REQUEST FOR PROPOSALS

RFP 14P-008 TELECOMMUNICATIONS/VOICE SERVICES: LOCAL AND LONG DISTANCE

Harford Community College invites sealed proposals to provide telecommunications (voice) service, local and long distance, for two campuses of the College as described further in the specifications herein entitled "Telecommunications (Voice) Services" specifications. It is the intention of the College to enter into a contract for a period of three (3) years with a sole option of the College to extend up to two (2) additional one year periods.

Bidders are requested to acknowledge receipt of this request for proposal by email to Beth Bertier, Procurement Assistant at bbertier@harford.edu.

The RFP and addenda (if any) will be posted on Emaryland Marketplace (EMM), www.emaryland.buyspeed.com and Harford Community College’s Procurement website at www.harford.edu/purchasing/bidboard. It is the bidder’s responsibility to check these sites for additional documents and addenda.

Bidders must direct any questions, via email, to Vic Dodson at v Dodson@harford.edu. The deadline for questions is 6:00 p.m. Tuesday, September 17, 2013. Answers to questions will be issued in an addendum through EMM shortly thereafter.

A site visit is not required. If anyone wants to visit the site, please contact Pat Cataldi-Cecala via email p cataldi@harford.edu by Friday, September 13, 2013. Ms. Cecala will try to consolidate requests.

One original plus four (4) copies of sealed proposals are due in the Procurement Office located in Room C103 of the Chesapeake Center not later than 3:00 p.m., Wednesday, October 2, 2013. Proposals will be reviewed by a committee and firms may be required to attend an oral presentation.

Proposal prices must be firm for sixty (60) days after the closing date. Award of a contract is anticipated on November 15, 2013. Installation and start up is required during the College’s winter break, December 27 – 30, 2013.

Harford Community College reserves the right to accept or reject any and all proposals, in whole or in part, received as a result of this RFP; to waive minor irregularities, or to negotiate with all responsible Bidders, in any manner necessary, to serve the best interest of the College. Further, the College reserves the right to make an award in whole, in part, or no award at all.

Victor Dodson
Assistant VP for Procurement

August 26, 2013
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1.0 PURPOSE AND OBJECTIVE

1.1 The purpose of this RFP is to select a firm to provide telecommunications (voice), local and long distance service to the two (2) campuses of Harford Community College which are the main campus at HCC and the Higher Education Center remote campus (HECC). The contract period shall be for three (3) years, with the sole option of the College to extend up to two (2) additional one (1) year periods.

2.0 INSTRUCTIONS TO BIDDERS

2.1 Clarification; Addenda

2.1.1 Bidders in doubt as to the meaning of any terms, conditions, or specifications, or finding any discrepancy in or omission from same shall notify the Purchasing Agent in writing at once. Such notice in no way obligates the Board of Trustees of Harford Community College (hereinafter referred to as “the College”) to revise the bid documents, but should the Purchasing Agent determine that amendment is necessary, each bidder will be furnished same. Acknowledgement of receipt of addenda shall be noted on each bid form submitted.

2.1.2 The College assumes no responsibility for oral or telephonic explanations or interpretations of bid documents.

2.2 Cancellation

2.2.1 The College may cancel this RFP, in whole or in part, at any time.

2.3 Form of Bids Submitted

2.3.1 Bids must be fully and properly executed on the forms provided by the College, with a positive entry in each blank (“N/A” or “0” may be inserted as necessary), typewritten or in ink. Mistakes may be lined out and corrections made before the bid is submitted; the officer signing the bid must initial such corrections in ink.

2.3.2 Each bid must be submitted in a securely sealed envelope, prominently marked with the number and title of the bid, and the name of the bidder. Sealed bids will not be accepted via facsimile or email.

2.3.3 Each Bidder must include with his submission a fully executed Affidavit of Non-Collusion, as furnished by the College. Anti-Bribery Affidavits or other special forms may also be specifically required herein, as federal or state funding sources or other special conditions dictate.

2.3.4 The College reserves the right to consider informal any bid not prepared in accordance with instructions.

2.4 Preparation of Bids

2.4.1 Bids should be prepared simply and economically, providing a straightforward, concise description of the items or services offered.

2.4.2 The College will not be responsible for any bid preparation or submission costs.

2.5 Exceptions: Alternates

2.5.1 Bidders that take exception to any part of this RFP, or intend to offer an alternate product to that specified, must so indicate on the bid form. Failure to do so shall be interpreted as the Bidder’s intent to comply with all instructions, terms, conditions, and specifications herein.

2.5.2 Conditional or qualified bids may be rejected.

2.6 Errors in Bids

2.6.1 Bidders are expected to fully acquaint themselves with all governing laws and ordinances, and inform themselves as to the instructions, terms and conditions, specifications, and other
requirements before submitting bids. Failure to do so will be at the Bidders’ own risk; relief cannot be secured on plea of error.

2.6.2 Should the unit and extended price(s) of any bid, or part thereof, be at variance, the unit price shall prevail for the purpose of evaluating bids.

2.6.3 When prices on the bid form are requested in both words and figures, the sum written in words shall govern in the case of any discrepancy.

2.7 Time
2.7.1 Unless otherwise specified herein, all time periods are expressed in calendar days.

2.8 Withdrawal
2.8.1 Any bid may be withdrawn before the scheduled due date. After a bid has been opened, it may not be withdrawn during the period stated herein, for which prices and terms must remain valid.

2.8.2 The request to withdraw a bid must be made in writing addressed to the College’s Director for Purchasing.

2.9 Receipt and Opening of Bids
2.9.1 Each bid shall be submitted to the Purchasing Agent or his/her designated Representative at the place specified herein, on or before the day and hour fixed for its receipt or opening. Bids received prior to that time will be securely kept unopened. No responsibility will attach to the College or its representative(s) for premature opening of any bid not secured and addressed as specified above.

2.9.2 The Purchasing Agent or his/her representative will determine when the hour fixed for opening has arrived. No bid received thereafter will be considered.

2.9.3 Bids received will be duly recorded and the tabulation may be inspected by appointment.

2.10 Award of Bids
2.10.1 The contract will be awarded to the basis of the best overall value to the College in accordance with the evaluation criteria stated in herein.

2.11 Reservations
2.11.1 Harford Community College reserves the right to accept or reject any and all proposals, in whole or in part, received as a result of this RFP; to waive minor irregularities, or to negotiate with all responsible Bidders, in any manner necessary, to serve the best interest of the College. Further, the College reserves the right to make an award in whole, in part, or no award at all.

2.11.2 The College also reserves the right to increase or decrease the quantities of any materials, equipment or services for which it is soliciting offers hereunder, and to award whole, in groups, or by item unless specifically indicated otherwise.

2.11.3 Unless otherwise specified herein, the College also reserves the right to award the contract(s) within sixty (60) days after the bid opening. Any bid on which the time of acceptance is limited to less than the specified period may be rejected solely on that basis.

2.11.4 The College further reserves the right to reject the bid of a Bidder who, investigation shows, is not currently in a position to perform the contract, or who has previously failed to perform contracts of similar nature in a proper and timely manner.
2.12 Qualifications of Bidder
2.12.1 The College may make such investigation as it deems necessary to determine the ability of the Bidder to provide the required services, and the Bidder shall furnish to the College all such information for this purpose as they may request. Should such investigation or evidence fail to satisfy the College that the Bidder is fully qualified to execute and complete the contract, his bid may be rejected.

2.12.2 Minority business enterprises, and women owned enterprises, are encouraged to respond to solicitations.

2.13 Non-Discrimination in Employment
2.13.1 The Bidder shall be an equal opportunity employer and shall conform to all Affirmative Action and other applicable requirements; accordingly, the Bidder shall neither discriminate nor permit discrimination in its operations or employment practices against any person or group of persons on the grounds of race, color, religion, national origin, or sex in any manner prohibited by law.

3.0 INSURANCE REQUIREMENTS
3.1 General Requirements

3.1.1 Required Coverage's. Unless otherwise required herein, the Contractor shall purchase and maintain the insurance coverages listed below.

3.1.1.1 The Board of Trustees of Harford Community College (hereinafter referred to as “the College”) does not in any way represent that the insurance limits specified below are sufficient or adequate to protect the Contractor's interests. It is understood that these are minimums only; the Contractor may purchase and maintain additional insurance as will protect him against claims that may arise from operations under the contract.

3.1.1.2 Should any of the insurance coverages indicated below be cancelled, not renewed, or changed in such a manner as would make the coverage not in conformity with the provisions below, thirty (30) days advance written notice shall be given the College, EXCEPT IN THE CASE OF NON-RENEWAL. In this event, notice shall be given as soon as known, if that be less than thirty (30) days, not in any event less than ten (10) days. This notice requirement shall be reduced to only ten (10) days in case of cancellation of non-payment of insurance premiums for the coverages certified. All notice requirements shall identify the Contractor and the number of the Purchase Order.

3.1.1.3 Failure to provide, and to continue in force for the life of the contract, the required insurance shall be deemed a material breach of contract.

3.1.2 Certificate of Insurance. Before beginning work on the Contract, the Contractor shall provide the College with Certificates of Insurance acceptable to the College that evidence the required coverages, and receive approval of same.

3.1.2.1 Such certificates for liability coverages must include Harford Community College as an additional insured.

3.1.3 Contractor's Responsibility. Furnishing of the insurance required herein shall not relieve the Contractor of any responsibilities or obligations assumed under the Contract, or for which the Contractor may be liable by law or otherwise.
3.2 **Insurance Coverages:** Minimum limits of all coverages shall be not less than those below, or as otherwise provided in the Contract Documents, or as required by law, whichever is greater.

3.2.1 **Comprehensive General Liability Insurance**  
Such insurance shall protect the Contractor and save the College harmless from claims which may arise out of, or result from, the Contractor's operations under the Contract, whether such operations be by the Contractor, any Subcontractor, anyone directly or indirectly employed by the Contractor or Subcontractor, or anyone for whose acts any of the above may liable.

3.2.1.1 Minimum Limits of Coverage
.1 Bodily injury/property damage liability—combined single limit of $1,000,000 per occurrence/$2,000,000 general aggregate.
.2 The College reserves the right to require limits of $2,000,000 per occurrence/$3,000,000 general aggregate for contracts with high-risk (e.g. hazardous materials) features.

3.2.1.2 Coverages to be included: Broad form property damage, including products and completed operations, independent contractor’s, and contractual liability coverages previously purchased separately.

3.2.1.3 Damages not to be excluded: Such insurance shall contain no exclusions applying to operations by the Contractor or Subcontractor in the performance of the Contract pertaining to: (1) Collapse of, or structural injury to, any building or structure; (2) Damage to underground property; or (3) Damage arising out of blasting or explosion.

3.2.2 **Automobile Liability Insurance**  
Such insurance shall protect the Contractor and save the College harmless from claims for damages because of bodily injury or death of any person or property damage arising out of the ownership, maintenance, or use of any motor vehicle.

3.2.2.1 Minimum Limits of Coverage:
.1 Bodily injury/property damage liability—combined single limit of $1,000,000 per accident.
.2 The College reserves the right to require a combined single limit of $3,000,000 per accident for contracts that will involve heavy equipment (e.g. tractors, mix-in-transit concrete trucks) operations on its premises.

3.2.2.2 Coverages to be included: Coverage for all owned, non-owned and hired motor vehicles.

3.2.3 **Worker's Compensation and Employer’s Liability Insurance**  
Such insurance must contain statutory coverage for all employees engaged under the contract.

3.2.4 **Umbrella Liability**

3.2.4.1 **Commercial General Liability - Minimum Limits:**
.1 Each occurrence - $1,000,000
.2 Aggregate - $2,000,000

3.2.4.2 **Business Auto - Minimum Limits:**
.1 Each accident - $1,000,000

3.2.4.3 **Employers Liability - Minimum Limits:**
.1 Each accident - $1,000,000
.2 Aggregate (for disease) - $1,000,000
.3 Each employee (for disease) - $1,000,000
3.3 Indemnification
3.3.1 The Contractor shall protect, hold free and harmless, defend and indemnify the College (including its officers, agents and employees) from all liability, penalties, costs, losses, damages, expenses, causes of action, claims or judgments (including attorney’s fees) resulting from injury to or death of any person or damage to property of any kind, which injury, death of any person or damage arises out of, or is in any way connected with the performance of the work under this Contract. This agreement shall apply to any acts or omissions, willful misconduct or negligent conduct, whether active or passive, including acts or omissions of Contractor’s agents or employees, except that this agreement shall not be applicable to injury, death or damage to property arising from the sole negligence or sole willful misconduct of the College, its officers, agents and employees. Accordingly, the College shall notify the Contractor promptly, in writing, of any claim or action brought against the College in connection with the work under this Contract. Upon such notification, the Contractor shall promptly take over and defend any such claim or action. The College shall have the right and option to be represented in any such claim or action at its own expense.

3.4 Property Lost, Damaged or Destroyed
3.4.1 Any property or work to be provided by the Contractor will remain at the Contractor’s risk until final written acceptance by the College. The Contractor will replace, at his expense, all property or work lost, damaged, or destroyed by any cause whatsoever.

4.0 GENERAL TERMS AND CONDITIONS OF SOLICITATIONS
4.1 Delivery and Packing
4.1.1 Delivery shall be made in accordance with instructions on the purchase order. All prices shall include delivery. All goods delivered under this agreement shall be packed in accordance with acceptable trade practices. Cartons containing packing list must be so marked. Uncrated or bundled goods must be tagged with waterproof tags. The purchase order number shall be shown on all packing slips, bills of lading and invoices.

4.2 Terms of Delivery
4.2.1 Delivery terms shall be FOB our works unless otherwise stated.

4.3 Terms of Payment
4.3.1 Payment terms shall be net 30 days, unless otherwise stated.

4.4 Tax exemption
4.4.1 The College is generally exempt from Federal excise and Maryland sales and use taxes. Exemption certificates are available upon request.

4.5 Warranty and Non-Conforming Goods
4.5.1 All goods received shall be subject to inspection by the College. The College shall have a reasonable time within which to inspect the goods and shall not be obligated to inspect goods purchased as spare parts, inventory or for future use until the same are to be used by the College. Excess or defective goods or goods not in accordance with the College’s specifications will be held for a reasonable period of time for disposition in accordance with the Seller’s instructions at Seller’s risk and expenses and, if Seller directs, will be returned at Seller’s expense. Payment for goods or services furnished or performed by Seller shall not constitute acceptance by the College, and such payments shall be deemed to have been made without prejudice to any and all claims the College may have against Seller.

4.6 Time is of the Essence
4.6.1 Time is of the essence in the performance of this agreement.
4.7 Delays: Force Majeure
4.7.1 Seller shall not be liable for delays in manufacture or delivery of goods and services and the College shall not be liable for delay in acceptance of any part of such goods and services to the extent that such delays are due to causes beyond the reasonable control of the party (Seller or College) affected thereby, such as acts of God, acts of civil or military authorities, governmental priorities, fires, strikes, lockouts, floods, war, acts of terrorism, riot, provided that the party affected thereby promptly notifies the other party of such event and uses its best efforts to remedy the situation within a reasonable period of time.

4.8 Patents
4.8.1 Seller guarantees that the sale and/or use of the goods offered will not infringe upon any U.S. or foreign patent. Seller will, at their own expense, indemnify, protect and save harmless the College, its Trustees, employees, agents and students with respect to any claim, action, cost or judgment for patent infringement arising out of the purchase or use of these goods.

4.9 Quantities
4.9.1 The College assumes no obligation for articles or materials shipped in excess of the quantity ordered. Any over shipments will be subjected to rejection and may be returned at Seller's expense.

4.10 Invoices
4.10.1 Invoices shall be mailed to Harford Community College, Accounts Payable, 401 Thomas Run Road, Bel Air MD 21015. The purchase number must appear on the invoice. Failure to comply may result in delay of payment. Payments terms are net 30 days unless otherwise stated.

4.11 Complete Agreement
4.11.1 The purchase order hereto and these terms and conditions, together with any other documents incorporated herein by reference, constitute the sole and entire agreement between the College and Seller with respect to the subject matter hereof, supersedes completely any oral or written communications unless the terms thereof are expressly incorporated herein. Where Seller's quotation is referred to herein, such quotation is incorporated in this document only to the extent of specifying the nature or description of the goods ordered and only to the extent such items are consistent with the other terms herein.

4.12 Termination for Convenience
4.12.1 The College may terminate all or any part of the purchase order and these terms and conditions for any reason at the College's convenience upon written notice to the Seller. Upon such termination Seller agrees to waive all claims for damages, including those for loss of anticipated profits and to accept as its sole remedy for termination the value of all work performed prior to the termination and reasonable costs occasioned by termination, provided, however, that the College shall have not liability whatsoever for goods which are Seller's standard stock.

4.13 Termination for Default
4.13.1 When the Seller has not performed or has performed unsatisfactorily, payment shall be withheld at the discretion of the College. Failure on the part of the Seller to fulfill contractual obligations shall be considered just cause for termination of the agreement and the Seller is not entitled to recover any costs incurred by the Seller up to the date of termination.

4.14 Non Collusion
4.14.1 Seller certifies that it has neither agreed, conspired, connived or colluded to produce a deceptive show of competition in the compilation of bid or offer being submitted herewith. Seller also certifies that it has not in any manner, directly or indirectly, entered into any agreement, participated in any collusion to fix the bid price or price proposal of the Seller or
offeror herein or any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the bid or offer is submitted.

4.15 Non-Hiring of Employees
4.15.1 No employees of the College, the State, or any Department, Commission, Agency or branch thereof whose duties as such include matters relating to or attending the subject matter of this agreement shall, while being employed, become or be an employee of the Seller.

4.16 Non Discrimination
4.16.1 The Seller agrees a) not to discriminate in any manner against an employee or applicant for employment due to race, color, religion, creed, age, sex, marital status, national origin, ancestry or physical or mental handicap unrelated in nature and extent so as reasonably to preclude the performance of such employee; b) include a provision similar to that contained in subsection (a) above in any subcontract for standard commercial supplies or raw materials; and c) to post and to cause subcontractors to post in conspicuous places to employees and applicants for employment, notices setting forth the substance of this clause.

4.17 Assurance of Non-Conviction of Bribery
4.17.1 Seller hereby declares and affirms that, to its best knowledge, none of its officers, directors or partners and none of its employees directly involved in obtaining contracts has been convicted of bribery, attempted bribery or conspiracy to bribe under the laws of any state or the Federal Government.

4.18 Maryland Public Information Act
4.18.1 The Seller recognizes that the College is subject to the Maryland Public Information Act, Title 10 of the State Government Article of the Annotated Code of Maryland. Seller agrees that it will provide any justification as to why any material, whole or in part, is deemed to confidential, proprietary information or trade secrets and provide any justification of why such materials should not be disclosed.

4.19 Disputes
4.19.1 Any disputes arising under this contract which is not disposed of by agreement shall be decided by the President of Harford Community College or a designee. Pending final decision of the dispute, the Seller shall proceed diligently with the contract performance. Nothing hereunder shall be interpreted to preclude the parties from seeking, after completion of the contract, any and all remedies provided by law.

4.20 Insolvency
4.20.1 If the College has reasonable cause to believe the Seller is insolvent, or if any petition in bankruptcy or under any law for the relief of debtors is filed by or in respect of Seller, then at the option of the College, the agreement shall immediately terminate. In no event shall the agreement become an asset in any such proceeding nor shall the College be bound hereby after any act of bankruptcy by Seller. Any delay by the College to exercise the right to terminate under this section shall not diminish or waive that right.

4.21 Hazardous and Toxic Substances
4.21.1 Seller must comply with all applicable Federal, State, County and local laws, ordinances and regulations relating to hazardous and toxic substances including such laws, ordinances, and regulations pertaining to access to information about hazardous and toxic substances and as amended from time to time. Seller shall provide to the College’s Environmental Safety Office a “Material Safety Data Sheet” including reference to the purchase order number, or in the case of a controlled hazardous waste substance, a hazardous waste manifest for all hazardous chemicals listed or subsequently added to the Chemical Information List in compliance with applicable laws, ordinances and regulations.
4.22 Audit
   4.22.1 Seller shall permit audit and fiscal and programmatic monitoring of the work performed under any contract issued. The College shall have access to and the right to examine and/or audit any records, books, documents and papers of Seller and any subcontractor involving transactions related to this agreement during the term of this agreement and for a period of three (3) years after final payment under this agreement.

4.23 Record Retention
   4.23.1 The Seller shall retain and maintain all records and documents relating to the subject matter of this agreement for three (3) years after final payment by the College under this agreement.

4.24 Insurance and Indemnification
   4.24.1 The Seller or Contractor will be required to have proper identification showing Supplier name and technician name, at all times while on campus. The Seller or Contractor shall maintain such insurance as will indemnify and hold harmless the College from Worker's Compensation and Public Liability claims for property damage and personal injury, including death, which may arise from the Seller's or Contractor's operations under this agreement, or by anyone directly or indirectly employed by the Seller or Contractor. The College shall be named as additional insured on the insurance certificate.

4.25 Compliance with Laws
   4.25.1 Seller agrees to comply, at no additional expense, with all applicable executive orders, Federal, State, County, regional and local laws, ordinances, rules and regulations in effect as of the date of this agreement and as they may be amended from time to time, including but not limited to the equal employment opportunity clause set forth in 41 CFR 60-250.4 and U.S. laws regarding hiring practices to ensure a legal workforce.

4.26 Maryland Law
   4.26.1 This agreement shall be construed and interpreted according to Maryland Law.

5.0 SPECIFICATIONS
   Refer to specifications "Harford Community College Telecommunications (Voice) Services", including requirements, questionnaires and other information, Appendix A and pricing spreadsheet format, Appendix B. The Appendix B also indicates the College's current average costs for information.

6.0 FIRM (COMPANY) PROFILE, EXPERIENCE
   6.1 Bidders shall submit a company profile to include, at a minimum: the background and history of the company; size of the company including the number of employees; annual sales volume for each of the past three (3) years; and number of years in the business.
   6.2 Submit three (3) references of similar scope, performed in the past five (5) years, in accordance with instructions, and on the form provided herein.
   6.3 Bidders must have a minimum of five (5) years experience providing the services covered in this RFP.

7.0 BILLING AND PAYMENT
   7.1 Invoices, in duplicate, shall be sent to the College's Business Office.
   7.2 The College shall pay invoices net 30 days.

8.0 EVALUATION CRITERIA
   8.1 Proposals shall be evaluated on the basis of the criteria delineated in the attached specifications, page 1.
9.0 ALTERNATE PRICE PROPOSAL
9.1 If the Bidder may offer lower unit prices for a 4 or 5 year contract instead of a 3 year contract. Bidder may submit an alternate proposal in addition to the base proposal. The College may consider the alternate proposal, at its sole discretion.

10.0 ORAL PRESENTATION
10.1 The College reserves the right to short list bidders based on the submitted proposals and to request oral presentations from the short listed bidder(s). The College also reserves the right to negotiate with short listed bidder(s).
TELECOMMUNICATIONS VOICE SERVICES

DETAILED SPECIFICATIONS
I. OVERVIEW OF VOICE SERVICES

Harford Community College (HCC) is a growing educational facility with campus locations in Churchville and Aberdeen, Maryland. HCC is currently under contract with Broadview Networks to provide voice and long distance services at both locations. This contract expires in November, 2013, and HCC is soliciting proposals to enter into a new multi-year agreement for these services. While it is anticipated that HCC will most likely utilize the same provider for both local and long distance services, it is conceivable that different vendors could provide these services; therefore, vendors may submit bids for either or both long distance and local services as specified in this RFP. It is not expected that individual elements of these services will be awarded to different vendors, i.e., PRI and POTS/DSL services will not be split between vendors.

The current voice services contract permits HCC to maintain these services on a month-to-month basis after contract expiration in November. HCC will utilize this "evergreen" clause to maintain continuity of services in the event the selected vendor(s) cannot meet projected install dates. In any case, it is expected that implementation of new services will be completed by end of year 2013.

Evaluation of vendors will be based on numerous factors including:

- pricing
- technological capabilities
- quality of response to RFP questions
- references, particularly those with requirements similar to size and scope of HCC
- project management processes and assurances
- account management processes for ongoing issues such as adds, changes, and billing issues
- escalation process for maintenance issues and problem resolution
Facilities based providers, re-sellers, and brokers are invited to bid on this RFP. We anticipate the contract will be awarded in early November with implementation over our Winter Break, December 27-December 30, 2013.

II. PRESENT SITUATION OVERVIEW

See Appendix A for a detailed inventory of local services.

HCC currently uses Mitel 3300 series PBX systems with VOIP, TDM, and analog capability to serve both campus locations. Incoming calls to the Churchville campus can be dialed as DID calls to individual stations (443-412-xxxx) or may be dialed to either of three main listed directory numbers 443-412-2000 / 410-836-4000 / 410-879-8920. Calls to any of the main numbers are answered by an auto-attendant on the Mitel system which has the capability to transfer to desired station destinations.

The limited calling area of the 443-412 has resulted in callers to DID numbers in that range to have to place long distance calls at their expense.

PRI services are equipped with station caller ID, i.e. 10-digit out pulsed. PRIs must be capable of processing and completing calls from all College phone devices including credit card machines and faxes.

E911 service provides detailed information to the Harford County PSAP including building and room number and other pertinent information required to assure PSAP dispatching to a very specific campus location.

Some POTS lines are equipped with a long distance authorization code prompting to prohibit unauthorized toll calls.

Toll calls are placed as switched access.

A limited disaster recovery plan is in effect that provides for re-routing of incoming calls in the event of PRI failure. If the PRI at the Aberdeen location fails, a call is placed to Broadview and they redirect incoming calls to Aberdeen to the Churchville number. The converse also applies in the event of failure at Churchville.

III. DESCRIPTION OF DESIRED SERVICES

While it is anticipated that the quantities, types, and configuration of present services will be utilized going forward, we are open to recommendations or new technology that will maintain or enhance our current capabilities. It is imperative that all current telephone numbers remain. Since different providers may have varying plans and definitions for "local calling" areas and charges, it will be important to describe them as requested in the technical questions portion of the RFP so HCC can make an informed decision on expenses.
Harford Community College has a 24/7 schedule. Therefore, the PRLs must operate reliability 24 hours a day with no downtime. If downtime is required by the vendor, then HCC will be notified of the outage 48 hours in advance of the planned outage.

PRIs must be capable of processing and completing calls from all College phone devices including credit card machines and faxes. With the addition of the APGFCU Arena, during events credit card transactions must be capable of being processed in retailer volume and in short period of times over the PRIs. If the PRIs cannot guarantee calls be consistently and reliably completed from credit card machines and faxes, the vendor will provide an alternative solution. The alternative solution will be at no extra expense to HCC.

Winning bidder will provide an experienced and successful management team (account rep, account management team, single point of contact, etc.) that is committed to HCC’s communications needs. HCC will be notified of any personnel changes to its management team in a timely manner.

Winning bidder will provide at no additional cost an experienced project management team for the transfer of services from Broadview Networks to the winning bidder.

IV. DESCRIPTION OF INVOICING SERVICES

Harford Community College bills telephone expenses back to individual departments. Invoices must list charges and services in detail for DIDs and POTS. POTS charges must be itemized by individual phone number. A detailed invoice is required to charge back departments for services used and should include information on:

- Line charges, features, and fees
- Taxes and surcharges
- Local usage summary and detail
- Long distance usage summary and detail
- International usage summary and detail
- Directory assistance charges
- Toll free usage summary and detail

V. TECHNICAL QUESTIONNAIRE

Some questions may be answered with a simple yes or no. Others will require more detailed explanations. Questions you do not believe applicable to your organization may be marked N/A.

V-1. Are you a facilities based provider, re-seller, broker, or a combination of these?

V-2. Whose network / facilities are you proposing?

V-3. Are you proposing dedicated circuitry or a platform such as MPLS?
VI-4. Can you provide SIP interface that is compatible with the Mitel 3300 series PBX systems?

VI-5. Can you provide a long distance authorization code prompting on POTS services?

VI-6. Can you provide single and multiple mailboxes on voice messaging for POTS services?

VI-7. Provide information on local calling areas for the 443-412 ANC. HCC is desirous of determining if any vendor has arrangements that would alleviate the current situation of this ANC having limited calling privileges without HCC having to change numbers.

VI. OPERATIONAL ISSUES QUESTIONNAIRE

VI-1. Provide a detailed explanation of the porting and cutover processes. What is the methodology you use to coordinate with HCC and PBX vendor? What are the responsibilities of HCC and PBX vendor and in regard to porting issues?

VI-2. Provide anticipated time frames and expected service outages during porting processes.

VI-3. What is your experience with porting from Broadview Network including timelines and potential issues?

VI-4. Provide a description of remote maintenance capabilities; and, if you are a broker or reseller, who is actually performing these tasks.

VI-5. If your maintenance center sees an alarm on a PRI what process, if any, do you utilize to coordinate with the PBX equipment supplier?

VI-6. Provide a description of repair processes, timeframes, and quality of service guarantees.

VI-7. What is the process for placing move, add, and change orders?

VI-8. What is the process for resolving billing issues and disputes?

VI-9. Provide an outline for escalation process for various issues such as repair, billing, etc.

VI-10. Will there be a single point of contact to refer to in the event that normal chain of command structure fails to resolve issues?

VI-11. What is the process for HCC to follow to have calls to one campus redirected to the other campus in event of PRI failure at one location?

VI-12. Where are your serving CO locations?

VI-12a. If colo, where?

VI-13. Since Verizon owns the last mile, provide a pictorial of your network facilities and how they integrate with Verizon’s local loop.
VI-14. Pictorially explain your network redundancy.

VI-15. Description of potential points of failure and recovery plan (alternate routing capabilities).

VI-16. Further explanation of local calling area.

VI-17. If POTS services are kept with another provider can they be PIC’d to you at your proposed long distance rates?


VII. INVOICING ISSUES QUESTIONNAIRE

VII-1. Please provide a sample of your invoicing format.

VII-2. State your ability to meet our requirements for billing formats as described under section IV. Description of Invoicing Services.

VII-3. Provide description(s) of your local calling plans:

VII-3a. Are local calls included in line rates?

VII-3b. If an additional charge, state the optional charges and options, i.e., fixed rate or measured rate message units.

VII-4. Do you have paperless billing with the ability to download detailed documentation for the different types of charges and services?

VII-5. Can invoices be broken down into separate categories, such as international with detail charges?

VIII. CONTRACTUAL ISSUES and QUESTIONNAIRE

While it is anticipated that HCC will enter into a 3-year service agreement with selected vendor(s), HCC is open to other options based on cost saving alternatives. Over the period of the contract HCC may need to modify or add services.

VIII-1. If HCC needs to modify service agreements to add, reconfigure, or delete services, what if any cost and fees are associated with these types of changes. Provide a list of services and associated fees that will be honored for the length of the contract.

VIII-2. If services are added during the contract period can they be made co-terminus with initial services?

VIII-3. Will the same contractual pricing be honored for services installed during contract term as those installed initially?
VIII-3a. If the answer to #3 is NO, then how will charges be determined?

VIII-4. Detail reimbursement policy to HCC in event of service outages.

VIII-5. If voice service level agreements are available, list SLA objectives and related service credits available.

VIII-6. Describe any applicable minimum revenue guarantees.

VIII-7. Describe how early termination charges are determined.

VIII-8. What happens at the end of the contract period? Can existing rates remain in effect on a month-to-month basis?

VIII-9. How often are personnel changed (account rep, account management team, single point of contact, etc.) that are assigned to an account?

VIII-10. Provide background information and experience of people assigned to our management team.

IX. REFERENCES

IX-1. Provide 3 references where 2 must be from educational institutions and where the scope, size and solutions are similar to those being proposed.
APPENDIX A

TELECOMMUNICATIONS INVENTORY
Appendix A
Harford Community College
Telecommunications Inventory

PRIs – Harford Community College - Main Campus
401 Thomas Run Road
Bel Air, MD  21015

4 each incoming/outgoing Churchville CO
38.HCFU.982625.CM  38.HCFU.982727.CM
38.HCFU.982626.CM  38.HCFU.982728.CM

PRIs – Harford Community College - Higher Education & Conference Center at HEAT
1201 Technology Drive
Aberdeen, MD  21001

1 each incoming/outgoing Aberdeen CO
38.HCFU.982630

DIDs – Main Campus
443-412-  2000 thru 3999  with  443-412-2000  as HCC’s main number

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<th>410-836-</th>
<th>4019</th>
<th>410-836-</th>
<th>4352</th>
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<td>410-836-</td>
<td>4351</td>
<td>410-836-</td>
<td>4477</td>
</tr>
</tbody>
</table>
DIDs – HEAT Center

443-360-9101 thru 9200 with 443-360-9200 as HEAT Center’s main number
410-638-2500 (HEAT Center main number)

| POTS | APG Center  
Harford Community College  
Building 3146, Room 11  
APG, MD 21005 | 410-272-2338 is main number. Calls roll to the other 2 numbers.  
410-262-0669 used for FAX. |
|------|------------------------------------------------------------------|
| POTS | APG - The Gate  
6245 Guardian Gateway  
Suite 108  
Aberdeen Proving Ground  
Aberdeen, MD 21005 | Off-site classroom facility.  
410 272-5712 used for Fax  
All other POTS lines used for regular phone service. |
| POTS | Amoss Theater  
200 Thomas Run Road  
Bel Air, MD 21015 | 410-734-6490 - Used for credit card authorization.  
410-879-5312 - Used for regular phone service  
410-893-5127 - Main office phone.  
**Must dial code to call long distance.** |
| POTS | HEAT Center  
1201 Technology Drive  
Aberdeen, MD 21001 | General phone use and dial in to servers. |
| POTS | Edgewood Library  
629 Edgewood Road  
Edgewood, MD 21040 | Off-site classroom facility.  
Phone used for regular phone service. |
| POTS | Harford Community College  
401 Thomas Run Road  
Bel Air, MD 21015 | Located in:  
Chesapeake Center, Room C109  
Used for regular phone service. |
| POTS | Harford Community College  
401 Thomas Run Road  
Bel Air, MD 210145 | Located in:  
Library, Data Center  
Used for dialing into servers and for regular phone service. |
| POTS | Harford Community College  
401 Thomas Run Road  
Bel Air, MD 21014 | Located in:  
Globe Café, Student Center |
<table>
<thead>
<tr>
<th>POTS</th>
<th>Phone Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>410-734-6301</td>
<td>Located in: Student Center Telcom Closet Used for dialing into servers.</td>
</tr>
<tr>
<td>POTS</td>
<td>410-734-9253</td>
<td>Located in: WHFC Transmitter Building Used for dialing into equipment.</td>
</tr>
<tr>
<td>POTS</td>
<td>410-734-4497</td>
<td>Located in: Plant Services Building Conference Center</td>
</tr>
<tr>
<td>POTS</td>
<td>410-893-5129</td>
<td>Located in: Chesapeake Center Telcom Closet Used for regular phone service.</td>
</tr>
<tr>
<td>POTS</td>
<td>410-734-0671</td>
<td>Located in: Chesapeake Center Telcom Closet</td>
</tr>
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<td></td>
<td>410-734-0672</td>
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<tr>
<td></td>
<td>410-734-0678</td>
<td></td>
</tr>
<tr>
<td>POTS/DSL</td>
<td>410-734-6577</td>
<td>Located in: WHFC Radio, Joppa Hall POTS line for DSL Static IP</td>
</tr>
<tr>
<td>POTS/DSL</td>
<td>410-734-6643</td>
<td>POTS line for DSL</td>
</tr>
<tr>
<td>Toll-Free</td>
<td>866-971-9432</td>
<td>WHFC 91.1 FM Pointing to 410-836-4411 US and International calling Calling from payphones enabled.</td>
</tr>
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</table>

Harford Community College, Voice Services RFP
Procurement Office
Harford Community College
401 Thomas Run Road
Bel Air Maryland  21015

PROPOSAL FORM

RFP 14P-008 TELECOMMUNICATIONS (VOICE) SERVICES: LOCAL AND LONG DISTANCE

All proposals should be properly executed on the form provided sealed in an envelope and delivered or mailed to the Procurement Office located in the Chesapeake Center, Room C103 address above. Proposals must be received in the Procurement Office not later than 3:00 p.m. Wednesday, October 2, 2013.

To be considered responsive, each proposal submitted must, at a minimum, include the following documents:

1. Proposal form, completed and signed;
2. Non-Collusion Certificate completed and signed;
3. References, on the form provided;
4. Profile of firm (paragraph 6.0 page 10 of the RFP document);
5. Submit answers to all questionnaires in the attached specifications, including “Technical”; “Operational Issues”; “Invoicing Issues”; and Contractual Issues”.
6. One (1) original and four (4) copies of Proposal including all answers and responses requested in the specifications of this RFP;
7. The attached “Estimated Monthly Cost Summary” spreadsheet form must be used to submit pricing/costs, based on a three (3) year contract. This form also includes the College’s current average costs for information.

PROPOSAL OF: ________________________________________ DATE______________________
(Firm Name)

In accordance with the information, terms and conditions, specifications and requirements for the captioned solicitation, I/we submit the following for evaluation:

1. PRICE  Telecommunications/voice services, local and long distance

1.1 Submit pricing using the "Estimated Monthly Cost Summary" spreadsheet form herein (Appendix B), based on a contract period of three (3) years.

1.2 Alternate price proposal for a 4 or 5 year contract period for consideration by the College (use same spreadsheet form as for 1.1 above)

2. EXECUTION: The undersigned, duly authorized to bind the named firm, agrees, upon receipt of written notice of acceptance of this proposal within sixty (60) calendar days after the deadline above, to proceed to execute the contract in accordance with the proposal as accepted. The undersigned agrees to implement and start up during the College’s winter break, December 27 -30, provided the College issues the notice to proceed by November 15, 2013.

________________________________________________________________________
Firm Name

________________________________________________________________________
Street Address

________________________________________________________________________
City, State, Zip

________________________________________________________________________
Signature

________________________________________________________________________
Typed/Printed Name

________________________________________________________________________
Title
Date

If a corporation, place corporate seal beside signature above and state:

Name of President

Name of Secretary

Under what laws incorporated

Minority Business Certification – Please check one:

________ MBE _______ WBE _______ Not Applicable
APPENDIX B
Estimated Monthly Cost Summary

Please fill out the following and submit with your response to the RFP.

HCC’s average bill for local service, usage, and long distance is $4,700 per month post-discounted and comprised of the following:

<table>
<thead>
<tr>
<th>Description</th>
<th>Unit Cost</th>
<th># of Units</th>
<th>Total Cost</th>
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<tr>
<td>Local Service</td>
<td>$209</td>
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<tr>
<td>Long Distance</td>
<td>$527</td>
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<tr>
<td>Toll Free</td>
<td>$8</td>
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<td></td>
</tr>
<tr>
<td>Line Charges, Features &amp; Fees</td>
<td>$3,431</td>
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<tr>
<td>Taxes &amp; Surcharges</td>
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</table>

**Vendor Name:**

<table>
<thead>
<tr>
<th>Description</th>
<th>HCC Main Campus</th>
<th>HCC Higher Ed Center at HEAT</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Bel Air, MD 21015</td>
<td>Aberdeen, MD 21001</td>
</tr>
<tr>
<td>Local Usage Volume - avg. monthly minutes</td>
<td>16,550</td>
<td>800</td>
</tr>
<tr>
<td>Regional Usage Volume - avg. monthly minutes</td>
<td>13,170</td>
<td>630</td>
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<tr>
<td>InState Usage Volume - avg. monthly minutes</td>
<td>1,990</td>
<td>150</td>
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<tr>
<td>State to State Usage Volume - avg. monthly minutes</td>
<td>6,450</td>
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<td>International Usage Volume - avg. monthly minutes</td>
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<tr>
<td>800 Usage Volume - minutes</td>
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<tr>
<td>800 Monthly Recurring Charge</td>
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</tbody>
</table>

| Description                                | HCC Main Campus | HCC Higher Ed Center at HEAT |
|                                            | Bel Air, MD 21015 | Aberdeen, MD 21001           |
| 2,055 DIDs                                  |                 |                               |
| 4 PRIs                                     |                 |                               |
| 101 DIDs                                   |                 |                               |
| 1 PRI                                      |                 |                               |

**Other Monthly Recurring Line Charges, Features & Fees:**

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<td>Business Daltone Access</td>
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<td>Mileage Charge</td>
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<td>Carrier Cost Recovery Charge</td>
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<tr>
<td>Local Number Portability Charge</td>
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<td>OTHER please list</td>
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**One-Time Installation Charges**

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<td>One-time set up fee per POTS Line</td>
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<td>POTS Monthly Recurring Charge</td>
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<td>30 POTS</td>
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</tr>
<tr>
<td>POTS Surcharges (FSLC, USF, etc.)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>POTS Voicemail Charges - Single Mailbox</td>
<td></td>
<td></td>
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<tr>
<td>POTS Voicemail Charges - Multiple Mailbox</td>
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<tr>
<td>POTS LD Account Code Charge</td>
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<td></td>
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<tr>
<td>DSL Monthly Recurring Charge - Static IP</td>
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<tr>
<td>DSL Monthly Recurring Charge - NonStatic IP</td>
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<td>1 DSL</td>
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8/26/2013 7:04 AM
Solicitation RFP 14P-008 TELECOMMUNICATIONS (VOICE) SERVICES: LOCAL AND LONG DISTANCE

I HEREBY CERTIFY that I am the ________________________________________

                        (Title)

and the duly authorized representative of the firm of ________________________________________

whose address is ________________________________________.

AND THAT NEITHER I nor, to the best of my knowledge, information and belief, the above firm nor any of its
other representatives I here represent have:

(a) Agreed, conspired, connived or colluded to produce a deceptive show of competition in the
    compilation of the proposal being submitted herewith;

(b) Not in any manner, directly or indirectly, entered into any agreement, participated in any
    agreement, participated in any collusion to fix the price proposal of the offeror herein or any
    competitor, or otherwise taken any action in restraint of free competition in connection with
    the Contract for which this proposal is submitted.

In making this affidavit, I represent that I have personal knowledge of the matters and facts herein stated.

__________________________________________  __________________________

Signature  Date

__________________________________________

Printed or Typed Name
REFERENCES

Solicitation RFP 14P-008 TELECOMMUNICATIONS (VOICE) SERVICES: LOCAL AND LONG DISTANCE

Each firm must furnish three (3) references of recent (within five years) prior service comparable in nature and scope to the requirements of the captioned solicitation. Two (2) of the references must be from educational institutions.

1. Firm Name__________________________________________________________
   Address____________________________________________________________
   ________________________________________________________________
   Telephone: _____________________ Fax _____________________
   Contact__________________________________________________________
   Email ___________________________________________________________

2. Firm Name__________________________________________________________
   Address____________________________________________________________
   ________________________________________________________________
   Telephone: _____________________ Fax _____________________
   Contact__________________________________________________________
   Email ___________________________________________________________

3. Firm Name__________________________________________________________
   Address____________________________________________________________
   ________________________________________________________________
   Telephone: _____________________ Fax _____________________
   Contact__________________________________________________________
   Email ___________________________________________________________

PROPOSAL OF: ________________________________________________________
   Firm Name
Procurement Department  
Harford Community College  
401 Thomas Run Road  
Bel Air, Maryland 21015

NO PROPOSAL REPLY FORM

SOLICITATION:  RFP 14P-008 TELECOMMUNICATIONS (VOICE) SERVICES: LOCAL AND LONG DISTANCE

Dear Sir or Madam:

To assist us in obtaining good competition on our request for proposals, we ask that each firm that has received a solicitation package, but does not wish to submit a proposal, state their reason(s) below. This information will not preclude receipt of future solicitations unless you request removal from the Bidder’s List by so indicating below.

Unfortunately, we must offer a “No Proposal” at this time because:

1. We do not sell the items/services for which proposals are requested.
2. The specifications are either unclear or too restrictive (Please explain in the “Remarks” section.)
3. We cannot submit a bid because of marketing or franchising policies of the manufacturing company.
4. We do not feel we can be competitive. (Please explain in the “Remarks” section.)
5. Other commitments preclude our participation at this time.
6. We do not wish to participate in the proposal process.
7. We do not wish to submit a proposal under the terms and conditions of the Request for Proposal document. Our objections are:

                           _______________________________________________________________
                           _______________________________________________________________
                           _______________________________________________________________

8. We do not wish to sell to Harford Community College. Our objections are:

                           _______________________________________________________________
                           _______________________________________________________________
                           _______________________________________________________________

9. Other:

                           _______________________________________________________________
                           _______________________________________________________________
                           _______________________________________________________________

Remarks:

                           _______________________________________________________________
                           _______________________________________________________________
                           _______________________________________________________________

                           _______________________________________________________________

                           _______________________________________________________________

Firm Name________________________________________ (PLEASE PRINT)

Authorized Signature________________________________________

   ______ We wish to remain on the Bidder’s List.
   ______ We wish to be removed from the Bidder’s List.

Rev 1/01