the Director of Purchasing has the authority to issue an addendum.

Addenda are written instruments issued by the County prior to the date for receipt of proposals, which modify or interpret the Bid by addition, deletions, clarifications or corrections.

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

TAXES

The County of McHenry is exempt from paying Illinois Use Tax, Illinois Retailers Occupation Tax, and Federal Excise Tax.

PAYMENTS

The Vendor shall furnish the County with an itemized invoice. Payment shall be made in accordance with applicable provisions of the "Local Government Prompt Payment Act."

VENDOR RESPONSIBILITIES

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

Any contract resulting from this RFP may not be assigned, in whole or in part without written consent of the County. If the Vendor attempts to make such an assignment without the written consent of the County, the Vendor shall nevertheless remain legally responsible for all obligations under the Contract.

INTERPRETATION or CORRECTION of REQUEST for PROPOSALS

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

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

COMPLIANCE WITH LAWS

The bidder hereto covenants and agrees to comply with all applicable federal, state, and local laws, codes, ordinances, rules and regulations. Failure to comply with the terms of

this provision shall constitute a breach of contract and permit the County to terminate this (Request for Sealed Proposal/Bid) in accordance with the termination provisions stated herein.

RECOURSE for UNSATISFACTORY MATERIALS

Payment shall be contingent upon the County's inspection of, and satisfaction with completed work. Any defective work or materials, non-conformance to bid specifications, damaged materials, or unsatisfactory installation shall be corrected to the County's satisfaction by the successful bidder at no additional charge.

TERMINATION

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

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

The successful bidder will agree that pursuant to requirements imposed under Illinois law, the County shall have 120 days after each election of county board members to terminate this Agreement, without cause and without penalty.

REJECTION of BIDS, WAIVER of IRREGULARITIES

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

DELIVERY

Delivery will be considered in making the award and the bidders shall state, in the spaces provided expected delivery after receipt of order. Failure to meet said delivery promises without prior consent of the Director of Purchasing will be considered a breach of faith.

WORKMANSHIP

Items shall be manufactured according to the highest traditions of the industry and shall meet all commercial standards of quality. The County shall be the sole judge of acceptable products. Unacceptable products will be rejected and suitable price adjustments made.

QUALIFICATIONS

Each firm submitting an RFP for this project shall submit detailed information concerning the professional qualifications of the individual(s) assigned to carry out this project.

Relevant project experience, logistical capabilities and other relevant support data regarding the firm and assigned personnel must be included.

Each firm submitting a proposal for this project must provide at least three (3) references where projects of a similar nature have been successfully completed and implemented. These references should provide the name and address of the entity where the project was completed as well as a contact person.

INSURANCE

General The successful bidder shall maintain for the duration of the contract and any extensions thereof, at bidder's expense, insurance that includes "Occurrence" basis wording and is issued by a company or companies qualified to do business in the State of Illinois that are acceptable to the County, which generally requires that the company(ies) be assigned a Best's Rating of A or higher with a Best's financial size category of Class XIV or higher, in the following types and amounts:

- a) Commercial General Liability in a broad form, to include, but not limited to, coverage for the following where exposure exists: Bodily Injury and Property Damage, Premises/Operations, Independent Vendors, Products/Completed Operations, Personal Injury and Contractual Liability; limits of liability not less than:

\$1,000,000 per occurrence and \$2,000,000 in the aggregate;

- b) Business Auto Liability to include, but not be limited to, coverage for the following where exposure exists: Owned Vehicles, Hired and Non-Owned Vehicles and Employee Non-Ownership; limits of liability not less than:

\$1,000,000 per occurrence combined single limit for:
Bodily Injury Liability and Property Damage Liability;

- c) Workers' Compensation Insurance to cover all employees and meet statutory limits in compliance with applicable state and federal laws. The coverage must also include Employer's Liability with minimum limits of \$100,000 for each incident.
- d) Professional Liability Insurance with \$1,000,000 per occurrence and \$1,000,000 in aggregate.

EVIDENCE of INSURANCE

The successful bidder agrees that with respect to the above-required insurance that:

- (a) The County of McHenry shall be provided with Certificates of Insurance evidencing the above required insurance, prior to commencement of the contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least fifteen (15) days prior to the expiration or cancellation of any such policies;

- (b) The contractual liability arising out of the contract shall be acknowledged on the Certificate of Insurance by the insurance company;
- (c) The County of McHenry shall be provided with thirty (30) days prior notice, in writing, of Notice of Cancellation or material change and said notification requirement shall be stated on the Certificate of Insurance;
- (d) Subcontractors, if any, comply with the same insurance requirements. In addition to being named as an additional insured on the Certificate of Insurance, each liability policy shall contain an endorsement naming the County of McHenry as an additional insured. A copy of the endorsement shall be provided to McHenry County along with the Certificate of Insurance; and
- (e) have McHenry County named as an additional insured and the address for certificate holder must read exactly as:

County of McHenry, **a body politic**
2200 N. Seminary Avenue
Woodstock, IL 60098

- (f) Insurance Notices and Certificates of Insurance shall be provided to:

McHenry County, Purchasing Department
2200 N. Seminary Avenue, Room 200
Woodstock, Illinois 60098

The County shall be provided with Certificates of Insurance evidencing the above required insurance prior to the commencement of this Agreement and thereafter with the certificated evidencing renewals or changes to said policies of insurance at least fifteen (15) days prior to the expiration or cancellation of any such policies.

The County shall be named as additional insured on all liability policies, and the parties acknowledge that any insurance maintained by the County shall apply in excess of, and not contribute to, insurance provided by successful bidder.

The contractual liability arising out of the Agreement shall be acknowledged on the Certificate of Insurance by the insurance company. The County shall be provided with thirty (30) days prior notice, in writing, of Notice of Cancellation or material change, and said notification requirements shall be stated on the Certificate of Insurance.

Acceptance or approval of insurance shall in no way modify or change the indemnity or hold harmless clauses in this agreement, which shall continue in full force and effect.

HOLD HARMLESS CLAUSE

The Vendor agrees to indemnify, save harmless and defend the County of McHenry, their agents, servants, and employees, and each of them against and hold them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court

costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the willful and wanton conduct of the County of McHenry, their agents, servants, or employees or any other person indemnified hereunder.

CHOICE OF LAW AND VENUE

The bidder agrees that this bid has been executed and delivered in Illinois and that their relationship and any and all disputes, controversies or claims arising under this bid or any resulting contract shall be governed by the laws of the State of Illinois, without regard to conflicts of laws principles. The bidder further agrees that the exclusive venue for all such disputes shall be the Circuit Court of the 22nd Judicial Circuit of McHenry County, Illinois, and the bidder hereby consent to the personal jurisdiction thereof.

EVALUATION

Evaluation of proposals will be done by the Director of Purchasing and associated County staff. Proposals will be evaluated on experience in doing projects of a similar nature and adherence to specifications.

DIRECTIONS FOR SUBMISSION

Qualified individuals or firms are to submit one (1) original and one (3) copies of the completed proposal, along with any support documentation to:

Purchasing Department
McHenry County Administration Building
667 Ware Road, Room 200
Woodstock, Illinois 60098

All data and documentation submitted as part of this RFP shall become the property of McHenry County, Illinois. After award of this contract, all responses, documents, and materials contained in the RFP shall be considered public information and will be made available for inspection in accordance with the Illinois Freedom of Information Act.

All proposals must be received by **2:00 p.m. (CST) on June 11, 2018**. Absolutely no proposal will be accepted after the time specified. Late proposals shall be rejected and returned unopened to the sender. The County of McHenry does not prescribe the method by which proposals are to be transmitted; therefore, it cannot be held responsible for any delay, regardless of reason, in the transmission of proposals.

BID ENVELOPES ARE TO BE CLEARLY MARKED WITH THE RFP TITLE, TIME & DATE OF OPENING.

SUBMITTAL

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

PRICING

Price offered shall be firm for at least 180 days after the latest time specified for submission of proposals and thereafter until written notice is received from bidder.

FREIGHT

Freight is all inclusive unless otherwise stated.

FUEL SURCHARGE

The County of McHenry does NOT accept any fuel surcharges.

SPECIFICATIONS:

I. OVERVIEW:

The County of McHenry is accepting proposals from authorized Vendors to furnish the County of McHenry's Plain Old Telephone Lines (POTS), Long Distance, Direct Inward Dialing (DIDs), T1, Session Initiation Protocol (SIP) Trunk circuits, Gigabyte Network Connectivity, and Internet service.

II. SCOPE OF WORK:

The intent of this scope of work is to provide a basis for comparison to Requests for Proposal. It is expected that the Vendor, by submitting a proposal, has exercised their professional judgment on the tasks required and level of effort necessary to provide the expected service. The County reserves the right to modify the scope of work to fit available funding. The Vendor shall include, but is not limited to the following services:

- Plain Old Telephone Service (POTS) lines
- Direct Inward Dialing (DIDs)
- Bundled Long Distance
- T1 Circuits
- Session Initiation Protocol (SIP) Trunking
- Gigabyte Network Connectivity
- Internet Bandwidth

The County wishes to contract with a Tier 1 voice and data provider for the services listed above involving the following sites:

1. McHenry County Government Center (MCGC)
2200 N. Seminary Avenue
Woodstock, IL 60098
2. Department of Transportation
16111 Nelson Road
Woodstock, IL 60098
3. Valley Hi Nursing Home
2406 Hartland Road
Woodstock, IL 60098
4. McHenry County Animal Control
100 N. Virginia Street

Crystal Lake, IL 60014

5. Mental Health Board
620 Dakota Street
Crystal Lake, IL 60012
6. McHenry County Treasurer
2100 N. Seminary Avenue
Woodstock, IL 60098
7. McHenry County Administration Building
667 Ware Road
Woodstock, IL 60098
8. Workforce Network
500 Russell Court
Woodstock, IL 60098

The County will apply as much weight in the decision process to the price, qualifications and experience, compliance with the requirements specified, and the Service Level Agreement. The Service Level Agreement for each service should reflect the amount of credit given for any outage, and the calculation used in that equation.

The County would like to begin all these services on a common date, and would be agreeable to a two year term with an optional two year term for Local Services and POTS lines; and a three year term with an optional one year term for Bundled Long Distance, T1 Circuits, SIP Trunking, Gigabyte Network Connectivity, and Managed Internet Services, subject to a funding out clause. The optional one year term's pricing should continue to represent the same discounted pricing as the three year term for said services.

The County requires all contracts to be negotiated and fully executed by September 28, 2018. Additionally, all the above mentioned services are required to be established and completely operational on December 3, 2018. The vendor will be responsible for the installation, testing, and cutover of all services without any downtime.

- A. POTS: The County is requesting pricing for approximately 274 POTS lines currently in place.
- B. DIDs: The County requests DIDs at no cost. Vendor is asked to verify pricing.
- C. BUNDLED LONG DISTANCE: The County requests vendor pricing for their long distance calling.
- D. CURRENT T1 CIRCUITS: There are currently approximately seven (7) T1's. Vendor is asked to price the T1's in place.
- E. SIP TRUNKING: The County currently has two (2) 10MG SIP Trunks, each with the capacity of seventy-five (75) operational uncompressed Call Paths. Each Sip Trunk lands in a separate building and hands off calls for redundancy of our telecom solution. The total SIP Trunks must

include local usage costs, including the traditional bands A, B, and local toll areas. Please supply the associated cost for any band C and long distance cost via the SIP trunks. The uncompressed call paths on each SIP trunk must be able to be decreased and increased, up to the capacity level, within 30 days of notice to meet the needs of the County of McHenry.

The County requires high availability as well as rapid resolution to any issues. Please supply SLA for the SIP VOIP Services, including credit calculation for outages. Also, include trouble ticket procedure, escalation and mean times to response and resolution. Cite whether your company is the primary resource to fix issues or if you must work through a third party

F. GIGABYTE NETWORK CONNECTIVITY AMONGST MULTIPLE SITES: Currently, the County has a multiport based high availability 1GB network solution connecting four (4) sites.

The four (4) sites include the following:

1. McHenry County Government Center (MCGC)
2200 N. Seminary Avenue
Woodstock, IL 60098
2. Valley Hi Nursing Home
2406 Hartland Road
Woodstock, IL 60098
3. McHenry County Animal Control
100 N. Virginia Street
Crystal Lake, IL 60014
4. Mental Health Board
620 Dakota Street
Crystal Lake, IL 6001

The 1GB solution is high availability, high bandwidth fiber service and must allow for expansion. Expansion means adding sites, and/or increasing bandwidth.

Please supply Service Level Agreement (SLA) for the GB network services including credit calculations for outages. Also, include trouble ticket procedure, escalations, and mean times to response and resolution. Cite whether your company is the primary resource to fix the issues or if you must work through a third party.

G. MANAGES INTERNET SERVICES & IP ADDRESSES: Currently the County of McHenry has a 250MB Managed Internet Service within a multivendor BGP Solution. This 250MB high availability, high bandwidth fiber service and must allow for expansion. Expansion means adding sites, and/or increasing bandwidth.

Internet Service Requirements:

- Must provide one Class C IPv4 address for Public facing services
- Must provide an additional IPv4 address for BGP routing, at least a /25 network
- Must have ability to advertise /25 network

- Must allow County of McHenry to create and modify DNS entries pertaining to the County's public IP addresses through a client web portal
- Must have ability to advertise BGP partial or default routes
- Must allow County of McHenry to advertise subnets (above) to other internet service providers

Please supply Service Level Agreement (SLA) for Internet services including credit calculations for outages. Also, include trouble ticket procedure, escalations, and mean times to response and resolution. Cite whether your company is the primary resource to fix the issue or if you must work through a third party.

III. PROPOSAL REQUIREMENTS:

The Proposal shall include a Table of Contents and follow the format below.

A. Company Information

1. Provide general information about your company, including the most current financial information should include, but is not limited to years in business, geography served, number of employees, Balance Sheet for last two (2) years.
2. Submit an Executive Summary (no more than two (2) pages).

3. Required Services, Plans and Equipment:

The County requires the services, plans and equipment with features and functions as stated in this section. The Vendor shall provide information on how they will address the following requirements:

a. Customer Services:

In order to provide excellent customer service that will meet the County's business needs, while reducing the amount of staff time required to follow-up on problems, the Vendors shall provide information to address the following:

- i. Routine service (detailed information).
- ii. Emergency service.
- iii. Account (billing inquiry) assistance.
- iv. Trouble shooting existing equipment.
- v. Customer complaints.
- vi. Responsibility of notifying the County of McHenry's designee at least 24 hours in advance of any system maintenance that might impact or degrade their system's performance.
- vii. Provide a designated account representative and support team.

b. Account Billing Requirements:

- i. Vendor should indicate if billing is available electronically, in a format that contains system reports that allow for quick retrieval of information.
- ii. The County will also require the ability to view the monthly bill on-line. A sample of the Vendor's billing should be attached for review.
- iii. Vendor shall be responsible for maintaining contract pricing and for establishing separate monthly billing for each department.

c. Availability of Reports:

Provide reporting options that allow the County to generate “on-demand” reports from the data very quickly, without having to custom prepare software or queries. Please provide samples for review. Some of the reports the County requires, but is not limited to, include the following:

- i. Monthly data traffic reports on each circuit to assess bandwidth of each circuit.
- ii. Creation of a master bill with sub-accounts (defined by the County).
- iii. Account adjustments.
- iv. Monthly service fees.
- v. Fees, surcharges and taxes.
- vi. Describe web portal access, usage, and availability for on demand reporting.

B. Methodology

1. Describe the methodology that you would implement to convert (if applicable) the County to your technology and devices. Downtime, conversion assistance, and the amount of impact on services provided to the public should be addressed.
2. List monetary rebates and credits in the event of any downtime and explain how they will be applied.
3. Provide suggestions for eliminating service and for adding different service plans to provide the most cost effective T1, POTS, DIDS, Bundled Long Distance, SIP Trunking, Gigabyte Network Connectivity, and Managed Internet Bandwidth services to the County. The County requests the Vendor to provide solutions for optimizing the service.

C. Prior Experience and References

1. Vendor must identify at least four (4) Chicagoland County or municipal agencies that currently use their services. List the name of the entity, contact person, phone number, information about the project, and when the project was undertaken and completed.
2. Provide a brief summary of experience for any sales or technical team members who will be working on this RFP submission, company representatives who will work on any conversion, the project manager and account manager.

D. Project Management

1. Vendor should submit a Project Plan that details their timelines and steps that would be required to implement their solution. The Project Plan should include major objectives, milestone completion dates, with any associated payments, and task completion sign-offs that the County of McHenry and the Vendor expect to meet for the project to move forward and be completed successfully.
2. Vendors should detail their past experiences developing such project plan(s) and reference agencies that they have worked with on the implementation of a similar type of system.

3. Vendor shall provide a detailed explanation of emergency (disaster) type services available to the County.

E. Cost Proposal: (See Exhibit A)

1. Detail the costs that the County will incur for 12, 24, and 36 month periods. Please respond by listing your pricing on Exhibit A.

IV. ESCALATION PROCESS:

Vendor shall provide a detailed chart with times, names and titles of individuals and telephone numbers regarding escalation process for all services listed in the event of critical outages and downtime.

V. SERVICE OUTAGES:

The Vendor is asked to provide the practice used for prioritizing service problems based on the severity of the problem reported. Considering the problem description, the Vendor should define how they determine and assign the severity at ticket entry. The Vendor should define the Severity Level and type of Service Problem that applies per the following chart for each service:

Severity Level	Service Problem
Severity 1:	•
Severity 2:	•
Severity 3:	•
Severity 4:	•

Please include what are business hours for reporting service problems? Are these services available 24 hours a day, 7 days a week? What is the average timeframe for initial call back or response when there is a problem or outage? What is the initial timeframe for problem resolution?

Please add any additional relevant information on how your company manages and reports service outages.

VI. CUSTOMER NOTIFICATION:

Vendor shall define their plans for notifying their customers for each of the following conditions:

Type of Downtime	Vendor Plans for Customer Notification
<ul style="list-style-type: none"> • Planned Downtime for scheduled maintenance 	

<ul style="list-style-type: none"> • Demand or emergency maintenance to prevent an outage condition 	
<ul style="list-style-type: none"> • Unplanned Downtime 	

VII. SERVICE ASSURANCE WARRANTIES

Vendor is to define their warranty and credit schedule for any applicable outage:

If Outage is From:	If Outage is Up To:	Credit Applied Is:
Example: 1 minute	Example: 30 minutes	X%

VIII. SERVICE LEVEL AGREEMENT:

Vendor must be a Tier 1 service provider. Vendor’s Service Level Agreement must be attached. Please supply a Service Level Agreement (SLA) for all services outlined, including credit calculations for outages. Within Service Level Agreement, at a minimum, specify Service Availability percentage, Data delivery percentage, Roundtrip, Latency, and Jitter. Also, include trouble ticket procedure, escalations, and mean times to response and resolution. Cite whether your company is the primary resource to fix the issues or if you must work through a third party. If separate SLAs are designed for different services, please clearly indicate such on each SLA.

	Yes	No
Vendor’s SLA attached		
Information on Credit Calculations for Outages included		
Information on Trouble Ticket Procedure included		
Information for Escalations included		
Information for mean times to Response and Resolution included		
Is Vendor primary resource to fix all issues		

IX. ACCOUNT MANAGER AND SUPPORT TEAM:

Vendor must provide a dedicated Account Manager and Support Team as a primary point-of-contact for the County of McHenry to assist with and provide resolutions to any variety of questions, billing or other issues, installation of new services, upgrade of current services, or any other concern that may arise.

X. CUSTOMIZED BILLING:

County of McHenry is comprised of several departments and off-site locations utilizing the described various services and are responsible for processing designated costs.

1. Can billing be customized to bill specific phone lines and/or services to designated departments or off-site locations? _____ Yes _____ No
2. Can multiple invoices be consolidated, if needed? _____ Yes _____ No
3. Does Vendor offer with the ability to view invoices online? _____ Yes _____ No
4. Does Vendor offer paperless billing? _____ Yes _____ No

XI. QUANTITIES:

The quantities listed are not guaranteed and may change at any time.

XII. SPECIAL CONDITIONS:

A funding out clause shall be made part of the agreement as funding is subject to annual appropriation, and if such funding is unavailable, the Agreement may be terminated by Customer without Customer incurring any liability or early termination penalties, but customer must provide 30-day notice of intent to cancel.

XIII. EXHIBITS:

1. Exhibit A – Cost Proposal Form

THIS PAGE IS MANDATORY.

EXHIBIT A

A. Cost Proposal

1. Proposed fees must be all inclusive. No additional costs will be paid by the County, which includes, but is not limited to, administrative charges, trip time, fuel charges, freight or handling charges and any other costs associated with providing the service. Prices shall remain firm for the term of the contract. The County shall evaluate the technical specification of equipment proposed and desire all vendors to keep “marketing information” to a minimum.
2. List all applicable taxes that the County will be charged. ***Note that the County is tax exempt from Retailers Occupation Tax and Federal Excise Tax.***
3. Detail the costs that the County will incur for the 24-month agreement, with an optional 24-month agreement, and 36-month agreement, with an optional 12-month agreement periods for the following services:
 - POTS lines
 - DIDs
 - Bundled Long Distance
 - T1 Circuits
 - SIP Trunking
 - Gigabyte Network Connectivity
 - Managed Internet Bandwidth & IP Addresses

Item Description	24-Month Agreement		Optional 24-Month Agreement	
	Mthly Cost	Annual Cost	Mthly Cost	Annual Cost
POTS (Cost per Line) Charge				
<i>Minimum Annual Revenue Commitment (Circle One)</i>	Yes or No		Yes or No	
<i>Minimum Annual Revenue Commitment Rate</i>				

POTS Service	24-Month Agreement	Optional 24-Month Agreement
	Usage Rate Per Minute	Usage Rate Per Minute
Band A		
Band B		
LATA		
Intrastate		
Interstate		
Band C		

Item Description	36-Month Agreement		Optional 12-Month Agreement	
	Mthly Cost	Annual Cost	Mthly Cost	Annual Cost
Bundled Long Distance				
<i>Minimum Annual Revenue Commitment (Circle One)</i>	Yes or No		Yes or No	
<i>Minimum Annual Revenue Commitment Rate</i>				
Two SIP Trunk 10MB Circuits				
SIP Circuit Call Paths (per 10MB SIP Trunk)				
5-48 Uncompressed Call Paths				
49-75 Uncompressed Call Paths				
76-96 Uncompressed Call Paths				
Gigabyte Network Connectivity				
1GB Network Connectivity (per location) – includes Router and MLPS				
2GB Network Connectivity (per location) – includes Router and MLPS				
5GB Network Connectivity (per location) – includes Router and MLPS				
10GB Network Connectivity (per location) – includes Router and MLPS				

Managed Internet Services & IP Addresses				
250MB Internet Bandwidth				
500MB Internet Bandwidth				
1GB Internet Bandwidth				
5GB Internet Bandwidth				
10GB Internet Bandwidth				
Miscellaneous Costs				
List any costs for Demarc Extension for Fiber Circuits				
List any Network Maintenance Fees				
List any installation and activation fees				
List any other additional fees or costs not listed				

B. T1 / SIP Trunk Basic Monthly Circuit Costs

1. Vendor must clearly identify associated prices as a per line cost for each line type being proposed.
2. County desires unlimited local and IntraLATA (Local Access and Transport Area) toll calling. In the table below, Vendor is to provide unbundled and bundled pricing for local calling and IntraLATA toll calling.
3. Non-recurring costs should include all vendor installation, provisioning and engineering costs, and build out costs.
4. If Federal Universal Service Fund (FUSF) charges will be applied, include the applicable charges in the rates provided on this worksheet.
5. Vendor Response: Vendor shall complete the following chart.

Line Type	Non-Recurring Charge (Cost per Line)	Monthly Recurring Charge (Cost per Line) Local	Monthly Recurring Charge (Cost per Line) Toll	FUSF Yes or No
T1				
Two SIP Trunk 10MB Circuits				
Uncompressed Call Paths 5 – 48 (per 10MB SIP Trunk)				
Uncompressed Call Paths 49-75 (per 10MB SIP Trunk)				

Uncompressed Call Paths 76-96 (per 10MB SIP Trunk)				
--	--	--	--	--

C. POTS Service

1. Vendor must identify associated prices as a per line cost for each line type being proposed to the County of McHenry.
2. The Basic Monthly Charge column should contain the monthly recurring charges as a per line cost associated with each line type.
3. Provide the non-recurring costs and monthly recurring costs for all line types.
4. If FUSF charges will be applied, include the applicable charges in the rates provided on this worksheet.
5. Vendor Response: Vendor shall complete the following chart:

Number of POTS Lines: Approximately 274

Line Type	Basic Monthly Charge (Cost per Line) Local	Basic Monthly Charge (Cost per Line) Toll	Non-Recurring Charges (Cost per Line)	FUSF Yes or No
POTS Lines				

D. Services and Charges

Instructions:

1. This table can be used by the Vendor to indicate additional features that would be offered to the County of McHenry. Indicate any charges associated with those features.
2. The Monthly Charge should contain the charge per line, associated with the feature.
3. Non-Recurring charges should contain any one-time charges associated with the line type, on a per line basis.
4. If FUSF charges will be applied, include the applicable charges in the rates provided on this worksheet.
5. Vendor Response: The Vendor shall complete the following chart:

Desirable Feature Specification	Monthly Charge (Cost per Line)	Non-Recurring (Cost per Line)	FUSF Yes or No
Call Waiting			
Call Forwarding			
3-Way Calling			

Speed Calling			
Automatic Call Back			
Repeat Dialing			
Call Screening			
Caller ID			
Caller ID with Name			
Calling Party Number Blocking			
Privacy Manager			
Voice Mail			

E. Additional Pricing

1. Bundled Long Distance: _____

2. DIDs – Cost per DID Number: _____

Note: County of McHenry requests DIDs at no cost. Vendor is asked to verify pricing.

F. Gigabyte Network Connectivity amongst Multiple Sites

Currently, the County has a multiport based high availability 1GB network solution connecting four (4) sites.

The four (4) sites include the following:

1. McHenry County Government Center (MCGC)
2200 N. Seminary Avenue
Woodstock, IL 60098
2. Valley Hi Nursing Home
2406 Hartland Road
Woodstock, IL 60098
3. McHenry County Animal Control
100 N. Virginia Street
Crystal Lake, IL 60014
4. Mental Health Board
620 Dakota Street
Crystal Lake, IL 6001

The 1GB solution should be a high availability, high bandwidth fiber service that allows for expansion when required. Expansion means adding sites, and/or increasing bandwidth.

Monthly cost for 1GB Network Connectivity (per location) – includes Router and MLPS	\$
Monthly cost for 2GB Network Connectivity (per location) – includes Router and MLPS	\$
Monthly cost for 5GB Network Connectivity (per location) – includes Router and MLPS	\$
Monthly cost for 10GB Network Connectivity (per location) – includes Router and MLPS	\$

G. Managed Internet Service and IP Addresses

Currently, the County employs a multivendor BGP Solution that utilizes two separate 250MB and 1GB Internet pipes. The County is seeking pricing information pertaining to its 250MB internet pipe.

Internet service requirements:

- Must provide one Class C IPv4 address for Public facing services
- Must provide an additional IPv4 address for BGP routing, at least a /25 network
- Must have ability to advertise /25 network
- Must have ability to create and modify DNS entries pertaining to the County’s public IP addresses through a client web portal
- Must have ability to advertise BGP partial or default routes
- Must allow County of McHenry to advertise subnets (above) to other internet service providers

Vendor has capability to deliver Internet service requirements:	Yes	No
Provide one Class C IPv4 address for Public facing services		
Provide an additional IPv4 address for BGP routing, at least /25 network		
Ability to advertise /25 network		
Allow County of McHenry to create and modify DNS entries pertaining to the County’s public IP addresses through a client web portal		
Ability to advertise BGP partial and default routes		
Allow County of McHenry to advertisement of subnets (above) to other internet service providers		

The County would also like access to a portal to view usage or troubleshoot issues within. Would this be available? **Yes / No (circle one)**

Monthly cost for 250MB Internet Service	\$
Monthly cost for 500MB Internet Pipe	\$
Monthly cost for 1GB Internet Pipe	\$
Monthly cost for 5GB Internet Pipe	\$
Monthly cost for 10GB Internet Pipe	\$

Would the County incur any costs to upgrade Internet pipe? **Yes / No (circle-one)**

If yes, what would the cost be? \$ _____

Please describe what is included in the cost: _____

H. Termination Liability and Penalties of Existing Services upon Disconnection

The County of McHenry currently has several agreements in place for all services described within this RFP that have various expiration dates. The County will incur early termination costs upon entering into the service agreements outlined herein. The County would like the awarded Vendor to absorb any termination costs associated with entering into the above described services.

Vendor will cover all early termination costs: **Yes / No (circle one)**

I. Equipment Installation and Replacement

The County of McHenry requires any equipment for the services outlined within this RFP be provided and installed by the awarded Vendor at no additional cost.

Vendor will cover all equipment and installation costs for any quoted services: **Yes / No (circle one)**

J. Company Name: _____

K. Additional Requirements:

MUST provide a network map and clearly identify what resources are owned by your company.

MUST clearly identify what you able to troubleshoot without contacting a third party.

MUST provide actual network reliability and availability for the last two (2) years.

MUST provide redundancy documentation Disaster Recovery (DR) and Business Continuity (BC) plan.

MUST provide 24x7x365 support services for local and long distance, Gigabyte Network Connectivity, Sip Trunks, and Internet Services.

MUST provide 24x7x365 NOC Services for all services: Gigabyte Network Connectivity, SIP Trunks and Internet Services.

MUST provide sample billings and options to customization.

MUST provide sample of online billing.

MUST provide sample of paperless billing.

MUST provide management and web reporting portal.

MUST provide implementation project plan.

MUST include any and all charges within proposal.

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PROPOSAL FORM

WE, _____, PROPOSE TO PROVIDE THE REQUESTED SERVICES PER THE REQUIREMENTS OF THIS REQUEST FOR PROPOSAL IN ACCORDANCE WITH THE SPECIFICATIONS CONTAINED HEREIN.

WE ALSO CERTIFY THAT THIS WRITTEN PROPOSAL IS VALID FOR 180 DAYS FROM THE DAY OF THIS PROPOSAL AND THE ATTACHED INFORMATION IS RECEIVED AND FILED BY THE COUNTY OF MCHENRY.

**Please list below other costs that may be associated with this service or use additional sheets if necessary:

THIS PAGE IS MANDATORY

EXCEPTIONS TO THE RFP:

List any exceptions to the RFP Specifications:

THIS PAGE IS MANDATORY.

AUTHORIZED NEGOTIATORS:

Name: _____
Phone # _____
Title: _____

Name: _____
Phone # _____
Title: _____

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REFERENCES

List three (3) references that you have done similar work, service or supplied similar products to within the last twelve (12) months (Only correct contact names and phone numbers will be acceptable).

Entity:

Address:

City, State, Zip Code:

Telephone Number:

Contact Person & Email Address:

Entity:

Address:

City, State, Zip Code:

Telephone Number:

Contact Person & Email Address:

Entity:

Address:

City, State, Zip Code:

Telephone Number:

Contact Person & Email Address:

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**RUBBER STAMPED, FAXED, COPIED, OR TYPED SIGNATURE WILL
DISQUALIFY YOUR BID MUST BE AN ORIGINAL SIGNATURE**

CERTIFICATIONS

Vendor certifies that it has not been barred from contracting with a unit of State or local government as a result of a violation of Section 33E-3 or 33E-4 of the Criminal Code of 1961, as amended.

_____ Yes _____ No

Vendor certifies that it is aware that all contracts for the Construction of Public Works are subject to the Illinois Prevailing Wage Act (820 ILCS 130/1-12) _____ Yes _____ No

Under penalties of perjury, I certify that _____ is my correct Federal Taxpayer Identification Number. I am doing business as a (please check one):

- | | |
|---|--|
| <input type="checkbox"/> Individual | <input type="checkbox"/> Real Estate Agent |
| <input type="checkbox"/> Sole Proprietorship | <input type="checkbox"/> Government Entity |
| <input type="checkbox"/> *Partnership | <input type="checkbox"/> Tax Exempt Organization |
| <input type="checkbox"/> **Corporation | (IRC 501(a) only) |
| <input type="checkbox"/> Not-for-Profit Corporation | <input type="checkbox"/> Trust or Estate |
| <input type="checkbox"/> Medical and Health Care
Services Provider Corporation | |

*State full names, titles and addresses of all responsible principles and/or partners below;

Name: _____ Title: _____
Address: _____

Name: _____ Title: _____
Address: _____

Name: _____ Title: _____
Address: _____

Name: _____ Title: _____
Address: _____

Name: _____ Title: _____
Address: _____

If needed please submit any additional sheets.

THIS PAGE IS MANDATORY.

SIGNATURE PAGE

**RUBBER STAMPED, FAXED, COPIED, OR TYPED SIGNATURE WILL
DISQUALIFY YOUR BID MUST BE AN ORIGINAL SIGNATURE**

PROPOSER'S CERTIFICATION

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

I hereby propose to furnish the goods or services specified in the Request for Proposal. I agree that my proposal will remain firm for a period of up to 120 days in order to allow the County adequate time to evaluate the qualifications submitted.

I verify that all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this proposal on behalf of the firm as its act and deed and that the firm is ready, willing and able to perform if awarded the contract.

I further certify, under oath, that this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a proposal for the same product or service. No officer, employee or agent of the County of McHenry or any other proposer is interested in said proposal and that the undersigned executed this Proposer's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

**State of Incorporation _____

(Individual - Partnership - Company - Corporation)

(Business Address)

(City, State, and Zip Code)

(By Printed Name and Signature) (Title)

(Witness Signature) (Title)

(Telephone No) (Fax No)

(Date)

(Email)

End of Document