MONROE COUNTY WATER AUTHORITY

REQUEST FOR PROPOSALS

FOR

TELECOMMUNICATIONS SERVICES &
INTERNET CONNECTIVITY

September 2019

475 Norris Drive
Rochester, New York 14610
Section 1: Overview and Instructions

1.1 General Information

The purpose of this document is to invite bids for telecommunication services for the Monroe County Water Authority (MCWA). These telecommunications services will include local, some limited POTS, SIP trunking, and internet data services as outlined further in this Request for Proposal. If additional information is desired before submitting proposals, please contact or direct inquiries to: Todd Blide at todd.blide@mcwa.com.

There is no expressed or implied obligation for the MCWA to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals.

During the evaluation process, the MCWA reserves the right to request additional information or clarifications from bidders, or to allow corrections of errors or omissions.

Invited to respond are: Qualified Incumbent Local Exchange Carrier (ILEC) and/or Competitive Local Exchange Carriers (CLEC) to submit competitive pricing for installing and maintaining PSTN access circuits for delivering reliable voice service to key Monroe County Water Authority locations.

The Monroe County Water Authority will maintain reservation of existing DID number range.

1.2 Errors and Omissions

It shall be the responsibility of the bidder to be knowledgeable of this RFP document before submission of the bid. The bidder will assume all responsibility for any errors or omissions in the bid. The successful bidder shall comply with all federal, state, and local laws, permits, regulations, codes and ordinances.

1.3 Policy/Guarantee on Responsiveness to Service Issues

Each bidder shall submit with their proposal the bidder's policy on promptness to responding to service issues, quality of service, and interruptions of service.

1.4 Term of Agreement

The term of this agreement will be two (2) years with the option to renew for up to three (3) additional one (1) year terms, subject to final approval by the Monroe County Water Authority's Board of Directors.

1.5 Proposal Due Date

Sealed proposals must be received at the address below on or before 12:00 p.m. EDT on Wednesday, October 9, 2019. Three (3) complete, signed copies of the proposal are to be submitted along with the completed Section 4 - Tables and Section 5 - Proposal Form on pages 10 through 12, as well as the Offerer/Bidder Disclosure Form on pages 14 and 15.
Sealed bids plainly marked on the outside "BID FOR TELECOMMUNICATIONS" shall be delivered to:

Mr. Todd Blide  
Monroe County Water Authority  
475 Norris Drive, Door #1  
Rochester, New York 14610

1.6 Reservation of Rights

The Monroe County Water Authority reserves the right to reject any or all proposals and bids, including that of the lowest bidder; or to accept bids either in whole or in part; to award contracts by individual items or by lump sum total; or to waive any informalities, defects or omissions in any bid, should it be deemed to be in the best interests of the Monroe County Water Authority to do so. Any bid submitted will be firm for ninety (90) days from the bid opening date. Potential respondents with a history of or reputation for erroneous, inaccurate or fraudulent billing will not be considered.

1.7 Final Selection

The MCWA Board of Directors will select a firm based upon the recommendation of the MCWA staff. Staff will have a recommendation for selection by Friday, October 25, 2019. Final approval by the Board of Directors will be requested at its regular meeting scheduled Thursday, November 14, 2019.

1.8 Overview of the Organization

The Authority was created by State legislation in 1950 to solve the water supply needs of this community. In 1959, the Authority took over the assets of the private, New York Water Service Corporation and had 27,000 retail customers, serving just portions of the County’s inner ring towns and portions of the City. As surrounding towns and villages faced new water supply challenges, the Authority’s service area has steadily grown. Today, the Authority serves over 180,000 customers in every town and village in Monroe County (partially in the City of Rochester) plus towns, villages and other water authorities in each of the five adjacent counties.

The communities served are shown below.
The Water Authority provides high quality, safe and reliable water, in a financially responsible manner. Providing easily accessible customer account information, selected account input and up to date, reliable, on-line payment processing is an important and achievable objective.

Section 2: Telecommunications Services Specifications

2.1 General Description

The Monroe County Water Authority is seeking proposals for telecommunications services as described in the following categories. When entering rates/charges in the tables in Section 4 that follow if no rate/charge is applicable, enter 0 or N/A for not applicable.

The Monroe County Water Authority currently utilizes a networked Mitel MCD VoIP telephone system that will serve about 300 lines. The system is redundant with Mitel 5000 switches residing at the Norris Drive Main Offices and the Shoremont Water Treatment Plant (4799 Dewey Avenue). The current PSTN connections to these systems are primarily PRI circuits terminating at these sites. The systems are interconnected via Monroe County owned fiber optic cable. The system utilizes a 3 digit dialing plan managed by Information Services. Phone sets are Mitel 5300 Series digital display sets with Caller ID with Name enabled. The system is equipped with central Voice Mail.

There must be no penalty for early termination of individual circuits and/or DID number(s) and no minimum quantities or revenues for any service (no minimum usage guarantee or “MUG”).
All services, regardless of when they were ordered during the duration of the contract, must have a co-termination date, namely at the end of the third year or renewable terms after the contract was initially executed.

It is the responsibility of the successful bidder to obtain a CSR (Customer Service Record) from the current service supplier to insure that all existing numbers are correctly ported to the proposed SIP/PRI service.

**This contract requires, at minimum:**

Local service and account support/management personnel  
Provisioning of all necessary hardware to Monroe County Water Authority-specified “demarcation points”  
Pre-cutover testing of all SIP trunks/PRI circuits to specified CPE interface  
After-hours and/or weekend circuit cutover technical availability at no extra cost  
Number porting, remote call forwarding availability at no extra cost  
All usage including long distance call detail to be provided on CD or FTP file and Online Web portal  
Paper invoicing itemized per circuit delivered monthly to Monroe County Water Authority billing address  
All charges must be made available on all of the following media and required per Monroe County Water Authority for our monthly billing / internal charge-back reporting and auditing:

- CD/DVD or FTP access (including itemized call detail)  
- Paper Summary invoicing (listing ALL billed circuits; itemized call detail not required)  
- Secure webpage access to all master/sub accounts with downloadable content in .csv or .xls formats.

All invoicing must itemize per-circuit product cost and associated surcharges. All product discounts must be applied when calculating any variable costs – discounts are not to be applied globally after the fact in any calculations.

Monroe County Water Authority accounts(s) are to be “Late Fee Exempt”.  
Monroe County Water Authority is tax exempt.

Reporting on usage and monthly recurring costs is required as part of this on-line system.  
Monthly charges are to be invoiced and mailed to a specified address/department. The Monroe County Water Authority requires that circuit and individual telephone numbers be clearly identified on the bill and identified with the physical site where they terminate.  
Monroe County Water Authority reserves the right to withhold payment in part or in whole for any amounts under dispute until resolved to Monroe County Water Authority’s satisfaction without penalty. Once any billing dispute is resolved, the successful respondent agrees not to pursue the billing issue any further.  
Any contract award for this RFP represents a new contract with a new term and any existing prior billing discrepancies or disagreements with any associated carrier are null and void.

Under this contract, billing for new services/activations will not start until testing phase has been completed and accepted by MCWA (i.e. fully provisioned to successfully process outgoing/incoming calls with Monroe County Water Authority’s actual DID range on connected Monroe County Water Authority VoIP system(s), including tested and working
PS/ALI functions, Caller ID with Name and Long Distance service, regardless of delivered date or date when the service is connected to system(s) by Monroe County Water Authority’s contracted phone vendor.

Secure access to online web portal is a requirement of this contract. It shall be capable of, at minimum: Listing all billed circuits and DID’s associated with those circuits; Voice channel/session utilization per circuit by hour, day and month, historical for up to 365 calendar days prior. Monroe County Water Authority Telecom personnel will use these tools to assess SIP and PRI utilization, identify overflow conditions, resolve issues such as busy signals, etc.

**Price Stability**

If, for any reason during the term of the contract, the service supplier reduces the pricing for similar services or products regardless of volume or contractual term, the Monroe County Water Authority must receive an equivalent reduction in pricing for the services or products delivered. The Successful Bidder(s) must notify the Monroe County Water Authority of such cost reductions as they occur over the term of the contract.

**TRAFFIC STUDY REPORTS**

In addition to Web portal access to view circuit utilization/usage, Monroe County Water Authority Telecom personnel may request, at no extra cost, periodic traffic reports to assess SIP and PRI utilization, identify overflow conditions, resolve issues such as busy signals, etc.

**MAINTENANCE CREDIT FOR DOWNTIME**

In the event of SIP or PRI circuit failure resulting in loss of use of the service past the repair completion threshold, the Successful Bidder is obligated to post a maintenance credit to the account to which the circuit is billed at the average daily rate, per circuit starting on the second calendar day after circuit was first reported down/inoperable.

**MAINTENANCE RESPONSIBILITY**

Malfunctions which cannot be immediately diagnosed, within one hour, and pinpointed to a certain item of equipment or service will require the participation of all service and CPE providers until responsibility for the problem has been unequivocally established.

In no instance will the failure to resolve the issue of responsibility relieve any of the service and CPE providers of the mutual obligation to restore system operability with the least impact on the availability of telephone service. The Monroe County Water Authority reserves the right to adjudicate such matters after the fact and validate charges and/or maintenance credits applicable to the provisions of the contracts involved. As a part of maintenance responsibilities, the CPE providers will represent the Monroe County Water Authority with the Regulated Telephone Company, Competing Local Exchange Carriers (CLEC), Inter-exchange Carriers (IXC) and Alternate Access Providers (AAP) in order to identify and correct problems with telephone service.

The Monroe County Water Authority requires Successful Bidder to provide one local, single point of contact throughout the contract term and optional extensions, who will provide prompt, direct and in-person support for ordering, implementation, account management, billing support, regular correspondence and other high-level company representation.
2.2 Monthly Recurring Rates/Charges

In Table 4.1 to follow, please enter all recurrent rates/charges/fees that will be applied monthly.

2.3 Local Telephone Service

It is the Authority’s expectation that local telephone service will have unlimited local calling, at no additional charge for the MCWA service area as indicated in the preceding map on page 4. If that is not an option for the bidder, please indicate in Table 4.2 any applicable charges.

2.3.1 FLAT RATE SIP TRUNK SERVICE

SIP Trunks shall be delivered and terminated within the Monroe County Water Authority’s designated MDF (Main Distribution Frame) rooms or Data Center with no extra cabling installation cost. This shall be considered the demarcation point up to which the carrier is responsible to maintain service. Further, SIP circuit numbers shall be clearly labeled on the installed equipment. All equipment required to deliver and maintain SIP Trunks up to the demarcation point must be included in the Successful Bidder’s monthly unit price.

Diverse routing of SIP service is required for the purpose of eliminating single points of failure. There shall be no one component that, if failed or unavailable, would prevent the other SIP Trunk from operating at full capacity. Routing will be to each of the identified locations to provide redundancy.

Should Session Border Controllers (SBC) be required for each SIP Trunk installed, the successful proposer will provide compatible SBCs.

SIP Interfaces shall provide a total of 48 voice channels/sessions, DID/DOD service with Caller ID with name.

SIP services shall be provisioned as a single trunk group to each facility. In the event of a failure in a SIP circuit, calls will be routed to the remaining active connection(s).

Connectivity will have terminations at the 475 Norris Drive facility as well as a connection at 4799 Dewey Avenue, the Shoremont Water Treatment Plant.

2.3.2 DID (DIRECT INWARD DIALING) NUMBERS

The Monroe County Water Authority retains blocks of DID numbers and intends to maintain/reserve the existing DID range. The number blocks or portions thereof must be available to any/all installed SIP trunks per the direction of Monroe County Water Authority Information Services. There shall be no additional charge to move or delete DID numbers (and/or ranges) to/from circuits/trunk groups.

2.3.3 INCOMING TOLL FREE 800 NUMBER SERVICE
Monroe County Water Authority retains an 800/888/877 numbers that are automatically ported/forwarded to certain DID numbers. Successful Bidder will configure per Monroe County Water Authority Telecom requirements.

2.3.4 ANALOG TELEPHONE LINES (POTS)
Existing analogy lines are to be maintained as directed by MCWA. Should there be a need for additional lines they are to be added within the pricing structure of the contract with no additional penalty or extraordinary service charges.

2.4 Long Distance Telephone Service
Please indicate in Table 4.3 all charges for long distance telephone service that apply.

2.5 Data Services (Internet)
Please indicate in Table 4.4 all charges for data services that apply.

2.6 Other Fees (One-time Fees such as Installation Fees, etc.)
Please indicate in Table 4.5 all fees that will be charged only once and not a recurring monthly charge.

2.7 Internet Connectivity
A separate quotation / proposal is requested for internet connectivity. Internet connectivity proposal may not be combined with the voice telecommunications portion of this RFP, it must be a completely separate, standalone proposal.

1. MCWA requires terminations at the 475 Norris Drive facility as well as a connection at 4799 Dewey Avenue, the Shoremont Water Treatment Plant.

2. The connection shall provide a minimum of 100 MB/s at each location.

3. The provider shall furnish the service and it will include the “last mile” of connectivity without relying on another provider.

4. Service shall expect to be online at a minimum of 99.999% of the time. Any outages at either location that do not meet this service reliability will receive a prorated discount on the subsequent bill.

5. A unique service provider will be selected for each location.
Section 3: MCWA Telephone Numbers Applicable to this Request for Proposal

3.1 Telephone Numbers Currently Thru PRI T-1 Line to ESOC

Approximately 40 numbers

3.2 Individual POTS Lines

Norris Drive: 13 numbers

Dewey Ave: 6 numbers
Section 4: Tables

Table 4.1 - Monthly Recurring Rates/Charges

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity</th>
<th>Rate</th>
<th>Total Charge Per Month</th>
<th>Yearly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIP Trunks</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toll Free Lines</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Analog POTS Lines:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Norris Drive</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shoremont</td>
<td>6</td>
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</tbody>
</table>

Table 4.2 - Long Distance Telephone Service

<table>
<thead>
<tr>
<th>Service</th>
<th>Minutes*</th>
<th>Rate</th>
<th>Total Charge Per Month</th>
<th>Yearly Total</th>
</tr>
</thead>
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<tr>
<td>Regional</td>
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<tr>
<td>In-State</td>
<td>1500</td>
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<tr>
<td>Out-of-State</td>
<td>600</td>
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</tbody>
</table>

*Minutes given are estimated monthly usage minutes and are to be used for comparison purposes only.

Table 4.3 - Data Services (Internet)

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity</th>
<th>Charge Per Month</th>
<th>Yearly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Service (100MB Minimum)*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>475 Norris Drive</td>
<td>1</td>
<td></td>
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<tr>
<td>4799 Dewey Ave</td>
<td>1</td>
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</table>

*Separate internet services provided to 475 Norris Drive, Rochester, NY 14610 and 4799 Dewey Avenue, Rochester, NY 14612
### Table 4.4 - Other Fees (One-time Fees such as Installation Fees, etc.)

<table>
<thead>
<tr>
<th>Item</th>
<th>Charge</th>
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<tbody>
<tr>
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</table>

### Table 4.5 - Summary of Tables

Please complete the following Summary Table of Charges/Fees with total figures from the completed tables above.

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity</th>
<th>Rate</th>
<th>Total Charge Per Month</th>
<th>Yearly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Recurring Rates/Charges</td>
<td></td>
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<tr>
<td>Telephony</td>
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<tr>
<td>Data Services</td>
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<tr>
<td>Norris Dr.</td>
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<td></td>
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<tr>
<td>Dewey Ave</td>
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<tr>
<td>Long Distance Telephone Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional</td>
<td>160</td>
<td></td>
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<tr>
<td>Out-of-State</td>
<td>600</td>
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<tr>
<td>Other Fees</td>
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</tbody>
</table>
Section 5: Proposal Form

5.1 Bidder Information

<table>
<thead>
<tr>
<th>Company Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Contact Name:</td>
<td></td>
</tr>
<tr>
<td>Phone Number:</td>
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<tr>
<td>Fax Number:</td>
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<tr>
<td>E-mail Address:</td>
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<tr>
<td>Authorized Signature:</td>
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<tr>
<td>Title:</td>
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<td>Date:</td>
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</table>
Section 6: Procurement Policy

Pursuant to State Finance Law §§ 139-j and 139-k, this Request for Qualifications includes and imposes certain restrictions on communications between a Governmental Entity (including the Authority) and Offerer/Bidder during the procurement process. A Offerer/Bidder is restricted from making contacts from the earliest notice of intent to solicit offers through final award and approval of the Procurement Process by the Authority to other than the Authority’s Procurement Officers unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law § 139-j(3)(a). The Authority’s Procurement Officers for this Governmental Procurement, as of the date hereof, are identified herein. Authority employees are also required to obtain certain information when contacted during the restricted period and make a determination of the responsibility of the Offerer/Bidder pursuant to these two statutes. Certain findings of non-responsibility can result in rejection for contract award and in the event of two findings within a four (4) year period, the Offerer/Bidderer is debarred from obtaining government Procurement Contracts. Further information about these requirements may be obtained from the Procurement Officers.

The Authority reserves the right to terminate this contract in the event it is found that the certification filed by the Offerer/Bidder in accordance with State Finance Law § 139-k(5) was intentionally false or intentionally incomplete. Upon such finding, the Authority may exercise its termination right by providing written notification to the Offerer/Bidder in accordance with the written notice terms of this contract.
OFFERER/BIDDER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATION AND AFFIRMATION/CERTIFICATION IN ACCORDANCE WITH NYS FINANCE LAW §§ 139-J AND 139-K

Name of Individual or Entity Seeking to Enter into the Procurement Contract:

Address:

Name and Title of Person Submitting this Form:

Contract Procurement Number: ____________________________
Date: ____________________________

1. Has any Government Entity made a finding of non-responsibility regarding the individual or entity seeking to enter into the Procurement Contract in the previous four years? (Circle one):
   Yes       No

If yes, answer the next questions:

2. Was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j? (Circle one):
   Yes       No

3. Was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? (Circle one):
   Yes       No

4. If you answered yes to any of the above questions, provide details regarding the finding of non-responsibility below.

   Governmental Entity: ____________________________
   Date of Finding of Non-Responsibility: ____________________________
   Basis of Finding of Non-Responsibility: ____________________________

   (Add additional pages as necessary.)

5. Has any Governmental Entity or other governmental agency terminated or withheld a Procurement Contract with the above-named individual or entity due to the intentional provision of false or incomplete information? (Circle one):
   Yes       No

6. If yes, provide details below:

   Governmental Entity: ____________________________
   Date of Termination: ____________________________

   (Add additional pages as necessary.)
Basis of Determination or Withholding: ____________________________________________

(Add additional pages as necessary.)

Offerer certifies that all information provided to the Monroe County Water Authority with respect to State Finance Law § 139-k is complete, true and accurate.

By: ____________________________________________
Date: ____________
(Signature of Person Certifying)

Print Name: _______________________________
Print Title: _______________________________
Bidder/Offerer Name: __________________________
(Company Name)

Bidder/Offerer Address: _______________________________
Bidder/Offerer Phone Number: _______________________________