

1. Information to Bidders

- A. Notice is hereby given that Craven County is soliciting and will receive informal bids for:

A New Phone System for the Craven County Sheriff's Office. The components will be placed at the Craven County Judicial Center, 1100 Clark's Road, New Bern, NC 28562.

All equipment bid will be new equipment.

Interested vendors have until 3:00 pm on Tuesday, May 12, 2009 to submit their bid.

Those interested in bidding may obtain the bid documents from the Craven County Information Technology Office during regular office hours of 8:00am to 5:00pm, Monday thru Friday or from the Craven County website, (www.cravencounty.com)

- B. The bidder shall review the bidding documents. Any inquiries or clarifications regarding the phone system shall be directed to:

Mr. Dennis B. Holton, Director
Craven County Information Technology
406 Craven Street
New Bern, NC 28560
252-636-6609

A vendor walk-thru has been setup for Tuesday, April 28, 2009 at 10:00am. All interested parties should meet at the Construction Contractor's Office located at the Craven County Judicial Center, 1100 Clark's Road, New Bern, NC. The Construction Contractor's Office is the modular unit to the left after passing thru the gate.

- C. Any addenda to the bidding documents shall be issued in writing. No oral statements, explanations or commitments by whosoever shall be of any effect unless incorporated in the addenda.
- D. After opening, the bids will be reviewed and submitted to the appropriate County Officials for action.
- E. Vendors are not to include North Carolina Sales Tax on the bid.
- F. **Installation Time Frame**
The phone system is to be installed and operational by June 23, 2009. For each day beyond June 23, 2009 an amount of \$200.00 per day will be deducted from the balance owed the vendor as liquidated damages provided the Craven County Manager has granted no extension of time.

Delays caused by the general contractor will be taken into account.

2. Proposal Requirements and Conditions

A. Proposal Form

Informal bids must be presented on the proposal forms included in these specifications in a “Sealed Envelope” and mailed or delivered to:

Mr. Dennis B. Holton, Director
Craven County Information Technology
406 Craven Street
New Bern, NC 28560

And plainly marked: “Sealed Phone Proposal to be opened on Tuesday, May 12, 2009 at 3:00 p.m.”

B. A duly authorized person must sign all proposals and forms. Return forms: Bid Specific Questions, Bid Sheet Total Amount, Bidder Information and Non-Collusion Affidavit.

C. Bid Deposit

As this is an informal bid, no bid deposit is required.

D. Rejection of Proposals

Craven County reserves the right to reject any or all proposals and to waive any informality or technicality in any proposal.

E. Proposal Withdrawal

No proposal may be withdrawn for a period of thirty (30) days after the scheduled closing time for receipt of bids.

3. General Specifications

Craven County is looking for a phone system to service the Sheriff Department and Jail in the newly constructed Craven County Judicial Center. The County is requesting bids on new products only to fulfill this need. The selected system will be current VOIP phone system technology with capabilities of supporting analog lines. A list of three (3) references with the phone system proposed is to be included.

This building contains a new CAT6 cabling system. The design in this building incorporates not only the CAT6 cable but also fiber and additional copper pairs to two (2) other intermediate distribution facility termination points and dedicated power to these IDF's including UPS and generator backup power. Eight (8) U's of four (4) post rack space is available as well as plywood-mounted wall space. If more is needed, please note on your response.

A "phone administrator" will be designated from Craven County to be the primary internal contact for the Judicial Center.

A phone administrator for purposes of this bid will be someone who, at a minimum, can be trained to add/change/delete extensions, handle name changes, perform basic moves/adds/changes of phones, produce call reports, verify backups, manage voice mail and be the designated training leader for this area. Depending on the bid selected, other tasks may be included.

Primary phone service will be provided by a single PRI line from Embarq which terminates inside the Judicial Center's main phone/data room. Actual phone, fax, modem and security phone numbers will be released to the selected bidder.

All facility work areas involved are fitted with a minimum of two (2) CAT-6 cables to the desktop. Besides the main phone/data room, there are two (2) additional wiring closets in the facility which may be utilized if needed.

The County has in place a 4-digit phone extension structure for departments. It is desired this structure remain and that existing extension numbers be used in the selected bid. The Sheriff and Jail utilize extension numbers in the 6620-6699 range.

The bid is to include 58 phones, two (2) of which will be designated as primary answering stations capable of supporting expansion units allowing for more than the standard number of extensions. This number is also to include (three) 3 public phones.

It is desired the selected system support paging through the phone set. Paging should be available to groups or the agency as a whole. Paging should be done real time, not record then page. Intercom and music on hold should be available as well.

Proposed system should provide for IVR (Interactive Voice Response) capabilities. Bid response should include a system explanation of the capabilities.

Proposed system will include a basic call detail/summary reporting system, line statistics and utilization information. Also desired is capability of exporting CDR's to other software products; specifically MS Excel, Crystal Reports, etc.

It is desired the system bid contains redundant power supplies on critical components to reduce outages.

Sheriff and Jail Departments utilize Lotus Notes for their e-mail and this runs on a separate server located within the Craven County network and behind the County firewall.

For the purposes of this bid, two different types of phone sets are requested for usage at employee locations and public areas, depending on vendor solution.

The two types of phone sets and minimum functions are as follows:

| | |
|----------------|--|
| Public | Make outside, toll free and internal calls; receive internal calls and transfers; block toll calls. Desire to place time limits on phone usage, example: 3 minutes per call then drop. |
| Administrative | Make and receive outside calls, toll free calls, internal calls and long-distance calls from a phone that will support standard handset, speakerphone or headset. Basic functions including placing calls on hold, redials, transferring calls, forwarding calls, call pickup, music on hold, voice mail capabilities, conference calling, phone directories, departmental/group/agency paging and intercom. These units should display date, time, call time and call number on the screens. Display or indicate other lines or extensions within the call group that are busy. Accommodate the use of private lines. |

In some bids, administrative and primary answering station phones may be the same while functionality may differ.

The Sheriff's Department presently operates in a "switchboard" type of environment during normal business hours. Incoming calls to several of their main numbers route directly to a main answering location. If the main answering location does not answer the call within a set number of rings, calling parties are prompted for either the extension or department they wish to reach or to leave a voice mail message. It is requested the new system accommodate this but also allow searching by employee name if the extension is not known. Calls to private numbers are routed directly to the employee. The selected bid will incorporate this approach and should offer expanded capabilities to these functions.

A 3-year maintenance plan is required with the bid and is to be included in the total cost of the bid. This is to include parts and labor. Identify yearly costs in the maintenance cost section. Payment of maintenance will be made monthly.

4. Training

On site training is required. A room will be outfitted with 5-7 phones and employees will come to this room in 30-minute blocks to be trained in the following areas:

- Basic features of phone
- Setting custom features, ring types, volume, etc.
- Answering a call; inside and outside
- Placing a call; inside and outside
- Placing a call on hold and retrieving a call on hold
- Forwarding phone and canceling forward
- Call parking and call pickup
- Conference call, Meet-me calls
- Voice mail
- Paging, Intercom

5. Installation

A building occupancy target date of July 1, 2009 is driving the installation date of Tuesday, June 23, 2009. Sufficient time for testing and training must be allowed. A completely operational, functional phone system is expected on June 23, 2009. Delays due to general contractor could push the installation date back and delays of this type will be without penalty. However, delays on the part of the successful phone bidder shall be with penalty.

Access to the facility on weekends or holidays cannot be guaranteed. Access during these times will need to be arranged in advance.

6. Payment

Except for Maintenance Costs which will be paid monthly, the selected vendor may expect payment in the following manner:

- 40% upon contact signing
- 20% upon all equipment arrival
- 30% upon system being operational
- 10% 30 days after being operational

Please respond to the questions below by checking the Yes or No box and return with the bid. Attach any additional responses or literature to the bid response you feel necessary.

Bid Specific Questions

| Item# | Question | YES | NO |
|-------|--|-----|----|
| 1 | System bid contains all new equipment | | |
| 2 | System bid is VOIP and possesses analog capability | | |
| 3 | System bid operates over CAT-6 or higher network cable solutions | | |
| 4 | System bid will allow an Administrator to add/change/delete extensions | | |
| 5 | System bid will allow an Administrator to perform name changes | | |
| 6 | System bid will allow an Administrator to move phones by unplugging from one phone jack and plugging into another phone jack | | |
| 7 | System bid will allow an Administrator to produce call reports | | |
| 8 | System bid will allow an Administrator to monitor backups of phone databases | | |
| 9 | System bid will allow an Administrator to manage voice mail accounts | | |
| 10 | System bid will utilize PRI lines for voice traffic | | |
| 11 | System bid will accommodate up to 2 PRI lines | | |
| 12 | System bid will allow connection of phone set to desktop pc or vice versa | | |
| 13 | System bid will allow connection of IP phones set thru standard data network switches | | |
| 14 | System bid will allow phones moved to retain all previously set functions | | |
| 15 | System bid will allow internal 4 digit dialing within the system without use of any outside PRI lines | | |
| 16 | Selected vendor will test E911 calls with appropriate Law Enforcement responding agency and report results to the County | | |
| 17 | Vendor will be responsible for ensuring all security, fire or any other alarm notification type system is working and operational after the installation. | | |
| 18 | System bid will accommodate the existing 4 digit extension structure already in place for the facility | | |
| 19 | System bid will allow for creation of new 4 digit extension structures | | |
| 20 | System bid will allow for total re-creation of all extensions into other structures; example 5 or 6 digit dialing plan | | |
| 21 | System bid provides paging from and through the phone sets | | |
| 22 | System bid provides group or departmental paging from and through the phone sets | | |
| 23 | System bid provides whole system paging from and through the phone sets for dangerous or hazardous situations | | |
| 24 | System bid provides security levels on ability to use various paging functions | | |
| 25 | System bid includes IVR (Interactive Voice Response) capabilities. | | |
| 26 | A description and white page document of the IVR included with system(s) bid is included with the bid response | | |
| 27 | System bid includes a call detail/summary reporting system that allows reports by selected extension, user name, department or number called. | | |
| 28 | System bid call detail/summary reporting system reports include at a minimum; date, time, duration of call, extension or number dialed from, extension or number dialed | | |
| 29 | System bid reporting system provides reports of line statistics; number of lines in use, number of busy's, number of calls made, number of calls answered, number answered by voice mail, pri usage, line failures | | |

| | | | |
|----|---|--|--|
| 30 | System bid include the computer system or unit to capture, store, retrieve, backup and restore CDR (call detail record) data | | |
| 31 | System bid CDR capture software allows for exporting to other software products as Excel, Crystal Reports, etc. | | |
| 32 | System bid will allow forwarding of incoming calls to numbers outside the system; example: after hours calls transferred to on-call personnel , answering service or paging | | |
| 33 | System bid will support aggregate total of 100 phones | | |
| 34 | System bid provides voice mail for 50 users and may be expanded if needed | | |
| 35 | System bid voice mail solution allows for different messages based on time of day | | |
| 36 | System bid voice mail solution allows for different messages based on date | | |
| 37 | System bid voice mail solution allows remote access to voice mails | | |
| 38 | System bid allows conference calling feature on all administrative type phone sets | | |
| 39 | System bid allows meet-me group type calls | | |
| 40 | System bid supports attendant console touch screen capabilities | | |
| 41 | System bid supports multiple attendant console answering positions within the same department | | |
| 42 | System bid supports long distance dialing via state network plan | | |
| 43 | System bid accommodates minimum functions identified for public and administrative phones | | |
| 44 | System bid allows time limits to be placed on calls by phone extension number | | |
| 45 | System bid allows employee long distance toll calls via use of employee owned phone calling cards | | |
| 46 | System bid will include all racks, cables and any other necessary items to be a functioning phone system based on vendor walk thru analysis | | |
| 47 | System bid will support analog ports | | |
| 48 | System bid contains redundant power supplies in critical components | | |
| 49 | If selected as the vendor to provide the solution, on-site training sessions will be provided to administrators and users of the system | | |
| 50 | If selected as the vendor to provide the solution, a qualified company representative will be on-site the first two days of any department's go-live | | |
| 51 | If selected as the vendor to provide the solution, a toll free or local number to report problems will be available | | |
| 52 | The bidder is aware that actual number of phones and/or types of phones may change when installation is planned and performed. The County will adjust final payments accordingly. | | |
| 53 | The bidder is aware that employees use Lotus Notes as their e-mail | | |
| 54 | The bidder is aware of and understands the expected payment plan | | |
| 55 | The bidder is specifying the parts and labor warranty period | | |
| 56 | The bidder has included 3 references with the type phone system being proposed | | |

Bidder: _____

Bid Sheet Total Amount
Phone System-Craven County Sheriff's Office

Please include the price of items requested in the bid. Remember to include necessary power cables and any special cable required for the units.

| ITEM | Bid Amount |
|---|-------------------------|
| 1. Phone system | _____ |
| 2. Call Attendant Consoles (2) | _____ |
| 3. Installation | _____ |
| 4. Training | _____ |
| 5. 58 phones (for bid purposes the break down is 55 Administrative type phones and 3 Public phones. The actual numbers installed may differ. Depending on the vendor solution numbers may increase or decrease. Final payment will be adjusted accordingly. For bid purposes and comparisons, use the numbers given.) | _____ |
| 6. Maintenance (3 Years) | _____ |
| Include a 3-year maintenance cost with the bid. | |
| Year 1 Cost | _____ |
| Year 2 Cost | _____ |
| Year 3 Cost | _____ |
| 7. Warranty Period: | |
| Parts | _____ |
| Labor | _____ |
| | Total Bid: _____ |
| Submitted By: | _____ |

Bid Sheet – Bidder Information
Phone System-Craven County Sheriff's Office
Craven County, NC

Name of Firm or Corporation

By: _____

Witness: _____

Title: _____

Address: _____

Telephone: _____

Corporate Seal, If applicable:

Phone System-Craven County Sheriff's Office
Non-Collusion Affidavit
(must be signed when bid is submitted)

State of North Carolina
County of Craven

_____, being first duly sworn, deposes and says that:

- (1) (S)He is the _____ of _____, the bidder that submitted the attached bid;
- (2) (S)He is fully informed respecting the preparations of contents of the attached bid and all of the pertinent circumstances respecting such bid;
- (3) Such bid is genuine and is not collusive or sham bid;
- (4) Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including the affiant, has in any way colluded, conspired, connived or agreed directly or indirectly, with any other bidder, firm or person to submit collusive or sham bid in connection with the contract for which the attached bid has been submitted or refrain from bidding in connections with such contract, or has in any manner, directly or indirectly sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or to fix any overhead, profit or cost element of the bid price of any other bidder to secure through collusion, conspiracy, connivance or unlawful agreement, any advantage against the Board of Commissioners, Craven County or any person interested in the proposed contract; and
- (5) The price or prices quoted in the attached bid are fair and proper and are not contained by collusion, conspiracy, connivance or unlawful agreement on the part of the bidder or any of its agents, representatives, owners, employers or parties in interest, including the affiant.

Title

(seal)

Subscribed and sworn to before me, this _____ day of _____, 2009.

(Notary Public)