

REQUEST FOR PROPOSALS

RFP NO. 190004

Hosted Voice and Fax Services



CLAYTON COUNTY PUBLIC SCHOOLS

DR. MORCEASE J. BEASLEY
Superintendent of Schools

EMMA BENTON
Chief Financial Officer

A handwritten signature in blue ink, appearing to read "Debra B. Brewer", is written over a horizontal line.

Debra B. Brewer, Esq., CPPO
Director

Department of Purchasing
218 Stockbridge Road, Jonesboro, Georgia, 30236

Response Submission Deadline:
March 22, 2019
3:00 p.m. Eastern Standard Time (EST)

SCHEDULE OF EVENTS

EVENT	DATE OR DEADLINE Eastern Standard Time (EST)
RFP Release	February 27, 2019
Non-Mandatory Pre-Proposal Conference	March 5, 2019 @ 10:00 a.m. Clayton County Public Schools Purchasing Department 218 Stockbridge Road Jonesboro, GA 30236
Deadline for Submission of Questions	March 6, 2019 @ 3:00 p.m. Submit questions to: purchasing@clayton.k12.ga.us
Answers Posted to CCPS Website by Addendum	March 13, 2019 @ 3:00 p.m.
RFP Submission Deadline	March 22, 2019 3:00 p.m.
Interviews and Presentations, if required	April 15 - 19, 2019
Procurement Representative	Jenel McMillian

RESPONSE SUBMISSION FORM

This form must be completed in its entirety and signed by the authorized representative or official submitting the response. This form must be returned with each response. Failure to do so will render a response non-responsive.

Company Name:	
Mailing Address: (Street, City, State, Zip Code)	
Email Address:	
Phone Number:	
Fax Number:	
Social Security or Tax ID#:	
Name of Authorized Representative: (printed or typed)	
Title of Authorized Representative:	
Signature of Authorized Representative:	
Date of Signature:	

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RFP 190004
Hosted Voice and Fax Services

A. INFORMATION AND INSTRUCTIONS TO PROPONENTS

1. **Services Required:** This Request for Proposals (“RFP”) is seeking proposals for Hosted Voice and Fax Services. The successful vendor is expected to provide the Hosted Voice and Fax Services infrastructure, implementation plan, connectivity, hardware and monitoring. A detailed Scope of Services (“SOS”) is set forth in this RFP.
2. **Solicitation Method:** This solicitation is being conducted in accordance with all applicable provisions of the CCPS Purchasing Policies and Procedures. By submitting a proposal in reference to this solicitation, a Proponent acknowledges familiarity with CCPS Purchasing Policy and Procedures and all laws applicable to this solicitation, which policies, procedures and laws are incorporated into this RFP by reference.
3. **Minimum Qualification:** Each Proponent and team member shall have the minimum qualifications set forth in the RFP.
4. **Criminal Background Check:** By submitting a response in reference to this solicitation, Proponent acknowledges that a satisfactory criminal background check and history may be required for anyone coming into direct or indirect contact with CCPS students at no cost to CCPS.
5. **Certificate of Authority to Transact Business in Georgia:** Each Proponent must submit with its response documentation that demonstrates it is duly authorized to conduct business in the State of Georgia. This requirement also applies to Joint Venture (JV) Team Members, Sub-Contractors and Sub-Sub-Contractors.
6. **Business License:** Proponent is requested to submit a copy of its current, valid business license with its Response. If the Proponent is a Georgia corporation, Proponent is requested to submit a valid county or city business license. If Proponent is a joint venture, Proponent is requested to submit valid business licenses for each member of the joint venture. If the Proponent is not a Georgia corporation, Proponent is requested to submit a Certificate of Authority to Transact Business in the State of Georgia and a copy of its current, valid business license issued by its home jurisdiction.
7. **Professional License:** Proponent must attach a copy of any professional license required by this RFP with its response. All required licenses must be maintained for the duration of any contract award period.
8. **Tax Exemption Status:** CCPS is exempt from Federal Excise Tax and Georgia Sales Tax with regard to goods and services purchased directly by CCPS.

Exemption Certificates are available upon request.

9. **Codes, Permits, Fees, Licenses and Laws:** All permits, fees, arrangements for inspections, licenses, and costs incurred for the same shall be the sole responsibility of the successful Proponent. All services, labor, materials and construction must comply with all applicable rules and regulations of local, state and/or national codes, laws and ordinances of all authorities having jurisdiction over the project, which shall apply to the contract throughout and will be deemed to be included in the contract the same as though herein written out in full.
10. **No Offer by CCPS and Firm Offer by Proponent:** This solicitation does not constitute an offer by CCPS to enter into an agreement and cannot be accepted by any Proponent to form an Agreement. This solicitation is only an invitation for offers from interested Proponents and no offer shall bind CCPS. A Proponent's offer is a firm offer and may not be withdrawn except as provided in this RFP, CCPS Purchasing Policies and Procedures and other applicable law.
11. **Negotiations; Best and Final Offers:** CCPS reserves the right to negotiate specifications, terms and conditions, which may be necessary or appropriate for the accomplishment of the intent of this RFP. CCPS may require the submission of Best and Final Offers. CCPS may require that this RFP and Proponent's response be incorporated in full or in part as Contract Documents. The RFP and all responses, supplemental information, and other submissions provided by Proponent during discussions or negotiations may be held by the CCPS as contractually binding upon Proponent. CCPS may seek clarification from a Proponent at any time during the procurement process, and failure of a Proponent to timely respond may be cause for rejection of Proponent's proposal.
12. **Purchase Order:** A properly signed and executed Purchase Order provided to the successful proponent by CCPS results in a binding contract without further action by either party. The contract documents shall consist of this Request for Proposals and any addenda thereto, the offeror's proposal (as amended by any negotiations and best and final offers accepted by CCPS), Notice of Award and Notice to Proceed letters and establishing Purchase Order. The contract shall be interpreted, construed and given effect in all respects according to the laws of the State of Georgia.
13. **Multiple Awards:** CCPS reserves, in its sole discretion, the right to make one (1) award, no award, or award to multiple Proponents.
14. **Georgia Open Records Act:** Information provided to CCPS is subject to disclosure under the Georgia Open Records Act, O.C.G.A. § 50-18-70 et. seq. Pursuant to O.C.G.A. § 50-18-72(a)(34), "[a]n entity submitting records containing trade secrets that wishes to keep such records confidential under this paragraph shall submit and attach to the records an affidavit affirmatively declaring that specific information in

the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10 [O.C.G.A. § 10-1-760 et seq.]”.

- 15. Illegal Immigration Reform and Enforcement Act:** This RFP is subject to the Illegal Immigration Reform and Enforcement Act of 2011 (“**Act**”), formerly known as the Georgia Security and Immigration Compliance Act. Pursuant to Act, the Contractor must provide with its Response proof of its registration with and continuing and future participation in the E-Verify Program established by the United States Department of Homeland Security. Completed Contractor Affidavit, Illegal Immigration Reform and Enforcement Act Forms must be submitted with the Response at the time of submission. Under State Law, the CCPS cannot consider any Response which does not include the completed forms. Where the business structure of a Contractor is such that Contractor is required to obtain an Employer Identification Number (EIN) from the Internal Revenue Service, Contractor must complete the Contractor Affidavit on behalf of, and provide a Federal Work Authorization User ID Number issued to, the Contractor itself. Where the business structure of a Contractor does not require it to obtain an EIN, each entity comprising Contractor must submit a separate Contractor Affidavit. It is not the intent of this notice to provide detailed information or legal advice concerning the Act. All Proponents intending to do business with CCPS are responsible for independently apprising themselves of and complying with the requirements of the Act and assessing its effect on CCPS solicitations and their participation in those solicitations. For additional information on the E-Verify program or to enroll in the program, go to: <https://e-verify.uscis.gov/enroll>.
- 16. Sub-Contractors and Manufacturers:** Proponents are required to submit, in writing, the addresses of any proposed Sub-contractor or equipment manufacturers listed in the Response and may be required to submit other material information relative to proposed Sub-contractor. County reserves the right to disapprove any proposed Sub-contractor whose technical or financial ability, or resources, or experience are deemed inadequate.
- 17. Minority, Female Business and Local Enterprises:** It is the intent of CCPS that Minority Business Enterprises (MBE), Woman Business Enterprises (WBE), and Local and Small Business Enterprises (L/SBE) have an equal opportunity to participate in CCPS procurement opportunities. Proponents are encouraged to use said vendors whenever possible in the execution of any contract., however, CCPS does not provide a contracting preference and it is not the intent of CCPS to violate any local, state or federal laws.
- 18. Reasonable Accommodation:** CCPS will provide reasonable accommodations for Proponents with a disability. Proponent’s should request reasonable accommodations by contacting the Purchasing Department, 218 Stockbridge Road, Jonesboro, Georgia 30236, or by email with the RFP name and number in the subject line to purchasing@clayton.k12.ga.us. If accommodations at the pre-

proposal conference are needed, please notify the Purchasing Department by email not later than forty-eight hours in advance.

- 19. Conflict of Interest:** Proponents are advised to read and familiarize themselves with the conflict of interest provisions of this RFP contained in Appendix B, General Terms and Conditions, and Required Form Submittals.

19.1 All interests of CCPS employees, officers or elected officials in Contractor's firm should be listed and disclosed with Contractor's response to this RFP.

19.2 CCPS reserves the right to issue solicitations for specific projects that are independent of this RFP. Except as stated in this RFP, successful Proponents under this RFP are not precluded from responding to such solicitations.

B. SUBMISSION OF PROPOSAL

- 1. Ownership of Responses:** Each Response submitted to CCPS shall become the property of CCPS, without compensation to a Proponent, for use by CCPS, at its discretion. CCPS shall not be liable for any response preparation costs incurred by Proponents, or for any subsequent work on the response or additional documentation required by CCPS.

- 2. Proposal Duration:** Responses submitted in to this RFP must be valid for a period of one hundred and twenty (120) calendar days from the Response Submission Deadline and must be marked as such.

- 3. Proposal Submission Deadline:** Proposals submitted in response to this RFP will be received electronically through the MUNIS online system utilized by CCPS. The submittal deadline of **Friday, March 22, 2019** at 3:00 p.m., Eastern Standard Time (EST).

3.1 Proponents must register in MUNIS as a vendor at <https://claytonschoolsga.munisservice.com/Vendors/default.aspx> in order to submit a proposal prior to the submission deadline.

3.2 Proposals and all required forms must be fully completed, signed in ink and uploaded in MUNIS at <https://claytonschoolsga.munisservice.com/Vendors/VBids/SearchResults.aspx> under the correct solicitation.

3.3 CCPS will only accept online submissions for this RFP. Oral, telephonic, facsimile, emailed and mailed proposals will not be considered.

4. **Late Responses:** Late Responses received will not be considered. Time will be determined in MUNIS (as determined by the time stamp clock when submitted online). Responses delivered to other locations within CCPS will not be considered.
5. **Non-Mandatory Pre-Proposal Conference:** A Non-Mandatory Pre-Proposal Conference has been scheduled for **Tuesday, March 5, 2019**, at 10:00 a.m., EST at CCPS, Purchasing Department, 218 Stockbridge Road, Jonesboro, Georgia 30236. Attendance at the Conference is voluntary; however, Proponents are encouraged to attend.
 - 5.1 During the Pre-Proposal Conference, the general requirements of the project will be discussed. Any questions raised by potential Proponents will be discussed. Verbal answers to questions during the Pre-Proposal Conference will not be authoritative. It should be emphasized, however, that nothing stated or discussed during the course of this conference shall be considered to modify, alter or change the requirement of the solicitation documents, unless it shall be subsequently incorporated into an addendum to the solicitation documents.
 - 5.2 Virtual attendance or conference call participation may be arranged upon request by email to purchasing@k12.ga.us not later than forty-eight (48) hours in advance.
6. **Solicitation Questions:** Any questions regarding this RFP should be submitted on or before **Wednesday, March 6, 2019** at 3:00 p.m., EST. All questions must be submitted in writing to Debra B. Brewer, Director, CCPS, Purchasing Department, 218 Stockbridge Road, Jonesboro, Georgia 30236, or by email with the RFP name and number in the subject line to purchasing@clayton.k12.ga.us. Questions received after the designated period may not be considered. Verbal responses are not authoritative. Answers to questions will be made by addendum posted not later than 3:00 p.m. EST on **Wednesday, March 13, 2019**. It is the responsibility of each Proponent to obtain a copy of any Addendum issued for this solicitation.
7. **Prohibited Contacts:** All Proponents and representatives of Proponents are strictly prohibited from contacting CCPS employees, CCPS Officials, Elected Officials or any third party representatives of CCPS on any matter having to do with this RFP. All communications by any Proponent concerning this RFP must be made in writing to the CCPS Purchasing Department.
8. **Oral Presentations/Demonstrations:** Responsive Proponents may be required to make an oral presentation of their proposed solution to a CCPS Evaluation Committee. Technically competent representatives from the Proponent's team with the ability to respond to questions posed by CCPS Facilities Maintenance and Technology staff, must be active participants in the oral presentation. If required, oral presentations will be held during the week of **April 15-19, 2019**. CCPS will

notify responsive Proponents of the date, time and location for the presentation, and will supply an agenda or topics for discussion.

9. Examination of Response Documents:

- 9.1** Each Proponent is responsible for examining with appropriate care the complete RFP and all Addenda and for informing itself with respect to all conditions that might, in any way, affect the cost or the performance of any Services. Failure to do so will be at the sole risk of the Proponent, who is deemed to have included all costs for performance of the Services in its Proposal.
- 9.2** Each Proponent shall promptly notify CCPS in writing should the Proponent find discrepancies, errors, ambiguities or omissions in their Response Documents, or should their intent or meaning appear unclear or ambiguous, or should any other question arise relative to the RFP. Replies to such notices may be made in the form of an addendum to the RFP, which will be posted to the CCPS website.
- 9.3** CCPS may in accordance with applicable law, by Addendum, modify any provision or part of the RFP at any time prior to the Response due date and time.
- 9.4** Each Proponent must confirm Addenda have been received and acknowledge receipt by executing the Acknowledgment of Addenda form provided with each Addendum.
- 9.5** CCPS may waive any technicalities and formalities. CCPS reserves the right to cancel the RFP in its entirety.

10. Bonding and Insurance Requirements: The Bonding and Insurance requirements for any Agreement that may be awarded pursuant to this RFP are set forth in Appendix B, General Terms and Conditions. Contractor must provide a copy of a current certificate of insurance evidencing any existing commercial general liability policies issued for Contractor, if any. For purposes of this section, "Contractor" shall mean an individual, corporation or other corporate entity submitting a response in connection with this solicitation, including each Joint Venture partner if Contractor is a Joint Venture.

11. Protests: Protests dealing with specifications or the solicitation shall be filed not later than three (3) working days prior to the response due date. Other protests shall be filed not later than three (3) working days after the response due date, or if the protest is based on subsequent actions of CCPS, not later than three (3) working days after the aggrieved person knows or should have knowledge, of the facts given rise to the protest. All Protests should specify exactly what is being protested. Protests are considered filed when received by the Director of Purchasing. Protests which are not filed in a timely manner, as set forth above, will not be considered. Proponent agrees to pay for CCPS reasonable attorney's fees and expenses of

litigation for any protest arising out of this solicitation in which CCPS is a prevailing party. Only those who participated in the solicitation are eligible to protest.

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RFP 190004

HOSTED VOICE AND FAX SERVICES

CCPS is seeking qualified suppliers to provide a Hosted Voice and Fax Services solution.

1. INTRODUCTION

1.1 INTENT TO AWARD

CCPS intends to make one (1) award; however, CCPS reserves the right to make multiple awards or no award for RFP 190004 Hosted Voice and Fax Services.

1.2. TERM OF AGREEMENT

The Contract shall commence within ten (10) calendar days after receipt of written Notice to Proceed (NTP).

The initial term of the Agreement and any renewal terms are referred to collectively as the "Term". The initial term of this Agreement shall be for one (1) year, and may be automatically renewed for four (4) successive one (1) year terms upon the same terms and conditions. The services to be performed under this Agreement shall commence on the effective date of this agreement and terminate absolutely and without further obligation on the part of CCPS on June 30th of the year in which it was executed and on June 30th of each succeeding and renewed year, as required by O.C.G.A. § 20-2-506(b), as amended, unless terminated earlier in accordance with the termination provisions of this agreement.

This contract shall not be deemed to create a debt of CCPS for the payment of any sum beyond the fiscal year of execution or, in the event of a renewal, beyond the fiscal year of such renewal.

1.3 BACKGROUND

CCPS is committed to excellence and student achievement. Fully accredited through Advanced ED-Southern Association of Colleges and Schools Council on Accreditation and School Improvement, CCPS is a diverse K-12 system located in metropolitan Atlanta, Georgia. There are 38 elementary schools, 16 middle schools, 10 comprehensive high schools, an alternative school, an Open Campus, and 2 psycho-education facilities. CCPS is the fifth largest school system in the State of Georgia and is ranked amongst the 100 largest school districts in the U.S. Student enrollment is approximately 55,000.

1.4 OBJECTIVE

Clayton County Public Schools (CCPS) is seeking proposals for Hosted Voice and Fax services. These services will provide all district schools and administrative locations with hosted voice and fax service while eliminating the responsibility of maintaining voice and fax infrastructure. CCPS currently supports features such as E911, hunt groups, call forwarding, voicemail, conference calling, user defined speed dials, extension presence and directory dialing. Hosted voice and fax solution must at a minimum provide these features as needed and more.

2. MINIMUM QUALIFICATIONS

- 2.1.** Proponent must have all services operational at all locations by July 1, 2019. No exceptions.
- 2.2.** Proponent must be named in the Magic Quadrant report for Unified Communications as a service provider
- 2.3.** Proponent must have a customer base suitable to accommodate the needs of the District.

3. SCOPE OF SERVICES

Proponents must provide all services as requested in this RFP and Exhibit 1, Scope of Services and Specifications. All services must comply with all federal, State of Georgia and local regulations and laws applicable.

4. SUB CONSULTANTS AND CONTRACTORS

Proponent shall ensure the responsibility standards for each of its Sub-Consultants and Sub-Contractors as listed below and in each and every part of this RFP. Verification must include documentation that each Sub-Consultant or Sub-Contractor meets the responsibility criteria required to perform the work including any professional license, certification, insurance requirements of this RFP, any governmental agency having jurisdiction over the matter, or any law or regulation pertaining to the work or requirements. Proponent shall not furnish any statement, representation, or certification in connection with Sub-Consultants or Sub-Contractors that is materially false, deceptive, incorrect or incomplete. Failure of the Proponent to provide information concerning the responsibility of any Sub-Consultant or Sub-Contractor may result in a finding that the Proponent is not responsible. All proposed Sub-Consultants and Sub-Contractors shall be listed in the Proponent's response. Proponent shall ensure that all proposed Sub-Contractors have adequate personnel, past experience, adequate facilities, finances and business systems to perform the

scope of services. CCPS reserves the right to approve all Sub-Contractors and Sub-Consultants.

5. EVALUATION PROCESS

CCPS desires to select the Proponent whose proposal is determined to be the most advantageous considering the technical and price evaluation criteria listed below. All Proposals will be evaluated in accordance with CCPS Policies and Procedures, and the criteria specified in this RFP. An Evaluation Committee will evaluate the Proposals using the following:

Relative Weight	ITEM FOR EVALUATION	Maximum Points
5%	Executive Summary	5
20%	Methodology, Management, and Approach	20
20%	Experience, Qualifications and Performance on Other Projects	20
20%	Customer and Account Services	20
10%	Financial Capability	10
25%	Cost Proposal	25
100%	TOTAL SCORE	100
	<p>Optional Oral Presentations and Product Demonstrations</p> <p>Oral presentations/interviews and demonstrations may be required before the final selection and award. Additional points for oral presentations/interviews and demonstrations will be added to the Proponent's total score.</p>	<p>Scoring Value Maximum Points 10</p>

6. PROPOSAL PREPARATION AND GUIDELINES

6.1. PROPOSAL FORMAT

Proponents are required to submit their proposals in the following format:

- 6.1.1. **Technical Proposal.** The technical proposal must include responses to all of the information requested in the RFP and must identify the specific components. Proponent should include all strategies, solutions and services proposed in response to the requirements of the RFP. All forms required by CCPS or provided by Proponent should be included. Please **do not include any cost of any kind in this section.**
- 6.1.2. **Cost Proposal.** The Cost Proposal Form affixed hereto as **Attachment B must be completed in its entirety, signed and uploaded separately from the Proponent's proposal.** The Cost Proposal Form will become a part of any contract resulting from this RFP. CCPS may solicit Best and Final Offers, and discussions may be conducted with responsible Proponents who submit proposals determined reasonably susceptible to being selected for award.

The cost is to be inclusive for all resources provided by the Proponent. All costs, direct and indirect, including those for materials and travel expenses are to be incorporated within the total project cost and will not be paid in addition to or separately from the total project cost.

Please do not include exceptions to the RFP in the Cost Proposal.

6.2. CONTENTS OF THE TECHNICAL PROPOSAL

The proposal must include responses to all of the information requested in this RFP. Brevity and specificity are encouraged. Concise presentation of pertinent information and organization of the submittal will be part of the evaluation. CCPS prefers a well-planned, straightforward business presentation with brief explanations. Proposals with verbose or disorganized responses will be judged accordingly. The Proposal format described herein may not fully capture the particulars of all the information requested by the RFP. Should there be any doubt as to where to place any information, use best judgment.

The following is a more detailed description of the requirements of certain portions of the Technical Proposal. The Technical Proposal must be tabbed and organized as follows, with a suggested total page limit of One-Hundred (100) pages (excluding the Required Form Submittals).

6.2.1. Letter of Transmittal. Letter transmitting the Proposal, identifying the team members and providing a designated point of contact, including name, title, address, email address, and telephone and fax numbers of one (1) individual to whom all future correspondence and/or communications should be directed by CCPS concerning this solicitation. The letter should include a narrative statement of the Proponent's approach to providing the Services solicited in this RFP.

6.2.2. Executive Summary. The purpose of the Executive Summary is to provide an overview of the Proponent's qualifications to accomplish the project. At a minimum, the Executive Summary must contain the following information:

6.2.2.1. Complete legal name of the Proponent and the name of the legal entities that comprise the Proponent. The Proponent must provide the domicile where each entity comprising it is organized, including entity name, brief history of the entity, contact name, address, phone number, email, and facsimile number, as well as the legal structure of the entity and a listing of major satellite offices;

6.2.2.2. The general and specific capabilities and experience of the Proponent's team. Each Proponent must identify examples where team members have worked together to complete a project and discuss how the team was formed and how the team will function as an integrated unit in providing services to CCPS;

6.2.2.3. A declarative statement as to whether:

6.2.2.3.1. Proponent or any member of the Proponent team has an open dispute with CCPS or is involved in any litigation associated with work in progress or completed in both the private and public sector during the past five (5) years;

6.2.2.3.2. Proponent has within the past ten (10) years filed (or had filed against it) any bankruptcy or insolvency proceedings, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee or assignee for the benefit of creditors. If so, please provide an explanation;

6.2.2.3.3. Proponent has failed to complete work or a contract awarded to Proponent. If so, please provide an

explanation; and

6.2.2.3.4. Proponent or any of the Proponent's employees, agents, independent contractors or subcontractors have been convicted of, or pled guilty or nolo contendere to any felony. If so, please provide an explanation and details.

6.2.2.4. Provide a summary of the other sections of the Proposal. All Sections should fit together into a well-organized highlight of the significant points of the Proposal.

6.2.3. Methodology, Management and Approach. Proponent must describe the procedures and methods that will produce the required outcomes for the project specified herein. Proponent should explain its approach in terms of management, organization, process, tools and techniques, staff and quality assurance/quality control. Such information should include but not be limited to:

6.2.3.1. Description of the Proponents hosted voice communication platform (e.g. Broadsoft, Private/Exclusive, etc).

6.2.3.2. A description of how Proponent will ensure that CCPS is supplied with the appropriate Proponent provided support staff throughout the project;

6.2.3.3. A sample Project Plan detailing a hypothetical Hosted Voice and Fax Installation. Include a timeline from award through user training with clearly identified roles and responsibilities for provider and client to include planning, provisioning, installation, etc.

6.2.3.4. A description of the processes for capturing and reporting customer satisfaction levels;

6.2.3.5. A description of any added incentives and support Proponent will provide at no additional cost to CCPS;

6.2.3.6. A description of the Proponent's software development life cycle to include feature updates and patches;

6.2.3.7. A description of the network infrastructure used for the hosted voice and fax solution (AWS, Azure, etc);

- 6.2.3.8.** A description of the Proponent's ability to provide voice and fax using one telephone number;
- 6.2.3.9.** A description of the Proponent's ability to support both private and internet-based network topology designs;
- 6.2.3.10.** A description of the features included in basic licenses vs. requiring additional add-on licenses (do not include cost in this section);
- 6.2.3.11.** A description of the Proponent's' ability to support audio conferencing;
- 6.2.3.12.** A description of the Proponent's ability to support both single user and conference room video enabled conferencing;
- 6.2.3.13.** A description of the Proponent's ability to integrate 3rd party notification applications for safety announcements;
- 6.2.3.14.** A description of the Proponent's ability to support "nomadic" (allows users to move from location to location) 911 capabilities;
- 6.2.3.15.** A description of the ability to integrate with 3rd party applications;
- 6.2.3.16.** A description of the Proponent's ability to support recording of phone calls;
- 6.2.3.17.** A description of the Proponent's ability to support basic and advanced contact center applications. State whether additional licensing is required;
- 6.2.3.18.** A description of the Proponent's ability to provide analytics on the voice environment, include data able to captured;
- 6.2.3.19.** A description of the Proponent's ability to provide team messaging and collaboration services;

- 6.2.3.20.** A description of the Proponent's ability to support local survivability for E911 services;
- 6.2.3.21.** A description of the Proponent's ability to use CCPS's current Cisco devices (e.g. telephones, ATAs, etc.). State which part numbers will work with provider's system (see a description in CCPS current devices in Appendix F);
- 6.2.3.22.** A description of the Proponent's ability to supply POTS at each location (approx. 150);
- 6.2.3.23.** A description of the Proponent's ability to integrate to current stand-alone intercom systems (e.g. Bogen, Telecor, Rauland) and the method of integration;
- 6.2.3.24.** A description of the Proponent's ability to provide six digit dialing for internal extensions;
- 6.2.3.25.** A description of the Proponent's ability to integrate with Identity Automations Rapid Identity solution for identity and access management for end user access to portal;
- 6.2.3.26.** A description of the hosted voice and fax service monitoring, alert levels, and procedures for proactive customer notification of preset alert levels;
- 6.2.3.27.** A description of any customer portals that will allow CCPS to monitor utilization;
- 6.2.3.28.** A description of the provider's admin portal and how role based administration can be assigned to different user levels;
- 6.2.3.29.** A description of the provisioning and installation process to include all phases and intervals for newly added services;
- 6.2.3.30.** A description of Proponent's "Service Level Agreement(s) (SLA)" to include end-to-end availability, guaranteed time to repair, end-to-end packet delivery, end-to-end latency, end-to-end jitter, etc.;

- 6.2.3.31. A description of performance remedies and SLA's for services that do not meet provisioning intervals;
- 6.2.3.32. A description of Proponent's security measures to include notification process should a breach occur;
- 6.2.3.33. A description of resources available for installation and provisioning for the services being proposed;
- 6.2.3.34. A description of the process for transferring newly added services to customer after installation and provisioning;
- 6.2.3.35. A description of how analog ports for fax, alarm (security and fire), postage machine, and auto attendant systems will be integrated into their proposed solution;
- 6.2.3.36. A description of Proponent's centralized Call Detail Reporting (CDR) system will report calls being made and where the call originated;
- 6.2.3.37. A description of Proponent's VOIP service;
- 6.2.3.38. A description of Proponent's response time for emergency/critical requests; and
- 6.2.3.39. A description of the process for adding sites under single commitment level as new service locations that are required within the CPPS district.

6.2.4. Experience, Qualifications and Performance on Other Projects.

Proponent must provide the following:

- 6.2.4.1. Provide the length of time you have provided hosted voice and fax services;
- 6.2.4.2. Provide the name of the Project Manager who will serve as the single point of contact for the entire procurement process;
- 6.2.4.3. Identification of all key members of the organization who will be responsible for successful provision of the requested

services;

- 6.2.4.4. A description of the experience and applicable certifications, awards and authorizations of the staff who will provide support services to CCPS;
- 6.2.4.5. A description of Proponent's level of experience and industry knowledge working in the K-12 environment;
- 6.2.4.6. A description of chronic failure guarantees and the ability to terminate service based on failure to meet SLA thresholds for two consecutive months;
- 6.2.4.7. Describe any previous projects or services the Proponent has provided to CCPS; and
- 6.2.4.8. Provide four (4) references for which you have provided services similar in size and scope. References are to be provided utilizing the References and Release Form provided in Appendix D, Required Forms.

6.2.5. Customer and Account Services. Proponent must provide a description of customer/account support services to include the following:

- 6.2.5.1. A description of all levels of account support Proponent can provide to include account manager, service manager, etc.;
- 6.2.5.2. A description of the escalation process to include contacts (name, title, address, phone number, cell phone, email address) for provisioning, implementation, billing and trouble issues;
- 6.2.5.3. A description of each level of support availability and hours of operation including where twenty-four-hour support is located and based;
- 6.2.5.4. A description of Proponent's customer billing process to include a sample bill identifying charges by service location, type of service, and all associated taxes and fees;
- 6.2.5.5. A description of Proponent's ability to support online billing;
- 6.2.5.6. Details outlining restrictions and limitations on how far back

customers can audit and dispute erroneous charges;

6.2.5.7. A description of Proponent's back-billing policy; and

6.2.5.8. A description of how Proponent will allow for adjustments to commitment levels based on Clayton County Public Schools' need to disconnect lines before end of commitment date.

6.2.6. Financial Capability

To facilitate the efforts CCPS to evaluate, verify, and understand the Proponent's financial capacity, capability and stability to undertake and perform the Services contemplated in this RFP, Proponent must provide accurate and legible financial disclosures to CCPS as requested below. By definition, a "Proponent" is an individual, entity or partnership submitting a proposal or Proposal in response to this RFP. Proponent may present additional evidence of financial ability or financial surety it deems appropriate, but must first comply with the following:

6.2.6.1. Instructions. If the Proponent is an individual, financial disclosures for that individual must be provided. If the Proponent is an entity or partnership, financial disclosures for that entity or partnership must be provided. If the Proponent is a newly formed entity or partnership (formed within the last three years), financial disclosures for that entity or partnership must be provided together with full financial disclosure from the entity's or partnership's owners. Financial Disclosure includes a full response to all questions and requests for documentation listed below. The Proponent (and its owners, if applicable) must submit copies of all financial disclosures with its proposal.

6.2.6.2. Financial Information: The Proponent, and its owners, if applicable, should demonstrate its financial capability and stability by selecting and providing documentation from one of the following three groups of requests below with the Proposal.

6.2.6.2.1. Financial statements for the three (3) most recent consecutive fiscal years, audited by a Certified Public Accountant ("CPA"), including Income Statement, Balance Sheet, and Statement of Cash Flows.

6.2.6.2.2. Financial statements for the three (3) most recent consecutive fiscal years, either reviewed or compiled by a Certified Public Accountant (“CPA”), including: Income Statement; Balance Sheet; and Satisfactory proof of Proponent’s ability to obtain a Performance Bond for the amount described in Appendix B, if applicable.

6.2.6.2.3. Unaudited, self-prepared financial statements for the three (3) most recent consecutive fiscal years, including: Income Statement; Balance Sheet; Satisfactory proof of Proponent’s ability to obtain a Performance Bond for the amount described in Appendix B, if applicable; Letters of Reference; and Dunn and Bradstreet reports for the last two (2) years.

7. REQUIRED FORM SUBMITTALS

The forms and documents contained in Appendix D, Required Forms, are mandatory forms required to be submitted with each proposal. Failure to provide the information or documentation required may cause a proposal to be declared non-responsive and rejected. Failure to have an authorized representative sign all documents at the signature line, or failure to have all documents properly notarized as requested, may cause a proposal to be declared non-responsive and rejected.

8. CCPS STANDARD AGREEMENT

The Draft Agreement included as Appendix D is a standard CCPS document that should be thoroughly reviewed by all Proponents prior to submitting a proposal. Refer to Information and Instructions to Proponents, Award and Execution of Agreement in this RFP. A proposal that limits or changes any of the terms or conditions contained in the Draft Agreement may be deemed non-responsive. Modifications or additions to the CCPS Standard Contract will not be entertained after contract award.

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APPENDIX A



PURCHASING DEPARTMENT CODE OF ETHICS

- I. Give first consideration to the mission and policies of Clayton County Public Schools.
- II. Strive to obtain maximum value for each dollar spent.
- III. Decline personal favors, gifts, and gratuities. Grant all competitive Proponents fair and equal consideration.
- IV. Conduct business with potential and current Proponents in an atmosphere of good faith.
- V. Demand honesty in sales representations whether offered through the medium of a verbal or written statement, an advertisement, or a sample of the product.
- VI. Receive consent from the originator for the use of proprietary ideals and designs.
- VII. Make a reasonable effort to obtain equitable settlement of any controversy with a Contractor.
- VIII. Accord a prompt and courteous reception insofar as conditions permit to all who call on legitimate business missions.
- IX. Create an environment of fair, ethical, and legal business practices.
- X. Protect Clayton County Public Schools' interest by ensuring that Proponents honor all terms of their contract.

APPENDIX B

GENERAL TERMS AND CONDITIONS

The General Terms and Conditions contained in this Request for Proposals (RFP) apply to all solicitations. Where there are specific or special conditions contained herein that conflict with the General Information and Instructions, the more specific or special conditions will prevail. The terms Contractor, Supplier, Provider and Vendor may be used interchangeably herein.

- I. **Contract Renewal.** Upon executing its option to renew, CCPS will notify the Contractor of such renewal, at which time the Contractor shall be bound to provide Services during such renewal term, without the need for the Parties to execute any further documents evidencing such renewal, it being acknowledged by the Contractor that its initial execution of this Agreement is deemed its agreement to continue to provide Services during any renewal term.
- II. **Payment.** A purchase order will be issued to authorize the purchase of the services/commodities. Delivery/release of services/commodities is not authorized until the receipt of a purchase order.
 - a. The Contractor shall invoice CCPS on a monthly basis. If payment is to be made by line item, when a single line item has been satisfactorily delivered, complete payment will be made within thirty (30) days from either the date of delivery or the receipt of a satisfactory invoice in triplicate, whichever occurs last. Invoices should be sent to Clayton County Public Schools, Attn: Maintenance Department 218 Stockbridge Road, Jonesboro, Georgia 30136. All invoices must show the contract number, work performed and period of work. Payment will be made via electronic payment or check. CCPS reserves the right to modify these terms should extenuating circumstances prevail.
- III. **Non-Appropriation.** Notwithstanding any other provision of this agreement, the parties hereto agree that the charges hereunder are payable to the Contractor by CCPS solely from appropriations received by CCPS. In the event such appropriations are determined, in the sole discretion of the Chief Financial Officer of CCPS, no longer to exist or to be insufficient with respect to the charges payable hereunder, this agreement shall terminate without further obligation of CCPS at the end of any fiscal period (hereinafter referred to as "Event"). In such Event, the Chief Financial Officer for CCPS shall certify to the Contractor the occurrence thereof, and such certification shall be conclusive.
- IV. **Scope of Services.** Contractor shall provide Services as requested by CCPS on an as needed basis in accordance with the RFP and Scope of Services.
- V. **Compliance With Laws, Licenses, Permits.** Contractor shall comply with all local, state, and federal laws and regulations applicable to its responsibilities under this Agreement. During the term of this Agreement the Contractor shall maintain

all licensing and permits required to provide Services. Failure to maintain such licensing shall be cause for termination of this Agreement. Contractor shall obtain and maintain all permits, licenses, certifications and approvals as required by all regulatory agencies with jurisdiction over the assigned Services, including any regulatory agencies of CCPS.

VI. **Insurance.**

Proof of insurance shall be provided within 15 days of the date of written notification of award.

- a. The following general requirements apply to any and all work under this contract by all Contractors and Sub-Contractors, where applicable, of any tier.
 1. Any and all insurance required by this contract shall be maintained during the entire length of this contract, including any extensions thereto, and until all work has been completed to the satisfaction of Clayton County Public Schools. Any and all insurance must be on an occurrence basis.

No Contractor or Sub-contractor shall commence any work of any kind under a contract until all insurance requirements contained within the solicitation have been complied with and until evidence of all insurance requirements have been received demonstrating such compliance in each and every contract with each and every sub-contractor of any tier.

2. Clayton County Public Schools shall be covered as an Additional Insured under any and all insurance required by the contract. Confirmation of this shall appear on all certificates of insurance and on any and all applicable policies.
3. Clayton County Public Schools shall be given no less than thirty (30) days' notice of cancellation. Clayton County Public Schools shall be given not less than thirty (30) days prior written notice of material changes of any insurance required under this contract.
4. Each and every agent shall warrant when signing the certificate of insurance that he is acting as an authorized representative on behalf of the companies affording insurance coverage under the contract and that he is licensed by the State of Georgia to conduct insurance business in the State of Georgia and that the companies affording insurance coverage are currently licensed by the State of Georgia and are currently in good standing with the Commissioner of Insurance for the State of Georgia.

5. Any and all companies providing insurance required by a contract must meet the minimum financial security requirements as set forth below. The rating for each company must be indicated on the certificate of insurance.

For all contracts, regardless of risk, companies providing insurance under this contract must have a current:

- a. Best's Rating not less than A, and
- b. Best's Financial Size Category not less than Class VII

6. In the event the Contractor neglects, refuses, or fails to provide the insurance required by the Contract Documents, or if such insurance is cancelled for any reason, CCPS shall have the right, but not the duty, to procure the same, and the cost thereof shall be deducted from monies then due or thereafter to become due to the Contractor or shall have the right to cancel the contract.

b. Worker's Compensation and Employer's Liability Insurance

The Contractor shall procure and maintain Worker's Compensation and Employer's Liability Insurance in the following limits. Such insurance is to cover each and every employee who is or may be engaged in work under the contract.

Worker's Compensation	Statutory
Employer's Liability	
Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$100,000 each employee
Bodily Injury by Disease	\$500,000 policy limit

c. Comprehensive General Liability Insurance

The Contractor shall procure and maintain Comprehensive Insurance in an amount not less than \$1,000,000.00 for bodily injury and property damage combined single limit. The following specific extensions of coverage shall be provided and indicated on the certificate of insurance.

- 1. Comprehensive Form

2. Contractual Insurance
3. Personal Injury
4. Broad Form Property Damage
5. Premises – Operations
6. Completed Operations

This coverage shall cover the use of all equipment, hoists, and vehicles on the site(s) not covered by Automobile Liability under the contract. Policy coverage must be on an occurrence basis.

d. Automobile Liability Insurance

The Contractor shall procure and maintain Automobile Liability Insurance in an amount not less than \$1,000,000.00 for bodily injury and property damage combined single limit. The following extensions of coverage shall be provided and indicated on the certificate of insurance.

1. Comprehensive Form
2. Owned, Hired, Leased and non-owned vehicles to be covered. If the Contractor does not own any vehicles in the corporate name, non-owned vehicles coverage shall apply and must be endorsed on either the Contractor's personal automobile policy or the Comprehensive General Liability coverage required under this contract.

VII. **Conflict of Interest Notice to Contractors.** All firms, Sub-Contractors, Sub-Contractors and their employees are notified and advised to avoid potential conflicts of interests. Full and prompt disclosure of involvement in any project or services to other clients that may be in conflict with the financing, construction, operation and management of CCPS projects shall be made to the CCPS in the technical response of the firm's response, and in advancement of assignment so that real or potential conflicts of interest can be avoided.

In any circumstance where Contractor, including any joint venture partners, parent or subsidiary companies, or affiliates under common control, is providing Services or work under another contract with CCPS and a dispute, claim or conflict of interest arises between CCPS and such Contractor under this agreement or another contract, CCPS may in its sole determination and discretion, suspend all existing work under this Agreement and may or may not issue any further work to the Contractor under this agreement unless and until such dispute, claim or conflict of interest is resolved to the satisfaction of CCPS. Should CCPS take such action, Contractor shall not be entitled to any additional costs of any kind resulting from such action except that Contractor may be paid for any authorized Services provided to CCPS under this Agreement prior to the effective date of the suspension of the work. This provision shall not be deemed exclusive and shall

be supplemental to any rights and remedies available to CCPS under this Agreement, any other contract or as may be available under applicable law.

- VIII. **Contractor as Independent Contractor.** In conducting its business hereunder, the Contractor shall act as an independent contractor and not as an employee or agent of CCPS. The selection, retention, assignment, direction and payment of the Contractor's employee shall be the sole responsibility of the Contractor. Nothing in this agreement shall be deemed to constitute Contractor and CCPS as partners, joint ventures, or principal and agent, or be construed as requiring or permitting the sharing of profits or losses. Neither party has authority to represent or bind or create any legal obligations for or on behalf of the other party.
- IX. **Contractor's Personnel.** The Contractor shall assign sufficient qualified personnel to provide the Services required by CCPS. Contractor shall assign personnel that possess the necessary skill sets to ensure proper installation and operation of the Services. The Contractor will assume all costs associated with the replacement of any Contractor personnel whose continued assignment is not in the best interest of CCPS. Without cost to CCPS, the Contractor agrees to remove any personnel who has engaged in a willful misconduct or had committed a material breach of this agreement.
- X. **Contractor's Authority, Representations and Warranties.** The Contractor represents that the Contractor, its employees, and its sub-Contractors are possessed of the knowledge, training, skills, experience, and financial strength required to provide the services outlined in this Agreement. Contractor further warrants that its integrity, reputation, skills and performance of the Services requested shall be of the highest caliber. Contractor warrants that it will perform its services in a prompt and timely manner, which shall not impose delays in official operation of CCPS; and that services will be performed in accordance with the standards imposed by applicable law and the practices and professional standards used in well managed operations performing similar services. The Contractor warrants that as of the date above written that:
- a. It is duly organized and validly existing in good standing under the laws of the state in which it is organized, is qualified to do business in all jurisdictions in which it is operating, and has the power and authority to execute and deliver and to perform its obligations under this Agreement and the documents to which it is signatory; and
 - b. The execution, delivery and performance by Contractor and its undersigned representative(s) of this Agreement and other documents to which Contractor is a signatory do not require the approval or consent of any other person, entity or government agency and do not result in any breach of any agreement to which Contractor is a party or by which it is bound; and
 - c. The execution, delivery and performance by Contractor of this Agreement and other documents to which it is a signatory have been duly authorized by all necessary action, and constitute legal, valid and binding obligations of Contractor, and is enforceable against Contractor

in accordance with its terms; and

- d. No action, suit or proceeding to which Contractor is a party is pending or threatened that may restrain or question this Agreement, or any other document to which it is a signatory, or the enjoyment of rights or benefits contemplated herein.

XI. **Confidential Information.**

- a. **General.** Each Party agrees to preserve as strictly confidential all Confidential Information of the other Party for two (2) years following the expiration or termination of this Agreement; provided, however, that each Party's obligations for the other Party's Confidential Information that constitutes trade secrets pursuant to Applicable Laws will continue for so long as such Confidential Information continues to constitute a trade secret under Applicable Law. Any Confidential Information that may be deemed Sensitive Security Information by the Department of Homeland Security or any other similar Confidential Information related to security will be considered trade secrets. Upon request by CCPS, Contractor will return any trade secrets to CCPS. Each Party agrees to hold the Confidential Information of the other in trust and confidence and will not disclose it to any Person, or use it (directly or indirectly) for its own benefit or the benefit of any other Person other than in the performance of its obligations under this Agreement.

The Contractor shall indemnify and hold harmless the School District/public entity against any liability, including costs and expenses, for infringement of any patent, trademark, or copyright arising out of Contract performance or use by the School District/public entity of materials furnished or work performed under this Contract. The School District/public entity shall reasonably notify the Contractor of any claim for which it may be liable under this paragraph.

- b. **Disclosure of Confidential Information or Information Other Party Deems to be Confidential Information.** Each Party will be entitled to disclose any Confidential Information if compelled to do so pursuant to: (i) a subpoena; (ii) judicial or administrative order; or (iii) any other requirement imposed upon it by Applicable Law. Prior to making such a disclosure, to the extent allowed pursuant to Applicable Law, each Party shall provide the other with thirty six (36) hours prior notice by facsimile of its intent to disclose, describing the content of the information to be disclosed and providing a copy of the pleading, instrument, document, communication or other written item compelling disclosure or, if not in writing, a detailed description of the nature of the communication compelling disclosure with the name, address, phone number and facsimile number of the Person requesting disclosure. Should the non-disclosing Party contest the disclosure, it must: seek a protective order preventing such disclosure; or intervene in such action compelling disclosure, as appropriate. This Section shall be applicable to

information that one Party deems to be Confidential Information but the other Party does not.

- XII. **Work Product.** Except as otherwise expressly provided in this Agreement, all reports, information, data, specifications, computer programs, technical reports, operating manuals and similar work or other documents, all deliverables, and other work product prepared or authored by Contractor or any of its Contractors exclusively for CCPS under this Agreement, and all intellectual property rights associated with the foregoing items (collectively, the "Work Product") shall be and remain the sole and exclusive property of CCPS. Any of Contractor's or its Contractors' works of authorship comprised within the Work Product (whether created alone or in concert with CCPS or Third Party) shall be deemed to be "works made for hire" and made in the course of services rendered and, whether pursuant to the provisions of Section 101 of the U.S. Copyright Act or other Applicable Law, such Work Product shall belong exclusively to CCPS. Contractor and its Contractors grant CCPS a non-exclusive, perpetual, worldwide, fully paid up, royalty-free license to all Work Product not exclusively developed for CCPS under this Agreement
- a. If any of the Work Product is determined not to be a "work made for hire", Contractor assigns to CCPS, worldwide and in perpetuity, all rights, including proprietary rights, copyrights, and related rights, and all extensions and renewals of those rights, in the Work Product. If Contractor has any rights to the Work Product that cannot be assigned to CCPS, Contractor unconditionally and irrevocably waives the enforcement of such rights and irrevocably grants to CCPS during the term of such rights an exclusive, irrevocable, perpetual, transferable, worldwide, fully paid and royalty-free license, with rights to sublicense through multiple levels of sub-licensees, to reproduce, make, have made, create derivative works of, distribute, publicly perform and publicly display by all means, now known or later developed, such rights.
 - b. CCPS shall have the sole and exclusive right to apply for, obtain, register, hold and renew, in its own name or for its own benefit, all patents, copyrights, applications and registrations, renewals and continuations and all other appropriate protection.
 - c. To the extent exclusive title or complete and exclusive ownership rights in any Work Product created by Contractor Personnel may not originally vest in CCPS by operation of Applicable Law, Contractor shall immediately upon request, unconditionally and irrevocably assign, transfer and convey to CCPS all rights, title and interest in the Work Product.
 - d. Without any additional cost to CCPS, Contractor Personnel shall promptly give CCPS all reasonable assistance and execute all documents CCPS may reasonably request to enable CCPS to perfect, preserve, enforce, register and record its rights in all Work Product. Contractor irrevocably designates CCPS as Contractor's agent and attorney-in-fact to execute, deliver and file, if necessary, any documents

necessary to give effect to the provisions of this Section and to take all actions necessary, in Contractor's name, with the same force and effect as if performed by Contractor.

XIII. Audit Inspection Rights.

- a. **General.** Contractor will provide to CCPS, and any Person designated by CCPS, access to Contractor Personnel and to Contractor owned Facilities for the purpose of performing audits and inspections of Contractor, Contractor Personnel and/or any of the relevant information relating to the Services and this Agreement. Such audits, inspections and access may be conducted to: verify the accuracy of Charges and invoices; examine Contractor's performance of the Services; monitor compliance with the terms of this Agreement; and any other matters reasonably requested by CCPS. Contractor shall provide full cooperation to CCPS and its designated Persons in connection with audit functions and examinations by regulatory authorities.
- b. All audits and inspections will be conducted during business hours (except with respect to Services that are performed during off-hours). Contractor shall promptly respond to and rectify the deficiencies identified in and implement changes suggested by any audit or inspection report. If any audit or inspection of Charges or Services reveals that CCPS has overpaid any amounts to Contractor, Contractor shall promptly refund such overpayment and Contractor shall also pay to CCPS interest on the overpayment amount at the rate of one-half percent (0.5%) per month (or such maximum rate permissible by Applicable Law, if lower) from the date the overpayment was made until the date the overpayment is refunded to CCPS by Contractor.

XIV. Open Records. The Contractor acknowledges that all records relating to this Agreement and the services to be provided under this Agreement may be a public record subject to Georgia's Open Records Act (O.C.G.A. § 50-18-70, et seq.). Contractor shall cooperate fully in responding to such request and making all records, not exempt, available for inspection and copying as provided by law. Contractor shall notify CCPS immediately of any request made under the Open Records Act and shall furnish CCPS with a copy of the request and the response to such request.

XV. Contractor Affidavit and Compliance.

- a. Pursuant to O.C.G.A. §13-10-91 and Georgia Department of Labor Rule 300-10- 1-.02, CCPS cannot enter a contract for the physical performance of services unless the Contractor and its Sub Contractors register and participate in the Federal Work Authorization Program to verify specific information on all new employees.
- b. The Contractor certifies that it has complied and will continue to comply with O.C.G.A. §13-10-91 and Georgia Department of Labor Rule 300-10-1-.02.

- c. The Contractor agrees to sign an affidavit evidencing its compliance with O.C.G.A. §13-10-91 and Georgia Department of Labor Rule 300-10-1-.02. The signed affidavit is attached hereto as Appendix C, Required Form Submittals, and incorporated herein by reference.
- d. The Contractor agrees that in the event that it employs or contracts with any Sub-contractor(s) in connection with this Contract, the Contractor will secure from each Sub-contractor an affidavit that indicates the employee-number category applicable to that Sub Contractor and certifies the Sub-contractor's current and continuing compliance with O.C.G.A. §13-10-91 and Georgia Department of Labor Rule 300-10-1-.02.

XVI. Performance of Agreement.

- a. CCPS reserves the right to enforce the Contractor's performance in any manner prescribed by law or deemed to be in the best interest of CCPS in the event of breach or default of the Agreement.
- b. The Contractor shall execute the entire work described in the Agreement Documents, except to the extent specifically indicated in the Agreement documents to be the responsibility of others.
- c. The Contractor accepts the relationship of trust and confidence established by the award of this Agreement. The Contractor covenants with CCPS to utilize the Contractor's best skill, efforts and judgment in furthering the interest of CCPS; to furnish efficient business administration and supervision; to make its best efforts to furnish at all times an adequate supply of workers and materials; and to complete the Services in the best way and most expeditious and economical manner consistent with the interest of CCPS.
- d. Contractor acknowledges that this Agreement and any changes to it by amendment, modification, change order or other similar document may have required or may require the legislative authorization of the Board of Commissioners.

XVII. Indemnification. Contractor shall agree to indemnify, defend, save and otherwise hold harmless CCPS, its elected and appointed officials, departments, agencies, boards, authorities, directors, officers, employees, and volunteers against and/or from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs, attorneys' fees and any other costs associated and/or related in any way to any claim or litigation for or on account of any property damage, injury or death to any person or action related to such brought by any person and/or estate which may arise or which may be alleged to have arisen out of or in connection with the work covered by this Agreement, except to the extent that such loss results from the negligence of CCPS. This indemnity provision shall include activities required for compliance with all applicable environmental laws, ordinances and regulations in effect during the term of this Agreement and continue for a period of two years after termination thereof. The successful Contractor shall protect CCPS from claims involving infringements of patents,

copyrights or other intellectual property rights. The unauthorized use of patented articles is done at the risk of the Contractor. This indemnity includes any claim or amount arising out of or recovered under the Workers' Compensation laws of the State of Georgia or arising out of the failure of such vendor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. Contractor shall be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. Contractor shall agree to waive all rights of subrogation and/or financial recovery of any kind in favor of CCPS, its departments, all elected and appointed officials, to include, but not limited to, its directors, officers, agents, boards, volunteers and employees for losses arising or alleged to have arisen out of any work performed in relation to the Agreement.

XVIII. **Controlling Law, Venue.** The Contract Documents shall be governed by and construed in accordance with the substantive laws of the State of Georgia without regard to its choice of law principles.

a. **Jurisdiction and Venue.** The Parties hereby submit and consent to the exclusive jurisdiction of the State Courts of Clayton County Public Schools, Georgia or in the United States District Court for the Northern District of Georgia and irrevocably agree that all actions or proceedings relating to this Agreement will be litigated in such courts, and each of the Parties waives any objection which it may have based on improper venue or forum non convenience to the conduct of any such action or proceeding in such court.

b. **Equitable Remedies.** The Parties agree that, notwithstanding the provisions of this Section, due to the unique nature of either Party's Confidential Information, there may not be an adequate remedy at law for a breach of the Section titled "Confidential Information", which breach may result in irreparable harm to the non-disclosing Party. Accordingly, in such instance, the non-breaching Party shall be entitled to appropriate equitable relief in addition to whatever remedies it might have at law.

XIX. **Assignment.** Except as other provided herein, this Agreement shall not be sold, assigned or transferred by Contractor by process or operation of law or in any other manner whatsoever, including intra-corporate transfers or reorganizations between or among a subsidiary of Contractor, or with a business entity which is merged or consolidated with Contractor or which purchases a majority or controlling interest in the ownership or assets of Contractor without the prior written consent of CCPS.

Contractor may subcontract to an Affiliate or a third party work to be performed under this Agreement or otherwise assign the rights and obligations hereunder to such Affiliate, but will remain financially responsible for the performance of such obligations.

XX. **Non-Discrimination.** Notwithstanding any other provision of this Agreement, during the performance of this Agreement Contractor, for itself, its heirs, personal representatives, successors in interest and assigns, as part of the consideration

of this Agreement does hereby covenant and agree, that:

- a. No person on the grounds of race, color, religion, sex or national origin shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination; and
- b. In the furnishing of products and the Contractor of services herein or hereon, no person on the grounds of race, color, religion, sex or national origin shall be excluded from participation in, or denied the benefits of, such activities, or otherwise be subjected to discrimination.

XXI. Default and Termination.

- a. **Termination by CCPS.** This Agreement shall be subject to termination by CCPS at any time if any one or more of the following events occurs:
 - i. The default by the Contractor in the performance of any of the terms, covenants or conditions of the Agreement, and the failure of the Contractor to remedy, or undertake to remedy with sufficient forces and to CCPS's reasonable satisfaction. CCPS shall provide the Contractor with notice of any conditions which violate or endanger the performance of the Agreement. If, after such notice, the Contractor fails to remedy such conditions within ten (10) days, or such other term set forth in such notice, to the satisfaction of CCPS, CCPS may exercise its option in writing to terminate the Agreement without further notice to the Contractor and order the Contractor to stop work immediately with no additional expense to CCPS.
 - ii. Contractor files a voluntary petition in bankruptcy, including a reorganization plan, makes a general or other assignment for the benefit of creditors, is adjudicated as bankrupt or if a receiver is appointed for the benefit of creditors, is adjudicated as bankrupt or if a receiver is appointed for the property or affairs of the Contractor and such receivership is not vacated within thirty (30) days after the appointment of such receiver.
 - iii. Contractors' failure to conduct services according to the approved specifications.
 - iv. Contractor's failure to keep, perform, or observe any other term or condition of the Agreement shall default to Termination for Convenience;
 - v. Contractor's performance of the Agreement is unreasonably delayed.
 - vi. Should the Contractor fail to provide the or services when ordered, and in accordance with the Specifications and any other requirements contained herein, the CCPS reserves the

right to purchase services covered by this Agreement elsewhere if available from an alternate source.

- b. **Termination for Convenience.** CCPS may, at its sole option, terminate the Agreement with or without cause at any time upon a ten (10) day written notice by certified mail to the Contractor without prejudice to any other right or remedy it may have. CCPS reserves the right to terminate the Agreement if funding is unavailable for the Services or if any applicable grant funding is terminated or expires.

XXII. **Miscellaneous Provisions**

- a. **Entire Agreement.** This Agreement constitutes the entire agreement between the parties, and as of its Effective Date supersedes all prior or independent Agreements between the parties covering the subject matter hereof for the services to be provided, and all representations, warranties, inducements, promises or Agreements, oral or otherwise, between the parties not embodied in this Agreement shall be of no force or effect.
- b. CCPS hereby engages the Contractor and Contractor hereby agrees, to perform the services hereinafter set forth in accordance with this Agreement, consisting of the following documents:
 - i. Any amendments as mutually agreed and signed by both parties;
 - ii. Any subsequent Change Orders as mutually agreed to and approved by CCPS;
 - iii. Contractor's insurance certificates;
 - iv. Contractor's licenses and permits;
 - v. Contractor's Affidavit of Compliance; and
 - vi. Appendices A, B, C, D, E, F, G and H; completed Attachments 1 and 2.
- c. **Change Orders.** CCPS and the Contractor hereby agree that no modifications or amendment to this Agreement shall be binding upon the parties unless the same is in writing, conforms to CCPS's policies and procedures governing change orders, and is signed by CCPS and the Contractor's duly authorized representatives.
- d. **Severability.** If a provision or term hereof shall be finally declared void or illegal by any court or administrative agency having jurisdiction, the entire Agreement shall not be void, but the remaining provisions shall continue in effect as nearly as possible in accordance with the original intent of the parties.
- e. **Headings.** The headings used in these General Terms and Conditions are intended for convenience and reference only and do not define or limit the scope or meaning of any provision.
- f. **Force Majeure.** Neither party shall be held to be in breach of this

Agreement because of any failure to perform any of its obligations hereunder if said failure is due to any act of God, fire, flood, accident, strike, riot, insurrection, war, or any other cause over which that party has no control. Such party shall give notice and full particulars of such Force Majeure in writing to the other party within a reasonable time after occurrence of the event and the obligation of the party giving such notice shall endeavor to remove or overcome such inability with all reasonable dispatch.

- g. **Waiver.** The waiver of any breach, violation or default in or with respect to the performance or observance of the covenants and conditions contained herein shall not be taken to constitute a waiver of any subsequent breach, violation or default in or with respect to the same or any other covenant or condition hereof.

- h. **Notice.** Any notice or consent required to be given by or on behalf of any party hereto to any other party hereto shall be in writing and shall be sent by (a) registered or certified United States mail, return receipt requested, postage prepaid, (b) personal delivery to CCPS (c) overnight courier service, or (d) delivered in person to the Contractor or its authorized representative on the work site. All notices sent to the addresses listed below shall be binding unless said address is changed in writing no less than two (2) weeks before such notice is sent. Future changes in address shall be effective upon written notice being given by the Contractor to CCPS or by CCPS to the Contractor's authorized representative via certified first class U.S. mail, return receipt requested. Such notices will be addressed to CCPS as follows: Director, Clayton County Public Schools (CCPS) Purchasing Department, 218 Stockbridge Road, Jonesboro, GA 30236.

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APPENDIX C
GENERAL SCHOOL SCHEDULE AND HOLIDAY

*-Only 12-month employees will report November 6, 2018

Clayton County Public Schools 2018-19 School Calendar



2018 (89)

2019 (91)

	Monday	Tuesday	Wednesday	Thursday	Friday
July 2018	2	3	4	5	6
	9	10	11	12	13
	16	17	18	19	20
	23	24	25	26	27
	30	31	NEW TEACHER ORIENTATION		
	NTO	Pre-Planning			

	Monday	Tuesday	Wednesday	Thursday	Friday
January 2019		1	2	3	4
	SEMESTER BREAK				
	Staff Development	8	9	10	11
	14	15	16	17	18
	21	22	23	24	25
	MLK Day	10	11	12	13
	28	29	30	31	
	14	15	16	17	

	Monday	Tuesday	Wednesday	Thursday	Friday
August 2018			Pre-Planning	Pre-Planning	Pre-Planning
	Day One	6	7	8	9
	13	14	15	16	17
	20	21	22	23	24
	27	28	29	30	31
	16	17	18	19	20

	Monday	Tuesday	Wednesday	Thursday	Friday
February 2019					1
					18
	19	20	21	22	23
	24	25	26	27	28
	29	30	31		
	President's Day	19	20	21	22
	25	26	27	28	
	33	34	35	36	

	Monday	Tuesday	Wednesday	Thursday	Friday
September 2018	Labor Day	3	4	5	6
	10	11	12	13	14
	17	18	19	20	21
	24	25	26	27	28
	30	31			
	7	8	9	10	11
	18	19	20	21	22
	25	26	27	28	29
	3	4	5	6	7

	Monday	Tuesday	Wednesday	Thursday	Friday
March 2019					37
					8
	4	5	6	7	15
	Staff Development	12	13	14	22
	18	19	20	21	29
	25	26	27	28	
	31	1	2	3	4
	11	12	13	14	15
	18	19	20	21	22
	25	26	27	28	29
	3	4	5	6	7

	Monday	Tuesday	Wednesday	Thursday	Friday
October 2018	40	41	42	43	Staff Development
	Fall Break	8	9	10	11
	15	16	17	18	19
	22	23	24	25	26
	29	30	31		
	58	59	60		

	Monday	Tuesday	Wednesday	Thursday	Friday
April 2019		1	2	3	4
	SPRING BREAK				
	57	58	59	60	61
	62	63	64	65	66
	67	68	69	70	71
	72	73			

	Monday	Tuesday	Wednesday	Thursday	Friday
November 2018				61	62
	63	Election Day*	64	65	66
	12	13	14	15	16
	19	20	21	22	23
	THANKSGIVING				
	72	73	74	75	76

	Monday	Tuesday	Wednesday	Thursday	Friday
May 2019			74	75	76
	77	78	79	80	81
	82	83	84	85	86
	87	88	89	90	Last Day
	91				
	Memorial Day	Post planning	Post planning	Post planning	31

	Monday	Tuesday	Wednesday	Thursday	Friday
December 2018	77	78	79	80	81
	82	83	84	85	86
	87	88	89	90	91
	SEMESTER BREAK				
	31				

	Monday	Tuesday	Wednesday	Thursday	Friday
June 2019	3	4	5	6	7
	10	11	12	13	14
	17	18	19	20	21
	24	25	26	27	28

APPENDIX D
REQUIRED FORMS

CONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned Contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance for services on behalf of Clayton County Board of Education. (name of public employer), has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned Contractor will continue to use the federal work authorization program throughout the contract period and the undersigned Contractor will contract for the physical performance of services in satisfaction of such contract only with sub-Contractors who present an affidavit to the Contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor

RFP 009–19 Hosted Voice and Fax Services
Name of Project

Clayton County Board of Education
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, 20__ in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____,
20_____.

NOTARY PUBLIC

My Commission Expires

SUB-CONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned Sub-contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with _____ (name of Contractor) on behalf of the Clayton County Board of Education has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned Sub-contractor will continue to use the federal work authorization program throughout the contract period and the undersigned Sub-contractor will contract for the physical performance of services in satisfaction of such contract only with Sub-Sub-Contractors who present an affidavit to the Sub-contractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned Sub-contractor will forward notice of the receipt of an affidavit from a Sub-Sub-contractor to the Contractor within five business days of receipt. If the undersigned Sub-contractor receives notice of receipt of an affidavit from any Sub-Sub-contractor that has contracted with a Sub-Sub-contractor to forward, within five business days of receipt, a copy of such notice to the Contractor. Sub-contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Sub-Contractor

RFP 190004 Hosted Voice and Fax Services
Name of Project

Clayton County Board of Education
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, 20__ in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____ 20__

NOTARY PUBLIC

My Commission Expires:

RFP # 190004**Hosted Voice and Fax Services****PROPONENT REPRESENTATIONS AND DECLARATIONS**

This Acknowledgement of Representations and Declarations and Agreement must be properly signed and notarized, and returned with Proponents response to this RFP.

- 1. Anti-Lobbying Provision.** All respondents, including agents, employees, representatives, lobbyists, attorneys and proposed partner(s), subcontractor(s) or joint venturer(s), will refrain, under penalty of the respondent's disqualification, from direct or indirect contact for the purpose of influencing the selection or creating bias in the selection process with any person who may play a part in the selection process.
- 2. Certification of Independent Price Determination/Non-Collusion.** Collusion and other anticompetitive practices among offerors are prohibited by city, state and federal laws. All Respondents shall identify a person having authority to sign for the Respondent who shall certify, in writing, as follows:

"I certify that this bid/proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid or offer for the same supplies, labor, services, construction, materials or equipment to be furnished or professional or consultant services, and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of city, state and federal law and can result in fines, prison sentences, and civil damages awards. By signing this document, I agree to abide by all conditions of this solicitation and offer and certify that I am authorized to sign for this Respondent/Offeror."

- 3. Prohibition on Kickbacks or Gratuities/Non-Gratuity.** The undersigned acknowledges the following prohibitions on kickbacks and gratuities:
 - a. It is unethical for any person to offer, give or agree to give any employee or former employee a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation or any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy or other particular matter pertaining to any program requirement or a contract or subcontract or to any solicitation or proposal therefor.

(Page 1 of 3)

- b. It is unethical for any employee or former employee to solicit, demand, accept or agree to accept from another person a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation or any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy or other particular matter pertaining to any program requirement or a contract or subcontract or to any solicitation or proposal therefor.
- c. It is also unethical for any payment, gratuity or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime Contractor or higher tier subcontractor or any person associated therewith as an inducement for the award of a subcontract or order.

4. Debarment. The undersigned Service Provider / Contractor provides this assurance and certification that they are not currently debarred from submitting bids or proposals on contracts by any agency in the State of Georgia and the federal government, nor are they an agent of any person or entity that is currently debarred from submitting bids on contracts by any agency of the State of Georgia or the federal government.

5. Covenant of Non-Discrimination. The undersigned understands that it is the policy of CCPS to promote full and equal business opportunity for all persons doing business with CCPS. The undersigned covenants that we have not discriminated, on the basis of race, gender or ethnicity, with regard to prime contracting, subcontracting or partnering opportunities.

6. Certify Satisfaction of all Underlying Obligations. (If Applicable). If a Contract is awarded through this solicitation, then such Contractor should know that before final payment is made to a Contractor by CCPS, the Contractor shall certify to CCPS in writing, in a form satisfactory to CCPS, that all subcontractors, materialmen suppliers and similar firms or persons involved in the CCPS contract have been paid in full at the time of final payment to the Contractor by CCPS or will be paid in full utilizing the monies constituting final payment to the Contractor.

7. Proponent Declarations:

- a. I, the undersigned, have carefully examined and fully understand the CCPS General Terms and Conditions and this solicitation in its entirety, including all required forms and Proponent Representations, and agree to conform with every requirement. I certify that I am authorized to sign this quote for the Proponent. Signing this form affirms that the Original Request for Proposals Document has not been altered in any way.
- b. I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an offer for the same supplies, services, construction, or professional or consultant services, and is in

(Page 2 of 3)

all respects fair and without collusion or fraud. I understand collusive bidding is a violation of city, state and federal law and can result in fines, prison sentences, and civil damages awards. I agree to abide by all conditions of this solicitation and offer and certify that I am authorized to sign for this Proponent.

Sign here if you are an individual:

Printed Name: _____

Signature: _____

Date: _____

Subscribed and sworn to or affirmed by _____ **(name) this** ___ **day of**
_____, **20**__.

Notary Public of _____(state)

My commission expires: _____

Sign here if you are an authorized representative of a responding entity or partnership:

Printed Name of Entity or Partnership: _____

Signature of authorized representative: _____

Title: _____

Date: _____, **20**__

Subscribed and sworn to or affirmed by _____

(name), as the _____ **(title) of** _____

(entity or partnership name) this ___ **day of** _____, **20**__.

Notary Public of _____(state)

My commission expires: _____

(Page 3 of 3)

CCPS, Req. Form 2, 08/2016



Clayton County Public Schools Substitute W-9 Form

Request for Taxpayer Identification Number and Certification

Vendor Number if previously assigned:

* Name (List legal name, if joint names, list first the name of the person whose TIN you enter in Part I)

Business Name, if different from above. Example: Doing Business As "J. Doe Construction"

Check appropriate box: Individual Sole Proprietor Corporation Partnership Other

Please check the type of services rendered by the vendor.
 Materials Only Services Only Materials and Services

Legal Address: number, street, and apt. or suite no.

City, state and ZIP code
 GA
Phone #
Fax #
Email Address

Remittance Address: if different from legal address.

Remittance City, state and ZIP code
 --
Remittance Phone #
Remittance Fax #
Contact Person

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). For other entities, it is your employer identification number (EIN).

Social Security Number -- OR Tax Payer Identification Number -

Part II Certification

Under penalties of perjury, I certify that:
1. The number shown on this form is my correct taxpayer identification number, **and**
2. I am not subject to backup withholding because (a) I am exempt from backup withholding, (b) I have not been notified by the IRS that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding **and**
3. I am a U.S. citizen (including a U.S. resident alien).
Certification instructions. Please check this box if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, this does not apply.

Part III Potential Conflict Disclosure

Please disclose any relationships with current or former Clayton County Public Schools employees to include employees with vested interest in your organization.

Employee Name	Relationship
<input type="text"/>	<input type="text"/>

Certification instructions. I certify that the above statement is true and I have disclosed any and all relationships with county employees. Additionally, I am aware that CCPS has the right to terminate this relationship if it is determined that this information is false.

Sign Here	Authorized Signature <input type="text"/>	Date <input type="text"/>
-----------	---	---------------------------

REFERENCE AND RELEASE FORM

Please provide the information and contact person who will verify Contractor's experience and ability to perform the services listed in the RFP. Submission of this form grants CCPS the authority to contact each reference listed.

Project Name: Project Number: Contract Period:	Company Name:		
	Contact Person: (Name and Title)		
Email Address:	Address		
Telephone Number:	City	State	Zip Code
Fax Number:			

Project Name: Project Number: Contract Period:	Company Name:		
	Contact Person: (Name and Title)		
Email Address:	Address		
Telephone Number:	City	State	Zip Code
Fax Number:			

Project Name: Project Number: Contract Period:	Company Name:		
	Contact Person: (Name and Title)		
Email Address:	Address		
Telephone Number:	City	State	Zip Code
Fax Number:			

Project Name: Project Number: Contract Period:	Company Name:		
	Contact Person: (Name and Title)		
Email Address:	Address		
Telephone Number:	City	State	Zip Code
Fax Number:			

Authorized Signature: _____ Date: _____

ATTACHMENT A
RFP 190004 HOSTED VOICE AND FAX SERVICES

SCOPE OF SERVICES

The purpose of this RFP process is to provide hosted voice and fax services. The District desires to transition from self-managed voice and fax services to a hosted environment. Currently the District uses Cisco Unified Call Manager and Cisco Unity using system version 10.5.2.12900-14. There are 78 voice gateways which have FXO/FXS cards to integrate with various intercom systems for local paging and 911. There are 1473 voicemail users and 226 call handlers, 1210 translation patterns and approximately 700 telephone numbers translated.

Proponents are responsible for providing the resources or functions necessary to meet the intent of the RFP to provide a Hosted Voice and Fax solution. The solution should reflect the Proponent's extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the School District's requirements and service features at a cost savings. The Proponent is encouraged to address the required service features in Exhibit 1 and highlight any value-added service that will be provided. The scope includes the following:

1. Proponent must bring services online by July 1, 2019, without interruption of current service.
2. The Proponent must incorporate the Districts current phone numbers and extensions at all locations.
3. The Proponent must transfer current equipment functionality into their hosted solution.
4. The Proponent must provide six-digit dialing between rooms and facilities; Call Forwarding, both inside and outside of the system; Call Routing System; Call Transfer and Redial; Caller ID for both the caller and receiver, provided the receiver has this feature enabled on their phone.
5. The Proponent must provide enhanced 911 (E911) service.
6. The Proponent must provide centralized voice mail that can be used transparently by all locations, the ability for all locations to appear to be part of a single phone system, as well as, Voice Mail that is accessible from inside and outside of the District.
7. Proponent must provide the ability to upgrade the number of active phones or downgrade the number of active phones.
8. Proponent must provide 24-hour support.
9. Proponent must ensure Technical Support providers speak fluent English and are based in the United States.
10. Proponent must ensure security of all network equipment that is managed remotely.

11. Proponent must provide security measures to be used to protect networking infrastructure to include the notification process for informing CCPS should a breach occur.
12. Proponent must support customer access to vendor-managed equipment and or services.
13. Proponent must support online billing.
14. Proponent must allow CCPS to withhold payment on disputed charges, without penalty or interest, until disputes are resolved.
15. Proponent must provide monthly management reports to include contract compliance, invoicing, billing summaries, trouble ticketing, usage, and service inventories, etc.
16. Proponent must provide all intrastate and interstate calls in their proposed solution at no additional cost.
17. Proponent solution must have the capability to provide all phones in CCPS the ability to redial, mute, have a full duplex speakerphone, access directories, access voicemail, adjust volume of calls and ringers, forward all calls, have ports for network and PC connections the ability to connect headsets and any other functions that are included in your solution.

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**ATTACHMENT B
COST PROPOSAL FORM**

RFP 190004 Hosted Voice and Fax Services

Proponent must provide Hosted Voice and Fax Services as listed in this RFP and on the Cost Proposal Form for the total monthly and annual cost as stated below. All costs listed on the Cost Proposal Form are inclusive, F.O.B. CCPS will not be responsible for charges that are not included on the Cost Proposal Form.

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>MONTHLY COST</u>	<u>ANNUAL COST</u>
1.	Fully Hosted Voice and Fax Services utilizing Proponent's equipment	\$ _____	\$ _____
2.	Fully Hosted Voice and Fax Services utilizing CCPS existing equipment	\$ _____	\$ _____

This form must be completed in its entirety. Proponents may submit an additional/optional cost proposal in an alternate format, however, this form must be completed, signed and returned.

Proponent/Firm: _____

Authorized Signature: _____ Printed Name: _____

Title: _____ Date: _____

ATTACHMENT D
STANDARD DRAFT AGREEMENT



CLAYTON COUNTY PUBLIC SCHOOLS
DRAFT AGREEMENT

RFP 190004 HOSTED VOICE AND FAX SERVICES

TABLE OF CONTENTS		
ARTICLE	DESCRIPTION	PAGE
1	TERM	
2	SCOPE OF SERVICES	
3	COMPENSATION AND INVOICING	
4	INSURANCE REQUIREMENTS	
5	COMPLIANCE WITH LAWS, LICENSES AND PERMITS	
6	CONTRACTOR'S PERSONNEL	
7	CONTRACTOR'S REPRESENTATIONS AND WARRANTIES	
8	INTELLECTUAL PROPERTY	
9	CONFIDENTIAL INFORMATION	
10	WORK PRODUCT	
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12	INDEPENDENT CONTRACTOR	
13	GENERAL INDEMNIFICATION	
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21	MISCELLANEOUS PROVISIONS	
	ATTACHED TO FINAL AGREEMENT	
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	Appendix B- General Terms and Conditions	
	Appendix C- General School Schedule and Holidays	
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	Attachment A – Scope of Services	
	Attachment B– Cost Proposal Form	
	Attachment C - Draft Standard Agreement	

STANDARD AGREEMENT

RFP 190004

Hosted Voice and Fax Services:

THIS AGREEMENT for RFP 190004 Hosted Voice and Fax Services: (hereinafter referred to as "Agreement") is made as of this _____ day of _____, 2019, and entered into by and between Clayton County Public Schools, (hereinafter referred to as "CCPS") and _____, (hereinafter referred to as "Contractor" or "Consultant"), a _____ corporation authorized to conduct business in the State of Georgia, whose principal place of business is _____, with offices located at _____.

WITNESSETH:

WHEREAS, CCPS issued a Request for Proposals (RFP) 190004 Hosted Voice and Fax Services: requesting proposals from qualified Contractors to provide such services; and

WHEREAS, the Contractor responded to the Request for Proposals (RFP) and represented that it is qualified, possesses the necessary expertise, knowledge, training and skills necessary to perform all requirements set forth in the Scope of Services and provide all materials, labor, transportation, supervision and supplies as required to perform the requested services for CCPS; and

WHEREAS, CCPS desires to enter into an Agreement with the Contractor to provide the required services; and

WHEREAS, the Contractor has agreed to provide and perform such services as required at the compensation and terms provided herein; and

NOW THEREFORE, CCPS and the Contractor in consideration of the promises and the mutual covenants contained in this Agreement, the sufficiency and receipt of which is hereby acknowledged, the parties agree as follows:

ARTICLE 1

TERM

- 1.1. The Agreement shall commence within ten (10) calendar days after receipt of written Notice to Proceed.
- 1.2. The initial term of the Agreement and any renewal terms are collectively referred to as the "Term." The initial term of this Agreement shall be for one (1) year, and may be automatically renewed for up to four (4) additional one (1) year terms upon the same terms and conditions. The services to be performed under this Agreement shall commence on the effective date of this agreement and terminate absolutely and without further

obligation on the part of CCPS on June 30th of the year in which it was executed and on June 30th of each succeeding and renewed year, as required by O.C.G.A. § 36-60-13, as amended, unless terminated earlier in accordance with the termination provisions of this agreement.

This agreement shall not be deemed to create a debt of CCPS for the payment of any sum beyond the fiscal year of execution or, in the event of a renewal, beyond the fiscal year of such renewal.

ARTICLE 2 **SCOPE OF SERVICES**

The Contractor shall perform the Services associated with RFP 190004 Hosted Voice and Fax Services: in accordance with the RFP and Appendix E, Scope of Services (SOS), attached hereto and incorporated herein by reference.

ARTICLE 3 **COMPENSATION/INVOICING**

The Contractor shall be compensated as set forth in this Agreement.

- 3.1** All costs for Services will be calculated in accordance with the Scope of Services. CCPS will not be obligated to pay Contractor any amount in addition to the costs for the Contractor's provision of the Services. Contractor assumes all risk of non-payment for the provision of any unauthorized goods or services to CCPS, and it waives all claims to payment or to other remedies for the provision of any unauthorized goods or services to CCPS, however characterized, including, without limitation, all remedies at law or equity.
- 3.2** Invoices must be based upon actual services rendered, actual work performed and/or or products delivered. CCPS will promptly pay undisputed invoices properly rendered and delivered to CCPS. CCPS and Contractor agree to use all reasonable efforts to resolve any disputed amount on any invoice within thirty (30) days of the date CCPS notifies Contractor of the disputed amount.
- 3.3** Original Invoices must be mailed directly to:
- Clayton County Public Schools
Finance Department
1058 Fifth Avenue
Jonesboro, GA 30236
Attn: Accounts Payable
- 3.4** Each Invoice must provide such detail and be in such format as CCPS may reasonably require, however, the following information must appear on all invoices submitted:

3.4.1 Name and address of Contractor;

3.4.2 Detailed breakdown of all charges for the services or products delivered stating any applicable period of time; and

3.4.3 CCPS Purchase Order number and the RFP or IFB number.

ARTICLE 4
INSURANCE REQUIREMENTS

The Contractor shall comply with all insurance requirements set forth in Appendix C, General Terms and Conditions, Insurance, attached hereto and incorporated herein by reference.

ARTICLE 5
COMPLIANCE WITH LAWS, LICENSES AND PERMITS

Contractor shall comply with all local, state, and federal laws and regulations applicable to its responsibilities under this Agreement. During the term of this Agreement the Contractor shall maintain all licensing and permits required to provide Services. Failure to maintain such licensing shall be cause for termination of this Agreement. Contractor shall obtain and maintain all permits, licenses, certifications and approvals as required by all regulatory agencies with jurisdiction over the assigned Services, including any regulatory agencies of CCPS.

ARTICLE 6
CONTRACTOR'S PERSONNEL

- 6.1** The Contractor shall assign sufficient qualified personnel to provide the Services required by CCPS.
- 6.2** The Contractor shall provide adequate equipment deemed necessary for the successful delivery of Services.
- 6.3** The Contractor shall assign personnel that possess the necessary skill sets to ensure proper installation and operation of the Services.
- 6.4** The Contractor will assume all costs associated with the replacement of any Contractor personnel whose continued assignment is not in the best interest of CCPS. Without cost to CCPS, the Contractor agrees to remove any personnel who has engaged in a willful misconduct or has committed a material breach of this agreement.

ARTICLE 7
CONTRACTOR'S REPRESENTATIONS AND WARRANTIES

The Contractor warrants that as of the date above written that:

7.1 Authority. Contractor is duly organized and validly existing in good standing under the

laws of the State in which it is organized, is qualified to do business in all jurisdictions in which it is operating, and has the power and authority to execute and deliver and to perform its obligations under this Agreement and the documents to which it is signatory.

7.1.1. The execution, delivery and performance by Contractor and its undersigned representative(s) of this Agreement and other documents to which Contractor is a signatory do not require the approval or consent of any other person, entity or government agency and do not result in any breach of any agreement to which Contractor is a party or by which it is bound;

7.1.2. The execution, delivery and performance by Contractor of this Agreement and other documents to which it is a signatory have been duly authorized by all necessary action, and constitute legal, valid and binding obligations of Contractor, and is enforceable against Contractor in accordance with its terms; and

7.1.3. No action, suit or proceeding to which Contractor is a party is pending or threatened that may restrain or question this Agreement, or any other document to which it is a signatory, or the enjoyment of rights or benefits contemplated herein.

7.1.4. The Contractor represents that the Contractor, its employees, and its sub-Contractors and sub-contractors are possessed of the knowledge, training, skills, experience, and financial strength required to provide the services outlined in this Agreement.

7.1.5. The officials of the Contractor executing this Agreement and Certificate of Corporate Authority warrant that they are duly and properly in office and are fully authorized and empowered to execute the same for and on behalf of the Contractor; that it is within the purposes, powers, and authority of the Contractor; has been done in full compliance with applicable law; and has been approved by the governing body of the Contractor, and is legal and will not conflict with or constitute on the part of the Contractor a violation of or a breach of or a default under any indenture, mortgage, security deed, pledge, note, lease, loan, or installment sale agreement, contract, or other agreement or instrument to which the Contractor is a party or by which the Contractor is otherwise subject or bound, or any license, judgment, decree, law, statute, order, writ, injunction, demand, rule, or regulation of any court or governmental agency or body having jurisdiction over the Contractor; and that this Agreement is a valid, legal, binding and enforceable obligation of the Contractor.

7.2 Standards. The Contractor warrants that the quality of Services provided shall conform to the highest standards of practice for the industry and Services provided by other qualified providers in the industry. Contractor warrants that the Services provided shall be installed and managed with the utmost regard to quality, cost, and service. Contractor further

warrants that its integrity, reputation, skills and performance of the Services requested shall be of the highest caliber. The Contractor warrants that it will perform its services in a prompt and timely manner, which shall not impose delays in Official Operations of CCPS.

ARTICLE 8 **INTELLECTUAL PROPERTY**

- 8.1** None of the Services or Software utilized by Contractor to fulfill its obligations hereunder, nor any of the materials and methodologies used by Contractor in fulfilling its obligations hereunder, including any Work Product, shall infringe any third Party's Intellectual Property Rights or privacy, publicity or other rights.
- 8.2** Contractor shall indemnify and hold CCPS Indemnities harmless from and against any losses arising from third party claims, liabilities, damages, demands, and all related costs (including reasonable legal fees and costs of investigation, litigation, settlement, judgment, interest and penalties) arising from actions or claims that any of the processes, procedures, Work Product, materials and methodologies used by Contractor (or any Contractor agent, contractor, subcontractor or representative), or CCPS use thereof (or access or other rights thereto) in connection with the Services, or any of the Services themselves, infringes or misappropriates the Intellectual Property Rights of a Third Party. If any processes, procedures, Work Product, materials, methodologies or Services provided by Contractor hereunder are held to constitute, or in Contractor's reasonable judgment is likely to constitute, an infringement or misappropriation, Contractor will in addition to its indemnity obligations, at its expense and option, and after consultation with CCPS regarding CCPS's preference in such event, either:
- 8.2.1** Procure the right for CCPS Indemnities to continue using such processes, procedures, Work Product, materials, methodologies or Services;
 - 8.2.2** Replace such processes, procedures, Work Product, materials, methodologies or Services with a non-infringing equivalent, provided that such replacement does not result in a degradation of the functionality, performance or quality of the Services;
 - 8.2.3** Modify such processes, procedures, Work Product, materials, methodologies or Services, or have such processes, procedures, Work Product, materials, methodologies or Services modified, to make them non-infringing, provided that such modification does not result in a degradation of the functionality, performance or quality of the processes, procedures, Work Product, materials, methodologies or Services; or
 - 8.2.4** Create a feasible workaround that would not have any adverse impact on CCPS;

ARTICLE 9
CONFIDENTIAL INFORMATION

- 9.1** Each Party agrees to preserve as strictly confidential all Confidential Information of the other Party for two (2) years following the expiration or termination of this Agreement; provided, however, that each Party's obligations for the other Party's Confidential Information that constitutes trade secrets pursuant to Applicable Laws will continue for so long as such Confidential Information continues to constitute a trade secret under Applicable Law. Any Confidential Information that may be deemed Sensitive Security Information by the Department of Homeland Security or any other similar Confidential Information related to security will be considered trade secrets. Upon request by CCPS, Contractor will return any trade secrets to CCPS. Each Party agrees to hold the Confidential Information of the other in trust and confidence and will not disclose it to any Person, or use it (directly or indirectly) for its own benefit or the benefit of any other Person other than in the performance of its obligations under this Agreement.
- 9.2.** Each Party will be entitled to disclose any Confidential Information if compelled to do so pursuant to: a subpoena; judicial or administrative order; or any other requirement imposed upon it by Applicable Law. Prior to making such a disclosure, to the extent allowed pursuant to Applicable Law, each Party shall provide the other with prior notice by of its intent to disclose, describing the content of the information to be disclosed and providing a copy of the pleading, instrument, document, communication or other written item compelling disclosure or, if not in writing, a detailed description of the nature of the communication compelling disclosure with the name, address, phone number and facsimile number of the Person requesting disclosure. Should the non-disclosing Party contest the disclosure, it must seek a protective order preventing such disclosure; or intervene in such action compelling disclosure, as appropriate. This Section shall be applicable to information that one Party deems to be Confidential Information but the other Party does not.

ARTICLE 10
WORK PRODUCT

Except as otherwise expressly provided in this Agreement, all reports, information, data, specifications, computer programs, technical reports, operating manuals and similar work or other documents, all deliverables, and other work product prepared or authored by Provider or any of its contractors exclusively for CCPS under this Agreement, and all intellectual property rights associated with the foregoing items (collectively, the "Work Product") shall be and remain the sole and exclusive property of CCPS. Any of Contractor's or its contractors' works of authorship comprised within the Work Product (whether created alone or in concert with CCPS or Third Party) shall be deemed to be "works made for hire" and made in the course of services rendered and, whether pursuant to the provisions of Section 101 of the U.S. Copyright Act or other Applicable Law, such Work Product shall belong exclusively to CCPS. Contractor and its contractors grant CCPS a non-exclusive, perpetual, worldwide, fully paid up, royalty-free license to all Work Product

not exclusively developed for CCPS under this Agreement.

- 10.1** If any of the Work Product is determined not to be a “work made for hire”, Contractor assigns to CCPS, worldwide and in perpetuity, all rights, including proprietary rights, copyrights, and related rights, and all extensions and renewals of those rights, in the Work Product. If Contractor has any rights to the Work Product that cannot be assigned to CCPS, Contractor unconditionally and irrevocably waives the enforcement of such rights and irrevocably grants to CCPS during the term of such rights an exclusive, irrevocable, perpetual, transferable, worldwide, fully paid and royalty-free license, with rights to sublicense through multiple levels of sub-licensees, to reproduce, make, have made, create derivative works of, distribute, publicly perform and publicly display by all means, now known or later developed, such rights.
- 10.2** CCPS shall have the sole and exclusive right to apply for, obtain, register, hold and renew, in its own name or for its own benefit, all patents, copyrights, applications and registrations, renewals and continuations and all other appropriate protection.
- 10.3** To the extent exclusive title or complete and exclusive ownership rights in any Work Product created by Contractor Personnel may not originally vest in CCPS by operation of Applicable Law, Contractor shall immediately upon request, unconditionally and irrevocably assign, transfer and convey to CCPS all rights, title and interest in the Work Product.
- 10.4** Without any additional cost to CCPS, Contractor Personnel shall promptly give CCPS all reasonable assistance and execute all documents CCPS may reasonably request to enable CCPS to perfect, preserve, enforce, register and record its rights in all Work Product. Contractor irrevocably designates CCPS as Contractor's agent and attorney-in-fact to execute, deliver and file, if necessary, any documents necessary to give effect to the provisions of this Section and to take all actions necessary, in Contractor's name, with the same force and effect as if performed by Contractor.

ARTICLE 11 **RECORDS MAINTENANCE/USE OF DOCUMENTS**

- 11.1 Audit and Inspection Rights.** Contractor will provide to CCPS, and any Person designated by CCPS, access to Contractor Personnel and to Contractor owned Facilities for the purpose of performing audits and inspections of Contractor, Contractor Personnel and/or any of the relevant information relating to the Services and this Agreement.
- 11.1.1** Such audits, inspections and access may be conducted to verify the accuracy of Charges and invoices; examine Contractor's performance of the Services; monitor compliance with the terms of this Agreement; and any other matters reasonably requested by CCPS.

11.1.2 Contractor shall provide full cooperation to CCPS and its designated Persons in connection with audit functions and examinations by regulatory authorities. All audits and inspections will be conducted during business hours (except with respect to Services that are performed during off-hours). Contractor shall promptly respond to and rectify the deficiencies identified in and implement changes suggested by any audit or inspection report. If any audit or inspection of Charges or Services reveals that CCPS has overpaid any amounts to Contractor, Contractor shall promptly refund such overpayment and Contractor shall also pay to CCPS interest on the overpayment amount at the maximum rate permissible by Applicable Law from the date the overpayment was made until the date the overpayment is refunded to CCPS by Contractor.

11.1.3 Subject to Contractor's reasonable security requirements and not more than once every twelve (12) months, CCPS may, at its own expense, review Contractor's relevant billing records pertaining to amounts billed to CCPS under the definitive agreement between the parties relating to these services for a period not to exceed the preceding 12 months, for the purpose of assessing the accuracy of Contractor's invoices to CCPS. Contractor's obligation for retaining such records shall be for a term of three years from the end of the applicable agreement. Such reviews shall take place at a time and place agreed upon by the parties.

11.1.4 Contractor shall cooperate in any CCPS billing review, providing Contractor billing records as reasonably necessary to verify the accuracy of Contractor's invoices. Contractor may redact from the billing records provided to CCPS any information that reveals the identity or confidential information of other Contractor customers that is not relevant to the purposes of this review.

11.2 Records Retention. Until the later of: (a) six (6) years after expiration or termination of this Agreement; (b) the date that all pending matters relating to this Agreement (e.g., disputes) are closed or resolved by the Parties; or (c) the date such retention is no longer required to meet CCPS's records retention policy or any record retention policy imposed by Applicable Law, if more stringent than CCPS's policy, Contractor will maintain and provide access upon request to the records, data, documents and other information required to fully and completely enable CCPS to enforce its audit rights under this Agreement.

11.3 Open Records. The Contractor acknowledges that all records relating to this Agreement and the services to be provided under this Agreement may be a public record subject to Georgia's Open Records Act (O.C.G.A. § 50-18-70, et seq.). Contractor shall cooperate fully in responding to such request and making all records, not exempt, available for inspection and copying as provided by law. Contractor shall notify CCPS immediately

of any request made under the Open Records Act and shall furnish CCPS with a copy of the request and the response to such request.

ARTICLE 12 **INDEPENDENT CONTRACTOR**

In conducting its business hereunder, Contractor shall act as an independent Contractor and not as an employee or agent of CCPS. The selection, retention, assignment, direction and payment of the Contractor's employees and Sub-Contractors shall be the sole responsibility of Contractor. Nothing in this Agreement shall be deemed to constitute Contractor and CCPS as partners, joint ventures, or principle and agent or be construed as requiring or permitting the sharing or profits or losses. Neither party has authority to represent or bind or create any legal obligations for or on behalf of the other party.

ARTICLE 13 **GENERAL INDEMNIFICATION**

Contractor shall defend, indemnify, and hold harmless CCPS, its agencies and its and their respective officers, directors, employees, advisors and agents, successors and permitted assigns ("CCPS Indemnitees"), from any Losses arising from claims or actions based upon: Contractor's or Contractor Personnel's performance, non-performance or breach of this Agreement; compensation or benefits of any kind, by or on behalf of Contractor Personnel, or any subcontractor, claiming an employment or other relationship with Contractor or such subcontractor (or claiming that this Agreement creates an inherent, statutory or implied employment relationship with CCPS or arising in any other manner out of this Agreement or the provision of Services by such Contractor Personnel or subcontractor); any actual, alleged, threatened or potential violation of any Applicable Law to the extent such claim is based on the act or omission of Contractor or Contractor's Personnel, excluding acts or omissions by or at the direction of CCPS; death of or injury to any individual, caused in whole or in part by the tortious conduct of Contractor or any Person acting for, in the name of, at the direction or supervision of or on behalf of Contractor; and damage to, or loss or destruction of, any real, tangible, or intangible property caused in whole or in part by the tortious conduct of Contractor or any Person acting for, in the name of, at the direction or supervision of or on behalf of Contractor.

ARTICLE 14 **CONTROLLING LAW, VENUE**

The Agreement documents shall be governed by and construed in accordance with the substantive laws of the State of Georgia without regard to its choice of law principles.

14.1 Jurisdiction and Venue. The Parties hereby submit and consent to the exclusive jurisdiction of the State Courts of Clayton County, Georgia or the United States District Court for the Northern District of Georgia and irrevocably agree that all actions or

proceedings relating to this Agreement will be litigated in such courts, and each of the Parties waives any objection which it may have based on improper venue or forum non convenience to the conduct of any such action or proceeding in such court.

- 14.1 Equitable Remedies.** The Parties agree that, notwithstanding the provisions of this Agreement, due to the unique nature of either Party's Confidential Information, Intellectual Property rights or other matters, there may not be an adequate remedy at law for a breach, which breach may result in irreparable harm to the non-disclosing Party. Accordingly, in such instance, the non-breaching Party shall be entitled to appropriate equitable relief in addition to whatever remedies it might have at law.

ARTICLE 15 **ASSIGNMENT**

- 15.1** Except as otherwise provided herein, this Agreement shall not be sold, assigned or transferred by the Contractor by process or operation of law or in any other manner whatsoever, including intra-corporate transfers or reorganizations between or among a subsidiary of the Contractor, or with a business entity which is merged or consolidated with the Contractor or which purchases a majority or controlling interest in the ownership or assets of the Contractor without the prior written consent of CCPS.

ARTICLE 16 **NON-DISCRIMINATION**

Notwithstanding any other provision of this agreement, during its performance the Contractor, for itself, its heirs, personal representatives, successors in interest and assigns, as part of the consideration of this agreement does hereby covenant and agree that:

- 16.1** No person on the grounds of race, color, religion, sex or national origin shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination; and
- 16.2** In the furnishing of services or materials no person shall, on the grounds of race, color, religion, sex or national origin, be excluded from participation in, or denied the benefits of, such activities, or otherwise be subjected to discrimination.

ARTICLE 17 **PERFORMANCE OF AGREEMENT**

- 17.1** CCPS reserves the right to enforce the Contractor's performance in any manner prescribed by law or deemed to be in the best interest of CCPS in the event of breach or default of the Agreement.
- 17.2** The Contractor shall execute the entire work described in the Agreement documents,

except to the extent specifically indicated in the Agreement documents to be the responsibility of others.

- 17.3** The Contractor accepts the relationship of trust and confidence established by the award of this Agreement. The Contractor covenants with CCPS to utilize its best skill, efforts and judgment in furthering the interest of CCPS; to furnish efficient business administration and supervision; to make its best efforts to furnish at all times an adequate supply of workers and materials; and to perform the Services in the best way and most expeditious and economical manner consistent with the interest of CCPS.
- 17.4** The Contractor acknowledges that this Agreement and any changes to it by amendment, modification, change order or other similar document may have required or may require the authorization of the Clayton County Public Schools Board of Education.

ARTICLE 18 **DEFAULT AND TERMINATION**

- 18.1 Termination by CCPS.** This Agreement shall be subject to termination by CCPS at any time if, in its opinion, the Contractor fails to carry out the Agreement provisions or any one or more of the following events:
- 18.1.1** The default by the Contractor in the performance of any of the terms, covenants or conditions of the Agreement, and the failure of the Contractor to remedy, or undertake to remedy with sufficient forces and to CCPS's reasonable satisfaction. CCPS shall provide the Contractor with notice of any conditions which violate or endanger the performance of the Agreement. If, after such notice, the Contractor fails to remedy such conditions within thirty (30) days or a shorter time period as set forth in any such notice, to the satisfaction of CCPS, CCPS may exercise its option in writing to terminate the Agreement without further notice to the Contractor and order the Contractor to stop work immediately, vacate the premises, and to cancel ordered products and/or services with no expense to CCPS;
- 18.1.2** The Contractor files a voluntary petition in bankruptcy, including a reorganization plan, makes a general or other assignment for the benefit of creditors, is adjudicated as bankrupt or if a receiver is appointed for the benefit of creditors, is adjudicated as bankrupt, or if a receiver is appointed for the property or affairs of the Contractor and such receivership is not vacated within thirty (30) calendar days after the appointment of such receiver;

- 18.1.3** The Contractor's failure to conduct services according to the approved specifications; or the Contractor's performance of the Agreement is unreasonably delayed. Should the Contractor fail to provide the materials or services when ordered, and in accordance with the General Terms and Conditions, Specifications and any other requirements contained herein, CCPS reserves the right to purchase commodities or services covered by this Agreement elsewhere if available from an alternate source.
- 18.1.4** Contractor engaging in behavior that is fraudulent, dishonest, or a conflict of interest with Contractor's obligations pursuant to this Agreement;
- 18.1.5** The Contractor's failure to keep, perform, or observe any other term or condition of the Agreement shall default to Termination for Convenience;
- 18.1.6** If CCPS improperly terminates this Agreement for cause, the termination for cause will be considered a termination for convenience in accordance with the provisions of the Section entitled "Termination for Convenience".
- 18.1.7 Re-procurement Costs.** In addition to all other rights and remedies CCPS may have, if this Agreement is terminated by CCPS pursuant to the above subsections, Contractor will be liable for all costs reasonably and necessarily incurred by CCPS in the completion of the Services, including the cost of administration of any agreement awarded to others for completion.

18.2 Termination for Convenience. CCPS may, at its sole option, terminate the Agreement with or without cause at any time upon a thirty (30) day written notice by certified mail to the Contractor without prejudice to any other right or remedy CCPS may have.

18.2.1 Upon a termination for convenience, Contractor waives any claims for damages, including loss of anticipated profits. As Contractor's sole remedy and CCPS's sole liability, CCPS will pay for the Services properly performed or materials provided prior to the notice of termination, plus all reasonable costs for any Services performed after the termination as specified in such notice, and reasonable costs for materials ordered on behalf of and approved by CCPS. Contractor shall substantiate such costs with proof satisfactory to CCPS.

18.3 Effect of Termination. Unless otherwise provided herein, termination of this Agreement,

in whole or in part and for any reason, shall not affect any liabilities or obligations of either Party arising before such termination or out of the events causing such termination; or any damages or other remedies to which a Party may be entitled under this Agreement, at law or in equity. Upon termination of this Agreement, Contractor shall immediately:

- 18.3.1** Discontinue Services on the date and to the extent specified in the notice and place no further purchase orders or subcontracts to the extent that they relate to the performance of the terminated Services;
- 18.3.2** Inventory, maintain and turn over to CCPS all Services, Work Product, licenses, equipment, materials, plant, tools, and property furnished by Contractor or provided by CCPS for the performance of the terminated Services;
- 18.3.3** Promptly obtain cancellation, upon terms satisfactory to CCPS, of all purchase orders, subcontracts, rentals, or any other agreements existing for performance of the terminated Services, or assign those agreements, as directed by CCPS;
- 18.3.4** Comply with all other reasonable requests from CCPS regarding the terminated Services; and
- 18.3.5** Continue to perform in accordance with all of the terms and conditions of this Agreement any portion of the Services that are not terminated.

ARTICLE 19 **NOTICE**

- 19.1** Any notice or consent required to be given by or on behalf of any party hereto to any other party hereto shall be in writing and shall be sent by:
 - 19.1.1** Registered or Certified United States mail, return receipt requested, postage prepaid;
 - 19.1.2** Personal delivery to CCPS;
 - 19.1.3** Overnight courier service; and/or
 - 19.1.4** Delivered in person to the Contractor or his authorized representative on the work site.
 - 19.1.5** All notices sent to the addresses listed below shall be binding unless said address

is changed in writing no less than two (2) weeks before such notice is sent. Future changes in address shall be effective upon written notice being given by the Contractor to CCPS or by CCPS to the Contractor's authorized representative via certified first class U.S. mail, return receipt requested. Such notices will be addressed as follows:

If to CCPS, addressed to:

Clayton County Public Schools
Purchasing Department
218 Stockbridge Road
Jonesboro, GA 30236
Attn: Director of Purchasing

If to the Contractor, addressed to:

ARTICLE 20
FEDERAL WORK AUTHORIZATION

- 20.1** Pursuant to O.C.G.A. §13-10-91 and Georgia Department of Labor Rule 300-10-1-.02, CCPS cannot enter a contract for the physical performance of services unless the Contractor and its Sub-Contractors register and participate in the Federal Work Authorization Program to verify specific information on all new employees.
- 20.2** The Contractor certifies that it has complied and will continue to comply with O.C.G.A. §13-10-91 and Georgia Department of Labor Rule 300-10-1-.02.
- 20.3** The Contractor agrees to sign an affidavit evidencing its compliance with O.C.G.A. §13-10-91 and Georgia Department of Labor Rule 300-10-1-.02. The signed affidavit is attached to this Agreement as Attachment 1, Required Forms.
- 20.4** The Contractor agrees that in the event that it employs or contracts with any Subcontractor(s) in connection with this Agreement, the Contractor will secure from each Subcontractor an affidavit that indicates the employee-number category applicable to that Subcontractor and certifies the Subcontractor's current and continuing compliance with O.C.G.A. §13-10-91 and Georgia Department of Labor Rule 300-10-1-.02. Any signed Subcontractor affidavit(s) obtained in connection with this Agreement shall be attached hereto as Attachment 1, Required Forms.

ARTICLE 21
MISCELLANEOUS PROVISIONS

21.1 Entire Agreement. This Agreement constitutes the sever between the parties, and as of its effective date supersedes all prior or independent agreements between the parties covering the subject matter hereof for the services to be provided, and all representations, warranties, inducements, promises or agreements, oral or otherwise, between the parties not embodied in this Agreement shall be of no force or effect.

21.2 CCPS hereby engages the Contractor and the Contractor hereby agrees, to perform the services hereinafter set forth in accordance with this Agreement, consisting of the following documents:

21.2.1 This Agreement;

21.2.2 Attachment A-Request for Proposals (RFP) 190004, Hosted Voice and Fax Services;

21.2.3 Attachment B- Contractor's Proposal submitted in response to the above referenced RFP.

21.2.4 Attachment C – Cost Proposal

21.2.5 Any amendments as mutually agreed and signed by both parties;

21.2.6 Any subsequent Change Orders as mutually agreed to and approved by CCPS;

21.2.7 Provider's licenses and/or permits, if applicable; and

21.2.8 Provider's insurance certificates.

21.3 Change Documents. CCPS and the Contractor hereby agree that no modifications or amendments to this Agreement shall be binding upon the parties unless the same is in writing, conforms to CCPS's policies and procedures governing change orders, and is signed by CCPS and the Contractor's duly authorized representatives in the same manner as this Agreement is executed.

21.3.1 Contractor may not unilaterally amend or modify this agreement by including provisions in its invoices or other business forms which shall be deemed objected to by CCPS and have no force or effect.

21.3.2 CCPS may request unilateral changes by delivering written notice to Contractor of the requested change. Change Orders for the reduction of Services or suspension of Services shall be effective upon provision of written notice to Contractor.

21.3.3 A Proposed Change Document from the Contractor will become effective only when executed by CCPS.

21.4 Headings. The headings, sections and sub-sections used in this Agreement are intended for convenience and reference only and do not define or limit the scope or meaning of any provision of this Agreement.

21.5 References. Unless otherwise provided to the contrary:

21.5.1 All references to days, months, quarters or years will be deemed references to calendar days, months, quarters or years;

21.5.2 Any reference to a "Section," "Appendix" or "Exhibit" will be deemed to refer to a section or of the document containing the reference or an Exhibit to the document containing the reference; Any reference to a Section or subsection will be deemed to include all subsections and paragraphs of such Section or subsection;

21.5.3 Any reference to an Applicable Law will be deemed to include any amendment or modification to such Applicable Law and any rules or regulations promulgated thereunder or any Applicable Law enacted in substitution or replacement therefor.

21.5.4 Unless the context otherwise requires, as used in this Agreement, all terms used in the singular will be deemed to refer to the plural as well, and vice versa, and each gender will be deemed to refer to and include the other.

21.5.5 Whenever the words "include," "includes" or "including" are used in this Agreement, they will be deemed to be followed by the words "without limitation." Whenever the word "or" is used in this Agreement, it will be deemed not to be exclusive.

21.5.6 References to "\$" or "dollars" will be deemed a reference to United States dollars unless otherwise specified. Unless otherwise indicated, all accounting terms, ratios and measurements shall be interpreted or determined in accordance with United States GAAP as in effect on date hereof.

21.6 Force Majeure. Neither party shall be held to be in breach of this Agreement because of any failure to perform any of its obligations hereunder if said failure is due to any act of

God, fire, flood, accident, strike, riot, insurrection, war, or any other cause over which that party has no control. Such party shall give notice and full particulars of such Force Majeure in writing to the other party within a reasonable time after occurrence of the event and the obligation of the party giving such notice shall endeavor to remove or overcome such inability with all reasonable dispatch. Should any Force Majeure event continue for thirty (30) consecutive days or more, CCPS, at its option, may terminate this Agreement in whole or in part.

21.7 Waiver. The waiver of any breach, violation or default in or with respect to the performance or observance of the covenants and conditions contained herein shall not be taken to constitute a waiver of any subsequent breach, violation or default in or with respect to the same or any other covenant or condition hereof.

21.8 Assignment. Except as otherwise provided herein, this Agreement shall not be sold, assigned or transferred by the Contractor by process or operation of law or in any other manner whatsoever, including intra-corporate transfers or reorganizations between or among a subsidiary of the Contractor, or with a business entity which is merged or consolidated with the Contractor or which purchases a majority or controlling interest in the ownership or assets of the Contractor without the prior written consent of CCPS.

21.9 Severability. If a provision or term hereof shall be finally declared void or illegal by any court or administrative agency having jurisdiction, the entire Agreement shall not be void, but the remaining provisions shall continue in effect as nearly as possible in accordance with the original intent of the parties.

21.10 No Drafting Presumption. No presumption of any Applicable Law relating to the interpretation of contracts against the drafter shall apply to this Agreement.

21.11 Survival. Any provision of this Agreement which contemplates performance or observance subsequent to any termination or expiration of this Agreement or which must survive in order to give effect to its meaning shall survive the expiration or termination of this Agreement.

21.12 Publicity. Contractor shall not make any public announcement, communication to the media, take any photographs, or release any information concerning CCPS, the Services or this Agreement without the prior written consent of CCPS.

21.13 Commercial Activities. Neither Contractor nor Contractor Personnel shall establish any

commercial activity, issue concessions, or permits of any kind to third Parties for establishing any activities on CCPS property.

21.14 Further Assurances. Each Party shall provide such further documents or instruments required by the other Party as may be reasonably necessary to give effect to this Agreement.

--SIGNATURE PAGE FOLLOWS--

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed on the date written above.

CLAYTON COUNTY PUBLIC SCHOOLS

BY:

Dr. Morcease J. Beasley
Superintendent of Schools

BY: _____
Signature

Printed Name: _____

Title: _____

BY: _____ (Corporate Seal)
Signature (Corporate Secretary)

Signed, sealed and delivered
in the presence of:

_____, Notary Public

This _____ day of _____, 2018

EXHIBIT 1

RFP 190004 HOSTED VOICE AND FAX SERVICES

REQUIRED SERVICE FEATURES

Handsets:

Automatic call back

Call Forward Busy / No Answer / All Calls

Call Redirect

Call Hold / Release

Call Park / Pickup

Call Transfer

Call Recording

Calling Line ID Name and Number

Multiple Calls per Line Appearance

Caller ID Name and Number

Speaker Phone Capable

Auto / Speed Dial (directory and user entered)

Programmable Buttons w/ paperless labels

Intercom/Paging & Group Paging

Extension Dialing between Locations

Automatic Call Distribution (ACD)

Workgroups (Groups)

Custom Call Routing (CCR) Six digit dialing to all sites on the network

Conference calls (Include maximum number of participants)

Integrated messaging with email (Gmail)

Temporary call relocation to another extension

Music on Hold

Compatibility with Remote Handsets

Built in switch to provide connectivity to the computer

Power by POE

Shared Extension on Multiple Phones

Bridged Call Appearances

Support of American Disability Act (ADA) requirements

Voicemail:

Access to all voicemail features from locations inside and outside of the district

Voicemail options for users without an assigned phone

Password required for login

Voicemail message easily set by user from any location

Voice Mail forward as an audio attachment to Email and Selection of Message

Storage Location (on handset, email only, or both)

Voice Mail Light Indicator

Voice to text messaging

Automated attendant features

Management:

Remote management through a web interface with the ability to make internal changes such as renaming of extensions, voice mail configurations and changes to the auto attendant, reset password, etc.

Allow various levels of calling privileges such as long distance and international calling to be programmable by extension.

Multiple levels of administrators with each having different capabilities of system access and each with a unique password.

Administrator activity logging.

Ability to run detailed reports on system utilization by date, time, extensions, etc.

Emergency Services:

Call Notification to several users when 911 is dialed from anywhere in the district.

Pop up notification on desktop computers of assigned Administrator(s) when 911 call is placed.

Phone or text notification to select phone numbers whenever a 911 call is placed.

Allow all users to call 911 to reach emergency services.

Each and every site on the network will be able to place a 911 call

EXHIBIT 2

RFP 190004 HOSTED VOICE AND FAX SERVICES

CURRENT EQUIPMENT DESCRIPTION

Equipment Description Clayton County Public Schools

Cisco Part #	Description	Quantity	Use
ATA 186	Analog Telephone Adapter	24	Fax
ATA 187	Analog Telephone Adapter	68	Fax
ATA 190	Analog Telephone Adapter	48	Fax
			Not assigned to one user- Public area
7911	IP Telephone	122	
7936	IP Conference Room Phone	4	
7937	IP Conference Room Phone	36	
8831	IP Conference Room Phone	29	
7942	IP Telephone	53	
7960	IP Telephone	3	
7961	IP Telephone	36	
7962	IP Telephone	916	
7965	IP Telephone	2	
8811	IP Telephone	725	
8851	IP Telephone	9	
		approx.	
7914, 7915, 7916	Call Expansion Sidecar	100	