



A proud partner of the American Job Center network.

## REQUEST FOR PROPOSAL

for

### **INTERNET, PHONE SERVICE & PHONE SYSTEM PROVIDER**

PROPOSALS SHOULD BE SUBMITTED TO:

Capital Area Michigan Works!  
ATTN: Becky Powers  
2110 S. Cedar St.  
Lansing, MI 48910

Equal Employment Employer/Program  
Auxiliary Aids and Services Available upon Request to Individuals with Disabilities  
Michigan Relay Center Callers Use 711 or 1-(844)-578-6563

## **I. General Information**

### **A. DESCRIPTION OF ENTITY**

Capital Area Michigan Works! (CAMW!) is a local unit of government formed under Michigan Public Acts 7 & 8 of 1967 (Ex.Sess.) through an Urban Cooperation Act Agreement. CAMW! is the administrative entity for delivering state/federally-funded programs to strengthen workforce development in Clinton, Eaton, and Ingham Counties in Michigan.

The primary purpose of the CAMW! American Job Centers (AJCs) are to provide labor exchange and workforce development services for employers and job/career seekers. Connecting with Business. Strengthening our Workforce.

A major focus of CAMW! is to strengthen the regional economy by assisting employers in finding and retaining qualified employees, and by assuring the labor force meets the needs of the employers.

### **B. PURPOSE**

The purpose of the Request for Proposal (RFP) is to secure internet & phone service, along with potentially purchasing or leasing a new phone system. It is CAMW!'s preference to award the contract to one bidder/company; however, the three different services are not tie-barred to be awarded together. CAMW! will select the vendor that provides an efficient and cost-effective service to CAMW!

Respondents to this RFP must be able to validate capacity to complete the tasks listed within this document.

### **C. RFP STIPULATIONS**

As a recipient of Federal and State funds, CAMW! must procure on an open, competitive basis. A proposal must clearly set forth all responses in the format required by the RFP in order to be considered. Any proposals may be rejected in whole or in part. CAMW! reserves the right to rescind this RFP in whole or part. CAMW! shall not be responsible to any bidder or potential bidder for any costs incurred or opportunities lost in responding to this RFP or in deciding not to respond.

To ensure the integrity of this procurement, bidders shall make special efforts to prevent fraud and other abuses. Fraud includes deceitful practices and intentional misconduct such as willful misrepresentation. "Abuse" is a general term that encompasses improper conduct that may or may not be fraudulent in nature. While federal legislation is not specific, possible problem areas could include the following: conflict of interest, kickbacks, bribes, nepotism, political patronage, political activities, and sectarian activities. Bidders

that are found to violate the abuse standards will be disqualified. Bidders are required to report immediately any violations in these areas or in problem areas that may later be defined.

Information provided by a proposer that is willingly, knowingly and purposely false, inaccurate or misleading, will be grounds for not considering a proposal for funding, for not awarding a contract, or for canceling a contract if awarded.

Any bidder that attempts to exchange information with any other potential bidder for gaining competitive advantage shall be subject to disqualification. In addition, any bidder who attempts to discuss the proposal with, or offer anything of value to any CAMW! officer, director, staff person, agent or representative during this procurement process shall be subject to disqualification.

CAMW! operates an equal opportunity procurement process. Upon request, CAMW! can make this RFP available in large print or alternative format. Auxiliary aids and services are also available upon request to individuals with disabilities. TDD Service available through the Michigan Relay Center at 1-844-578-6563 or 7-1-1.

Neither the proposer nor anyone, with whom the proposer shall contract, shall discriminate against any person employed or applying for employment concerning the performance of the proposers' responsibilities under this agreement.

The successful bidder shall be required to comply with all applicable federal and state laws prohibiting discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, genetics, familial status, veteran status, height, weight, arrest without conviction political affiliation or belief, or any characteristic or activity protected by Federal or State laws and regulations.

#### **1. Disclaimer/Right to Reject/Cancel/Terminate**

This RFP does not commit CAMW! to award a contract, to pay any cost incurred in the preparation of a proposal to this request, or to procure or contract for services. CAMW! reserves the right to accept or reject any or all proposals received as a result of this request. CAMW! can cancel this RFP, in part or in its entirety, if it is in its best interest to do so.

CAMW! may require selected offerors to participate in negotiations, and to submit such costs or other revisions to their proposals as a result of negotiations. CAMW! is not liable for costs incurred by the offerors prior to the signing of a contract and/or written authorization from CAMW! to proceed with the services.

a) Termination Prior to Completion:

CAMW! reserves the right to terminate its commitment if the successful bidder fails to make sufficient progress toward completion of the project or if CAMW! receives funding reductions which make the proposed project unfeasible. The determination of the sufficiency of grounds for termination under this clause shall be within the sole discretion of CAMW!.

## **2. Small and Minority Owned Businesses, Women's Business Enterprises**

CAMW! will make an effort to utilize small and minority owned businesses, women's business enterprises and Labor surplus area firms when possible.

An Offeror qualifies as a small business firm if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201), by having average annual receipts for the last three fiscal years of less than six million dollars.

## **3. Award**

Upon conclusion of final negotiations with the successful bidder, CAMW! may award a contract, based on offers received, without discussion of such offers. Accordingly, each offer should be submitted on the most favorable terms from a price and technical standpoint. CAMW! reserves the right to request additional data or to request an oral presentation in support of written proposals.

**Please do not contact Capital Area Michigan Works! to check the status of proposals.**

## **4. RFP Appeal Process**

A bidder wishing to appeal the decision of the Administrative Board must adhere to the following procedure:

A bidder can request a copy of the proposal rankings. The rankings will be mailed to the bidder if requested in writing within five (5) working days after a decision is reached.

A bidder may appeal action taken on the proposal by requesting a review. The appeal for the review shall state the basis of the appeal founded on violation of the law and regulations and/or existing contracts. The basis shall be explicitly stated and make specific reference to appropriate sections of law, regulations and/or contracts.

An appeal will not be accepted if it attempts to modify or include additional information to the original proposal. However, in the event incomplete, inaccurate or other than current data and information was entered into the evaluation process by CAMW!, CAMW! may rectify such errors prior to initiation of Step #2. Current is defined as data and information in the possession of CAMW! at the time of the submission of the original proposal.

#### **a. Review and Appeal Process**

Step #1 - Within five (5) working days after a decision has been rendered by the Administrative Board to accept a proposal, if applicable; the applicant must submit a request in writing that the appellant's proposal receive a second review. The request for the second review must be received by CAMW! no later than the close of business on the fifth working day after the decision has been rendered.

Step #2 - Within fifteen (15) working days of receipt of the request for the second review, the Chief Executive Officer of CAMW! (or designee) will convene:

- (1) Chair of the Administrative Board;
- (2) CAMW! staff member(s) who reviewed the original proposal; and
- (3) Representative(s) of the bidder's organization.

The Chief Executive Officer of CAMW! (or designee) will chair the meeting. The purpose of this meeting is to provide a second review of the appellant's proposal based on information presented in conformance with paragraphs above.

Step #3 - Within five (5) working days after the meeting in Step #2, the chair of the Administrative Board and the staff member(s) who reviewed the appellant's proposal will prepare a recommendation for the Administrative Board.

Step #4 - At the next regularly scheduled Administrative Board meeting following the action in Step #3, the Administrative Board will take action on the recommendation developed in Step #3. If the appellant receives support from the Administrative Board, the staff will enter into negotiations with the appellant to develop a satisfactory outcome. If the appellant does not receive support from the Administrative Board, the appeal is denied. The appellant will be notified in writing, within five (5) working days following the Administrative Board meeting, of the disposition of the appeal. The Administrative Board's decision in Step #4 is final.

## **D. SPECIFICATIONS**

### **SECTION I: GENERAL RFP OVERVIEW**

#### **A) DELIVERY AND INSTALLATION**

- The contract must be completed in accordance with the completion time promised by the Vendor. Decisions by Capital Area Michigan Works! as to reasonable compliance with contract completion terms shall be final.
- Since the specifications in this Request call for the installation of equipment, the following shall apply to any contract issued as a result of the RFP:
  - The Vendor will take all necessary precautions for the safety of employees, and the public, and comply with all applicable Federal, State and Local laws.
  - Equipment, supplies and materials may be temporarily stored at the site **ONLY ON APPROVAL OF CAPITAL AREA MICHIGAN WORKS!** and at the Vendor's convenience and risk. Unless otherwise provided for in the contract or proposal documents, no liability will be assumed, or payment made by Capital Michigan Works! on project materials, until the entire project is completed and approved by Capital Area Michigan Works!
- The Vendor shall, upon completion of the work, remove from the Capital Area Michigan Works! premises all rubbish and refuse created by its work, and shall leave said premises in as clean and finished condition as existed prior to the Vendor's performance under any contract.
- The Vendor shall be liable and responsible for any building repairs required by reason of Vendor's work and caused by negligence of Vendor's employees. Repairs of any kind required will be made and charged to Vendor. Vendor shall take the necessary precautions to protect the building areas adjacent to Vendor's work.
- All proposed solutions must be fully integrated. The Vendor will guarantee full interoperability and functionality where products from more than one vendor are proposed.

#### **B) FINANCIAL REQUIREMENTS**

##### **✓ CONFIGURATION AND PRICING**

The Vendor shall provide all pricing information to include a firm, fixed cash price or lease option for the purchase of the equipment, including engineering, installation, final inspection, user documentation, training, and all hardware and software for a complete operating system.

Vendor must provide a detailed list, by component, of the installation price (cash) or lease option for the system hardware, station equipment (if required), cabling (if required) and installation labor.

##### **✓ CASH PAYMENT SCHEDULE**

The Vendor will submit a payment schedule for a cash purchase. The schedule will indicate the amount and time frame of payment. Capital Area Michigan Works will make payment only after the scheduled time frames are met and equipment is delivered and installed according to specifications.

- ✓ **MAINTENANCE PRICE**  
Vendor will provide a firm maintenance price for service during the warranty period, Year One (1) and Year Two (2) of the maintenance agreement.
- ✓ Payment of any invoice shall not preclude Capital Area Michigan Works! from making claim for adjustment on an item or service found not to have been in accordance with general conditions and specifications.
- ✓ Capital Area Michigan Works! reserves the right due to funding availability from the State of Michigan, Department of Labor and Economic Growth, Workforce Development to immediately cancel contract.

### **C) INSURANCE**

- ✓ Vendor will provide and maintain insurance of the following types and limits of liability
  - ☐ Workers' Compensation, which will apply to all persons employed by Vendor and which will conform to the statutory requirements of each state in which Vendor performs work.
  - ☐ Comprehensive General Liability, with a combined single limit of liability of \$1,000,000 for bodily injury and property damage for each occurrence.

## **SECTION II: RFP REQUIREMENTS**

**Bidders should provide responses for each question or action requested below. Failure to do so may result in the proposal being considered non-responsive. The Specification responses should be placed directly behind the PART I: Cover Page (see page 19), which will be considered the first page of your proposal document.**

### **(1). Description of Requested Service is as follows:**

#### **i.) Internet Service Provider and Phone Service Specifications**

##### **Lansing AJC (required):**

- (a) Provide Bandwidth in the range of 250MB-500MB
- (b) Guarantee up time of 99.9%
- (c) Block of 8-14 usable Static Public IP Addresses
- (d) Keep Existing Phone Numbers
  - (i) Utilization of SIP enabled phone system
  - (ii) Open to alternate reliable solutions

##### **St. Johns AJC (optional):**

- (e) Provide Bandwidth in the range of 100MB-250MB
- (f) Guarantee up time of 99.9%

## ii.) Desired Phone System Features:

For all features described in this section, the Vendor must indicate compliance or noncompliance, and clearly explain any deviation from the RFP. For each feature, the Vendor must describe the method of operation or activation, the capacity limitations of the feature, and interactions with any other features.

### *Soft Phone Capabilities:*

Capital Area Michigan Works! exclusively uses Windows-based PCs.

### *911 Identification & Location:*

When a call is made out of the system to a standard 911 operator, the street address of the location from which the call is made must be displayed to the 911 operator.

### *Hearing Impaired:*

Facilities must be available to accommodate the hearing impaired.

### *Call Forwarding:*

The proposed solution must provide for call forwarding on all units.

### *Call Waiting:*

The proposed solution must provide for call waiting on all units.

### *Call Hold:*

The proposed solution must allow any user to place a call on hold.

### *Call Pickup:*

The proposed solution must allow any user to pick up a call from another local phone unit.

### *Call Recording:*

The proposed system should allow for call recording on demand.

### *Three-way Calling:*

The proposed solution must allow any user to make a three-way telephone call.

### *Call Restrictions:*

The proposed system must allow the system administrator to restrict toll calls, directory information calls, and 900 number calls on any phone set.

### *Voice Mail:*

The proposed solution must initially provide full featured voice mail services for 125 users (includes both locations), with up to fifteen minutes of voice-mail storage per user. The voice mail system should allow for growth.

### *Central Administration:*

The proposed solution must provide a system for centrally administering new telephone accounts, and for changing or deleting existing accounts. The vendor's proposal must provide examples of this feature.



*Night Answer:*

The proposed system must provide the capability to direct incoming trunks to predefined destinations when the attendant console has been placed in the night mode. The destinations must include station, hunt groups, voice mail and night bell locations.

*Voice Paging:*

The proposed system must be capable of interfacing to external paging equipment. List the type of interface required by your system. Can the proposed paging interface control background music cutoff? If yes, how many zones of external paging does your system support?

*Voltage Variation Protection:*

The proposed system must be protected from momentary power spikes, power interruptions, voltage and frequency variations. State the minimum and maximum voltage tolerance levels of the proposed product.

*Training:*

Explain how much training will be included and how often training will be made available.

✓ **Required Station Equipment**

*Station Equipment*

- Digital stations and devices, i.e., modems, faxes and signal devices must be supported.
- Supports multi-line stations.
- Supports a visual message waiting lamp.
- Supports bridged appearances of stations on the multi-line sets.
- The digital stations must have the capability to support a prime extension number and phantom extension numbers (additional appearances that do not require a station port connection).
- The digital stations must have the capability to support extension numbers from other digital instruments, analog extension appearances, and direct trunk access keys (private lines).
- The Vendor shall provide a listing of the various types of stations available and the specifications therefore.

✓ **Networking**

*Interfaces to the public and private networks*

The proposed system should contain support for public and private network connectivity. The interface formats should conform to all FCC, UL and Bell standards formats.

*DID*

The proposed system must support digital Direct Inward Dial type trunks. The DID interface card must support Rotary and DTMF input. The DID interface card must support Immediate and Wink start type signaling. The system proposed must have the capability of supporting DID number translation over analog, DSS, or PRI services (Lansing Site only). Extensions used at the St. Johns site.

### *Trunks*

The proposed system must support current trunk line circuits (Lansing site only).

### ✓ **Voice Processing System**

There will be one voice processing system at each location. The voice processing system must light message waiting lights at all locations.

### *Overview of System*

Specify the type of voice processing system proposed and provide a brief overview of the features provided with the system.

### *Voice Messaging Feature Requirements*

The following sections detail the feature requirements. The Vendor must indicate compliance or non-compliance.

#### TELEPHONE ANSWERING

- ☐ Multiple personal greetings for internal/external or busy/no answer calls.
- ☐ Easy-to-follow menu of choices for outside callers.
- ☐ Allows all callers to transfer to an operator or to other extensions.
- ☐ Provides call coverage if all other extensions in a hunt group are busy.
- ☐ Provides detailed instructions for outside callers.
- ☐ Allows message replay, cancellation, or re-recording.
- ☐ Notifies callers of message time limit.

#### MESSAGE SENDING

- ☐ Message addressing by name or extension.
- ☐ Messages may be marked "urgent".
- ☐ Messages may be marked "private".
- ☐ Messages may be designated for future delivery.
- ☐ Receipt verification for internal messages.
- ☐ Personal distribution lists.
- ☐ Prompts for beginners and for experienced users.
- ☐ Address confirmation for all messages.
- ☐ Subscriber name confirmation.
- ☐ Password-protected guest mailboxes for external callers.
- ☐ Undelivered messages returned to sender with an explanation.
- ☐ Internal message forwarding with added comments.
- ☐ Messages are not sent until after subscriber ends voice processing session.

#### MESSAGE REVIEW AND RESPONSE

- ☐ 24-hour user access to messages from any location.
- ☐ Password protection for personal mailboxes.
- ☐ Notification of new messages waiting.
- ☐ Outcall message notification of new and urgent messages only.
- ☐ Total number of messages provided for each message category (new, saved, etc.).
- ☐ Extension and message receipt time and date.
- ☐ Replay, save, delete, answer, or forward messages to other users.
- ☐ Recipient can transfer automatically to sender after hearing message.
- ☐ Reply to network messages without requiring an address.

#### CALL PROCESSING

- ☐ Easy-to-follow menus and single keystroke routing for callers.
- ☐ No operator assistance required.
- ☐ Easy-to-follow call routing instructions to information mailboxes or other extensions
- ☐ Listen-only or listen-and-respond mailbox configurations with password protection option.
- ☐ Unique mailbox greetings and transfer options.
- ☐ Variable number of messages and message lengths.
- ☐ Easy access to live operator or other extensions for all callers.
- ☐ Up to 10 subscriber mailboxes can be associated with one extension.

#### SYSTEM CONFIGURATION

- ☐ The system administrator must have the ability to group users by a logical set of attributes (such as department or job function). Define mailbox capabilities, including number of personal greetings, user recorded names, outcall message notification parameters, maximum number of messages and message length.
- ☐ The system administrator must have the ability to determine use of name dialing to send messages, transfer capabilities to other extensions and more.
- ☐ The system administrator must have the ability to set up distribution lists that all users can access. These distribution lists should include up to 20 numbers, each representing a user or another system distribution list for a total of up to 400 numbers.
- ☐ The system must have broadcast capability. It should also enable the system administrator to restrict who can send and/or receive broadcast messages.
- ☐ The system administrator must have the ability to configure each call processing mailbox to serve particular business applications needs.

#### *Automated Attendance*

The system must have the ability to utilize this feature currently.

#### SIZING

Based on above requirements, state the number of interface ports that will be available for an automated attendant application. State the approximate numbers of storage hours that will be required for an application. It should be noted that your proposal should include all required hardware, software and labor required to connect to the proposed call processing equipment.

#### CALL PROCESSING MENU TREES

Can multiple call processing menu trees be configured on the proposed system?

#### LIMITS

Is there a limit to the number of different main menu and sub-menu trees that can be supported by the proposed system?

#### ✓ **Installation and Training Requirements**

##### *Implementation Plan*

Vendor is required to supply a complete project plan outlining the Vendor's approach to the implementation of the Capital Area Michigan Works! new telecommunications system.

### *Quality Installation*

It is essential that the installation of the new system be as transparent as possible to the user. Installation is a key component and quality is essential. The Vendor must install the system in a non-disruptive manner.

### *Installation Responsibilities*

Define the installation responsibilities of the Vendor and Capital Area Michigan Works! as it relates to the design and installation of the proposed system.

## ✓ **Service and Maintenance**

### *Warranty*

The telephone system and all associated equipment in the Vendor's proposal must be warranted by the Vendor and by the manufacturer to be free of defects in equipment, software and workmanship for a period of at least one (1) year following system cutover.

### DEFECTIVE COMPONENTS

During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to Capital Area Michigan Works!

### RESPONSE TIME

What is the response time included in the system warranty for major and minor repairs?

### *Customer Service and Support*

#### MOVES, ADDS AND CHANGES

Provide a description of the type of support available for consultation and assistance with moves, adds and change orders.

#### SPARE PARTS/DISASTER RECOVERY

Describe the availability of spare parts and disaster recovery programs in the event that critical hardware and software need to be replaced on the PBX system.

#### SECOND YEAR MAINTENANCE

Describe the service coverage and associated charges required for extending the service warranty into a second year maintenance agreement.

#### 24-HOUR SERVICE

As an option, the Vendor must be capable of providing service 24 hours a day, seven (7) days a week for major system repairs. Describe the service coverage, response times and associated charges required for this option.

#### SERVICE CALL FLOW

Describe the service call flow process (i.e., the procedure that a customer must follow) from problem discovery through the placement of a service call.

#### SERVICE MEASUREMENTS

What type of measurement systems does your Company provide to ensure that your customers are receiving the highest quality service available (i.e., service history, response time logs, etc.)?

#### REMOTE DIAGNOSTICS AND MAINTENANCE

The proposed system must have the capability of contacting the Vendor's service center when a system error is detected. The service engineer must have the ability to remotely login to the maintenance port to diagnose or repair the system error.

#### ESCALATION PROCESS

Describe the current escalation procedure that Vendor follows for responding to major and minor system outages.

#### SERVICE PLAN PACKAGES

Describe service plan packages available from the Vendor designed to control maintenance and MAC costs for the proposed telephone system and associated components.

**(2) Include a separate quote for the cost of service for the following:**

- (a) Phone Service (description of all costs included)
- (b) Internet Service Provider (Lansing required; St. Johns optional)
- (c) Phone System (provide lease, and cash options)
  - ✓ Upgrade or Replace Entire system
- (d) One-time setup costs
- (e) Training costs
- (f) Maintenance costs if separate from above services

**(4) Time Frame from start to finish for completion of Installation**

**(5) Offeror must submit at least three references that had a similar project in the last 3 years**

**(6) CAMW! is open to alternate solutions for requested services**

iii.) Description of Current Phone System of each site:

- Lansing American Job Center (Best Solution to be determined by vendor)
  - Current System:
    - Avaya IP 500 v2 (hardware):
      - 120 – Avaya handsets
      - Voicemail Pro client 9.1.7
      - IP Office Avaya 9.1.7 bld 163
    - Installed on Virtual Machine 2008 server
- St. Johns American Job Center (Currently is connected to Lansing Center Phone System)
  - Current System
    - Avaya IP 500 v2 (hardware).
      - 10 – Avaya handsets
      - Voicemail manage at Lansing office

Related phone information of current phone system.

USOC	DESCRIPTION	QTY
DIA	E-Line Point to Point CIR 100mb MIR 1GigE	1
POTSL		5
DID	Direct Inward Dial Numbers	125
VPRI	Unlimited Local	1
DIA	Dedicated Internet Access CIR-50mb	1

- System
- Alarms (26)
- Extensions (108)
- Trunks (6)
  - Lines: 1 - 4
    - Line: 5
    - Line: 17
- Active Calls
- Resources
  - Licenses
  - Directory
  - Control Unit Audit
- Voicemail
  - Mailboxes
- IP Networking
  - IP Routes
  - Tunnels

Status Utilization Summary Alarms

Analog Trunk Summary

Slot/Module: Slot: 1  
Number of Trunks: 4  
Number of Administered Trunks: 4  
Number of Trunks in Use: 0

Port	Line ID	Line Type	Call Ref	Current State	Time in State
9	Line: 1 Slot: 1 Port: 9	Loop Start CLI		Idle	196 days 19:53:24
10	Line: 2 Slot: 1 Port: 10	Loop Start CLI		Idle	196 days 19:53:24
11	Line: 3 Slot: 1 Port: 11	Loop Start CLI		Idle	196 days 19:53:24
12	Line: 4 Slot: 1 Port: 12	Loop Start CLI		Idle	196 days 19:53:24

Extensions (108)

Trunks (5)

Lines: 1 - 4

Line: 5

Line: 17

Active Calls

Resources

Licenses

Directory

Control Unit Audit

Voicemail

Mailboxes

Networking

IP Routes

Tunnels

Digital Trunk

Line: 5 Slot: 2 Port: 1

Line Type: T1PRI

Line Subtype: Local

Number of Channels: 23

Number of Administered Channels: 23

Number of Channels in Use: 2

Channel Number	Call Ref	Current State	Time in State
1		Idle	00:02:09
2	96193	Connected	00:01:47
3		Idle	00:01:49
4		Idle	00:53:25
5		Idle	21:57:24
6		Idle	4 days 22:18:00
7		Idle	13 days 17:57:05
8		Idle	166 days 22:12:20
9		Idle	196 days 19:38:53
10		Idle	196 days 19:38:47
11		Idle	196 days 19:43:28
12		Idle	196 days 19:43:23
13		Idle	196 days 19:43:18
14		Idle	196 days 19:43:18
15		Idle	196 days 19:43:14
16		Idle	42 days 18:47:01
17		Idle	35 days 21:39:13
18		Idle	14 days 21:40:08
19		Idle	1 day 22:04:50
20		Idle	00:31:43
21		Idle	00:38:08
22		Idle	00:00:20
23	96190	Connected	00:00:19

- **Currently Lansing and the St Johns site communicate through a Point to Point connection to each other.**
  - Intent is to change the PTP to a hardware firewall VPN connection between the Lansing and St Johns site with separate internet service providers.
  - We want to move to using SIP trunks at both sites

## **E. INSTRUCTIONS ON PROPOSAL SUBMISSION**

### **1. Closing Submission Date**

Proposals must be **received/postmarked** no later than **5:00 p.m. on Friday, August 7, 2020** by U.S. mail or Email to: [bpowers@camw.net](mailto:bpowers@camw.net).

### **2. Tour of Facility/Inquiries**

A tour of the building (not required) will be given on **Monday, July 27, 2020 at 11:00 a.m. This will be the only time for a tour. FACEMASKS REQUIRED.**

All questions must be submitted, in writing, no later than **5:00 p.m. on Monday, July 27, 2020** to [bpowers@camw.net](mailto:bpowers@camw.net). All questions and answers will be posted in the RFP section of our website at [www.camw.org](http://www.camw.org) no later than **5:00 p.m. on Friday, July 31, 2020.**

### **3. Proposals Instructions to Prospective Bidder**

**Proposals are limited to twenty (20) 8 1/2" x 11" pages, excluding Part I & II, and can be submitted via U.S. mail or Emailed to: [bpowers@camw.net](mailto:bpowers@camw.net). One original and two (2) copies** must be submitted by the deadline date and time.

Label package with the following information:

**Internet, Phone System and Services RFP  
ATTN: Becky Powers  
Capital Area Michigan Works!  
2110 South Cedar Street  
Lansing, MI 48910**

### **Late proposals will not be considered.**

- a.** Bidders must respond completely and accurately to all questions and other items calling for information. Failure to do so will subject the proposal to disqualification.
- b.** Bidders must adhere strictly to the proposal instructions and format. Failure to do so will subject the proposal to disqualification.
- c.** Potential bidders will be able to download the RFP from the CAMW! website ([www.camw.org](http://www.camw.org))
- d.** The following parts specifically require responses and/or signatures from the bidder:



<b>Part I</b>	<b>Cover Sheet and Proposal Offeror Information (Signature Required)</b>
<b>Part II</b>	<b>Certifications (Signature Required)</b>
<b>Part III</b>	<b>Proposal Narrative</b>

**4. Payment**

CAMW! may negotiate a payment schedule with the contractor awarded a bid. The award will go to the responsible firm whose proposal is most advantageous to the CAMW! and programs based on price and other evaluation factors.

## PROPOSAL EVALUATION

### A. SUBMISSION OF PROPOSALS/QUOTES

All proposals/quotes shall include a copy of the bidder's cost and any additional requested materials. These documents will become part of the contract.

### B. NONRESPONSIVE PROPOSALS/QUOTES

Proposals/Quotes may be judged nonresponsive and removed from further consideration if any of the following occur:

1. The proposal/quote is not received timely in accordance with the terms of this RFQ.
2. The proposal/quote is not adequate to form a judgment by the reviewers.
3. The proposal/quote does not follow the specified format.

### C. EVALUATION

Evaluation of each proposal/quote will be based on the following criteria:

Factors	Maximum Points
1. Proposed Solution	25
2. Support Solution Offered	25
3. Demonstrated Effectiveness based on References (Internet & Phone Service Reliability & Response Time)	25
4. Cost	25
5. Presentation and Clarity of Solution	<u>10</u>
Maximum Points:	110

### D. Review Process

Capital Area Michigan Works! may at its discretion, request presentations by or meetings with any or all Offerors, to clarify or negotiate modifications to the Offerors' proposal/quote. The invitation to present your proposal to Capital Area Michigan Works! staff will be determined once proposals are received and initial reviews have been made.

However, Capital Area Michigan Works! reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standouts, which the Offeror can propose.

## **PART I**

### **PROPOSAL FOR INTERNET, PHONE SERVICES, and PHONE SYSTEM TO CAPITAL AREA MICHIGAN WORKS! PROPOSAL OFFEROR COVER SHEET AND SUMMARY INFORMATION**

Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Email address: \_\_\_\_\_

Employer Tax ID: \_\_\_\_\_ DUNS# \_\_\_\_\_  
(If applicable)

Type of Organization:      ☐ Private for Profit      ☐ Private Non-Profit  
   ☐ Public Government      ☐ Other (specify)

The Certification Statement below must be signed by an official authorized to bind the Offeror in a sublease/contract.

\_\_\_\_\_  
Signature

The above signed does hereby accept all the terms and conditions of the Request for Proposal (RFP), including RFP stipulations and specifications. The bidder also certifies that the information in this proposal is correct to the best of its knowledge and belief and the filing of this proposal has been fully authorized by the organization submitting the proposal and that the submitting agency is an Equal Opportunity Employer (if applicable).

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

## **PART II**

### **CERTIFICATIONS**

On behalf of the Offeror:

The individual signing certifies that he/she is authorized to contract on behalf of the Offeror.

- A. The individual signing certifies that the Offeror is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to any employee of the Offeror.
- B. The individual signing certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for restricting competition.
- C. The individual signing certifies that the prices quoted in this proposal have not been knowingly disclosed by the Offeror prior to an award to any other Offeror or potential Offeror.
- D. The individual signing certifies that there has been no attempt by the Offeror to discourage any potential Offeror from submitting a proposal.
- E. The individual signing certifies that he/she has read and understands all of the information in this Request for Proposal.
- F. The individual signing certifies that the Offeror, and any individuals to be assigned to the organization does not have a record of substandard work and has not been debarred or suspended from doing work with any federal, state or local government.

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Organization Authorized Signature

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Date

## **CERTIFICATION REGARDING LOBBYING**

### Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to be best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, any officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or any employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying, in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1325, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for such failure.

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Organization Authorized Signature

Date

**Certification Regarding Debarment , Suspension, Ineligibility and Voluntary Exclusion  
Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19222).

- (1) The prospective recipient of federal assistance funds certifies, by submission of this certification, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this certification.

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Organization Authorized Signature

Date

**CERTIFICATE OF COMPLIANCE WITH PUBLIC ACT 517 OF 2012**

I certify that neither \_\_\_\_\_ (Company), nor any of its successors, parent companies, subsidiaries, or companies under common control, are an "Iran Linked Business" engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded a Contract as a result of this Request for Proposals, Company will not become an "Iran Linked Business" during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

\_\_\_\_\_  
(Name of Company)

By: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Subscribed to and sworn before me,  
a Notary Public, on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_, Notary Public

\_\_\_\_\_ County, State of Michigan Acting in \_\_\_\_\_ County, Michigan

## **PART III**

### **A. SUMMARY INFORMATION**

	<b>COSTS</b>		<b>One-time Setup</b>
	<b>Monthly</b>	<b>Annual</b>	
<b>INTERNET SERVICE</b>			
<b>Lansing</b>			
<b>St. Johns (Optional)</b>			
<b>PHONE SERVICE</b>			
<b>PHONE SYSTEM</b>			
<b>TRAINING COSTS</b>			
<b>MAINTENANCE COSTS</b>			
<b>TOTAL</b>			

### **B. PROPOSAL NARRATIVE INSTRUCTIONS (D: SPECIFICATIONS)**