



BUSINESS PHONE SYSTEM

FORT MITCHELL
CITY BUILDING

5/21/20

Request For Proposals

Business Phone System

REQUEST FOR PROPOSALS

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INTRODUCTION

Project Overview

The City of Fort Mitchell is seeking proposals for the replacement of the City's current phone system. The winning vendor will provide phone and fax service, 24/7 hardware, network, and software support and monitoring (help-desk and on-site) as well as address phone system security and disaster recovery.

City Introduction

The City of Fort Mitchell provides local governmental services to approximately 8,200 residents and around 600 businesses in the Northern Kentucky suburbs of Cincinnati, Ohio. The city operates as a mayor/council form of government with the mayor serving as the chief executive of the city and the seven elected council members serving as the legislative branch. The city government consists of administrative, fire, police, public works, recreation, and parks departments. The departments are staffed by 40 full-time employees, 27 part-time employees, and numerous volunteers.

SCOPE

Existing Environment

External Connection

The city is currently using PRI trunking, which can be switched to SIP trunking. This service is currently provided by Cincinnati Bell. The cost or savings of switching from PRI to SIP will be factored in, if applicable. The city is equipped with Cincinnati Bell Fiopics fiber Internet connection (300 MBPS). If the vendor requires the city to be compliant with a certain network requirement, that should be noted in the proposal.

Internal Connection

The city uses gigabit ethernet and PoE (Power Over Ethernet) switches. The city is equipped with RJ45 ports for IP phones to connect at many locations, but some locations may need upgrading. When needed, the IP phones can also be plugged in-line with desktop computers in lieu of installing new lines. Should the vendor require the city to be compliant with any additional requirement(s), please specify.

Phone System Needs

The city currently has a hybrid on premise telephone system that we intend to replace in early Fiscal Year 2021 (July 2020- June 2021)

The City of Fort Mitchell's current phone service includes the following:

- Service
 - 1 PRI Facility
 - 23 DID channels
 - 3 Main Phone Numbers
 - 2 Fax numbers
 - 43 direct dial numbers (some are currently fax to email)
- Equipment
 - 11 IP Phones (Toshiba IP 5132SD and IP 5622SD)
 - 36 Toshiba DKT2020SD phones
 - 3 Fax Machines

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- 1 alarm panel
- 1 elevator emergency phone
- 1 lobby phone with direct dial to dispatch
- Features
 - Voicemail to .wav email attachment (some extensions)
 - Fax to email (some extensions)

The city anticipates that a replacement system will leave equipment and wiring on-site that needs to be removed. Vendors will have the opportunity to see the scope of removal at a pre-bid site visit. The city does not expect abandoned wiring to be pulled from walls, but does expect legacy equipment and wiring removed at least to the wall/ceiling.

Service Requirements/Specifications

The vendor awarded this contract will work with city employees to provide a seamless phone experience across all city departments. Services provided by the vendor should, at a minimum, include the items listed in the attached Implementation Requirements Worksheet, System Requirements Worksheet, and Phone Requirements Worksheet.

Site Visit

In order to be eligible for submission of a quote, the vendor must attend one of two scheduled site visits listed below. Vendors should send no more than two employees to the site visit. Limited people will be allowed inside the building at a time and all visitors must wear a mask. Any submissions submitted by a company that has not completed a site visit will be returned unopened.

May 28, 2020 10:00 a.m.

May 29, 2020 1:00 p.m.

PROPOSAL FORMAT

Overview of Requirements

All proposals submitted should be organized in the following format:

- Executive Summary
- Company Overview
- Required Worksheets
- References
- Staffing
- Customer Service
- Kentucky Bidder/Non-Resident Affidavit

Executive Summary

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement and should identify the main features and benefits of the proposed work.

Company Overview

- Official registered name (Corporate, D.B.A., Partnership, etc.), address, and main telephone number.
- Key contact name, title, address (if different from above address) and direct telephone number.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering hosted or on-premises phone services and/or support.
- Disclosure of any actual or potential conflicts of interest and any pending lawsuits.

Implementation Requirements Worksheet

See Attached

System Requirements Worksheet

See Attached

Phone Requirements Worksheet

See Attached

Pricing Worksheet

See Attached

References

Vendors must include references from three businesses or governments comparable to the City of Fort Mitchell in size and requirements that are currently being serviced or have been serviced by the proposing vendor with a substantially similar scope of work. All references should include: a contact person, dates of work, mailing address and telephone numbers.

Staffing

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members.

As a governmental agency dealing with various Public Safety and Public Health information systems, we may require background checks on any individuals who will routinely work on these systems. We will collect information on whoever is assigned to our site, including all necessary information which may include fingerprinting. This information will be forwarded to the Commonwealth of Kentucky for all clearances required. Vendor will not incur any costs other than their own staff time for this vetting process.

Please describe bonding process and coverage levels of employees.

Customer Service Information

- Description of Help Desk Procedures
- Description of Service Response Procedures
- Description or list of service locations that will provide service and support for the system and the number of technicians available for that support.
- Training
- Regular reporting on system health
- Response to major system problems or outages
- Disaster recovery

Kentucky preference affidavit or Certification as to Non-Resident Status

(See Attached)

PROPOSAL SUBMISSION

Proposal Contact

Name	Andrew Schierberg
Phone	859-331-2823
Email	proposals@fortmitchell.com
Address	2355 Dixie Highway Fort Mitchell, KY 41017

Submission Addressing

Please submit your complete proposal, including all attachments, to:

City of Fort Mitchell
 Attn: City Clerk
 2355 Dixie Highway
 Fort Mitchell, KY 41017

The outside of the envelope must be clearly marked: “**Phone System Proposal**”.

Alternately, proposals may be submitted by email to Amy Guenther, City Clerk at proposals@fortmitchell.com. The subject of all proposals submitted via e-mail should read, “Phone System Proposal”.

Timeline and Due Date

EVENT	DATE
RFP Distribution	May 22, 2020
Proposal Due Date	June 12, 2020 11:00 a.m. Eastern Time
Proposal Opening	June 12, 2020 11:00 a.m. Eastern Time
Possible Vendor Interviews	June 15 – June 26, 2020
Anticipated Vendor Selection	June 22 – July 3, 2020
Anticipated date of commencement of work	August 1, 2020

Original Signature

Each proposal must be signed by the proposing vendor with his usual signature. Proposals by a Partnership must be signed with the partnership name by one of the members of the partnership, or by an authorized representative, followed by the signature and title of the person signing. Proposals by Corporations must be signed with the name of the corporation, followed by the signature and designation of the president, secretary, or person authorized to legally bind the corporation.

Presentation/Interview

The City of Fort Mitchell may ask a Proposer to come in for a presentation or interview. If an interview is requested, the proposed key project staff, as identified in the Proposal, must be in attendance.

Other Submission Requirements

1. Proposals must be received prior to the specified time of closing as designated in the invitation. Proposals received late will be returned unopened to the proposing vendor.
2. Proposals containing erasures or corrections thereon will be rejected unless said erasures or corrections are noted over the initials or signature of the proposing vendor.
3. References in the Technical Specifications describing the material, supplies, or services required of a particular trade name, catalog or model number are made for descriptive purposes to guide the proposing vendor in interpreting the type of material or supplies or nature of the work described. They should not be construed as excluding offers on other type of materials and supplies or of performing the work in a manner other than specified. However, the proposing vendor's attention is called to Paragraph 6 of the General Conditions which must be strictly adhered to.
4. The City's sales tax exemption status may not be used by the proposing vendor to acquire materials or supplies on a sales tax exempt basis. Any sales taxes or other taxes incurred by the proposing vendor remain the responsibility of the proposing vendor. It is assumed that all such costs incurred by any proposing vendor are included in his proposal price.

Insurance Requirements

Prior to commencement of services, a vendor will be required to provide the city with a certificate of insurance evidencing the following insurance coverage:

- Commercial General Liability insurance on ISO form CG00011001 (or a substitute providing equivalent coverage). The limit shall not be less than \$1,000,000 per occurrence. The City of Ft. Mitchell must be named as an Additional Insured; the certificate shall specify that the coverage afforded is Primary and Non-contributory with respect to any other coverage available to the City of Ft. Mitchell. If you are providing construction services, you must use additional insured endorsements CG20100704 AND CG20370704.
- Comprehensive owned and non-owned automobile liability insurance with a minimum combined single limit of \$1,000,000.
- Workers Compensation Coverage specific to the State of Kentucky.
- Professional Liability / Errors or Omissions coverage in the amount of \$1,000,000 per occurrence if your services are professional in nature (legal, architectural, etc.).

Any and all liability coverage shall name the City of Ft. Mitchell as Additional Insured on a primary and non-contributory basis. A satisfactory certificate of insurance evidencing the coverage outlined above shall be provided before any services are rendered.

General Conditions

1. The City of Fort Mitchell reserves the right to reject any and all proposals, and unless otherwise specified by the proposing vendor, to accept any item or group of items in the proposal. In case of error in extending the total amount of the proposal, the unit price will govern.
2. The City of Fort Mitchell's payment terms are net 30.

3. In case of default by the proposing vendor or contractor, the City of Fort Mitchell may procure the articles or services from other sources and hold the proposing vendor or contractor responsible for any excess cost occasioned thereby.
4. Whenever a reference is made in the specifications or in describing the materials, supplies or services required, or a particular trade name, manufacturer's catalog, or model number, the proposing vendor, if awarded a contract, will be required to furnish the particular item referred to in strict accordance with the specifications or description unless a departure or substitution is clearly noted and described in the proposal by the proposing vendor.
5. The proposing vendor, if awarded an order or contract, agrees to protect, defend, and save harmless the City against any demand for the use of any patented materials, process, article, or device, that may enter into the manufacture, construction, or form a part of the work covered by either order or contract and he further agrees to indemnify and save harmless the City from suits or actions of every nature and description brought against it, for or on account of any injuries or damages received or sustained by any party or parties, by or from any of the acts of the contractor, his servants, or agents.
6. Samples, when requested, must be furnished free of expense prior to the opening of proposals and if not destroyed will, upon request, be returned at the proposing vendor's expense.
7. Terms and conditions, unless stated otherwise herein, are to be effective for one year from the date of proposal acceptance.
8. All proposals shall remain valid for a period of ninety (90) days after proposal opening unless a longer period is otherwise stated herein.
9. Proposing vendor is required to obtain a City of Fort Mitchell Occupational License within ten days of contract award.
10. All federal, state, and local law requirements must be followed.
11. Prior to a contract being awarded to the lowest and best responsible and responsive proposing vendor whose proposal meets specifications, a resident proposing vendor of the Commonwealth shall be given a preference against a nonresident proposing vendor registered in any state that gives or requires a preference to proposing vendors from that state. The preference shall be equal to the preference given or required by the state of the nonresident proposing vendor.
12. The objective measurable criteria for this evaluation are enclosed.
13. "Responsible proposing vendor" means a person who has the capability in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.
14. Special Conditions, if any, are enclosed. A conflict between Special Conditions and General Conditions shall be construed in favor of the Special Conditions.
15. The Description of Requirements and Specifications (technical specifications) for the procurement are enclosed herewith.

SELECTION

Criteria

Any award to be made pursuant to this RFP will be based upon the proposal, with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP, ability of the vendor to meet the needs of the City of Fort Mitchell in combination with the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills the City of Fort Mitchell's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated services in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

The City of Fort Mitchell may, at our discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

Implementation Requirements Worksheet

Requirement	Yes/No	Notes
<p>Required Phone System and Phone Features</p> <p><i>Existing Phone Numbers</i></p> <p><i>The solution must keep the city's existing phone numbers as specified below:</i></p> <ul style="list-style-type: none"> • <i>The city currently uses 859-331-1212 as its main phone number.</i> • <i>The police department main number is 859-331-2823</i> • <i>The fire department main number is 859-331-1267</i> • <i>The city currently uses a block of sixty (43) DID phone numbers from 859-426-6700 to 859-426-6750 (some numbers within that block don't appear assigned)</i> • <i>2 fax numbers (the city would like to add a third)</i> • <i>Elevator</i> • <i>Lobby phone, automatically dials Kenton county Dispatch</i> 		
<p>Implementation</p> <p><i>Vendors are required to plan the implementation in such a manner as to provide minimal downtime during the City's general business hours (Monday – Friday: 8:00 am – 4:30 pm)</i></p> <p><i>Vendors are required to provide a summary of their implementation plan, with a timeline included from equipment ordering to system design/configuration to final cutover.</i></p>		

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<p>Maintenance Services and Technical Support</p> <p><i>Vendors are required to offer maintenance services and technical support for a minimum of five (5) years. Vendors are required to provide remote and on-site assistance when needed. During an emergency, remote and on-site assistance need to be available from vendors after regular business hours. Please list response time about technical support.</i></p>		
<p>Training</p> <p><i>Vendor proposals must include training for city staff including 1 training session for staff who will have administrative rights to make changes to the system and, due to the schedules and 24/7 operation of the city, 3 end-user training sessions to accommodate the schedules of city employees and at least 1 training for “power users”</i></p>		

System Requirements Worksheet

Feature/Spec	Yes/No	Notes
<p>Capacity of Simultaneous Phone Conversations</p> <p><i>The solution must allow a minimum of 12 simultaneous phone conversations with capability to burst to a higher number.</i></p>		
<p>Voice Quality</p> <p><i>The solution must provide high quality voice with minimal latency.</i></p>		
<p>Voice Menu</p> <p><i>The solution must allow city staff to design a simple and easy-to-use voice menu.</i></p>		

<p>Automated Attendant</p> <p><i>During business hours, calls to the main phone number will be answered by a person. Calls to the police department will be answered by an automated attendant and must allow a caller to press “0” for the operator. Calls to the remaining phone numbers will be answered by city staff. When a call is not answered, the caller will be given the option to leave a voicemail if applicable.</i></p> <p><i>After hours, calls to all listed phone numbers will be answered by an automated attendant. A caller will be given the option to leave a voice message if applicable. The police department would prefer a system that allows calls to the police department number to be routed to mobile app-based “soft” phones of on-duty officers.</i></p> <p><i>The automated attendant must provide callers with a directory by various city functions and by staff members’ names.</i></p> <p><i>The automated attendant must allow city staff to pre-record multiple messages for different calendar dates, days of the week, and time of day announcements to support the city’s business and holiday schedule – with no requirement to “record over” standard greetings. The system must allow city staff to remotely change and/or re-record these business and holiday greetings/messages.</i></p>		
<p>Call Pickup</p> <p><i>The solution must allow a user to pick up an external call, internal call, or a call on-hold. The solution must allow a user to pick up a call on-hold from any internal extension.</i></p>		

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<p>Group Pickup</p> <p><i>The solution must allow three Front Desk phones to be grouped together. When the main city number or police department number is called, 3 physical phones will ring.</i></p>		
<p>Programming More Than One Extensions onto the Same Physical Phone</p> <p><i>The solution must allow for more than one extension to ring to one phone.</i></p>		
<p>Call Transfer</p> <p><i>The solution must allow a call to be transferred to another internal extension with supervised and blind transfer capability</i></p>		
<p>Call Forward</p> <p><i>The solution must allow a call to be auto-routed to another internal extension.</i></p>		
<p>Call On Hold</p> <p><i>The solution must allow a call to be put on hold, and then be answered from the same or different internal extension.</i></p>		
<p>Capability of Handling Two Lines on Any Individual Phone</p> <p><i>The solution must allow any individual phone to handle two lines simultaneously. For example, while city staff puts a call on hold on Line 1, he can use Line 2 to place another call to get more information for the caller waiting on Line 1.</i></p>		

<p>Voicemail</p> <p><i>The solution must support a minimum of 50 voicemail subscribers. The voicemail system should be able to provide unified messaging and integrate with Outlook and Office. The service should be able to automate open and closed greetings as well as holiday and other business greetings.</i></p> <p><i>The solution must have a light indicator on the phone to notify a user of a new message in the user's voice mailbox. Each individual voice mailbox must passcode-protected. The solution should also allow an end user to remotely check his voice mailbox via access code. Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments if needed.</i></p>		
<p>DID (Direct Inward Dialing)</p> <p><i>The solution must allow external callers to dial directly to individual phone numbers without intervention by a live operator or automated attendant.</i></p>		
<p>Internal Dialing</p> <p><i>The solution must allow city staff to dial a three-digit extension on an internal phone to reach another internal line.</i></p>		

<p>911 and E911 Compliance</p> <p><i>The solution must support placing calls to 911 from any phone within the city building. The service must be E911 compliant. Dialing 911 from any city phone should allow a 911 dispatcher to identify the location (floor/room/area) where the call originated.</i></p> <p><i>The service should notify designated city staff (via email and/or phone) of the phone extension and location from which the 911 call originated.</i></p>		
<p>Paging</p> <p><i>The solution must allow paging announcements to be broadcast simultaneously via idle desk phones.</i></p>		
<p>Conference Call</p> <p><i>The solution should allow a phone user (conference leader) to establish a Telephone Conference among three or more parties, with the conference leader included.</i></p>		
<p>Unified Messaging</p> <p><i>The solution must allow a voicemail message to be automatically converted into an audio file and sent to a user's email account.</i></p>		
<p>Bi-directional Synchronization of Unified Messaging (Preferred)</p> <p><i>It is preferred that the solution provides bi-directional synchronization of deletion and read / heard messages. A user only needs to listen/read/delete a message once, either from a phone or from an email account, with unified messaging turned on.</i></p>		

<p>Web-based Administration and Programming Capability</p> <p><i>The solution must allow multiple, designated city staff to use a web interface for phone programming, management of account creation, deletion, and changes in settings. The solution must allow multiple, designated city staff to record and manage the voice menu, business, and holiday greetings.</i></p> <p><i>The solution must provide manuals and documentations for multiple, designated city staff to be trained.</i></p>		
<p>Statistics Reporting</p> <p><i>The solution must allow multiple, designated city staff to view basic historic call reporting for phone extensions, hunt groups, mailboxes, etc.</i></p>		
<p>Built-in Redundancy for Minimal Downtime</p> <p><i>The solution has built-in redundancy for reducing system downtime to the minimum.</i></p>		
<p>Rerouting Callers to a Pre-recorded Message Offsite</p> <p><i>It is preferred that callers be automatically rerouted to a pre-recorded message offsite during any phone system downtime.</i></p>		
<p>Analog Device Support</p> <p><i>If the system has built-in analog ports, please specify. We will have two (2) analog fax machines integrated into the system and want to add a third.</i></p>		

Phone Requirements

Requirement	Yes/No	Notes
<p>Phone Needs</p> <p>While the city currently has approximately 47 desk phones, at least 5 of these phones could be replaced with mobile application-based phones depending on the proposed solution. Proposals should indicate a per-phone price for comparison.</p> <p>Any proposed on-premises phone system should have capacity to scale to at least 110% of our current system capacity.</p>		
<p>Phone Display</p> <p>The phone must display date, time, extension name, and extension number in idle state. The phones must provide visual display of most incoming call numbers/extensions, and activated features such as DND (Do Not Disturb), Call Forward.</p>		
<p>Programmable Phone Buttons</p> <p>All phones must have 8 -10 programmable buttons with designated features or a screen capable of the same.</p> <p>Three phones must be equipped with 40 programmable buttons or a screen equivalent.</p>		
<p>Standard Phone Buttons</p> <p>Transfer/Conference, Hold, Speaker, Direct to Voicemail and Redial functions should have their own designated buttons on all phones or be accessible via a touch-screen interface</p>		

<p>Volume Control</p> <p>The solution must allow city staff to adjust the volume level on individual phones.</p>		
<p>Speakerphone</p> <p>The solution must provide the speakerphone feature on all phones. The city would like pricing for two conference room phones.</p>		
<p>DND (Do Not Disturb)</p> <p>The solution must allow city staff to turn on/off the DND feature for any individual phone, as needed.</p>		
<p>Caller ID</p> <p>The solution must allow users to view the phone number and its associated staff name for all internal calls. The solution should also allow users to view the phone number of the caller regarding most inbound calls.</p>		
<p>Distinctive Ringtone (Preferred)</p> <p>The solution would preferably allow city staff to distinguish calls to the three primary (main, police and fire) inbound lines with different ringtones.</p>		
<p>Cordless Handset (Preferred)</p> <p>It is preferred that some phones come with integrated cordless handsets. Please specify the signal range, length of talk time, length of standby time, and battery recharge time, for cordless handsets.</p>		
<p>Headset</p> <p>The City would like a system that supports headsets. Vendors should include individual pricing for headsets. The City anticipates purchasing two to three headsets.</p>		

Pricing Worksheet

Total Monthly Reoccurring Costs	
Total One-Time Upfront Costs	
Standard Desk Phone (per phone cost)	
Reception-type Desk Phone (per phone cost)	
Headset (per headset cost)	
Per-soft phone cost (if in addition to other costs listed above)	
Long Distance Per-Minute Cost	
If local calls are not unlimited, specify minutes included and cost per minute beyond bucket	
Does your bid include the monthly SIP costs?	
Does your bid include the monthly/annual costs of all current phone numbers?	

CITY OF FORT MITCHELL, KENTUCKY

REQUIRED AFFIDAVIT FOR BIDDERS CLAIMING KENTUCKY RESIDENT BIDDER

STATUS

The bidder or offeror hereby swears and affirms under penalty of perjury that, in accordance with KRS 45A.494(2), the entity bidding is an individual, partnership, association, corporation, or other business entity that, on the date the contract is first advertised or announced as available for bidding:

1. Is authorized to transact business in the Commonwealth;
2. Has for one year prior to and through the date of advertisement
 - a. Filed Kentucky corporate income taxes;
 - b. Made payments to the Kentucky unemployment insurance fund established in KRS 341.49; and
 - c. Maintained a Kentucky Workers' Compensation policy in effect.

The City of Fort Mitchell reserves the right to request documentation supporting a bidder's claim of resident bidder status. Failure to provide such documentation upon request shall result in disqualification of the bidder or contract termination.

Signature	Printed Name
Title	Date
Company Name	
Address	

Subscribed and sworn to before me by:

(Affiant)	(Title)
-----------	---------

of _____ This ___ day of _____, 20____.
(Company Name)

Notary Public	My commission expires: _____
[seal of notary]	

CERTIFICATION AS TO NON- RESIDENT STATUS

1. If you are ineligible to submit a Certification as to Kentucky Resident Status, you must complete this Certification as to Non-Resident Status.

2. Identify below each state in which you qualify as a resident for purposes of receiving a preference in that state:

a) _____

b) _____

c) _____

3. For each state in which you qualify as a resident for purposes of receiving a preference under Section 2, above, for each such state list below the preference given or required by that state.

a) _____

b) _____

c) _____

By certifying and signing below, I certify that each of the foregoing is true and correct for the Bidder/Proposer submitting this Bid or Proposal.

BIDDER/PROPOSER:

By: _____

Signature of authorized officer/agent

Its: _____

Title of authorized officer/agent

STATE OF _____

COUNTY OF _____

The foregoing certification was sworn to and acknowledged before me this _____ day of _____, 20__ by _____(name), the _____(title), for and on behalf of the bidder proposer.

Notary Public

My Commission Expires: _____

My Jurisdiction Is: _____