

REQUEST FOR PROPOSALS

**For
2020 District Phone Systems Upgrade**

For the

North Metro Fire Rescue District
Broomfield, CO
December 20, 2019



NORTH METRO FIRE RESCUE DISTRICT
101 SPADER WAY
BROOMFIELD, CO 80020
303-452-9910

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2020 District Phone System Upgrade

North Metro Fire Rescue District, a political subdivision of the State of Colorado (“District”), is accepting proposals to upgrade on-premise Avaya PBX phone systems at nine locations. There is no express or implied obligation for the District to reimburse any prospective bidder, or any other person or entity, for any expense incurred in preparing or submitting a proposal in response to this Request for Proposals (“RFP”).

During the evaluation process, the District reserves the right, where it may serve the District's best interests, to request additional information or clarifications from the bidder, or to allow corrections of errors or omissions. At the discretion of the District, prospective bidders may be requested to make verbal presentations as part of the evaluation process.

Proposals must be received by the District prior to 5:00 p.m. (MST) on February 3, 2020 (“Submission Deadline”). If mailed or delivered, **four copies** of the proposal must be sent to North Metro Fire Rescue District, Attention: Heather Brown, 101 Spader Way, Broomfield, Colorado 80020, and received by the District prior to the Submission Deadline. Electronic submittals must be sent to hbrown@northmetrofire.org, and received by her prior to the Submission Deadline.

Questions regarding this RFP must be in writing and e-mailed or faxed to Heather Brown, Executive Administrative Assistant, by January 17, 2020 (“Inquiries Deadline”) at: hbrown@northmetrofire.org; 303-451-0289 (fax).

A copy of this RFP and related documents may be obtained from:

1. The District’s Website at www.northmetrofire.org; or
2. The District’s Headquarters located at 101 Spader Way, Broomfield, CO 80020.

The proposal and all supporting documentation shall become the property of the District, and shall constitute public records within the meaning of the Colorado Open Records Act. If a bidder considers any portion of its proposal to constitute confidential, proprietary information, the bidder must clearly mark such portion(s) as confidential, and separate it from the rest of the proposal in such a manner that the District can withhold it from any production of the proposal in accordance with applicable law.

A. CALENDAR OF EVENTS

Issuance	December 20, 2019
Inquiries Deadline	January 17, 2020
Submission Deadline	February 3, 2020
Review, Evaluation	February 10, 2020
Approval and Award	February 28, 2020
Implementation Begins	March 18, 2020

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B. BACKGROUND INFORMATION

The District is dedicated to providing quality service to its residents through fire protection, emergency medical services, hazardous materials response and specialized rescue. Formed in 1946, the District now covers 63 square miles with a population of approximately 117,000 people including the City and County of Broomfield, the City of Northglenn and unincorporated areas of Boulder, Adams, Weld and Jefferson Counties.

C. NATURE OF SERVICES REQUIRED

1. General

The District is soliciting proposals to replace nine on-premise PBX phone systems that currently service the District’s Administration, Training, Fleet, and Fire Stations facilities. These systems are comprised of BCM450, BCM400, and BCM50 systems with ‘Meet Me Now’ conferencing bridges, unified Messaging, Call Pilot Voice messaging, and SIP trunks. The bidder may propose on-premise or cloud base solutions as long as the requirements outlined in this RFP have been met.

2. Scope of Work

The scope of the phone system replacement will include authored details regarding internal and external voice communications for the following nine locations within the District:

Administration Building: 101 Spader Way Broomfield, Co, 80020	Training Center/Fleet Maintenance/Station 68: 1006 Weld County Road 11 Northglenn, Co, 80516	Station 61: 1275 Midway Blvd. Broomfield, Co, 80020
Station 62: 10550 Huron Street Northglenn, Co, 80234	Station 63: 10941 Irma Drive Northglenn, Co, 80233	Station 64: 13515 Lowell Blvd. Broomfield, Co, 80020
Station 65: 9900 West 120 th Ave. Broomfield, Co, 80020	Station 66: 1750 West 160 th Ave. Broomfield, Co, 80020	Station 67: 13975 South 96 th Street Broomfield, Co, 80020

In connection with the proposal, the selected bidder will be required to issue a letter of advisory comments containing recommendations for correction of internal policy and management control, as well as suggestions for improvements in operating procedures.

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3. Technical Specifications:

- Proposed system can be on-premise or hosted solution provided it meets all the requirements of this RFP.
- System shall support either 4 or more digit dialing.
- System shall support the ability to provide multiple company names.
- System will be new – refurbished equipment will not be accepted.
- System equipment, software, and licensing must be expandable to accommodate growth, any limitations to the system must be clearly outlined in the proposal.
- System will permit the District to upload audio files directly for use as music/message when on hold, for recorded greetings to be used with automated attendant call trees and information mailboxes.
- System should support multiple levels of administrative access, to permit qualified users to make routine programming changes (resetting voicemail password, adding an appearance of an extension to a phone, etc.) without being able to affect other functionality.
- System should have administrative notification capability to allow I.T. staff to be informed of system problems.
- System should have provisions to allow call-blocking based on country code and area code such as 900, etc.
- If a hosted system is proposed, provisions to support on-premise analog devices will be added with a detailed explanation included with the proposal.
- If an on-premise system is proposed, all voice equipment shall support Ethernet, VoIP, SIP, T1/PRI.
- All handsets shall be IP based 10/100 Ethernet; the bid will include any additional network switches and necessary cabling upgrades to facilitate the use of this equipment.
- Any on-premise equipment shall support hardware and/or software redundancy.
- Any proposed on-premise voice systems must be compliant with VMware virtual machine version 6.5 or higher configuration with all necessary hardware, software, and licensing for installation.
- System shall have the ability to time sync with any SMTP server the customer chooses.
- Hosted systems will require a dedicated internet connection. This is to be provided as part of the system bid (optional). If necessary based on system design, the bid will include a CISCO certified engineer and hours to configure quality of service on nine District routers.
- Both on-premise and hosted systems will provide full feature backup and restore functionality that backup and restore 100% of the system including voicemail system.

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4. System Functional Requirements:

- WEB-base administration.
- Caller ID (inbound, maintained across transfers, and outbound programmable per station to show either DID or District/Division main number with override to send DID on 911 calls.
- Directed and Group Call Pick-Up, Park, and Take-Back (if a call is transferred to a phone that does not answer).
- Distinctive Rings (internal vs external calls, differentiating stations, flexible number of rings etc.).
- Voicemail services for all administrative users.
- General delivery voicemail services for Facilities and Fire Stations.
- Automated Attendants for Divisions with the ability to transfer internal, external, informational messaging, etc.
- Audio Conferencing for every user, including a minimum of five Conference Bridges that can support up to 20 callers each.
- E911 services.
- TDM and Analog interface to support elevators, fire monitoring panels, fax machines.
- Unified Messaging.
 - Voice mail to email transfer
 - Voice mail to text transcription
 - Email notification of voicemail
 - Provide seamless sync of Voicemail integration with on-premise Microsoft Exchange 2016 Server, Exchange on-line, Office 365. Directly send voicemails to email server without the use of additional software installed on the user's computer.
- Call following.
- Call logging and reporting for all internal, inbound, and outbound calls.
 - FAX-to-Email capabilities utilizing existing DID numbers that are currently designated as personal FAX number for users.
- Call detail recording, Scheduled Services, Night Services, Quality of Service, Call screening.

5. Phone Set and Feature requirements:

- All administrative personnel will require a minimum of 16 buttons.
- All reception personnel will require a minimum of 48 buttons.
- All other phones will require a minimum of 8 buttons.
- Conference rooms will require IP based conference phones to replace existing analog devices.

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- All phones will include basic phone features including but not limited to:
 - Hold, Park, Conference, DND, VM interrupt, Voice Call, Call Timer, hold, message waiting indicator, one touch hard key programmable internal/external auto-dial and feature set, soft key programmable autodial and feature set.
 - Call record (on demand)(unlimited retention)
 - All phones shall support self-labeling.
 - All phones will be supplied with a 12-foot Cat-5e (or better) patch cable. Cable color will be neutral and complement the phone handset.
 - Displays on each phone is required.
 - Programmable ringtones.
 - Hands-free calling, and capable of supporting third-party wired, wireless, Bluetooth, and other type headsets.
 - Call Forwarding.
 - Forward to voicemail
 - Forward to external number
 - Forward to extension
 - Call transfer.
 - Transfer to voicemail
 - Transfer to internal extension
 - Transfer to external number
 - Transfer to speed dial
 - Direct to voicemail of user or any user
 - Voice Mail Interrupt.
 - Last Number Redial.
 - Page and Zone Paging.
 - Hunt Groups.
 - Group Pickup.

6. Additional:

- Training: The Bidder shall provide on-site training for District personnel to become proficient with the daily operations and maintenance of the proposed solution and all related software/hardware. This training will also include end user training for office staff at every location prior to sign off for that location, as well as general education sessions for select employees. The Bidder will coordinate training times with the District for each location. The Bidder shall also include system administration training for up to three District personnel to cover advanced programming, backups, etc. The Bidder shall also supply video training and written documentation of the final completed solution.
- Maintenance and Support: The District requires a one-year post implementation maintenance and support agreement that includes the manufacturer's warranty plus an additional year of maintenance, which covers all proposed hardware and software. If

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the phone sets are not to be included, this must be clearly outlined and separately disclosed to the District as part of the proposal and agreed upon by both parties. The Bidder must detail the support provided for the product once it is in production, including the quantity of support staff, method of escalation of urgent cases and location of support staff. The successful Bidder shall be expected to be able to remotely access any on-premise systems during the term of the maintenance agreement for diagnostics, minor system alarms, major system failures, programming changes, etc. The successful Bidder shall take responsibility for diagnosing equipment problems and notifying the telecomm or internet service provider should the problem be determined to be off-site. The successful Bidder shall be responsible for any service charges if it is determined that the problem is in the interconnect equipment or with the ISP.

- Cost for continuing Maintenance and Support for on-premise systems: Starting year three, the successful Bidder will provide to the District, one year in advance, a formal quote to continue maintenance and support to allow the District to budget, if it chooses to continue to service. For hosted systems, renewal costs will also be provided one year in advance. Any increase in maintenance and support fees will be disclosed to the District at that time. Any quotes provided to the District will be binding and irrevocable for 12 months.

D. LOCATION CURRENT INVENTORY

1. Administration Facility:

101 Spader Way, BCM450, CallPilot Voicemail/UFM

- 55 Extensions
 - 1 cordless phone full function with feature sets
 - Three reception phones – 16 button phone with two 16 button sidecars
 - 27 users with Personal DID lines, voicemail and 16 button phones
 - 9 users with personal DID fax lines
 - 21 general use phones – 8 button
 - 5 Meet Me Now Conference Bridges
 - 16 analog lines
 - Boardroom AV equipment
 - Two physical fax/copiers
 - Three Polycomm conference phones
 - Two door intercoms
 - 911 Phone in Vestibule (off hook dial 911)
- Lines
 - One Physical line forwarded to a PRI
 - One PRI with 124 DIDs

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- 20 SIP Gateway Trunks
- Two door intercoms
- Additional
 - Configured as two business
 - Multiple ring groups
 - Two hunt groups one for NMFRD Admin and one Fire Prevention
 - Three auto-attendants

2. Training/Fleet/Station 68: (Three buildings on site)

1006 Weld County Rd. 11, Northglenn, Three Buildings, BCM400, CallPilot Voicemail/UFM

- 30 Extensions
 - 10 users with Personal DID lines, voicemail and 16 button phones
 - 2 users with personal DID fax lines
 - 14 general use phones – 8 button
 - 8 analog lines
 - External Loud Bell (Fleet)
 - Three physical fax/copiers
 - One Polycomm conference phones
 - 911 Phone in Vestibule (off hook dial 911)
- Lines
 - One Physical line forwarded to a DID on busy
 - 8 SIP gateway Trunks
 - Gate Main Entry Comm
- Additional
 - Configured as two business
 - Multiple ring groups
 - Three Paging groups Training, Fleet, and Station 68
 - Three auto-attendants

3. Stations 61, 62, 63, 64, 65, 66, and 67:

61: 1275 Midway Blvd., Broomfield, Co., BCM50, CallPilot Voicemail

62: 10550 Huron St, Northglenn Co., BCM50, CallPilot Voicemail

63: 10941 Irma Dr, Northglenn, Co., BCM50, CallPilot Voicemail

64: 13151 Lowell Blvd., Broomfield, Co., BCM50, CallPilot Voicemail

65: 9900 W. 120th Ave., Broomfield, Co., BCM50, CallPilot Voicemail

66: 1750 W. 160th Ave., Broomfield, Co., BCM50, CallPilot Voicemail

67: 13975 S. 96th St., Broomfield, Co., BCM50, CallPilot Voicemail

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- 16 Extensions
 - 1 general delivery voicemail accessible from all locations
 - 3 locations with 16 button phones
 - 10 general use phones – 8 button
 - 8 analog lines
 - One physical fax/copiers
 - 911 Phone in Vestibule (off hook dial 911)
 - One Fire system panel
- Lines
 - One Physical line forwarded to a DID on busy
 - 3 SIP gateway Trunks

E. GENERAL TERMS AND CONDITIONS

1. General

- a. Bidders shall make all investigations necessary to thoroughly inform themselves regarding the delivery of services, materials and equipment as required by this RFP. No plea of ignorance by the Bidder of conditions that exist or that may hereafter exist because of failure to fulfill the requirements of the contract documents will be accepted as the basis for varying from the requirements of the District or the compensation to the Bidder.
- b. The terms and conditions of this RFP, the resulting contract(s) or activities based upon this RFP shall be construed in accordance with Colorado Special District Act, Article 1, Title 32 of the Colorado Revised Statutes. Wherever differences exist between Federal and State statutes or regulations affecting this procurement, interpretation shall be in the direction of that which is most beneficial to the interests of the District.
- c. Bidders are required to state exactly what they intend to furnish to the District via this RFP and must indicate any variances to the terms, conditions, and specifications of this RFP, no matter how slight. If variations are not stated in the Bidder's proposal, it shall be construed that the Bidder's proposal fully complies with all conditions identified in this RFP.
- d. Bidders are advised that the District endorses the participation and utilization of local contractors in its purchasing efforts. Accordingly, proposals of equal price and quality will be awarded to Bidders residing within the geographic area when available. This policy does not prohibit Bidders who reside outside of the area from participating in the purchasing process as long as these Bidders can offer quality products and services at competitive pricing.

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2. Clarification and Modifications

- a. Where there appears to be variances or conflicts between the General Terms and Conditions and the Scope of Services outlined in this RFP, the variance or conflict shall be resolved by an interpretation that is most consistent with the intent and purposes of this RFP and that is in the best interest of the District.
- b. Any apparent silence or omissions within this RFP regarding a detailed description of the materials and services to be provided shall be interpreted to mean that only the best commercial practices are to prevail and that only workmanship of the first quality are to be used.
- c. If any bidder contemplating submitting a proposal is in doubt as to the true meaning of the specifications, the bidder must submit a written request for clarification via email by the Inquiries Deadline designated on the Calendar of Events by email at hbrown@northmetrofire.org. The District will make a list of all inquiries and responses available upon request via email by January 24, 2020.
- d. The District will issue a written addendum if substantial changes, which affect the technical submission of proposals, are required. A copy of the addendum will be posted online at the District's website: <http://www.northmetrofire.org>. The bidder shall certify its acknowledgement of the addendum by signing the addendum and returning it with its proposal. In the event of a conflict with the original RFP, the addendum shall govern to the extent specified. A subsequent addendum shall govern over a prior addendum only to the extent specified.

3. Pricing

- a. If the bidder is awarded a contract under this RFP, the prices proposed by the bidder shall remain fixed and firm during the term of the proposal review and any subsequent contract; provided, however that the bidder may offer incentive discounts from this fixed price to the District at any time during the contractual term.
- b. Bidders will not include Federal, State, or applicable local excise or sales taxes in bid prices, as the District is exempt from payment of such taxes. An exemption certificate will be provided where applicable upon request.
- c. The bidder, by affixing its signature to its proposal, certifies that its proposal is made without previous understanding, agreement, or connection either with any persons, firms, or corporations offering a proposal for the same items, or with the District. The bidder also certifies its proposal is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action.

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4. Bid Preparation and Submission:

- a. The District is seeking a solution as described in this RFP, not a bid meeting firm specifications for the lowest price. Proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality, testing, references, and availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards, which measure how well a bidder's approach meets the desired requirements and needs of the District.
- b. Proposals must contain the signature of an authorized agent of the bidder. If the bidder's authorized agent fails to sign the proposal, it shall be considered a non-responsive offer and shall not be considered.
- c. Unit prices shall be provided by the bidder in its proposal. Where there is a discrepancy between the unit price and the extension of prices, the price that is most advantageous to the District shall prevail.
- d. The bidder must include all information and supplemental documentation required in conjunction with this RFP. If the bidder fails to supply any required information or documents, its proposal shall be considered non-responsive and shall not be considered.
- e. The accuracy of the Proposal is the sole responsibility of the bidder. The bidder will not be allowed to make changes to its proposal after the date and time of the Submission Deadline due to error by the bidder.
- f. Information packages should not contain promotional or display materials unless specifically required in the System Functional Requirements section. Informational packages must address the requirements as explained to aid the evaluation. All questions posed by this RFP must be answered clearly and concisely.
- g. This RFP does not commit the District to pay any cost incurred by the bidder or any other party in preparation and/or submission of proposals or in making necessary studies or designs for the preparation thereof, nor is the District obligated to procure or contract for such products and services.
- h. The District reserves the right to waive any and all informalities in any proposals.
- i. To facilitate the evaluation of the bidder's proposal, the bidder shall number all pages of its proposal and provide tabs as indicated below.
 - Tab 1 Services: Address all areas detailed in "Nature of Services Required"
 - Tab 2 Qualification: Complete the vendor qualification statement.
 - Tab 3 References: Provide references as requested.
 - Tab 4 Exceptions/Alternatives: Detail any exception with this RFP.
 - Tab 5 Form(s) of Proposal: Complete and sign the Form(s) of Proposal.

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5. Conflicts of Interest:

- a. The bidder warrants that its proposal is being submitted independently of any other proposals.
- b. In the event that an independent contractor or firm in conjunction with the District developed this RFP, neither that independent contractor or firm, nor its principals or subsidiaries, shall be allowed to submit a proposal.
- c. In the event that this RFP requires consulting services which may ultimately lead to the purchase of other products or services in the future, neither the selected consultant, nor its principals or subsidiaries, will be allowed to participate in the acquisition of these specific goods and services in the future.
- d. Pursuant to Colorado Revised Statutes, Section 18-8-302: It is a class 3 felony to offer, promise, or give anything of value or benefit to a person serving in a public capacity including a special district employee with intent to influence that employee's acts, opinions, judgements, or exercise indiscretion with respect to the employee's duties and governs the solicitation and acceptance of gifts by public officials.

6. Modification or Withdrawals of Proposal:

- a. Proposals may only be modified in the form of a written notice on company letterhead and must be received prior to the Submission Deadline. Each modification submitted to the District's administration office must have the bidder's name and return address and the title of the bidder's proposal clearly marked on the face of the envelope. If more than one modification is submitted by a bidder, the modification bearing the latest date of receipt by the administration office will be considered the valid modification. All requests for proposal modifications must be signed by a duly authorized agent of the bidder.
- b. Proposals may be withdrawn prior to the Submission Deadline. A withdrawal of a proposal must be made in writing on company letterhead and signed by a duly authorized agent of the bidder.

7. Evaluation of Bid Proposal:

- a. The District reserves the right to reject any and/or all bid proposals or parts thereof, to waive informalities or irregularities in a proposal, and to enter into such contract or contracts as deemed to be in the best interests of the District.
- b. The District reserves the right to reject proposals or parts thereof for the following reasons:
 - i. The bidder misstates or conceals any material fact in its proposal.
 - ii. The bidder's proposal does not strictly conform to the law or requirements of this RFP.

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- iii. The Proposal does not include documents including, but not limited to, certificates, licenses, information or specification sheets, bonds, and/or samples, which are required for submission with the proposal in conjunction with the General Terms and Conditions or the System Functional Requirements.
 - iv. The proposal has not been properly executed by signature of an authorized representative of the bidder.
 - v. The proposal is not received before the Submission Deadline.
- c. A proposal may not be accepted from, nor any contract awarded to, any person or firm which is in arrears to the District upon any debt or contract, or which is a defaulter as surety or otherwise upon any obligation to the District.
 - d. A proposal may not be accepted from, nor any contract awarded to, any person or firm, which has failed to perform faithfully any previous contract with the District, state, or federal governmental agency for a minimum period of one (1) year after the previous contract was terminated for cause.
 - e. A proposal may be rejected if the bidder is currently under suspension or debarment by any local, state, or federal government, and if the bidder cannot so certify, then it shall submit along with the proposal a written explanation of why it cannot make such certification.
 - f. A proposal may not be accepted from, nor any contract awarded to, any person or firm, which has pending litigation against the District on the Submission Deadline.
 - g. The award will be made to the bidder that best meets the needs of the District based upon the evaluation criteria. The District is not required to award the lowest-cost proposal.
 - h. The District reserves the right to:
 - i. Reject any and all Proposals submitted by prospective bidders.
 - ii. Re-advertise this solicitation.
 - iii. Postpone or cancel the process for this solicitation.
 - iv. Determine the criteria and process whereby proposals are evaluated and awarded.

8. Selection Process:

The following criteria may be used to assist in selecting the successful bidder:

- a. **Completeness:** Each proposal will be reviewed prior to the selection process for completeness and adherence to format.
- b. **Evaluation Process:** The District will rely on its staff to formally evaluate each complete proposal. The evaluation process will objectively grade the proposal on its merit and responsiveness. The District will develop and employ a grading scale when evaluating proposals; the criteria will be the sole responsibility and discretion of the District.

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- c. The District reserve the right to select the successful bidder based upon the original proposal along with whatever other evaluation methodology the District chooses to pursue, in accordance with the District's policy.
- d. Preliminary evaluations will be performed by the District's Technology department to determine if all the mandatory requirements have been met. Failure to meet the mandatory requirements may result in the proposal being rejected.
- e. Site visits may be required by District selected bidders to clarify proposals. The District will make every attempt to work with the selected bidder to schedule a date and time for each presentation agreeable to the bidder(s). Failure to accept the District's invitation for a presentation may result in the rejection of the bidder's proposal.

9. Award of Contract:

- a. The successful bidder shall enter into a mutually acceptable contract within 30 days of the District's notice of award. If the parties have not entered into a mutually acceptable contract within that time, the District may, in its sole discretion, withdraw the award and enter into negotiations with another bidder, start a new RFP process, terminate the project, or take such other action as it deems appropriate.
- b. Award Requirements:
 - i. Successful bidders shall be familiar and comply with all local, state, and federal directives ordinances, rules, orders, and laws as applicable to, and affect by, this RFP, including but not limited to Equal Employment Opportunity Commission (EEOC), the Occupational Safety and Health Act (OSHA), and Title I and Title II of the Americans with Disabilities Act (ADA) regulations. No bidder shall be excluded from consideration for award in conjunction with this RFP on the basis of race, color, creed, national origination, handicap or sex or be subjected to discrimination under any contractual award administered by the District.
 - ii. The bidder shall not assign, transfer, convey, sublet or otherwise dispose of the award, including any or all of its right, title or interest therein, or its power to execute a contract to any person, company or corporation without prior written consent of the District.
 - iii. The bidder will be responsible for the cost of all the equipment, accessories, labor, materials as detailed on the Scope of Work and Services.
 - iv. The names of all subcontractors known, or contemplated, shall be listed so the District may evaluate and approve all subcontracts.
- c. Financial:
 - i. Payment options will be based on the successful bidder's proposal and system type. The District agrees to NET 30 terms for the payment, options for payment being annual, monthly, or one-time payment. Any amounts due to the District under terms of this or any other agreement may be applied

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against the successful bidder's invoices with documentation for the basis of the adjustment attached. In no event shall any interest penalty or late fee accrue when payment is delayed because of disagreement between the District and successful bidder regarding the quantity, quality, time of delivery, or other noncompliance with the contract requirements for any product or service or the accuracy or correctness of any invoice.

- ii. The successful bidder shall submit to the District all invoices promptly upon completion and acceptance of the project. Invoices shall not include any costs other than those identified in the District's Purchase Order. All shipping costs are the bidder's responsibility, except to the extent such charges are identified and the District agreed to in advance.

F. REQUIRED PROPOSAL CONTENT

Proposals shall provide the following information in the sequence shown. Proposals must address the specifications and should not contain only marketing brochures or other extraneous data:

1. Name and address of firm.
2. Name of partner or person-in-charge who would be the District's contact person. A resume of this person's background and experience should emphasize similar previous projects performed by that person and the level of responsibility in these engagements.
3. Please furnish an organizational chart or recap of the permanent personnel in the office that will be responsible for the District engagement.
4. Please provide a not-to-exceed charge, including a breakdown of fees, costs and expenses. Also, provide hourly rates for any potential consulting activities.
5. Please provide estimated start date and completion date for this project or acknowledgement of intent to comply with the timelines enclosed.
6. Briefly describe qualifications that will assist the District; describe experience in fire department operations and municipal/special district experience in Colorado, preferably in the Denver metro area.
7. Please provide samples of past work, including one similar project implementation plan from the previous year conducted by the person that will be responsible for this project.
8. Provide at least three references; include name, organization, address and telephone number, and types of services offered.

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9. Provide any other information such as brochures, reports, etc. that might assist the District during the selection process.

10. If the firm utilizes a standard working agreement, please provide a copy as part of the proposal.