

Request for Proposals

# Voice over Internet Protocol (VoIP) Phone Systems and Services

Proposal Due

February 20, 2018

2 PM (PST)

Submit Proposal To

Kittitas County

RFP #201801-VoIP

Jim Goeben, IT Director

205 W 5th AVE STE 13

Ellensburg, WA 98926

PUBLIC NOTICE

Kittitas County, Ellensburg WA

This call for sealed bids is for Voice over Internet Protocol (VoIP) Phone Systems and Services.

Bids are due by 2:00 PM PST Tuesday, February 20, 2018, at which time bids will no longer be accepted. Bids will be opened at 205 W 5th AVE STE 13, Ellensburg, WA 98926 on Tuesday, February 20, 2018. 2:00 PM PST.

Complete specifications may be obtained at <http://www.co.kittitas.wa.us/it/rfp/voip/>.

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# 1 General Information

## 1.1 Introduction

The purpose of this Request for Proposal (RFP) is to solicit proposals from vendors for the selection of an IP voice system and services for Kittitas County (the county), Washington.

A copy of this RFP, supplemental response materials, and communications to vendors are available on the county RFP webpage <http://www.co.kittitas.wa.us/it/rfp/voip/>.

All information provided by the county in this RFP is offered in good faith. The county makes no certification that any item is without error. The county is not responsible or liable for any use of the information or for any claims asserted therefrom.

A complete list of acronyms used in the RFP can be found in *Appendix E Acronyms*.

## 1.2 Organization/operation

This RFP is initiated by the IT Department. Responses will be evaluated and procurement recommendations will be made by IT to the Kittitas County Board of Commissioners for approval.

Kittitas County is east of and adjacent to King County, Washington over the Cascade Mountains. The county courthouse is located at 205 West 5<sup>th</sup> Avenue, Ellensburg, Washington, 100 miles east of Seattle and 175 miles west of Spokane, Washington. The county government serves over 41,000 citizens. More information about the county can be found on the county's website <http://www.co.kittitas.wa.us>.

# 2 Project Scope

The goal of this project is to replace multiple phones and voicemail systems from two telephone companies with one unified communication system for all current and future facilities. The new system should act as a single system in terms of dialing, feature access, and administration from the county courthouse in Ellensburg. Voice connectivity between facilities will utilize currently available fiber. The scope of this project includes the purchase and installation of server equipment and software on-premises, network switches with PoE, QoS configuration and implementation, replacement of all telephones, and training for users and administrators.

# 3 Administrative Terms and Conditions

All responders to this RFP must agree to the terms and conditions in *Section 3 Administrative Terms and Conditions*. Any exceptions must be included in the submitted response.

## 3.1 Responder's understanding of the RFP

By submitting a response to this RFP, the responder affirms they have read and understand the RFP and agrees to its terms and conditions. The county reserves the right, at its sole discretion, to determine

whether the responder has demonstrated such understanding, and to disqualify any responder who demonstrates less than such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the county.

### 3.2 Right to change

The county reserves the right, at any time, to amend, supplement, withdraw, or otherwise change this RFP.

### 3.3 Right of selection/rejection

The county reserves the right to accept any complete response, or portion thereof, or to reject all responses. The county reserves the right to waive any minor informalities or irregularities contained in any proposal. Selection of a responder solution shall not be construed as an award of contract, but as commencement of contract negotiation, including but not limited to the contract price proposed. The county makes no commitment and is not obligated to any respondent.

### 3.4 Withdrawal

Any responder may withdraw its proposal, by written request only, at any time prior to the proposal due date/time. No proposal may be withdrawn for a period of ninety (90) days after the proposal due date/time.

### 3.5 Public records and ownership

All information and other materials submitted in response to this RFP shall become the property of the county and subject to public disclosure under the Washington State Freedom of Information Act (RCW 42.56) after the county announces award of the RFP (RCW 39.26.030).

### 3.6 Non-Disclosure Agreement

The selected responder will be required to complete an NDA, provided in *Appendix F Non-Disclosure Agreement*, in order to access county systems and prior to release of sensitive information. All information furnished to the responder by the county, and all information to which the contractor's employees have access during the term of the contract, shall be treated as confidential to the county. Any oral or written disclosure to unauthorized individuals is prohibited.

### 3.7 Insurance

The selected responder will be required to purchase and maintain, during the term of the contract, insurance as described in *Appendix G Insurance Requirement* and agrees to the indemnification agreement therein.

The selected responder shall procure and maintain for the duration of this agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the contractor, its agents, representatives, employees or subcontractors. The cost of such insurance shall be paid by the contractor.

### 3.7.1 Verification of insurance coverage

The selected responder shall furnish the county with certificates of insurance, to include policy endorsements and exclusions, affecting required coverage. The certificates for each insurance policy shall be signed by a person authorized by that insurer to bind coverage on its behalf and shall name the county as an additional insured. The certificates, and endorsements/exclusions, are to be received and approved by the county before work commences. The county reserves the right to require complete, certified copies of all required insurance policies, and endorsements/exclusions, at any time.

### 3.7.2 Subcontractor insurance

The selected responder shall include all subcontractors as insured under its policies or shall require subcontractors to provide their own coverage. All coverage for subcontractors shall be subject to all of the requirements stated herein.

## 3.8 Cooperative purchasing

The Washington State Interlocal Cooperative Act RCW 39.34 provides that other governmental agencies may purchase services on this solicitation or contract in accordance with the terms and prices indicated therein if all parties agree. The county does not accept any responsibility or involvement in the purchase orders or contracts issued by other public agencies.

## 3.9 Compensation

The county will not be responsible for any costs incurred by a responder, or parties they represent, in preparing, delivering, or presenting responses for this RFP.

## 3.10 Compliance

The responder awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

## 3.11 Non-endorsement

The selected responder agrees that if selected to supply products and/or services to the County, the responder will not make reference to the County in any literature, promotional material, advertising media, brochures, sales presentations or the like without the express, prior written consent of the County.

## 3.12 Site preparation and delivery

The selected responder shall:

1. Provide IT site preparation specifications for the equipment noting any special environmental considerations
2. Uncrate, set in place, and remove all crating and packaging debris from the premises

### 3.13 System testing and acceptance

The selected responder will provide an acceptance testing plan as part of their response. The county and the selected responder cooperatively will determine the final acceptance testing plan. The county will have final approval of the plan.

The acceptance testing plan will include the following:

1. Detailed performance and operating standards (POS), e.g.:
  - a. Trunk port hardware or software (critical failure)
  - b. Responder provided switch ports hardware or software
  - c. Telephones; no more than one instance of 5%
  - d. Processor and common control; the system must maintain error free performance of 99.5% (scheduled operational hours minus down time, divided by the scheduled operational hours)
  - e. Network connectivity; no more than one signaling loss or dropped call between the host and each end node during any 24-hour period
2. Detailed tests, tasks and procedures to demonstrate POS are satisfied
3. Remedies if POS are not met, including:
  - a. If the POS are not met for 30 consecutive days, after 60 days the county shall have the option to request replacement equipment
  - b. If the POS are not met for 30 consecutive days, after 90 days the county may seek relief for any and all damages it may have incurred
4. Acceptance testing is required on all equipment provided by the selected responder
5. The county, at its sole discretion, will determine whether the provided solution has successfully completed the testing plan
6. Formal acceptance of the installed system will occur after a period of 30 days with no failure of the POS
7. The warranty period will commence upon the successful completion of the acceptance period

#### 3.13.1 Materials provided

The selected responder will provide the following information:

1. One copy of each delivery slip, showing description and quantity, signed by the person to whom the delivery is made
2. A complete physical inventory of all the equipment delivered
3. A complete copy of programming and configuration instructions
4. Completed county-provided spreadsheets associating jack locations, extension numbers, DID number assignments, room numbers, and station types
5. System backup instructions and an initial system backup

### 3.14 Scheduling

The county and the responder will cooperatively determine the deployment schedule to ensure a minimum of disruption in county operations. The county will have final scheduling authority.

### 3.15 Change orders

The selected responder will provide change orders for county approval during the course of the contract implementation if work is required outside the scope of the contract. The change order will include a cost estimate.

### 3.16 Contract negotiations

The successful responder will be required to execute a contract in substantially the same form as these specifications. The contract will be tailored by a county attorney to meet the particular requirements of this procurement.

The county reserves the right to negotiate with the highest ranked responder that, in the opinion of the county, has submitted a proposal that is the “best value” to the county. In no event will the county be required to offer any modified terms to any other responder prior to entering into an agreement with a responder, and the county shall incur no liability to any responder as a result of such negotiation or modifications. It is the intent of the county to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement. Negotiations may include, but are not limited to:

- Contract details
- Contract price and/or payment details
- Service requirements
- Minor changes to the scope of services

## 4 Proposals

### 4.1 Key events and dates

The following schedule will apply to this RFP. It may change in accordance with the county’s needs or unforeseen circumstances.

**Table 4-1 Key Events and Dates**

Event	Date
RFP issued	January 18, 2018
Last day questions accepted	February 6, 2018
Responses to questions	February 9, 2018
Proposal Due Date	February 20, 2018, 2 PM PST
Implementation and Completion	Between March and June, 2018

## 4.2 Communication

### 4.2.1 Questions and inquiries

Responder will submit questions about the meaning of any part of this RFP, and report any errors or omissions, no later than the date identified in *4.1 Key events and dates* via email to:

[jim.goeben@co.kittitas.wa.us](mailto:jim.goeben@co.kittitas.wa.us)

Contact with any other county employee regarding this proposal is forbidden and could result in disqualification from the proposal process.

If the responder does not ask questions or clarify assumptions, the county will assume the responder agrees with, and understands, the county's requirements.

The county reserves the right to contact responders for clarification after proposals are opened.

All queries must be submitted in the following format or they will not receive a response:

Section No.	Reference Subject	Clarification Sought

### 4.2.2 Addenda and county responses to questions

The county will respond to questions received before the date set forth in *4.1 Key events and dates*. All responses will also be posted on the county webpage:

<http://www.co.kittitas.wa.us/it/rfp/voip/>

It is the sole responsibility of the RFP responder to monitor this web page for any RFP amendments.

## 4.3 Deliverables

### 4.3.1 Proposal due date

1. Proposals are due by the date/time identified in *4.1 Key events and dates*.
2. No modifications or addenda will be accepted after the proposal due date/time unless requested by the county.
3. Proposals received after the due date/time will not be accepted and will not be returned to the responder.
4. It is the sole responsibility of the responder to see that its proposal is received by the county by the designated time.

### 4.3.2 Submission requirements

1. Submit 1 hardcopy and 1 electronic copy of the entire submittal on a CD/DVD/flash drive.

2. Submit the response in a sealed package bearing on the exterior this RFP’s number (RFP #201801-VoIP).
3. Addressed to:
  - Kittitas County
  - RFP #201801-VoIP
  - Jim Goeben, IT Director
  - 205 W 5th AVE STE 13
  - Ellensburg, WA 98926
4. Faxed or emailed responses are not acceptable.
5. The county is not responsible for submissions not properly identified.

#### 4.3.3 Presentations

Selected responders, at the county’s discretion, may be asked to provide a formal proposal presentation. A requested presentation will not imply a commitment or award.

#### 4.4 Proposal evaluation

The county project team will carefully and thoughtfully evaluate the accepted proposals in accordance with RCW 39.04.270 in order to determine the most advantageous proposal. Responses will be scored against the following weighted requirements.

**Table 4-2 Proposal Evaluation Criteria**

Points	Evaluation Basis
50	<b>Requirements match</b> – based on responses in <ul style="list-style-type: none"> <li>• Proposed solution, including Appendix A Solution Requirements</li> <li>• Supporting documentation</li> <li>• Training</li> </ul>
25	<b>Vendor qualifications</b> – based on responses in <ul style="list-style-type: none"> <li>• Executive summary</li> <li>• Vendor qualifications</li> <li>• Business information and supplier information, including Appendix B Business Information</li> <li>• Vendor references, including Appendix C Vendor References</li> <li>• Maintenance and support</li> </ul>
25	<b>Cost</b> – based on responses in <ul style="list-style-type: none"> <li>• Detailed pricing, including Appendix D Pricing Worksheet</li> <li>• Warranties</li> <li>• Licenses</li> </ul>
100	Total maximum evaluation points

The RFP will be awarded to a responder who furnishes satisfactory evidence that it has the technical ability, experience, equipment, personnel, and financial resources to enable it to successfully and promptly fulfill the requirements and conditions of these specifications.

## 5 Current Environment

### 5.1 Voice systems

The county's telephone infrastructure is decentralized. Local and long distance service at lower county facilities is provided by FairPoint Communications. Service at upper county facilities is provided by CenturyLink. See *Table 5-1 Facility Locations and LAN/WAN Environment* for details.

County staff uses various analog and non IP digital handset telephones. These will not be used with the new VoIP system.

### 5.2 Data network

The county's data network is primarily a switched VLAN network using a combination of 100-megabit per second (Mbps) and 1000Mbps Ethernet topologies. The core switch is a Cisco 4500X. All county facilities use private WAN fiber links between buildings. All of the locations connect to the central network site at the courthouse.

Managed Ethernet switches that provide PoE will be required to complete this project. Current switches have no PoE or QoS.

**Table 5-1 Facility Locations and LAN/WAN Environment**

Building	Address	Data Connection to Courthouse <sup>1</sup>	Telephone Service Provider
Courthouse	205 W 5 <sup>th</sup> AVE, Ellensburg	N/A	FairPoint
Upper District Court	700 E 1 <sup>st</sup> ST, Cle Elum	1 GB fiber	CenturyLink
Permit Center	411 N Ruby ST, Ellensburg	1 GB fiber	FairPoint
Public Health	507 N Nanum ST, Ellensburg	1 GB fiber	FairPoint
Public Works Shop	505 W 14 <sup>th</sup> , Ellensburg	1 GB fiber	FairPoint
Public Works Shop	1009 E 3 <sup>rd</sup> AVE, Cle Elum	100 Mb	CenturyLink
Event Center	901 E 7th Avenue, Ellensburg	1 GB fiber	FairPoint
Sheriff/Prosecutor	307 W Umptanum RD, Ellensburg	1 GB fiber	FairPoint
Solid Waste	925 Industrial Way, Ellensburg	1 GB	FairPoint
Transfer Station	1001 Industrial Way, Ellensburg	1 GB	FairPoint
Transfer Station	50 #5 Mine RD, Cle Elum	1 GB	CenturyLink
Transfer Station	25900 Vantage Highway	1 GB (future)	FairPoint

<sup>1</sup> Data connections to courthouse are a mix of dark fiber and 3<sup>rd</sup> party transport provider.

### 5.3 System environment

#### 1. VMware

2. Windows Server 2008R2 (the county will upgrade in 2019)
3. AD/LDAP

#### 5.4 Physical environment

1. UPS and generator backup power in the courthouse datacenter
2. UPS in each network closet
3. Rack space is available
4. Minimum Cat5e compliant cables in all buildings
5. Gigabit Ethernet fiber cables connect all county buildings
6. Most sites are cabled with a single Cat5e drop to each workstation so the county will prefer a system that supports the computer and telephone on a single Cat5 cable
7. Any additional or re-cabling will be provided by the county

#### 5.5 Client environment

1. Windows clients (mostly Win7, some Win10)
2. Mobile clients are mixed carrier/platform

## 6 Response Requirements

Each response will include the data requested in *Section 6 Response Requirements*, in the order listed and in the format described, or the vendor will be considered non-responsive and the submitted proposal will be rejected.

Responses to this RFP should be clear and concise. All appendix forms are available as Word documents on the RFP webpage.

RFP response sections in required order:

1. Cover page
2. Executive summary
3. Vendor qualifications
4. Proposed solution
5. Detailed pricing
6. Warranties
7. System testing and acceptance plan
8. Maintenance and support
9. Licenses
10. Supporting documentation
11. Business information and supplier information
12. Vendor references

### 6.1 Cover page

Each response will start with a cover page that includes the following information:

1. The responding company's name, street address, and website address
2. The contact person's name, phone number and email address
3. This RFP's number (RFP #201801-VoIP)

## 6.2 Executive summary

Provide an introduction to the company, its products and services, a brief company history, and an overview of the proposed solution.

## 6.3 Vendor qualifications

Explain the company's qualifications for the work requested in the RFP, and what sets the company apart from its competitors.

## 6.4 Proposed solution

Carefully describe the approach to be used to deliver the completed on-premises system. Note where standard products are to be used and where there will be custom engineering. Identify all business partners and third party providers/interests.

Provide a full description of the proposed solution and describe how it meets the requirements of this RFP. Attach a completed *Appendix A Solution Requirements* form.

Describe in detail options to the on-premises solution managed by the county (e.g., hosted, cloud, vendor managed), and provide cost details.

## 6.5 Detailed pricing

Clearly identify all costs to the county for all components of the proposed solution using the *Appendix D Pricing Worksheet* form. All pricing should be submitted as best cost.

Responders must provide a minimum 6 month guarantee that the equipment will be available at the same price or better.

## 6.6 Warranties

Supply any expressed warranty or warranty policy. Also include a list of restrictions and any performance warranties or service level agreements, such as response times, etc.

## 6.7 System testing and acceptance plan

Provide a recommended system testing and acceptance plan. Include provisions described in Section 3.13 System testing and acceptance.

## 6.8 Maintenance and support

Detail all proposed annual maintenance and support of the products and services, including renewal period, identification of provider, etc.

Describe how patches and/or updates are provided, supported, and coordinated with county IT.

## 6.9 Licenses

Provide copies of software and support license agreements.

## 6.10 Supporting documentation

Be prepared to supply or identify all documentation explaining the use and operation of products and services in the proposed solution such as system descriptions, operating procedures, end-user guides, system software guides, communication procedures, etc.

## 6.11 Business information and supplier information

Provide a completed *Appendix B Business Information* form.

## 6.12 Vendor references

Provide 3 vendor references using the form provided in *Appendix C Vendor References*.

## Appendix A Solution Requirements

In the following tables, indicate the solution's ability to meet each function today by entering a 1, 2, 3, or 4 in the *Able to Provide* column, where:

- 1 = No
- 2 = Qualified No
- 3 = Qualified Yes
- 4 = Yes

For any function with a response of 2, 3, or 4, describe how the requirement is met. If provided by a third party or partner, provide product name, description, and how it integrates with vendor's technology.

### Required functions

Operations Function (Today)	Able to Provide?	Describe capability: how is it accomplished? (Required for 2, 3, or 4 response)
1. Administration, global changes – allows an administrator to implement global programming and configuration changes across the network		
2. Administration, scheduled changes – allows an administrator to schedule and implement programming changes across the network based on time of day, day of the week, and month or year		

<p>3. Anonymous caller rejection – allows line to reject external calls from numbers that are blocked from caller ID but allows internal calls from numbers that are blocked (anonymous callers/unknown)</p>		
<p>4. Authorization codes – require a code to make certain kinds of calls, e.g., to prevent unauthorized international or regional billed calls</p>		
<p>5. Automated attendant – this feature presents callers with a voice menu of options, then routes calls according to the keys the caller presses; menu must be able to accommodate multiple languages</p>		
<p>6. Automated attendant options – allows callers to be transferred to an extension based on their selection from a menu, without help from a person; how many levels does the proposed system allow?</p>		
<p>7. Automated attendant, dial by extension – global or menu option that enables callers to reach a user by dialing his or her extension</p>		

<p>8. Automated attendant, dial by name – enables a caller to reach a user by dialing the first three letters of the last name or first name</p>		
<p>9. Automated attendant, individual greetings – capable of answering individual ports/DIDs with different greetings</p>		
<p>10. Automated attendant, personal – unanswered calls to a number or extension are delivered to a voice prompt that allows callers to choose from multiple options (e.g. another extension, an external number) or voicemail**</p>		
<p>11. Automated attendant, personal greetings – users can instruct the system to greet their callers with a personal message or prerecorded message</p>		
<p>12. Automated attendant, single digit menu – the menu capability provided by the auto-attendant must provide single key access to menu choices</p>		

<p>13. Call auditing – allows a system administrator to track an outbound call, placed from any location on the network, by the originating extension number, date, time, number dialed, trunk used, and duration</p>		
<p>14. Call blocking – an administrator can block calls from specific exchange or area code, e.g., 976 exchange or 900 area code</p>		
<p>15. Call coverage (find-me follow-me) – users can route incoming calls to another location or locations, and to route multiple numbers to a single phone or answering service; e.g., incoming calls can be routed to all user devices simultaneously, to different locations based on a preset schedule, or sequentially to any combination of user’s office, cell, home phone, etc.</p>		
<p>16. Call forward – users can send incoming calls to another number (internal or external to the network, landline or cellphone); all calls, when line is busy, and when call is not answered</p>		

<p>17. Call forward, permanent – virtual number with permanent call forward to another number, i.e., so it appears to be calling a local number</p>		
<p>18. Call pickup – allows users to dial a feature code or press a button to answer a call ringing any other phone, within a predefined pickup group or a specific extension</p>		
<p>19. Call rejection – ability to block calls from specific numbers; caller hears a recording the number called is not accepting calls from them at this time; state how many numbers can be rejected</p>		
<p>20. Call waiting – user will hear a call waiting tone if they are on another call</p>		
<p>21. Caller ID, inbound – the name and number of the calling party, whether internal or external, appears in the user’s display</p>		
<p>22. Caller ID, outbound – can be configured to announce individual DID numbers or the company’s main number, or it can be blocked entirely</p>		

<p>23. Caller ID, outbound block – selected users may block/unblock outbound caller ID on a per station basis</p>		
<p>24. Centralized administration – a platform that supports centralized administration and maintenance of the network from one facility</p>		
<p>25. Classes of service – allows restriction of outbound calls, either entirely, or by calling areas (local, toll, domestic, international) on a per-user basis</p>		
<p>26. Conference capability – provides call conferencing, internal or external with both meet-me (no password codes) and administrator/moderator (with password codes); note the maximum number of lines that can be conferenced</p>		
<p>27. Cost allocation and reporting – an administrator can view and export to CSV inbound and outbound call details by originator, destination, rate centers, billing code (up to 24-character GL code, e.g., 001-1754201, assigned to each user or outbound call), duration, and cost; describe how billing codes are used in the solution</p>		

<p>28. Diagnostic tools – allows an administrator to run a series of procedures and diagnostic tools to isolate and troubleshoot component and software level failures</p>		
<p>29. Directory, nonpublished number – number is not published in the phone directory or available thru operator services</p>		
<p>30. E911 – location information (facility and zone) provided when user dials 911:  a. Describe how your system supports enhanced 911  b. Does your system have the capability of providing a unique identifier for each handset location, including those that do not have an assigned DID?  c. Does your system have the capability to alert a console, specified phone station when a 911 call is dialed?</p>		
<p>31. Extension assignment – every phone or user is assigned an extension, the last 4 four digits of that user or phone’s DID number; extensions can be used for internal calling, transferring, or in conjunction with dial-by-extension functionality in the auto-attendant</p>		

32. Feature administration – an administrator can enable/disable features at the user level		
33. Fiber – system supports direct fiber connectivity		
34. Headsets – allows users to make and receive calls with a headset instead of a handset		
35. Hold – a user may pause the current conversation, and retrieve the call from the same phone		
36. Hot line – when phone is picked up, line autodialed a pre-programmed number (e.g., 911 for emergencies, a service desk, etc.)		
37. IP soft phones – supports an IP soft phone		
38. Message management – when listening to messages, user has the ability to rewind, forward, and pause the message		
39. Message, forward – ability to forward messages, with or without additional comment.		
40. Multiple call appearance – allows a user to have the opportunity to take more than a single call at one time		

41. On hold reminder ring – if user is not on another call while a call is on hold, they will hear a reminder ring; describe the intervals		
42. Passwords – required for system administration tools		
43. Quality of Service – system supports industry standards for QoS		
44. Redial – a user can call the previous internal or external phone number dialed without re-entering the number		
45. Remote access to administration – allows an administrator to remotely access the network for administration and maintenance purposes		
46. Report, call detail – an administrator can view and export inbound and outbound call details by originator, destination, rate centers, duration, and cost		
47. Ring tone selection – user can choose between distinctive ring tones to help distinguish their phone from neighboring phones		

48. Route selection, automatic – route calls out trunk groups terminated on any system in the network		
49. Routing flexibility – dynamically route a call over various network paths to avoid congestion at any location		
50. Speakerphone – provides full-duplex speakerphone capability		
51. Speed dial – a user can program internal or external numbers as two-digit speed dials accessed using a feature code, or as programmed buttons		
52. Speed dial – allows a user to press a button pre-programmed with a phone number; both system wide and user speed dial numbers must be accommodated		
53. Station administration – allows an administrator to setup, configure, and troubleshoot any station on the network from the centralized administration platform		
54. Temporary deletion – user can retrieve a deleted message during current session		

55. Toll restriction – the capability to block long distance calls from specific stations		
56. Transfer – allows user to transfer an active call to another extension or external/cellphone number		
57. Transfer directly to voicemail – user has ability to easily transfer a caller directly to another user's voicemail		
58. Unified messaging – how does the solution integrate with Microsoft Exchange		
59. Voicemail distribution groups – users can send voicemail to a predefined group of users		
60. Voicemail envelope information – incoming messages are automatically labeled with date, time, duration, and Caller ID		
61. Voicemail notification – notification of a new voicemail message can be sent to an external number (e.g., cell phone)		
62. Voicemail transcription – voice messages are transcribed to text and emailed to the user along with a WAV file		

63. Wireless headset – an integrated wireless headset with the capability to answer and release calls without returning to a hard-wired phone		
64. Wireless phones – supports wireless (cordless) phones		

## Preferred functions

<b>Operations Function (Today)</b>	<b>Able to Provide?</b>	<b>Describe capability: how is it accomplished? (Required for 2, 3, or 4 response)</b>
65. Alarm notification – in the event of a system failure, an alarm notification can be sent to an administrator via cell phone, email, or network broadcast		
66. Audio text – callers can listen to a greeting / announcement, but do not have the capability to leave a message		
67. Auditing, change history report – provides a report of all programming changes and the source for documentation and authorization purposes		

<p>68. Automated attendant, greeting toggle – user has the ability to toggle between a standard greeting and a special greeting</p>		
<p>69. Automated attendant, personal – users can record multiple personal greetings and have the system play a single greeting for all calls or play specific greetings for different types of calls based on the call type, source or origination, and user’s station status</p>		
<p>70. Backup across the network – allows an administrator to backup any PBX or other Telephony Platform on the network from a centralized management position</p>		
<p>71. Browser agnostic – works on all major browsers (IE, Chrome, Firefox)</p>		
<p>72. Browser based system management – allows an administrator to access the centralized system administration tools from any web-enabled browser</p>		

73. Browser based user administration – allows any user on the network to access telephone programming information and change or modify predefined station set features		
74. Browser, non-Java – administration functions are not Java based		
75. Call auto hand-off – enables automatic Wi-Fi/cellular call handover		
76. Call back – allows users to press a button to activate a call back from a busy station when it returns to the idle state		
77. Call logs, on phone - display the date and time of user’s missed, received, and placed calls		
78. Call park – user pauses a current conversation, and she or another user, can retrieve the call from any phone using a menu		

<p>79. Call screening – users can treat calls differently depending on the caller ID; e.g., specific incoming Caller-IDs can always be forwarded to a cellphone, whereas others can always be sent to voicemail or disconnected</p>		
<p>80. Call treatment, time dependent – functionality that enables different call treatment depending on the day of the week or time of day; users can enable or disable this functionality</p>		
<p>81. Chat/instant messaging – chat client ability to disable archiving and block users or groups</p>		
<p>82. Computer based administration – does the system provide a GUI based utility for system administration and programming; describe available options</p>		
<p>83. Computer based phone – users can manage their calls via computer rather than phone set; state whether installation of this application requires licensing, and if this pricing is reflected in your proposal</p>		

<p>84. Computer based reception consoles – receptionists can manage calls within their group via computer rather than an attendant console; state whether installation of this application requires licensing, and if this pricing is reflected in your proposal</p>		
<p>85. Desktop sharing – users can launch a desktop sharing session during an audio or video chat so share their entire screen or a chosen portion</p>		
<p>86. Diagnostics, internal – the ability for internal self-detection, diagnosis, reporting and resolution of component and software level failures on any PBX or other Telephony Platform or peripheral equipment of the network</p>		
<p>87. Dial ahead/through – allows subscriber to enter keypad commands through the system voice prompts</p>		
<p>88. Do not disturb – users can temporarily prevent incoming calls from ringing their extension, and route them automatically to voicemail or another pre-programmed destination</p>		

89. Dual persona – allows users to separate business and personal communications on a single device		
90. External access – allows subscribers to access the voicemail system through a separate DID or 800 number		
91. Intercom groups – a user can communicate hands-free with multiple users via their speakerphones		
92. Intercom one-to-one – two users can communicate hands-free via speakerphone		
93. LDAP directory synchronization – allows an administrator to utilize LDAP to synchronize the PBX or other Telephony Platform database with a directory server		
94. Message waiting indicator – user are given visual notification of voicemails through on-screen alerts and the handset		
95. Mobile app – client extends full desk phone call handling and capabilities to Android and iOS mobile and wearable devices, including single touch conferencing from these devices		

96. Music on hold – an administrator can choose a song, or upload one at no charge, and play that audio for callers on hold		
97. Paging groups – users can page (one-way speakerphone) groups of phones throughout the enterprise, regardless of physical location		
98. Password administration – an administrator can manage phone and voicemail passwords online		
99. Password aging – force users to change passwords at pre-determined intervals		
100. Presence, on-phone – users can view the on or off phone status of other users' lines		
101. Priority message – subscribers can send priority messages that are specifically marked and preferentially presented to recipients		
102. Receipt – ability to generate receipt information for messages sent		

<p>103. Remote phone use – users can use a phone from any location with a cable/DSL broadband connection, such as a home office; describe how this would be accomplished</p>		
<p>104. Ring group – allows calls to a single number to ring on multiple phones simultaneously or in series</p>		
<p>105. Scheduled delivery of messages – subscriber can send voice messages to other subscribers at a designated time and date</p>		
<p>106. Scheduled maintenance – a set of procedures or tools run at regular intervals to maintain and optimize system performance</p>		
<p>107. Security, invalid login threshold – creates a record of all invalid attempts to log into the system administration package and locks out the user after 3 invalid attempts in a specified time period</p>		
<p>108. Shared line appearances – allows a set of extensions or DID numbers to appear on a group of phones in addition to each phone’s primary number</p>		

109. Simple Network Management Protocol – the system provides SNMP information that can be used to report system alarms and performance data?		
110. Time dependent greetings – user has the ability to record a special greeting for after business hours		
111. Toll fraud – allows an administrator to customize call accounting reports to analyze call traffic for toll fraud for all locations in the network		
112. Toll fraud alert – automatically notifies an administrator of toll fraud		
113. Traffic analysis – an administrator is able to gather traffic information related to both quantity and length of calls, as measured in CCS		
114. Transfer, announced – user can send a current call to another extension or phone number after conferring with the recipient		
115. Transfer, unannounced – user can send a current call to another extension or phone number without first speaking to the recipient		

116. Undelete message – allows a subscriber to press specific keys on the keypad at any time during message retrieval process to “undelete” the last message deleted		
117. Video conferencing – user can video chat with other users		
118. Voicemail broadcast – an authorized user can forward a voicemail to the entire user base		
119. Voicemail review and re-record – provides the ability to review and re-record a message prior to being sent		
120. Voicemail to email group notification – multiple email addresses can receive notification of voicemail receipt		
121. Voicemail, message creation – subscribers can access the system from any touch-tone telephone, record messages, and send them to other subscribers on the system		
122. Voicemail, on-screen – users can navigate the phone screen to retrieve and otherwise handle voicemail messages		

123. Voicemail, reply by calling – users can reply to a voicemail message from the voicemail system by calling back the Caller ID, when available		
124. Web & app dialer – users can automatically dial a number from the web or app by clicking on it		

## Environmental specifications

125. Provide the physical dimensions of the proposed system as configured for each site. Include width, height, and depth, and rack space requirements.
126. Describe the mounting options of the proposed system-rack, floor, or wall. If more than one option exists, please describe the available options and costs, and provide a recommendation.
127. Provide power specifications of the proposed equipment.
128. Provide the required cabling specifications for the proposed system. Note any special requirements due to station type.
129. Describe the environmental considerations of the proposed system, including operational temperature, humidity, and heat dissipation.

## Vendor support

130. Implementation work plan – provide an implementation work plan for a complete system installation. Include project milestones and outline expected customer roles/responsibilities. Estimate the amount of time county personnel can expect to spend working with you on this project.
131. QoS configuration and implementation – describe how you will assist the county in configuring and implementing QoS.
132. Implementation team – provide a description your implementation team, including engineering staff, technical installation staff, project management staff, and trainers. Include the years of experience implementing similar solutions for each team member.
133. User training – the county is requesting live on-site comprehensive phone and voicemail training for approximately 50 power users, and pre-recorded (e.g., video or PowerPoint) basic training for approximately 250 that will be hosted on the county's Intranet. Include training description and documentation.
134. System administrator training – the county intends to manage the system and requires adequate training for IT staff that meets manufacturer requirements; you must provide installation, maintenance, administration, and programming training; note who will provide training and at what location, and if manufacturer certification is required for customer system support. Include training documentation. Pricing should include training for 5 administrators.
135. Vendor warranty service – provide a description of your warranty service, including guaranteed response times, preventive maintenance schedules, and any added service offerings.
136. Manufacturer warranty service – provide a description of the manufacturer's warranty on the products proposed.
137. Remote diagnostics – describe your company's ability to provide remote diagnostics and provide a list of your fees and the minimum billing increment.
138. Help Desk - describe your help desk function to support this product.

139. Maintenance support program – provide a description and pricing of all available maintenance plans for service after the warranty period. Provide pricing for any extended warranties available.
140. Response time – describe your response time to post-warranty support; include the time for each category of response (e.g. emergency, standard, add, move & change, etc.).
141. Describe in detail the service level for support.
142. What is the average response time for technical and end-user support questions?
143. What is the average resolution time for technical and end-user issues?
144. What hours are the support personnel available? Are they available 24/7/365? Is there a toll free number for support calls?
145. How many members make up the support team?
146. What is the average number of years of experience for current personnel providing technical and end-user support for the proposed application?
147. Which support is provided by the vendor and which is escalated to the manufacturer or a third-party?

## System security

148. Describe the proposed approach to system and application security. Make specific reference to:
  - a. Methods for identification and authentication
  - b. User access to data
  - c. Audit trails
  - d. Firewall, proxy, and gateway servers
  - e. TCP port 80 for HTTP and TCP port 443 for HTTPS
  - f. SSL and TLS
149. Describe the security architecture of the application and system?
150. Describe the process for identifying and addressing hardware and software security vulnerabilities.
151. Describe what network services will be utilized by the solution. How will access be controlled?
152. What network protocols will be used?
153. Provide samples and process maps of the transmission file format, definitions and procedures.
154. How do you protect IP voice against unauthorized recording, playback and other forms of electronic snooping?
155. How do you protect audio conferences and the information discussed?
156. How do you improve voice quality in less than ideal Internet conditions?

## Solution lifecycle

157. Describe the product's history since introduction in terms of its age and any major revisions/release.
158. Has the manufacturer announced an end-of-support date for the proposed equipment? If so, please provide this information.
159. How do you ensure backwards compatibility with new devices?
160. Describe the expected life-cycle of each type of device/equipment.
161. Describe and provide the product documentation.

## Technical questions

162. Describe how users connect to the system when they are off site (over the Internet).
163. Is the phone hardware open source or proprietary?
164. Is there an API for the phone system? If yes, please describe.
165. The scope of work for this project is for an on-premises solution. Describe your proposed on-premises trunk routing solution as well as any optional (off-premises/cloud) installation solutions (include cost differences):
  - a. Does your solution support trunks to both providers in both service areas, i.e. both areas keep their existing local numbers?
  - b. Does your solution support one trunk for all locations, i.e. some locations keep their existing local numbers and others get new numbers?
  - c. Does your solution route trunks over the Internet, e.g. MPLS, i.e. all numbers will change?
  - d. Describe any other trunk routing options you support.
166. Describe how faxing works in your proposed solution. Do you have a centralized faxing component?
167. Describe how long distance charges are calculated on calls, how access to make long distances calls is controlled, and if users can enter access number on phones that restrict toll calls.

## Telephone descriptions

Please recommend the telephone model best suited for each category and provide a description of its functionality.

168. Standard – moderate call volume and selective coverage position
169. Manager/reception – high call volume user; primary answering position for a particular department
170. Soft phone
171. Video – has video conference capabilities
172. Conference phone

173. Public access – locked down to single number dial with no long distance

## Appendix B Business Information

The following questions are focused on the overall company structure. Please provide the information in the following table:

Request	Response
174. Year the company was established	
175. Number of full time employees	
176. Number of years the company has offered the proposed solution	
177. Number of customers using the proposed solution; how many are in WA, and how many are government agencies?	
178. Identify any outstanding or pending litigation and describe the associated risk	
179. Identify all proposed third party subcontractors and manufacturers	
180. Provide specific examples of previous projects in which you successfully supported customers who had a high level of potential liability for the protection of highly sensitive data	

## Appendix C Vendor References

The county might wish to see the product in operation and discuss its performance with users. Please provide at least 3 references with like products and services of like size scope using the proposed solution or similar products and services.

### 181. Reference 1

Company name		Contact name	
PBX make/model		Contact email	
No. of phones		Contact phone	
Install date			

### 182. Reference 2

Company name		Contact name	
PBX make/model		Contact email	
No. of phones		Contact phone	
Install date			

### 183. Reference 3

Company name		Contact name	
PBX make/model		Contact email	
No. of phones		Contact phone	
Install date			

## Appendix D Pricing Worksheet

Include all costs to the county, e.g., labor, materials, equipment, monthly recurring costs, and any other items required for a complete implementation and continued operation.

Description	Details/model/part	Qty.	Unit cost	Cost
Switches – fiber transport				
• 48 port PoE QoS MAC/Sec		17		
• 24 port PoE QoS MAC/Sec		3		
Mounting hardware (Q126)				
Phones				
• Standard/staff (Q168)		245		
• Manager/reception (Q169)		35		
• Soft (Q170)		5		
• Video (Q171)		5		
• Conference (Q172)		10		
• Public access (Q173)		10		
Software				
• Voice messaging				
• Unified messaging				
• Voicemail transcription (Q62)				
Professional services				
• QoS configuration and implementation (Q131)				

• Project management				
• Installation/implementation				
Training (Q133-134)				
• Administrators (5)				
• Advanced users (50)				
• Basic users (250)				
API (Q164)				
Maintenance and support first year (Q137-147)				
Licensing first year				
Other implementation costs				
Tax	0.082%			
TOTAL for implementation				
Monthly recurring: trunk ports				
Monthly recurring: long distance				
Other monthly costs				
Total monthly recurring costs				
Annual software maintenance after 1 <sup>st</sup> year				
Annual hardware maintenance after 1 <sup>st</sup> year				
Annual licensing after 1 <sup>st</sup> year				
Other annual costs				

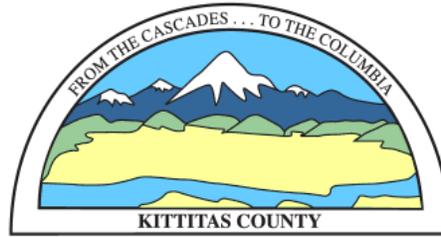
Total annual recurring costs				
Hourly rate for additional services and for post-warranty support				
Off-premises solution options (Section 6.4 and Q165):				
Comments:				
Prices guaranteed at the same price or better for/until:				

The county requests items that will incur freight charges are shipped Free On Board (FOB) Destination, with the freight prepaid.

## Appendix E Acronyms

DID	Dial in Direct Number
IP	Internet Protocol
IT	Information Technology Department
LDAP	Lightweight Directory Access Protocol
MGCP	Media Gateway Control Protocol
NDA	Non-Disclosure Agreement or Confidential Information Agreement
PBX	Private Branch Exchange
PoE	Power over Ethernet
POST	Power-On Self-Test
POTS	Plain Old Telephone Service
QoS	Quality of Service
RCW	Revised Code of Washington
RFP	Request for Proposal
SIP	Session Initiation Protocol
TAPI	Telephony Application Program Interface
TDM	Time-Division Multiplexing
VoIP	Voice over Internet Protocol

# Appendix F Non-Disclosure Agreement



## Kittitas County Information Technology Confidential Information Agreement

This agreement is hereby entered into, by and between Kittitas County and \_\_\_\_\_  
(hereinafter "Service Provider") on \_\_\_\_\_.

Kittitas County and Service Provider mutually agree to the terms of this Agreement to govern the handling of Kittitas County data and information by any employee, subcontractor, agent or other individual affiliated with Service Provider to which he or she may have access during the course of any work done for Kittitas County.

If any conflict exists between the terms of this agreement and any prior agreement, the terms of this agreement shall govern.

### 1. Definitions

"Covered Data and Information" refers to any piece of Kittitas County data and information to which any Service Provider may have access to during the course of performing work for Kittitas County.

### 2. Term and Termination

- a. This Agreement shall take effect upon execution by both parties.
- b. The County may terminate this Agreement in whole or in part whenever the County determines, in its sole discretion, such termination is in the best interest of the County.

### 3. Acknowledgment of Access to Covered Data and Information

Service Provider acknowledges that this Agreement allows access to Covered Data and Information.

### 4. Prohibition on Unauthorized Use or Disclosure of Covered Data and Information

Service Provider agrees to hold the Covered Data and Information in strict confidence. Service Provider shall not use, exploit, or disclose, or permit the use, exploitation, or disclosure of any Covered Data and Information that may be accessed except as permitted or required by the Agreement, as required by law, or as otherwise authorized in writing by Kittitas County.

### 5. Safeguard Standard

Service Provider agrees to protect the Covered Data and Information according to commercially acceptable standards and no less rigorously than it protects its own Covered Data and Information.

Notwithstanding the foregoing, it is the responsibility of the Service Provider to be aware of and abide by any Kittitas County Technology Policies that address Covered Data and Information, security practices and procedures, and the appropriate use of Kittitas County computer systems.

## 6. **Handling of Covered Data and Information**

Service Provider shall not copy Covered Data and Information onto any computer or media without prior authorization by the department head of the Kittitas County department responsible for that data. In cases where Covered Data and Information is copied onto any media, electronic, magnetic, optical, print, film or otherwise, such Covered Data and Information will be encrypted and carefully guarded by Service Provider against unauthorized exposure and, once the work has been completed, Service Provider will destroy all copies of Covered Data and Information either through Department of Defense (DoD) 5220.22-M 3-pass data sanitization or physical shredding.

- a. **Breach.** In addition to the rights of the parties established by any previously or concurrently executed Agreement between Kittitas County and Service Provider, if Kittitas County reasonably determines in good faith that Service Provider has materially breached any of its obligations under this Agreement, Kittitas County, in its sole discretion, shall have the right to:
  - i. Exercise any of its rights to reports, access and inspection under this or any other Agreement between Kittitas County and Service Provider; and/or
  - ii. Require Service Provider to submit to a plan of monitoring and reporting, as Kittitas County may determine necessary to maintain compliance with this Agreement; and/or
  - iii. Provide Service Provider with a fifteen (15) day period to cure the breach; and/or
  - iv. Terminate the Agreement immediately.
- b. Before exercising any of these above described rights, Kittitas County shall provide written notice to Service Provider describing the violation and the action it intends to take.
- c. Notwithstanding the above, Service Provider acknowledges that a breach of this Agreement may cause irreparable harm to Kittitas County for which a remedy at law would not be adequate. In the event of such a breach or threatened breach, Kittitas County shall be entitled to seek appropriate injunctive relief in any court of competent jurisdiction, restraining Service Provider from any such threatened or actual violation of the provisions of this Agreement. This provision does not limit Kittitas County's rights to seek monetary damages in addition to injunctive relief.

## 7. **Subcontractors and Agents**

If Service Provider provides any Covered Data and Information which was received from, or created for, Kittitas County to a subcontractor or agent, then Service Provider shall require such subcontractor or agent to agree to the same restrictions and conditions as are imposed on Service Provider by this Agreement.

## 8. **Maintenance of the Security of Electronic Information**

Service Provider shall develop, implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality, integrity and availability of all

electronically maintained or transmitted Covered Data and Information received from, or on behalf of, Kittitas County.

- a. In the event a Service Provider employee with access to Covered Data and Information is no longer employed by Service Provider, Service Provider shall immediately reset or change any passwords provided by Kittitas County, or to notify Kittitas County to reset or change any passwords provided to Service Provider.
- b. Kittitas County may reset or change any passwords provided by Kittitas County, with or without prior notice to Service Provider.

## 9. **Monitoring**

Service Provider understands and acknowledges that Kittitas County has the right to conduct and maintain an audit trail of all accesses to Covered Data and Information and that Kittitas County may monitor Service Provider's activity on Kittitas County systems at any time without notice.

## 10. **Reporting of Unauthorized Disclosures or Misuse of Covered Data and Information**

Service Provider shall report to the Kittitas County Information Technology Director and the department head of the Kittitas County department responsible for that data any use or disclosure of Covered Data and Information not authorized by this Agreement or in writing by Kittitas County, or in the event that Service Provider is required to disclose Covered Data and Information in any legal or regulatory proceeding. Service Provider shall make the report to Kittitas County not less than one (1) business day after Service Provider learns of such use or disclosure. Service Provider's report shall identify:

- a. The nature of the unauthorized use or disclosure,
- b. The Covered Data and Information used or disclosed,
- c. Who made the unauthorized use or received the unauthorized disclosure,
- d. What Service Provider has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and
- e. What corrective action Service Provider has taken or shall take to prevent future similar unauthorized use or disclosure.

Service Provider shall provide such other information, including a written report, as reasonably requested by Kittitas County.

## 11. **Indemnity**

Service Provider shall defend and hold Kittitas County, its appointed and elective officers, agents and employees, harmless from all claims, liabilities, damages, judgments, and costs, including but not limited to Kittitas County's costs and reasonable attorney fees, which arise as a result of Service Provider's failure to meet any of its obligations under this Agreement.

## 12. **Survival**

The respective rights and obligations of Service Provider under Sections 3 through 11 shall survive, notwithstanding the termination or invalidity of this Agreement for any reason.

**13. Waiver**

Waiver of any breach or condition of this Agreement shall not be deemed a waiver of any prior or subsequent breach. No terms or conditions of this Agreement shall be held to be waived, modified or deleted except by an instrument, in writing, signed by the parties hereto.

**14. Venue and Choice of Law**

In the event that any litigation should arise concerning the construction or interpretation of any of the terms of this Agreement, the venue of such action of litigation shall be in the Superior Court of the State of Washington in and for the County of Kittitas. This Agreement shall be governed by the law of the State of Washington.

**15. Intellectual Property**

Nothing contained in this Agreement shall be construed as granting or conferring any rights by license or otherwise in any Covered Data and Information disclosed to Service Provider or in any intellectual property rights related thereto.

**16. Successors and Assigns**

This Agreement and all of its terms shall be binding upon and shall inure to the benefit of Kittitas County and Service Provider and their respective successors and assigns, as may be permitted.

**17. Modification**

The Agreement may be changed, modified, or amended only in writing signed by both parties.

**18. Certification**

The undersigned certify that they are authorized to execute this Agreement on behalf of their respective parties.

IN WITNESS WHEREOF, each of the undersigned has caused this Agreement to be duly executed in its name and on its behalf.

**Kittitas County**

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**Service Provider**

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

## Appendix G Insurance Requirements

The Contractor shall secure and maintain in effect at all times during performance of the Work such insurance as will protect Contractor, its Support and the Additional Insured's from all claims, losses, harm, costs, liabilities, damages and expenses arising out of personal injury (including death) or property damage that may result from performance of the work or this Agreement, whether such performance is by Contractor or any of its Support.

All insurance shall be issued by companies admitted to do business in the State of Washington and have a rating of A-, Class VII or better in the most recently published edition of Best's Reports unless otherwise approved by the County. If an insurer is not admitted, all insurance policies and procedures for issuing the insurance policies must comply with Chapter 48.15 RCW and 284-15 WAC.

The Contractor shall provide proof of insurance for:

### 1. Commercial General Liability Insurance

Coverage limits not less than:

- \$1,000,000 per occurrence per project
- \$2,000,000 general aggregate
- \$1,000,000 products & completed operations aggregate
- \$1,000,000 personal and advertising injury, each offense
- Certificate Holder – Kittitas County
- The Certificate must name the County as additional insured
- Sixty (60) days written notice to the County of cancellation of the insurance policy

### 2. Commercial Automobile Liability Insurance

Automobile Liability for owned, non-owned, hired, and leased vehicles (MCS 90 endorsement and a CA 9946 endorsement must be attached if 'pollutants' are to be transported)

Coverage limits not less than:

- \$1,000,000 combined single limit
- Thirty (30) days written notice to the County of cancellation of the insurance policy.

### 3. Workers' Compensation

Workers' Compensation in amounts required by law

### 4. Stop Gap/Employers Liability

Coverage limits not less than:

- \$1,000,000 each accident

- \$1,000,000 disease – policy limit
- \$1,000,000 disease – each employee
- Thirty (30) days written notice to the County of cancellation of the insurance policy.

Contractor shall furnish the County a Certificate of Insurance to include the Policy Endorsements/Exclusions as evidence that policies providing insurance required by this Agreement are in full force and effect. Contractor hereby waives all rights of recourse, including any right to which another may be subrogated, against Kittitas County for personal injury, including death, and property damage. Contractor's insurance policies required above shall be primary insurance and shall be non-contributing with any other insurance maintained by Kittitas County.

The Contractor shall assume full responsibility for all loss or damage from any cause whatsoever to any tools, Contractor's employee-owned tools, machinery, equipment, or motor vehicles owned or rented by the Contractor, or the Contractor's agents, suppliers or contractors as well as to any temporary structures, scaffolding and protective fences.

The Contractor shall have sole responsibility for ensuring the insurance coverage and limits required are obtained by subcontractors.

NOTE: No contract shall form until and unless a copy of the Certificate of Insurance with Endorsements/Exclusions, properly completed and in the amount required, is attached hereto.