COMMONWEALTH OF VIRGINIA

###### COUNTY OF HENRICO



**RFP # 14-9575-3CS**

CECELIA H. STOWE, CPPO, C.P.M.

PURCHASING DIRECTOR

DEPARTMENT OF FINANCE

April 25, 2014

**REQUEST FOR PROPOSAL**

**Voice Over IP (VOIP) Telephone System**

**COUNTY OF HENRICO, VIRGINIA**

Your firm is invited to submit a proposal to provide a Voice Over IP (VOIP) Telephone System for the County of Henrico in accordance with the enclosed specifications and terms included herein. The submittal consisting of the **original proposal**, **eight (8) additional hard copies and one (1) electronic copy** marked , **“VOIP Telephone System”**, will be received no later than **2:00 p.m., May 30, 2014** by:

IN PERSON OR SPECIAL COURIER U.S. POSTAL SERVICE

County of Henrico County of Henrico

Department of Finance Department of Finance

Purchasing Division OR Purchasing Division

1590 E. Parham Road P O Box 90775

Henrico, Virginia 23228 Henrico, Virginia 23273-0775

**This RFP and any addenda are available on the County of Henrico Purchasing website at** [**http://www.co.henrico.va.us/purchasing**](http://www.co.henrico.va.us/purchasing)To download the (IFB or RFP), click the link and save the document to your hard drive. To receive an email copy of this document, please send a request to: [sto05@co.henrico.va.us](mailto:sto05@co.henrico.va.us)

Time is of the essence and any proposal received after **2:00 p.m., May 30, 2014** whether by mail or otherwise, will be returned unopened. The time of receipt shall be determined by the time clock stamp in the Purchasing Division Office, Department of Finance. Proposals shall be placed in a sealed, opaque envelope, marked in the lower left-hand corner with the RFP number, title, and date and hour proposals are scheduled to be received. Offerors are responsible for insuring that their proposal is stamped by Purchasing Office personnel by the deadline indicated.

**A pre-proposal conference will be held on May 8, 2014 at 2:30 p.m. in the Purchasing Division Office, North Run Office Park, 1590 E. Parham Road, Henrico, VA 23228. Offerors are strongly encouraged to attend the pre-proposal conference in order to ask questions regarding the RFP requirements and to familiarize themselves with the purchasing procedures. Only two representatives from each firm will be allowed to attend the meeting. A teleconference number has been established for suppliers who are unable to travel to the County of Henrico. To join the meeting, call 804-501-7555; enter meeting ID #7002 and password #1776. It is limited to one caller from each supplier.**

Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. The County of Henrico reserves the right to accept or reject any or all proposals submitted.

The awarding authority for this contract is the Purchasing Director.

Technical questions concerning this Request for Proposal should be submitted to Cecelia Stowe,[sto05@co.henrico.va.us](mailto:sto05@co.henrico.va.us),no later than **12:00 noon on May 12, 2014**.

Very truly yours,

Cecelia H. Stowe, CPPO, C.P.M.

Purchasing Director

(804)501-5685

1590 E. PARHAM ROAD/P O BOX 90775/HENRICO VA 23273-0775

(804) 501-5660 FAX (804) 501-5693

**REQUEST FOR PROPOSAL**

**VOICE OVER IP (VOIP) TELEPHONE SYSTEM**

**COUNTY OF HENRICO, VIRGINIA**

**I. INTRODUCTION:**

1. The intent of this Request for Proposal (“RFP”) and resulting contract is to obtain the services of a qualified firm for the purpose of providing labor, materials, hardware, software, and services necessary for the proper installation and maintenance of a Voice over IP (VoIP) telephone system as specified in this RFP.

**II. BACKGROUND**

1. The County owns an extensive voice infrastructure based primarily upon Nortel/Avaya Options 81, 61, and 11 switches, Call Pilot voicemail, and Contact Center Manager. The County currently has about 35 Norstar systems, 23 BCMs, 4 Avaya IP Offices and about 5000 telephone handsets.
2. The County maintains three (3) primary campuses and seventy-two (72) remote facilities such as fire stations, recreation facilities, and parks. Henrico Sites, Data, and Voice **(Attachment H)** details the list of locations, data connection, and current voice details.
3. The current Nortel/Avaya system is maintained under contract by Ronco Communications and Electronics. This supplier provides two (2) on-site technicians 5 days a week that performs maintenance operations such as moves, adds, and changes (MACS), provides and installs replacement and repair parts, and performs backup of critical systems.
4. The County is currently an Avaya Partner Assurance Support Service (PASS) member.

**III. SCOPE OF SERVICES:**

During the term of a contract awarded pursuant to this RFP, the Successful Offeror shall provide the following services:

1. **General Requirements**:
2. Replace or upgrade the current telephone infrastructure with a modern IP based system.
3. Provide an orderly transition from the current platform to the new IP based platform.
4. Provide a system designed to reduce telephone infrastructure and maintenance costs.
5. Provide the County a single telephone system to serve its needs across all locations and that is able to provide four-digit dialing between Henrico County locations, where practical.
6. Provide a simplified process for Moves, Adds, and Changes
7. Ability to leverage SIP Trunking which is being procured through a separate RFP.
8. Provide the ability to use advanced telephony features and fixed/mobile convergence.
9. Provide flexibility to enable the future integration of Call Center or CRM products.
10. Provide the capability of sending and receiving/routing faxes via VOIP and Microsoft Exchange.
11. **Desired Telephone Features**:

The current Nortel/Avaya infrastructure has approached its useful end-of-life and the County wishes this to be replaced or upgraded. The County expects the new voice platform to be a Voice over IP system that will leverage our modern data network and provide the County with a wide range of modern telephone features. It is assumed that all modern systems will provide the basic common features used by County staff today.

Particularly important features to the County are those that will assist in improving end user efficiency such as control over their call routing, soft client support, fixed-mobile convergence, and the ability to use SIP Trunking (procured separately from this RFP). It is also vital that any offer reduce our maintenance costs and provide physical redundancy where appropriate. The following list contains information and desired features in any proposed system:

1. **System Architecture**: Provide a technical overview of your proposed system. Include at an overview level items such as: the servers used to build the complete system; the role these servers play; the gateways used for trunking; etc. Include information on the operating system run on the servers and the ability to run in a virtual server environment (VMWare preferred).
2. **Trunking Interface**: Describe the SIP trunk gateway devices (and/or device options) supported by the vendor’s system. How many physical devices are anticipated to be needed for the proposed system?
3. **Off-site Locations**: The County has a large number of off-site locations that are not a part of the core network and thus rely on the Internet or direct Ethernet/Fiber for connectivity back to the County's Data Center. The County expects to incorporate these sites into the VoIP system. According to the type of remote facility, special provisions may be needed to keep them on-line during network outages. Describe how your solution will incorporate the WAN locations. **Attachment H** describes the various sites network and telephony infrastructure.
4. **System Capacity**: The Successful Offeror should provide a system that meets or exceeds the current voice infrastructure which can be seen in **Attachment H**. The Successful Offeror’s telephone system shall be designed to meet the County's requirements. Describe your proposed system’s capacity regarding extensions, endpoints, voicemail, etc.
5. **Fault Tolerant System**: The County operates an extensive data network. Note that Offerors should assume that the County will provide space in its data center with generator back-up power and cooling. The Successful Offeror will provide a fault tolerant system that should incorporate normal design principles and best practices. Describe any fault tolerance native to your proposed solution and the operational capability this fault tolerance will provide the County.
6. **Survivability**: The County requires any proposed system to have survivability in the event the County’s SIP trunks become inoperable. Describe your system’s options for survivability and high availability. Describe your solutions survivability options in the event the County’s primary SIP trunks fail to operate.
7. **System Maintenance**: It is critical that hardware and software maintenance not impact system availability. Downtime associated with routine software and firmware patching and upgrade processes should be minimized. Describe routine hardware and software maintenance requirements and what, if any, impact typically encountered.
8. **Hard Endpoints**: The Successful Offeror will provide a set of fully supported hard telephone endpoints that are available and certified for use on the telephone system. These telephone endpoint devices do not need to be manufactured by the selected firm but must be known to work and be supported by the Successful Offeror’s software. In particular, at least three types of endpoint choices are required:
   * + 1. Basic: Single-line telephone with simple button access for hold and mute and full-duplex speakerphone. Approximate current inventory is 3,800.
       2. Mid-Level: Multi-line telephone supporting at least two numbers, simple button access for hold and mute, and a full-duplex speakerphone. Approximate current inventory is 340.
       3. High-Level: Multi-line telephone supporting the needs of administrative assistants supporting multiple people, with capability for: several numbers, simple button access for hold and mute, forward, transfer, pick and conference, and a full-duplex speakerphone. Approximate current inventory is 920.

All telephone devices must include the following:

1. Handsets with a Gigabit Ethernet switch that supports VLAN and QoS capabilities and supports placing the phone in one VLAN and the attached personal computer on a different VLAN. Handsets with a 10/100 Ethernet switch with the same support and capabilities as the Gigabit models.
2. Support for power from the wiring closet via the 802.1af standard (PoE)
3. A non-proprietary headset jack
4. Support for voice channel encryption.

Provide information on the types of hard endpoint devices available in your solution.

1. **Soft Endpoints**: The selected firm will provide support for softphone client software that provides at least the ability to place and receive telephone calls. The County prefers softphone clients that can leverage SIP. Provide details of your soft endpoint solutions. List capabilities of the software and available softphone hardware products. What are the supported operating systems?
2. **Native Automatic Call Distribution (ACD) Features**: Most County call centers have modest technology needs and operate without specialized call center technology using native ACD features in the telephone switch. The needs of these centers are presently met with a combination of internal ACD functionality, automated call processing using the Nortel/Avaya Call Pilot voicemail product, and digital recorders to hold voice messages. Limited fixed format ACD statistical reports are generated by the system.

Equivalent functionality to the above is a core requirement of this RFP. The County is also interested in advanced features not currently available in our existing system and we invite proposals describing these features.  
  
Describe the native ACD capabilities of the system focusing on its basic ability to meet this need, the statistical reports that are available, and the ability to alter options and messages when unexpected situations arise.  
  
Describe whether the combination of native ACD and native Voicemail of your solution provides the ability to provision an auto-attendant function that enables callers to either leave a message or call directly to an individual phone extension.

1. **Fax Support**: The County currently has over 200 fax machines distributed across all locations. Some of these fax machines are connected directly to the County's primary PBXs and others are directly connected to POTS or Centrex lines. The County is interested in solutions that will provide an integrated, enterprise fax solution, including fax-to-email that will remove the need for dedicated fax machines and fax lines. Solutions allowing for faxing over SIP trunks is also desirable.  
     
   Describe the fax capability available in your solution including details on the ability to have faxes delivered to email.
2. **Microsoft Exchange Integration**: Integration of the proposed VoIP system with the County's Microsoft Exchange environment for Unified Messaging is desirable but must be practical, supported, and has been previously implemented with the Successful Offeror’s goods and services. The County would like solutions that allow all County voicemail to be automatically forwarded to Exchange email. Offerors should be aware that the County is moving our Exchange platform to the Microsoft Office 365 cloud.  
     
   Provide information about the proposed voicemail system and how it integrates with a hosted Office 365 Exchange environment. Specifically, include information on the following:  
     
   Describe the process of creating and managing individual and group voicemail boxes.  
     
   Describe whether or not the VOIP system backs up all voicemail that is delivered to an email box. How long is voicemail retained after delivery to the Exchange email box?
3. **Conference Calling**: The proposed solution should allow for the creation of ad-hoc conference calls with multiple external or internal extensions.  
     
   Describe your system’s conference calling solution and the allowable number of connected extensions for any given conference call.
4. **Fixed Mobile Convergence**: Implementation of Fixed/Mobile Convergence (FMC) to the extent that it is practical and affordable is desirable. Examples of FMC can range from simple mechanisms such as intelligent call forwarding and soft clients for various mobile devices and Wi-Fi handsets to network-based services that facilitate seamless handoff between cellular and fixed or Wi-Fi handsets.  
     
   Describe your system’s fixed mobile convergence capabilities and whether these capabilities are native to the solution or if they are available at an additional cost.
5. **Standards Support**: The system must be able to support the Session Initiation Protocol (SIP) and Quality of Service (QoS) for voice call control. Examples of this include, but are not limited to, instant messaging, presence, and mobility services.  
     
   Describe your system’s standards supported by the phones, gateways and other end nodes.
6. **Standard Calling Features**: The standard calling features should include, but not be limited to, the below list. Offerors should include in their response any of these features that are not considered standard with their solution.

* Call Forwarding
* Call Pickup - answer a ringing number from a different extension
* Camp On - wait for a called party extension to become free
* Conference Calls - ability to create multi-extension ad-hoc conference calls with the ability to mute the line to protect from background noise
* Call Transfer
* Consultation Call Transfer - talk to the 2nd party before connecting the call
* Call Hold
* Caller ID - both internal and external from the trunk provider including the ability to mask or rename specific number from receiving device on external calls
* Multi-line Appearances
* Last Number Redial
* Mute
* Call Park and Retrieve - park a call and later reconnect to it
* Missed Call Log
* TDDY Support

1. **Hunt Groups and Call Routing**: Describe the system's ability to route calls to a free line out of a group of lines and the supported algorithms (linear, most idle, rotating, random, etc.). Describe the system's ability to automatically route around failed gateway devices and/or to use gateway devices that contain multiple IP addresses.
2. **Built-in Diagnostics and Error Reporting**: The Successful Offeror will provide a system that is easy to manage and includes appropriate automated alarms that alert the County staff to critical events. Additional alarm functionality such as SNMP, email, text messaging, etc. is desired. Critical alarms must be generated for telephone issues. Examples of critical issues include items such as, but not limited to, trunk down, gateway not responding, high CPU utilization, memory shortfall, disk nearly full, and network congestion. Support for the rapid identification of VoIP issues is also required.  
     
   Describe the type of alarms that are automatically generated by the system and how this alarm information is conveyed to the County’s telephone system administrators.  
     
   Describe the system’s ability to monitor:   
   1. VoIP call quality on a per call basis,   
   2. Status of each endpoint configured in the system,   
   3. The operational state of trunks (ip and telephony),   
   4. Failover status of key system components,   
   5. Other critical system elements.
3. **Logging and Reports**: The system must support a robust logging infrastructure that includes error and warning alerts, call detail recording (long distance required, local and internal desired) and security related events.  
     
   Describe your system’s capabilities for logging and reporting.
4. **Emergency Calling**: The system must provide full support for the region's E-911 infrastructure. The vendor should include a description of how E-911 will work within the County's buildings. Specifically, the vendor should explain their solution for communicating exact location information to the PSAP from a VoIP extension residing within any County facility. The County is interested in solutions that will pinpoint a caller's exact location (building, floor, room).
5. **Teleworking**: The ability to support teleworkers using IP-based telephone from a remote location using standard residential-grade Internet connections is a desired function of the system.  
     
   Describe your system’s capabilities to support teleworkers.
6. **IM, Presence, and Video Conferencing**: The robust ability to support instant messaging, presence, and video conferencing is not a core requirement for the phone system but is desired. These forms of communication are all complementary to and enhance overall communication efficiency.  
     
   Describe any native capability of your system to support instant messaging, presence and video conferencing.
7. **System Security**: The Successful Offeror will provide a voice system that is intrinsically secure and contains modern security measures to protect the integrity of the system and the confidentiality of voice communications. Requirements include the ability for voice and call control encryption, standard IT security mechanisms to protect computer systems, and a robust system security architecture and security implementation practices.  
     
   Describe your system’s security capabilities.
8. **Advanced Contact and Call Center Functionality**:

Advanced Contact and Call Center Functionality is not a core requirement of this RFP, however, the County is interested in hearing solutions that would include the following:

1. Provide a description of the key features of your system, specifically focusing on local government applications.
2. Describe any support your system provides, if applicable, for routing calls based on specific agent attributes. This function is called “Skilled Based Routing” by some call center automation manufacturers.
3. Explain what IVR functionality is available and integrated with your proposed solution.
4. Explain how your proposed solution provides the capability to automatically record calls without agent or supervisor intervention.
5. Explain any remote agent capability offered by your solution.
6. **Other Specialized Features**:

If Offerors have other specialized services, opportunities, or features that will assist the County to achieve its goals as expressed in this RFP, but not specifically identified in Section II, Background and Section III, Scope of Services, please summarize them in this section. For example, a cellular carrier might propose the installation of a fixed mobile integration solution or a trunking provider might also propose a creative long distance solution. Please describe each feature or service and include additional materials, if needed, in an appendix. The County encourages creative solutions that will help it to meet its goals.

1. **Project Management**:

The Successful Offeror shall designate a single project manager responsible for all aspects of the VoIP Telephone System implementation. The project manager shall be a prime point of contact throughout the implementation process.

1. **Project Plan and Implementation Schedule**:

All proposals must include a project plan for the installation and implementation of the VoIP Telephone System. This schedule shall include the date equipment is to be ordered from the manufacturer, client interviews (if required) are to be completed, cable requirements are to be worked out or verified, hardware is expected to be delivered to the project site, cabling is expected to be completed, testing and “burn-in” is to be completed, attendant and station training will be performed and final cutover (or activation) of the system will take place. Each party to perform these tasks will also be identified.

Please note the schedule must be established by work day(s) or work week(s) for each step listed within the contract period. The Vendor is expected to show actual dates for the schedule based on a negotiated start date no later than 30 days from the date of contract.

1. **Installation**:

This section covers the installation, testing and acceptance required for the new VoIP Telephone System being installed. The Successful Offeror shall provide a complete working system with all base bid and additional system features selected. This shall include software customization and special requirements made necessary by the site conditions. Only a fully operational system will be accepted by The County of Henrico.

1. The Successful Offeror shall be responsible for providing materials, labor, training, hardware and software necessary to install, test and cutover the new VoIP Telephone System. This includes, but is not limited to, the equipment, installation and testing of the VoIP Telephone System and ancillary components. It should be noted that the County, in order to save costs, is capable of receiving, unpacking, delivering, and performing basic setup functions where appropriate. If the vendor is amenable to the County performing certain labor, please indicate the possible items or scenarios where this may occur. Does your firm have the capability to provide hard endpoints that are pre-configured with standard identifier information such as employee name, department, building, etc.?
2. The Successful Offeror shall have the proposed system(s) in this RFP installed and certified ready for acceptance testing by the agreed cutover date.
3. If any proposed equipment needs to be interfaced to Henrico County’s existing installed equipment, the Successful Offeror will be responsible for providing the necessary interface to such equipment in coordination with the County.
4. Installation shall be done in a neat, professional manner in accordance with applicable requirements and manufacturer’s recommendations. All elements of the system installation shall conform to local building codes.
5. Coordination is required with regard to location of equipment and storage of tools and equipment during installation and scheduling of work to minimize disruption of normal activities.
6. **Testing and Acceptance**:
7. The Successful Offeror shall provide Henrico County’s project manager a complete, detailed acceptance test plan covering the VoIP Telephone System. It must cover all newly installed components of the system.
8. During the installation, tests covering a visual inspection, grounding, electrical, component operation and power system failure recovery shall be performed by the Successful Offeror.
9. The Successful Offeror shall supply personnel to perform cutover tests to include the following:
10. Operational tests conducted on all station sets, switches, circuits and programming to demonstrate performance of functions and provisions of all service features.
11. The verification of dial tone and assigned number shall be performed and documented for each station set or analog device.
12. Operational tests of all networking software components to ensure a fully transparent and integrated system throughout.
13. **Cutover**:
14. The existing telephone system will continue in full operation until the new VoIP Telephone System is cut over. Any coordination, material or labor required during installation of the new VoIP Telephone System to avoid interference with the full operation of the existing telephone system is part of this contract.
15. The cutover shall be accomplished in a manner that will not interrupt existing telephone service at any facility. Occupied facilities will require after hours and/or weekend conversions.
16. Henrico County reserves the right to select, change or modify the cutover date and time.
17. The Successful Offeror shall perform all necessary testing with the local exchange carrier to ensure one hundred percent (100%) of the connectivity to the PSTN is operational.
18. All other equipment installed by the Successful Offeror shall be tested for proper operation and function prior to the cutover date. Henrico County’s project manager reserves the right to witness and verify all such tests.
19. **Documentation**:

Within one (1) week after the cutover date, the Successful Offeror shall provide Henrico County the following documents for the VoIP Telephone System installed:

1. Complete hardware and software operating manuals detailing all operating information necessary for full use of the system shall be provided.
2. System back-ups on CD-ROM must be provided.
3. Complete “as-built” drawings; installed components itemized in spreadsheet format and special application diagrams and instructions.

K. Certification:

1. The Successful Offeror shall certify in writing to Henrico County and the project manager the date when the system is installed and ready for use in accordance with the specifications. Henrico County will have operational control of the system on this date.
2. Henrico County shall retain the right to reject the certification if evidence indicates the system is not operational and ready for use. Rejections shall be sent to the Successful Offeror within two (2) working days of certification receipt.
3. **County Responsibilities**:

Henrico County will designate an appropriate County Project Manager for all work performed under this contract. The Project Manager shall coordinate the work and shall have the authority to make project-related decisions in writing on matters within the scope of the contract.

M. **Other Goods and Services**:

Offerors may realize that they have products or services that are not specifically described in this RFP that would help the County achieve its communications goals. The County invites creative proposals describing such goods and services. Examples of such goods and services might include Wireless LAN (WLAN) mobile devices, specialized Fixed-Mobile convergence gateways, and Unlicensed Mobile Access (UMA) technology support.

### N. Warranty and Service:

1. For the equipment and software it manufactures, the Successful Offeror will provide, at a minimum, a premium service contract for the contract period including parts and labor warranty on the System which will incorporate a comprehensive service and maintenance program to ensure that the System remains fully functional and operational.
2. For non-critical commercial off-the-shelf components that the Successful Offeror incorporates into the system, the manufacturer's warranty shall be passed to the County. Critical commercial off-the-shelf components are those that the entire system or large portions of the system depend on. Critical commercial off-the-shelf components shall be treated as if they were manufactured by the Successful Offeror for the purposes of maintenance and warranty.
3. The Successful Offeror will be expected to respond promptly to service requests in order to ensure continuous system availability. Attributes of the Successful Offeror’s service/support program will include, but not be limited to:
4. 24-hours a day/7-days a week technical support available via telephone.
5. Field service/maintenance will be provided by qualified technicians who are trained to install and support the system described in this RFP.
6. Included parts, labor, and expenses related to maintenance/repairs.
7. Remote assistance.
8. Regular preventive maintenance; please describe a typical PM session.
9. Warranty will commence as of the date of system acceptance by the County. The Successful Offeror shall warrant that the system, including software and other components, does not and will not abridge any patent right, copyright, or similar claim or property right.

### O. Direct Manufacturer Support:

1. The Successful Offeror will provide goods and services related to Direct Manufacturer Support which will meet the requirements herein.
2. The County's assumption is that all computer systems, including the new voice communications system, will encounter some form of in-depth technical problem(s) at some point during its operation at the County. Given the magnitude, impact, and critical nature of the voice communication system to the operation of the County, direct access to key manufacturer technical resources is required.
3. The County must be provided with full technical documentation for all system components.
4. The Successful Offeror will ensure that the manufacturer of the core technical components of the system will enable the County to bypass Tier 1 support and mobilize in-depth manufacturer resources to resolve exceptionally challenging or unexpected technical issues. (Note that Offerors that are not manufacturers must clearly document why the County should consider having a third party between itself and the manufacturer for such an absolutely critical piece of the County's technology infrastructure.)

**IV. ANTICIPATED SCHEDULE:**

The following represents a tentative outline of the process currently anticipated by the County:

* Request for Proposals distributed April 25, 2014
* Pre-proposal meeting May 8, 2014, 2:30 p.m.
* Deadline for questions May 12, 2014, 12:00 noon
* Receive written proposals May 30, 2014, 2:00 p.m.

* Conduct oral interviews TBD
* Contract start date TBD

**V. COUNTY RESPONSIBILITIES:**

Henrico County will designate an individual to act as the Project Manager for all work performed under this contract. The Project Manager shall coordinate the work, and shall have the authority to make decisions in writing binding their respective employers on matters within the scope of the contract.

**VI. GENERAL CONTRACT TERMS AND CONDITIONS:**

**A. Annual Appropriations**

It is understood and agreed that the contract resulting from this procurement (“Contract”) shall be subject to annual appropriations by the County of Henrico, Board of Supervisors. Should the Board fail to appropriate funds for this Contract, the Contract shall be terminated when existing funds are exhausted. The successful Offeror (“Successful Offeror” or “contractor”) shall not be entitled to seek redress from the County of Henrico, Virginia (the “County”) should the Board of Supervisors fail to make annual appropriations for the Contract.

**B. Award of the Contract**

1. The County reserves the right to reject any or all proposals and to waive any informalities.

2. The Successful Offeror shall, within fifteen (15) calendar days after Contract documents are presented for signature, execute and deliver to the Purchasing office the Contract documents and any other forms or bonds required by the RFP.

1. The Contract resulting from this RFP is not assignable.

4. Notice of award or intent to award may also appear on the Purchasing Division website: <http://www.co.henrico.va.us/purchasing>

**C. Collusion**

By submitting a proposal in response to this Request for Proposal, the Offeror represents that in the preparation and submission of this proposal, said Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person, Offeror or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. § 1 et seq.) or Section 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

**D. Compensation**

The Successful Offeror shall submit a complete itemized invoice on each delivery or service that is performed under the Contract. Payment shall be rendered to the Successful Offeror for satisfactory compliance with the Contract within forty-five (45) days after receipt of a proper invoice.

**E. Controlling Law and Venue**

The Contract will be made, entered into, and shall be performed in the County of Henrico, Virginia, and shall be governed by the applicable laws of the Commonwealth of Virginia without regard to its conflicts of law principles. Any dispute arising out of the Contract, its interpretations, or its performance shall be litigated only in the Henrico County General District Court or the Circuit Court of the County of Henrico, Virginia.

**F. Default**

1. If the Successful Offeror is wholly responsible for a failure to perform the Contract (including, but not limited to, failure to make delivery of goods, failure to complete implementation and installation, and/or if the goods and/or services fail in any way to perform as specified herein), the County may consider the Successful Offeror to be in default. In the event of default, the County will provide the Successful Offeror with written notice of default, and the Successful Offeror shall provide a plan to correct said default within20 calendar days of the County’s notice of default.

2. If the Successful Offeror fails to cure said default within 20 days, the County, among other actions, may complete the Contract work through a third party, and the Successful Offeror shall be responsible for any amount in excess of the Contract price incurred by the County in completing the work to a capability equal to that specified in the Contract.

**G. Discussion of Exceptions to the RFP**

This RFP, including but not limited to its venue, termination, and payment schedule provisions, shall be incorporated by reference into the Contract documents as if its provisions were stated verbatim therein. **Therefore, Offerors shall explicitly identify any exception to any provisions of the RFP in a separate “Exceptions to RFP” section of the proposal so that such exceptions may be resolved before execution of the Contract.** In case of any conflict between the RFP and any other Contract documents, the RFP shall control unless the Contract documents explicitly provide otherwise.

**H. Drug-Free Workplace to be Maintained by the Contractor** (Va. Code § 2.2-4312)

1. During the performance of this Contract, the contractor agrees to (i) provide a drug-free workplace for the contractor’s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

2. For the purposes of this section, *“drug-free workplace”* means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with the Virginia Public Procurement Act, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

**I. Employment Discrimination by Contractor Prohibited**

1. During the performance of this Contract, the contractor agrees as follows (Va. Code § 2.2-4311):

(a) The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

(b) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

1. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

2. The contractor will include the provisions of the foregoing subparagraphs (a), (b), and (c) in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

**J. Employment of Unauthorized Aliens Prohibited**

Any contract that results from this Request for Proposal shall include the following language: "As required by Virginia Code §2.2-4311.1, the contactor does not, and shall not during the performance of this agreement, in the Commonwealth of Virginia knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986."

**K. Indemnification**

The Successful Offeror agrees to indemnify, defend and hold harmless the County (including Henrico County Public Schools), and the County’s officers, agents and employees from any claims, damages, suits, actions, liabilities and costs of any kind or nature, including attorneys’ fees, arising from or caused by the provision of any goods and/or services, the failure to provide any goods and/or services and/or the use of any services and/or goods furnished (or made available) by the Successful Offeror, provided that such liability is not attributable to the County’s sole negligence.

**L. Insurance Requirements**

The Successful Offeror shall maintain insurance to protect itself and the County (including Henrico County Public Schools) from claims under the Workers' Compensation Act, and from any other claim for damages for personal injury, including death, and for damages to property which may arise from the provision of goods and/or services under the Contract, whether such goods and/or services are provided by the Successful Offeror or by any subcontractor or anyone directly employed by either of them. Such insurance shall conform to the Insurance Specifications. **(Attachment A)**

**M.** **No Discrimination against Faith-Based Organizations**

Henrico County does not discriminate against faith-based organizations as that term is defined in Va. Code § 2.2-4343.1.

**N. Offeror's Performance**

1. The Successful Offeror agrees and covenants that its agents and employees shall comply with all County, State and Federal laws, rules and regulations applicable to the business to be conducted under the Contract.

2. The Successful Offeror shall ensure that its employees shall observe and exercise all necessary caution and discretion so as to avoid injury to person or damage to property of any and all kinds.

3. The Successful Offeror shall cooperate with County officials in performing the Contract work so that interference with normal operations will be held to a minimum.

4. The Successful Offeror shall be an independent contractor and shall not be an employee of the County.

**O. Ownership of Deliverable and Related Products**

1. The County shall have all rights, title, and interest in or to all specified or unspecified interim and final products, work plans, project reports and/or presentations, data, documentation, computer programs and/or applications, and documentation developed or generated during the completion of this project, including, without limitation, unlimited rights to use, duplicate, modify, or disclose any part thereof, in any manner and for any purpose, and the right to permit or prohibit any other person, including the Successful Offeror, from doing so. To the extent that the Successful Offeror may be deemed at any time to have any of the foregoing rights, the Successful Offeror agrees to irrevocably assign and does hereby irrevocably assign such rights to the County.

2. The Successful Offeror is expressly prohibited from receiving additional payments or profit from the items referred to in this paragraph, other than that which is provided for in the general terms and conditions of the Contract.

3. This shall not preclude Offerors from submitting proposals, which may include innovative ownership approaches, in the best interest of the County.

**P. Record Retention and Audits**

1. The Successful Offeror shall retain, during the performance of the Contract and for a period of three years from the completion of the Contract, all records pertaining to the Successful Offeror’s proposal and any Contract awarded pursuant to this Request for Proposal. Such records shall include but not be limited to all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices, including the Successful Offeror’s copies of periodic estimates for partial payment; ledgers, cancelled checks; deposit slips; bank statements; journals; Contract amendments and change orders; insurance documents; payroll documents; timesheets; memoranda; and correspondence. Such records shall be available to the County on demand and without advance notice during the Successful Offeror’s normal working hours.

2. County personnel may perform in-progress and post-audits of the Successful Offeror’s records as a result of a Contract awarded pursuant to this Request for Proposals. Files would be available on demand and without notice during normal working hours.

**Q. Severability**

Each paragraph and provision of the Contract is severable from the entire agreement and if any provision is declared invalid the remaining provisions shall nevertheless remain in effect.

**R. Small, Women-Owned and Minority-Owned (SWAM) Businesses**

The County welcomes and encourages the participation of small businesses and businesses owned by women and minorities in procurement transactions made by the County. The County of Henrico actively solicits both small business, women-owned and minority (SWAM) businesses to respond to all Invitations for Bids and Requests for Proposals. All solicitations are posted on the County’s Internet site at:

<http://www.co.henrico.va.us/purchasing>

**S. Subcontracts**

1, No portion of the work shall be subcontracted without prior written consent of the County. In the event that the Successful Offeror desires to subcontract some part of the work specified in the Contract, the Successful Offeror shall furnish the County the names, qualifications, and experience of the proposed subcontractors. The Successful Offeror shall, however, remain fully liable and responsible for the work to be done by his/her subcontractor(s) and shall assure compliance with all the requirements of the Contract.

2. The County encourages the contractor to utilize small, women-owned, and minority-owned business enterprises. For assistance in finding subcontractors, contact the Supplier Relations Coordinator (804-501-5689) or the Virginia Department of Minority Business Enterprises:

<http://www.dmbe.state.va.us/>

**T. Taxes**

1. The Successful Offeror shall pay all county, city, state and federal taxes required by law and resulting from the work or traceable thereto, under whatever name levied. Said taxes shall not be in addition to the Contract price between the County and the Successful Offeror, as the taxes shall be an obligation of the Successful Offeror and not of the County, and the County shall be held harmless for same by the Successful Offeror.

2. The County is exempt from the payment of federal excise taxes and the payment of State Sales and Use Tax on all tangible, personal property for its use or consumption. Tax exemption certificates will be furnished upon request.

**U. Termination of Contract**

1. The County reserves the right to terminate the Contract immediately in the event that the Successful Offeror discontinues or abandons operations; is adjudged bankrupt, or is reorganized under any bankruptcy law; or fails to keep in force any required insurance policies or bonds.

2. Failure of the Successful Offeror to comply with any section or part of the Contract will be considered grounds for immediate termination of the Contract by the County.

3. Notwithstanding anything to the contrary contained in the Contract between the County and the Successful Offeror, the County may, without prejudice to any other rights it may have, terminate the Contract for convenience and without cause, by giving 30 days’ written notice to the Successful Offeror.

1. If the County terminates the Contract, the Successful Offeror will be paid by the County for all scheduled work completed satisfactorily by the Successful Offeror up to the termination date.

**V.** **County License Requirement**

If a business is located in the County, it is unlawful to conduct or engage in that business without obtaining a business license. If your business is located in the County, include a copy of your current business license with your proposal submission. If you have any questions, contact the Business Section, Department of Finance, County of Henrico, telephone (804) 501-4310.

1. **Environmental Management**

The Successful Offeror shall comply with all applicable federal, state, and local environmental regulations.  The Successful Offeror is required to abide by the County’s Environmental Policy Statement<http://www.co.henrico.va.us/pdfs/hr/risk/env_policy.pdf>which emphasizes environmental compliance, pollution prevention, continual improvement, and conservation.  The Successful Offeror shall be properly trained and have any necessary certifications to carry out environmental responsibilities. The Successful Offeror shall immediately communicate any environmental concerns or incidents to the appropriate County staff.

**X. Safety**

1. The Successful Offeror shall comply with and ensure that the Successful Offeror’s personnel comply with all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Virginia Occupational Safety and Health Administration for the industry. The provisions of all rules and regulations governing safety as adopted by the Safety and Health Codes Board of the Commonwealth of Virginia and issued by the Department of Labor and Industry under Title 40.1 of the Code of Virginia shall apply to all work under the Contract. The Successful Offeror shall provide or cause to be provided all technical expertise, qualified personnel, equipment, tools and material to safely accomplish the work specified and performed by the Successful Offeror.

2. The Successful Offeror shall have, at each location at which the Successful Offeror provides goods and/or services, a supervisor who is competent, qualified, or authorized on the worksite, and who is familiar with policies, regulations and standards applicable to the work being performed.

The supervisor must be capable of identifying existing and predictable hazards in the surroundings or working conditions which are hazardous or dangerous to employees or the public, and must be capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the Successful Offeror’s personnel from the work site.

3. In the event the County determines any operations of the Successful Offeror to be hazardous, the Successful Offeror shall immediately discontinue such operations upon receipt of either written or oral notice by the County to discontinue such practice.

**Y. Authorization to Transact Business in the Commonwealth**

1. A contractor organized as a stock or non-stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law.

2. An Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia must include in its proposal the identification number issued to it by the State Corporation Commission. (Attachment D) Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its proposal a statement describing why the Offeror is not required to be so authorized.

3. An Offeror described in subsection 2 that fails to provide the required information shall not receive an award unless a waiver is granted by the Director of General Services, his designee, or the County Manager.

4. Any falsification or misrepresentation contained in the statement submitted by the Offeror pursuant to Title 13.1 or Title 50 of the Code of Virginia may be cause for debarment.

5. Any business entity described in subsection 1 that enters into a contract with a public body shall not allow its existence to lapse or allow its certificate of authority or registration to transact business in the Commonwealth if so required by Title 13.1 or Title 50 of the Code of Virginia to be revoked or cancelled at any time during the term of the contract.

**Z. Payment Clauses Required by Va. Code § 2.2-4354**

Pursuant to Virginia Code § 2.2-4354:

1. The Successful Offeror shall take one of the two following actions within seven days after receipt of amounts paid to the Successful Offeror by the County for all or portions of the goods and/or services provided by a subcontractor: (a) pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under that contract; or (b) notify the County and subcontractor, in writing, of the Successful Offeror’s intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.
2. The Successful Bidder/Offeror shall provide the Purchasing Office their social security numbers, upon request.  Proprietorships, partnerships and corporations shall provide their federal employer identification numbers, upon request (Va. Code § 2.2-4354.2).
3. The Successful Offeror shall pay interest to its subcontractors on all amounts owed by the Successful Offeror that remain unpaid after seven days following receipt by the Successful Offeror of payment from the County for all or portions of goods and/or services performed by the subcontractors, except for amounts withheld as allowed in Subparagraph 1.above.
4. Pursuant to Virginia Code § 2.2-4354, unless otherwise provided under the terms of the Contract interest shall accrue at the rate of one percent per month.
5. The Successful Offeror shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.
6. The Successful Offeror's obligation to pay an interest charge to a subcontractor pursuant to the payment clause in Virginia Code § 2.2-4354 shall not be construed to be an obligation of the County. A Contract modification shall not be made for the purpose of providing reimbursement for the interest charge. A cost reimbursement claim shall not include any amount for reimbursement for the interest charge.

**AA. Contract Period:**

1. The contract period shall be from date of award through a one-year period. The contract price shall be firm for the contract period. The price for each subsequent contract year may not exceed three percent (3%) above the previous year’s fee and shall remain firm for the renewal year.

2. The contract may be renewed for nine (9) additional one-year terms upon written, mutual agreement between the County and the Successful Offeror.

3. The resulting contract should require the Offeror to give at least a one hundred twenty (120) day written notice if they do not intend to renew the contract at any annual renewal.

4. The contract shall not exceed a maximum of ten (10) years.

**BB. Tobacco-Free Requirement**

County Public Schools (“HCPS”) has a tobacco-free policy on school property. Therefore, the use or display of tobacco products by the Contractor, its suppliers and/or subcontractors on school property is strictly prohibited at all times, including days and/or hours when school is not in session. This includes, but is not limited to, outdoor areas of school properties and personal or business vehicles present on school property.

“Tobacco products” include any lit or unlit cigarette (including candy cigarettes), cigar, pipe, smokeless tobacco, dip, chew, and snuff in any form. This includes electronic cigarettes, cigarette packages, smokeless tobacco containers, lighters, and any other items containing or reasonably resembling tobacco, tobacco product images and tobacco company logos, such as key chains, t-shirts, ash trays, and coffee mugs.   
  
“School property” includes land, buildings, facilities, and vehicles owned or rented by HCPS. School property includes parking lots, playgrounds and recreational areas.

**CC. Contact with Students**

Offerors shall certify that any of their employees who will provide services under the Contract resulting from this procurement and will be in direct contact with Henrico County Public School students: (1) has not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child; and (2) such person has not been convicted of a crime of moral turpitude. Offerors shall cause any of their subcontractors to provide the same certification described herein with regard to the subcontractors’ employees.

**DD. Conduct**

1. Fraternization between supplier and teachers or students is strictly prohibited.
2. Use, consumption, and/or possession of any controlled substance, substances considered to be illegal, and alcohol are strictly prohibited on school grounds.
3. Cigarette smoking is prohibited on school grounds.
4. Use of vulgar, suggestive or abusive language or gestures is strictly prohibited on school grounds.
5. Use of radios/stereos or other noise producing equipment shall not be used. No weapons of any kind are allowed on school grounds.

**VII. PROPOSAL SUBMISSION REQUIREMENTS**:

1. The Purchasing Division will not accept oral proposals, nor proposals received by telephone, FAX machine, or other electronic means.
2. All erasures, interpolations, and other changes in the proposal shall be signed or initialed by the Offeror.
3. The Proposal Signature Sheet **(*Attachment B***) must accompany any proposal(s) submitted and be signed by an authorized representative of the Offeror. If the Offeror is a firm or corporation, the Offeror must print the name and title of the individual executing the proposal. All information requested should be submitted. Failure to submit all information requested may result in the Purchasing Division office requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal.
4. The proposal, the proposal security, if any, and any other documents required, shall be enclosed in a sealed opaque envelope. The envelope containing the proposal shall be sealed and marked in the lower left-hand corner with the number, title, hour, and due date of the proposal.
   1. The time proposals are received shall be determined by the time clock stamp in the Purchasing Division office. Offerors are responsible for insuring that their proposals are stamped by the Purchasing Division personnel by the deadline indicated.
   2. By submitting a proposal in response to this Request for Proposal, the Offeror represents it has read and understand the Scope of Services and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the Contract work.
   3. The failure or omission of any Offeror to receive or examine any form, instrument, addendum, or other documents or to acquaint itself with conditions existing at the site, shall in no way relieve any Offeror from any obligations with respect to its proposal or to the Contract.
   4. **Trade secrets or proprietary information submitted by an Offeror in response to this Request for Proposal shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary (Va. Code § 2.2-4342.F). (Attachment C)**
   5. A proposal may be modified or withdrawn by the Offeror any time prior to the time and date set for the receipt of proposals. The Offeror shall notify the Purchasing Division office in writing of its intentions.
5. If a change in the proposal is requested, the modification must be so worded by the Offeror as to not reveal the original amount of the proposal.
6. Modified and withdrawn proposals may be resubmitted to the Purchasing Division office up to the time and date set for the receipt of proposals.
7. No proposal can be withdrawn after the time set for the receipt of proposals and for one-hundred twenty (120) days thereafter.
8. The County welcomes comments regarding how the proposal documents, scope of services, or drawings may be improved. Offerors requesting clarification, interpretation of, or improvements to the proposal general terms, conditions, scope of services or drawings shall make a written request which shall reach the Purchasing Division office, Division of Finance, at least eight (8) days prior to the date set for the receipt of proposals. Any changes to the proposal shall be in the form of a written addendum issued by the Purchasing Division and it shall be signed by the Director of General Services or a duly authorized representative. **Each Offeror is responsible for determining that it has received all addenda issued by the Purchasing Division before submitting a proposal.**
9. All proposals received in the Purchasing Division office on time shall be accepted. All late proposals received by the Purchasing Division office shall be returned to the Offeror unopened. Proposals shall be open to public inspection only after award of the Contract.

**VIII. PROPOSAL RESPONSE FORMAT**:

1. Offerors shall submit a written proposal that present the Offeror’s qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criterion and to be specific in presenting their qualifications. Your proposal should provide all the information considered pertinent to your qualifications for this project.
2. The Offeror should include in their proposal the following:

1. Table of Contents – All pages are to be numbered

2. Introduction

Cover letter - on company letterhead, signed by a person with the corporate authority to enter into contracts in the amount of the proposal

Proposal Signature Sheet – Attachment B

Proprietary/Confidential Information – Attachment C

Virginia State Corporation Commission (SCC) – Attachment D

3. Executive Summary

* + - 1. Response to Scope of Services – The Offeror should address each section of the Scope of Services with an indication of the response. **The Offeror shall identify any exceptions, referenced to the paragraph number, in a sub section titled “Exceptions”.**

B. Experience and Qualifications:

Each Offeror should provide a brief history of their firm’s operations to include, but not be limited to, the following:

* + - * 1. Years in business
        2. Years in business under your present name, (if applicable).
        3. Documentation representing the financial stability of your firm
        4. Qualifications of staff providing services

Company Profile – Offerors are to present a Company profile that shows the ability, capacity and skill of the Offeror, their staff, and their employees to perform the services required within the specified time.

Each Offeror is requested to provide at least three (3) organizations similar in nature and/or size to the County to which their firm has provided services as outlined in the scope of services in the past three (3) years, specifying the services provided, which may be used as references. **(Attachment E, Submittal of References**)

Each Offeror shall provide a description of their firm’s capabilities and skills to perform the contract. Each Offeror is requested to be specific and thorough in presenting their qualifications and services offered. At a minimum, address the following areas:

* Describe your firm’s relevant experience, qualifications, and success in providing the goods and services outlined in this RFP.
* Describe your firm’s current workload and the ability to handle the project and schedule if awarded a contract.

C. Offerors shall include in the proposal the fees for equipment and services by submitting the **Attachment F, Pricing Summary page**. Include detailed pricing of the project on a separate attachment, but please use the summary page as an aid for the committee to evaluate pricing.

D. Appendices - are optional for Offerors who wish to submit additional material that will clarify their response.

E. Additional Documents, if applicable - Provide copies of all documents that would need to be signed by the County if awarded the contract including any service or maintenance agreements.

**IX. PROPOSAL EVALUATION/SELECTION PROCESS**:

A. Offerors are to make written proposals, which present the Offeror's qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that the County may properly evaluate your capabilities to provide the required goods/services.

* + - 1. Selection of the Successful Offeror will be based upon submission of proposals meeting the selection criteria. The minimum selection criteria will include:

|  |  |  |
| --- | --- | --- |
|  | EVALUATION CRITERIA | WEIGHT |
| 1. | Requirements   * Extent to which the proposed solution satisfies the RFP requirements * Clearly demonstrated understanding of the work to be performed | 25 |
| 2 | Experience and Qualifications   * Ability to provide products and services of similar size and scope * Financial stability of firm * References * Experience and amount of time/years the firm has been providing services. * Special experience or technical capabilities of personnel in providing the services. | 25 |
| 3 | Implementation of Services/Project Management   * Project Approach * Project Plan and Schedule * Project Management * Project Team * Current Workload and ability to perform required work within the County’s schedule | 20 |
| 4 | Price | 25 |
| 5 | Quality of proposal submission/oral presentations | 5 |
|  | TOTAL | 100 |

C. Selection will be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals. Negotiations shall then be conducted with each of the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the County shall select the Offeror, which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Should the County determine in writing and in its sole discretion that only one Offeror is fully qualified or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Offeror’s proposal as negotiated.

**ATTACHMENT A**

**INSURANCE SPECIFICATIONS**

The Successful Vendor shall carry Public Liability Insurance in the amount specified below, including contractual liability assumed by the Successful Vendor, and shall deliver a Certificate of Insurance from carriers licensed to do business in the Commonwealth of Virginia and is representative of the insurance policies. The Certificate shall show that the policy has been endorsed to add the County of Henrico and Henrico County Public Schools named as an additional insured for the Commercial General Liability coverage. The coverage shall be provided by a carrier(s) rated not less than “A-“ with a financial rating of at least VII by A.M. Bests or a rating acceptable to the County. In addition, the Successful Vendor shall agree to give the County a minimum of 30 days prior notice of any cancellation or material reduction in coverage.

**Workers’ Compensation**

Statutory Virginia Limits

Employers’ Liability Insurance - $100,000 for each Accident by employee

$100,000 for each Disease by employee

$500,000 policy limit by Disease

**Commercial General Liability - Combined Single Limit**

$1,000,000 each occurrence including contractual liability for specified agreement

$2,000,000 General Aggregate (other than Products/Completed Operations)

$2,000,000 General Liability-Products/Completed Operations

$1,000,000 Personal and Advertising injury

$ 100,000 Fire Damage Legal Liability

Coverage must include Broad Form property damage and (XCU) Explosion, Collapse and Underground Coverage

**Business Automobile Liability** – including owned, non-owned and hired car coverage

Combined Single Limit - $1,000,000 each accident

**Technology Errors and Omissions -** $2,000,000 Each Occurrence, $4,000,000 aggregate

NOTE 1: The commercial general liability insurance shall include contractual liability.  The contract documents include an indemnification provision(s).  The County makes no representation or warranty as to how the Vendor’s insurance coverage responds or does not respond.  Insurance coverages that are unresponsive to the indemnification provision(s) do not limit the Vendor’s responsibilities outlined in the contract documents.

NOTE 2: The intent of this insurance specification is to provide the coverage required and the limits expected for each type of coverage. With regard to the Business Automobile Liability and Commercial General Liability, the total amount of coverage can be accomplished through any combination of primary and excess/umbrella insurance. This insurance shall apply as primary insurance and non-contributory with respect to any other insurance or self-insurance programs afforded the County of Henrico and Henrico County Public Schools. This policy shall be endorsed to be primary with respect to the additional insured.

NOTE 3: Title 65.2 of the Code of Virginia requires every employer who regularly employs three or more full-time or part-time employees to purchase and maintain workers' compensation insurance. If you do not purchase a workers’ compensation policy, a signed statement is required documenting that you are in compliance with Title 65.2 of the Code of Virginia.

**Attachment B**

**SUBMIT THIS FORM WITH PROPOSAL**

**PROPOSAL SIGNATURE SHEET**

**Page 1 of 2**

My signature certifies that the proposal as submitted complies with all requirements specified in this Request for Proposal (“RFP”).

My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter into any agreement, participate in any collusion, or otherwise take any action in the restraining of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

|  |
| --- |
| LEGAL NAME OF OFFEROR (DO NOT USE TRADE NAME): |
|  |
| ADDRESS: |
|  |
|  |
| SIGNATURE: |
| NAME OF PERSON SIGNING (print): |
| TITLE: |
| TELEPHONE: |
| FAX: |
| E-MAIL ADDRESS: |
| DATE: |

**Attachment B**

**Page 2 of 2**

**Legal Name of Offeror: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PLEASE SPECIFY YOUR BUSINESS CATEGORY BY CHECKING THE APPROPRIATE BOX (ES) BELOW.**

**(Check all that apply.)**

**SUPPLIER REGISTRATION** – The County of Henrico encourages all suppliers interested in doing business with the County to register with eVA, the Commonwealth of Virginia’s electronic procurement portal, <http://eva.virginia.gov>.

eVA Registered? **□ Yes □ No**

**□ SMALL BUSINESS**

**□ WOMEN-OWNED BUSINESS**

**□ MINORITY-OWNED BUSINESS**

**□ SERVICE DISABLED VETERAN**

**□ LARGE**

**□ NONPROFIT**

**□ NONE OF THE ABOVE**

**If certified by the Virginia Minority Business Enterprises (DMBE), provide DMBE certification number and expiration date. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_NUMBER \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE**

**definitions**

For the purpose of determining the appropriate business category, the following definitions apply:

***"Small business"*** means a business, independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or annual gross receipts of $10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business.

***"Women-owned business"*** means a business that is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

***"Minority-owned business"*** means a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals.

**"Minority individual"** means an individual who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:

1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.

2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka and who is regarded as such by the community of which this person claims to be a part.

3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.

4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

***"Service disabled veteran business"*** means a business that is at least 51 percent owned by one or more service disabled veterans or, in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more individuals who are service disabled veterans and both the management and daily business operations are controlled by one or more individuals who are service disabled veterans.

**"Service disabled veteran"** means a veteran who (i) served on active duty in the United States military ground, naval, or air service, (ii) was discharged or released under conditions other than dishonorable, and (iii) has a service-connected disability rating fixed by the United States Department of Veterans Affairs.

***“Large business”*** means any **non**-women- or minority-owned, or service-disabled business as defined above or any business having more than 250 employees or more than $10 million in gross receipts averaged over the previous three years.

***Nonprofit”***means a corporation or an association that conducts business for the benefit of the general public without shareholders and without a profit motive.

**ATTACHMENT C**

**PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION**

NAME OF FIRM/OFFEROR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Va. Code §2.2-4342.F in writing, either before or at the time the data or other material is submitted.  The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary.  The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information.  In addition, a summary of proprietary information submitted shall be submitted on this form.  The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable.  If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.

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| SECTION/TITLE | PAGE NUMBER(S) | REASON(S) FOR WITHHOLDING FROM DISCLOSURE |
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**SUBMIT THIS FORM WITH PROPOSAL**

**ATTACHMENT D**

**VIRGINIA STATE CORPORATION COMMISSION (SCC)**

**REGISTRATION INFORMATION**

**The Bidder or Offeror:**

□ is a corporation or other business entity with the following SCC identification number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **-OR-**

□ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

□ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Bidder/Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offer or’s out-of-state location) **-OR-**

□ is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned Bidder’s/Offeror’s current contacts with Virginia and describes why whose contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1‑757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids/proposals: □

**SUBMIT THIS FORM WITH PROPOSAL**

**ATTACHMENT E**

**SUBMITTAL OF REFERENCES**

**Reference #1**

Name of firm: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of work: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Name of Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dates work performed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reference #2**

Name of firm: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of work: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Name of Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dates work performed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reference #3**

Name of firm: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of work: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Name of Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dates work performed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SUBMIT THIS FORM WITH PROPOSAL**

**Attachment F**

**Pricing Proposal Instructions**

Henrico County wishes to understand all Offerors submitted pricing. Offerors should use the provided spreadsheet to enumerate all costs that will or could affect the costs to the County such as: equipment, services, software, licensing, labor, shipping, handling, and fees. Additionally, Offerors should include all costs associated with maintenance and describe the length of warranty on the proposed system. The maintenance costs should be all-inclusive including hourly charges, if applicable. Please adhere to the following:

1. **Equipment** - Include any equipment required to make your proposed system functional and complete. Do not include handsets in this category as they are a separate item.
2. **Services** - Include any services that will be priced within the proposed system and any offered as an add-on.
3. **Software** - Include all software required to make your proposed system functional and complete.
4. **Licensing** - Include any and all licensing costs for each item requiring a license. Indicate whether the license is per seat or per device and whether the license cost is a one-time cost, monthly recurring, or annual. Additionally, if licenses are available at different levels (basic, enhanced, etc.), please indicate your recommendation and the pricing of each level.
5. **Labor** - Indicate any labor costs associated with your proposal.
6. **Shipping, Handling, & Fees** - Include these types of charges in order to ensure that a complete pricing picture is provided for the County to consider.
7. **Maintenance** - Include all costs associated with maintenance of the proposed system. If maintenance costs are related to varying levels, (Gold, Premier, etc.) indicate the levels available and the cost of each level. It should be understood that the first year of maintenance will be included in the initial proposal pricing. The list price of maintenance and the discount percentage should be provided.
8. **Handsets** - Indicate pricing for at least three types of hard endpoints (basic single line desk phone, multi-line desk phone, and conference phones) and at least one softphone. For current phone inventory see Attachment H.
9. **Training** - Indicate any staff training you will provide and any costs associated with this training.

**ATTACHMENT G**

**PRICING SUMMARY**

**PAGE 1 of 2**

**SUBMIT THIS FORM WITH PROPOSAL**

This page shall be completed and submitted with the proposal capturing the summary costs of the detailed pricing documents that shall be submitted as a separate attachment for all equipment and services to be performed. Offerors may modify this page to accommodate their categories, but the Total Project Cost on the detailed pricing documents should be the same as the Total Project Cost indicated on this page.

**Equipment (Hardware and Software)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Description** | **Quantity** | **Unit Price** | **Total (Must include all associated costs)** |
| 1 | Basic Hard Endpoint | 3,800 |  |  |
| 2 | Mid-Level Hard Endpoint | 340 |  |  |
| 3 | High-Level Hard Endpoint | 920 |  |  |
| 4 | Softphone |  |  |  |
| 5 | VoIP Gateway |  |  |  |
| 6 | Server |  |  |  |
| 7 | IP PBX |  |  |  |
| 8 | SIP-enabled PBX |  |  |  |
|  | (Vendor: add or delete lines as needed) |  |  |  |

**Licensing**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **License Description** | **Quantity** | **Unit Price** | **Total (Must include all associated costs)** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
|  | (Vendor: add lines as needed) |  |  |  |

**Labor**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Description** | **# of Hours** | **Hourly Rate** | **Total (Must include all associated costs)** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
|  | (Vendor: add lines as needed) |  |  |  |

**ATTACHMENT G**

**PRICING SUMMARY**

**PAGE 2 of 2**

**SUBMIT THIS FORM WITHY PROPOSAL**

**Training for Support Staff**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Description** | **# of Classes** | **Cost per Class** | **Total (Must include all associated costs)** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |

**Maintenance**

Provide annual maintenance costs. If discounts are available for multi-year support agreements, please provide this information and the net discount percentage.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Description** | **Discount %** | **Length of Term** | **Total (Must include all associated costs)** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |

**Other Costs**

Offerors must list any and all charges, expenses, and/or costs incurred by Henrico County that are not included in this section. Failure to specifically and thoroughly enumerate such items may be cause for disqualification.

If this project were started on July 1, 2014, indicate the date of project completion: \_\_\_\_\_\_\_\_\_\_

**ATTACHMENT H**

**HENRICO SITES, VOICE, AND DATA**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Dept** | **Site** | **Address** | **System Type** | **Phone Count** | **Data** | **Telephony** |
| Circuit Court | Drug Court | 2601 Willard Rd. Suite 105 Henrico, VA 23294 | BCM | 9 | Comcast | Centrex |
| Comm. Attorney | Victim Witness | 3001 Shrader Rd., Henrico, VA 23228 | BCM | 10 | Fiber | Direct Fiber |
| Comm Rev | Comm. Rev. | 4062 Crockett Street, Henrico, VA 23228 | BCM | 0 | TLS | Tie Line |
| CRWP | Cary Street | 203 E. Cary St, Richmond, VA 23219 | IP Office | 30 | Comcast | Centrex |
| CRWP | CRWP | 1001 Laburnum Ave, Henrico, VA 23223 | IP Office | 25 | Comcast | Centrex |
| EGC | EGC | 3820 Nine Mile Rd. Henrico, VA 23223 | Option 61 | 631 | Fiber | PRI - 3 |
| Fire | Logistics | 1700 N. Parham Rd. Henrico, VA 23229 | BCM | 5 | Comcast | Centrex |
| Fire | Station 01 | 110 E. Azalea Ave. Henrico, VA 23222 | NORSTAR | 6 | Comcast | Centrex |
| Fire | Station 02 | 2400 Darbytown Rd. Henrico, VA 23231 | NORSTAR | 9 | Comcast | Centrex |
| Fire | Station 03 | 1310 E. Washington St. Highland Springs, VA 23075 | BCM | 30 | Comcast | Centrex |
| Fire | Station 04 | 8112 Strath Rd. Henrico, VA 23231 | NORSTAR | 6 | Comcast | Centrex |
| Fire | Station 05 | 6911 Lakeside Av. Henrico, VA 23228 | BCM | 13 | Comcast | Centrex |
| Fire | Station 06 | 4600 S. Laburnum Av. Henrico, VA 23223 | NORSTAR | 6 | Comcast | Centrex |
| Fire | Station 07 | 2701 E. Laburnum Av. Henrico, VA 23223 | IP Office | 22 | Comcast | Centrex |
| Fire | Station 08 | 8000 Patterson Av. Henrico, VA 23229 | BCM | 14 | Comcast | Centrex |
| Fire | Station 09 | 9401 Quioccasin Rd. Henrico, VA 23233 | IP Office | 22 | Comcast | Centrex |
| Fire | Station 10 | 6313 Horsepen Rd. Henrico, VA 23226 | NORSTAR | 7 | Comcast | Centrex |
| Fire | Station 11 | 1754 Hungary Rd. Henrico, VA 23228 | NORSTAR | 6 | Comcast | Centrex |
| Fire | Station 12 | 3803 West End Dr. Henrico, VA 23229 | BCM | 16 | Comcast | Centrex |
| Fire | Station 13 | 12491 Church Rd. Henrico, VA 23233 | IP Office | 16 | Comcast | Centrex |
| Fire | Station 14 | 5210 Technology Blvd Sandston, VA 23150 | NORSTAR | 5 | Comcast | Centrex |
| Fire | Station 15 | 3820 Mountain Rd. Glen Allen, VA 23060 | NORSTAR | 3 | Comcast | Centrex |
| Fire | Station 16 | 5381 Shady Grove Rd Glen Allen, VA 23060 | NORSTAR | 10 | Comcast | Centrex |
| Fire | Station 17 | 110 N Gaskins Rd. Henrico, VA 23233 | NORSTAR | 8 | Comcast | Centrex |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Fire | Station 18 | 4410 Darbytown Rd. Henrico, VA 23231 | NORSTAR | 20 | Comcast | Centrex |
| Fire | Station 21 | 1201 VA Center Pkwy. Glen Allen, VA 23059 | BCM | 25 | Comcast | Centrex |
| Fire | Station 22 | 3790 Westerre Pkwy, Henrico, VA, 23273 | BCM | 16 | Comcast | Centrex |
| Hum. Res. | Emp. Health | 7400 Shrader Rd., Henrico, VA 23228 | BCM | 6 | Fiber | DID |
| JRJDC | JRJDC | 3650 Beaumont Rd. Powhatan, VA 23139 | NORSTAR | 48 | TLS | Centrex |
| Library | Dumbarton | 6800 Staples Mill Rd Henrico, VA 23228 | No PBX |  | TLS | DID |
| Library | Fairfield | 1001 N. Laburnum Ave. Henrico, VA 23223 | No PBX |  | TLS | DID |
| Library | Gayton | 10600 Gayton Rd. Henrico, VA 23238 | No PBX |  | TLS | DID |
| Library | Glen Allen | 10501 Staples Mill Rd. Glen Allen, VA 23060 | No PBX |  | TLS | DID |
| Library | Headquarters | 1700 N. Parham Rd. Richmond, VA 23229 | No PBX |  | TLS | DID |
| Library | Municipal Law | 4301 E. Parham Rd. Richmond, VA 23228 | No PBX |  | TLS | DID |
| Library | North Park | 8508 Franconia Rd. Henrico, VA 23227 | No PBX |  | TLS | DID |
| Library | Sandston | 23 E. Williamsburg Rd. Sandston, VA 23150 | No PBX |  | TLS | DID |
| Library | Tuckahoe | 1901 Starling Drive Henrico, VA 23229 | Cisco CM |  | TLS | PRI - 2 |
| Library | Twin Hickory | 5001 Twin Hickory Rd. Glen Allen, VA 23059 | No PBX |  | TLS |  |
| Library | Varina | 2001 Library Rd. Henrico, VA 23231 | No PBX |  | TLS | DID |
| MHDS | Bremo | 2010 Bremo Road, Suite 122, Henrico, VA 23226 | NORSTAR | 48 | Comcast | Centrex |
| MHDS | Cypress | 205 Roxbury Industrial Center, Charles City, VA, 23030 | NORSTAR | 6 | DSL | Centrex |
| MHDS | East Center | 4825 S. Laburnum Avenue, Henrico, VA 23231 | BCM | 96 | TLS | PRI - 1 |
| MHDS | Hermitage Enterprises | 8247 Hermitage Road, Henrico, VA 23228 | NORSTAR | 48 | FiOS | PRI - 1 |
| MHDS | Lakeside House | 5623 Lakeside Avenue, Henrico, VA 23228 | BCM | 30 | FiOS | Centrex |
| MHDS | Providence Forge | 9403 Pocahontas Trail, Providence Forge, VA 23140 | NORSTAR | 11 | Cox | Centrex |
| MHDS | Walton Farms | 8707 Walton Farms Court, Henrico, VA 23294 | No PBX | 2 | Comcast | Centrex |
| North Run | North Run | 1590 E. Parham Road Richmond, VA 23228 | Option 11 | 61 | TLS | Tie Line |
| Police | FOPS | 561 East Park Ct., Sandston, VA 23150 | BCM | 38 | TLS | Centrex |
| Police | Firing Range | 6550 La France Rd. Sandston, VA 23150 | No PBX | 10 | Microwave | Centrex |
| Police | J&J Enterprises | 4206 Park Place Court, Glen Allen, VA 23060 | BCM | 57 | TLS | Centrex |
| Police | Metro Aviation | 299 Thunderbolt St. Sandston, VA 23150 | No PBX | 5 | TLS | DID |
| Police | VA. Center Com. | 10101 Brook Road, Glen Allen, VA 23059 Suite 864 | IP Office | 20 | FiOS | DID |
| Public Utilities | WRF | 9101 WRVA Rd., Henrico, VA 23231 | BCM | 52 | TLS | PRI -1 |
| Public Utilities | WTF | 10111 Three Chopt Road, Henrico, VA 23233 | NORSTAR | 27 | TLS | Centrex |
| Recs & Parks | Armour House | 4001 Clarendon Road, Henrico, VA 23223 | BCM | 7 | Comcast | Centrex |
| Recs & Parks | Belmont | 1600 Hillard Rd., Henrico, VA 23228 | BCM | 17 | Comcast | Centrex |
| Recs & Parks | Confederate Hills | 302 Lee Avenue, Henrico, VA 23075 | NORSTAR | 10 | Comcast | Centrex |
| Recs & Parks | Cultural Arts | 2880 Mountain Rd, Glen Allen, VA 23060 | NORSTAR | 48 | Comcast | Centrex |
| Recs & Parks | Deep Run | 9910 Ridgefield Pkwy, Henrico, VA 23233 | BCM | 14 | TLS | Centrex |
| Recs & Parks | Dorey | 7200 Dorey Park, Henrico, VA 23231 | NORSTAR | 5 | Comcast | Centrex |
| Recs & Parks | Dorey Maint. | 7200 Dorey Park, Henrico, VA 23231 | NORSTAR | 5 | Comcast | Centrex |
| Recs & Parks | Eastern Rec. Ctr | 1440 N. Laburnum Ave, Henrico, VA 23223 | BCM | 16 | Comcast | Centrex |
| Recs & Parks | Elko Rec | 6216 White Oak Road, Sandston, VA 23150 | No PBX | 2 | Comcast | Centrex |
| Recs & Parks | Henrico Theatre | 305 E. Nine Mile Rd, Henrico, VA 23075 | BCM | 10 | Comcast | Centrex |
| Recs & Parks | Hidden Creek | 2415 Brockway Ln., Henrico, VA 23223 | NORSTAR | 3 | Comcast | Centrex |
| Recs & Parks | Hunton Rec | 11690 Old Washington Hwy, Glen Allen, VA 23059 | No PBX | 1 | Comcast | Centrex |
| Recs & Parks | Meadow Farms | 3400 Mountain Road, Glen Allen, VA 23060 | NORSTAR | 8 | Comcast | Centrex |
| Recs & Parks | Three Lakes | 400 Sausiluta Drive, Henrico, VA 23227 | NORSTAR | 6 | Comcast | Centrex |
| Recs & Parks | Twin Hickory | 5011 Twin Hickory Rd, Glen Allen, VA 23059 | BCM | 3 | Comcast | Centrex |
| Recs & Parks | VA. Randolph Museum | 2200 Mountain Road, Glen Allen, VA 23060 | No PBX | 2 | Comcast | Centrex |
| Recs & Parks | Walkerton | 2892 Mountain Rd., Glen Allen, VA 23060 | BCM | 4 | Comcast | Centrex |
| Sheriff | Jail East | 17320 New Kent Hwy, Barhamsville, VA 23011 | Option 61 | 188 | Microwave | PRI - 1 |
| VHDA | WIC | 7740 Shrader Road, Suite B, Henrico, VA 23228 | BCM | 10 | Fiber | DID |
| WGC | WGC | 4301 E. Parham Rd. Richmond, VA 23228 | Option 81C | 2522 | Fiber | PRI - 8 |
| Woodman | Woodman | 10301 Woodman Rd. Glen Allen, VA 23060 | Option 61 | 599 | Fiber | PRI - 3 |