



STAFF MEMO:
FINANCIAL

TO: Honorable Mayor and City Council Members
FROM: Ashley Smith, IT Director
DATE: Submitted on August 11, 2023 for the August 21, 2023 Regular City Council Meeting

DocuSigned by:
Ashley Smith
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AGENDA ITEM: Approval of an Order Form Agreement with Addendum No. 1 between Fulton Communications, Inc. dba Vertical Communications, Inc. and the City of Milton for implementation of a hosted VOIP Phone Services.

PROJECT DESCRIPTION

This is a contract for implementation of the hosted GoTo Connect Voice Over IP Phone Services for the City. IT conducted a competitive bid process for a hosted VOIP solution and services and selected GoTo Communications and Vertical Communications as the vendor(s) of choice. Vertical Communications is the integrator for the project providing installation services and on-going support. The project will encompass the full deployment of the GoTo VOIP platform, hardware configuration (handsets and conference phones), Microsoft Teams integration setup, and end user/administrator training. This system will be replacing the current on-premises Shortel system that is end-of-life by the vendor. This is a one-time cost totaling \$0.

PROCUREMENT SUMMARY

Purchasing method used: RFP
Account Number: 100-1535-523850106
One-Time Total: \$0

REVIEW & APPROVALS

Financial Review: Karen Ellis, Finance Director – August 14, 2023
Legal Review: Jennifer McCall, Jarrard & Davis, LLP – July 26, 2023
Concurrent Review: Steven Krokoff, City Manager
Attachments: Order Form Agreement with Addendum No. 1

DocuSigned by:
Karen Ellis
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DocuSigned by:
Steven Krokoff
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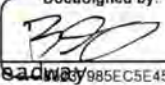
SERVICE • TEAMWORK • OWNERSHIP • LEADERSHIP • RURAL HERITAGE

2006 Heritage Walk, Milton, GA 30004 | 678.242.2500 | facebook.com/thecityofmiltonga | info@miltonga.gov | www.miltonga.gov





TERMS AND CONDITIONS

Vertical Communications, Inc. ("The Company")	City of Milton ("Customer")
Principal Place of Business (Address): 1000 Holcomb Woods Parkway, Building 300 Suite 300 Roswell, GA 30076	Principal Place of Business (Address): 2006 Heritage Walk, Milton, GA 30004
Signature: 	Signature:
Name: Ben Treachway	Name:
Title: President	Title:
Date: 8/10/2023	Date:

1. **Term.** This Agreement is effective as of the date it is signed by both The Company and Customer and will continue perpetually unless terminated by either party. If the parties agree to termination of this Agreement, the terms of the Agreement shall end.
2. **Substitutions and Subcontracting.** The Company may substitute the System or any component thereof with comparable new equipment of equivalent functionality without notice to Customer. The Company may subcontract its obligations under this Agreement, but will remain responsible for such obligations.
3. **Software License.** All Software delivered under this Agreement shall be provided as object code and licensed to Customer pursuant to the end user license agreement accompanying the Software ("EULA"). Title to the Software shall remain at all times with The Company or its suppliers. Customer is granted no other rights to the Software except what is expressly stated in the EULA and The Company reserves all other rights. If at any time The Company determines that the Customer is using unlicensed features, The Company may in its sole discretion either allow the Customer to pay for continued use of those features or disable or remove the same in addition to any other remedies available under this Agreement or at law. Customer's obligations under the EULA shall survive the termination of the Agreement.
4. **Hardware.** Title and risk of loss to Hardware detailed in the schedule of equipment shall pass to Customer FOB shipping point. However, in the event Customer has elected to finance such purchase, title shall pass to such third party financier, unless the parties agree otherwise.
5. **Security Interest.** Until The Company has received full Payment, Customer hereby grants to The Company a security interest in the System and, if necessary, authorizes The Company or shall assist The Company to file any forms necessary in order to perfect a security interest in the System.
6. **Confidentiality.** Customer shall maintain in confidence and prevent the unauthorized use, disclosure, copying or publication of the Hardware and Software, which shall include any associated intellectual property rights, and any other information which is designated by The Company as confidential or would be understood by Customer using reasonable business judgment to be confidential.
7. **Additions.** In the event it should at any time become necessary, or should The Customer at any time require that changes be made to The Customer's system as presently constituted, by the addition of other units and/or by the modification of the system, The Customer agrees that any additions to, and/or modifications of, the system will become part of this Service Agreement just as though said additions and/or modifications were originally included hereunder and The Customer agrees to pay an increased monthly service rate for the addition and/or modifications at The Company, then current charges for such additions and/or modifications.
8. **Indemnification**
 - a) **Mutual Indemnity.** Each party (the "indemnifying party") shall indemnify and hold harmless the other party (the "indemnified party"), its employees, directors, officers partners, shareholders, and agents (collectively, the "Related Parties"), from and against any and all third party demands, losses, liabilities, damages, expenses and claims, including attorneys' fees (collectively, "Losses"). Relating to bodily injury or death of any person or damage to real and/or tangible personal property directly caused by the negligence or willful misconduct of the indemnifying party (or its Related Parties) in connection with the performance of this agreement.
 - b) **Breach Indemnity.** Client shall indemnify and hold harmless The Company and its Related Parties from and against any and all Losses and Third Party Claims resulting from or relating to any material breach of this agreement, or any unauthorized use or misuse of any of The Company's Services or work product, by Client and/or its Representatives and/or its Related Parties.
 - c) **Notice and Cooperation.** As a condition to any of the foregoing indemnities, the indemnified party must promptly notify the indemnifying party in writing of a claim or suit, provide reasonable cooperation at the indemnifying party's expense and provide full authority for such indemnifying party to defend or settle the claim or suit. The indemnifying party shall have no obligation to indemnify the indemnified party under any settlement made without the indemnifying parties written consent.
9. **Limitation of Liability.** Except for the provisions related to Confidentiality, Software license and Customer's obligation for indemnity for intellectual property infringement: (i) in no event shall either party be liable to the other for consequential, indirect, special or general damages arising from any claim or action based on contract, tort or other legal theory; and (ii) direct damages shall not exceed the amount payable to The Company under this Agreement. The Company shall not be liable for loss of data, the inability to use data, damage or expense arising from the use or inability to use the System, either separately or in combination with any other system, whether or not The Company has received notice of the possibility of such damages.
10. **Delivery, Cutover and Acceptance**
 - a) **Delivery.** Upon execution of this Agreement and any applicable Supplement, or a mutually agreed upon date by the parties, The Company will deliver and install the System on the date indicated in the Supplement.
 - b) **Cutover.** Cutover occurs when The Company determines that the System is performing substantially in compliance with the manufacturer specifications. Omissions or variances that do not, in The Company's sole determination, materially affect the operation of the System shall not delay Cutover.
 - c) **Acceptance.** Unless Customer provides The Company, within ten (10) business days following Cutover ("Acceptance Period"), with written notice detailing any material nonconformity of the System with the manufacturer specifications ("Notice of Non-conformity"), acceptance of the System by Customer shall be deemed to have occurred.
Where The Company confirms that a non-conformity, detailed in a Notice of Non-conformity, is verifiable and material, the Acceptance period will be suspended until The Company corrects the problem. Upon correction, the ten (10) business day Acceptance Period will begin anew.
Where The Company is unable to confirm that a non-conformity, detailed in a Notice of Non-conformity, is verifiable and material, then the Acceptance Period will run from Cutover.
Customer agrees that failure to provide a Notice of Non-conformity within the Acceptance Period shall constitute unconditional acceptance by Customer of the System and any related services detailed in a Supplement.
11. **Warranty**
 - a) **Services Warranty** - All work provided hereunder will be performed in a good and workman-like manner consistent with standard communications industry practice.
 - b) **System Warranty** - During the warranty period, Customer shall receive the following inclusions:
 - i. **Software Warranty** - During the term of the manufacturer's warranty period, the Software media will be free from defects in material and workmanship under normal use and the Software will perform substantially in compliance with the manufacturer's specifications. To the extent that any deficiency in the material or workmanship prevents the Software from operating substantially in accordance with the manufacturer's specifications, The Company will use commercially reasonable efforts to correct the problem within a reasonable period of time. If the problem cannot be corrected, The Company will in its sole discretion either replace the Software or install a new release when made generally available or return the System to a prior release. Updates intended to fix problems or bugs as well as upgrades to Software will be made available to Customer at no cost during the warranty period.
 - ii. **Hardware Warranty** - During the term of the manufacturer's warranty period (twelve (12) months from Acceptance) ("Hardware Warranty Period"), all Hardware components will be free from defects in material and workmanship under normal use and will perform in substantial compliance with the manufacturer's specifications. The exclusive remedy and recourse for Customer under this Hardware warranty is for The Company, at its election, to repair, replace or modify the defective parts. The Company may utilize remanufactured, certified parts that meet the specifications. Such replacement parts will be covered for the remainder of the existing Hardware warranty. Any part removed shall become the property of The Company.
 - c) **Exceptions to the Warranty.** Incremental support may be purchased through a support plan ("Support Plan"). The software and hardware warranties detailed under (i) and (ii) above shall become void if one of the following occurs: (i) the System is not used properly in accordance with the manufacturer's specifications and operating instructions or otherwise is abused, damaged, or negligently



serviced or maintained by anyone other than The Company or an authorized The Company dealer; (ii) work is performed on the System by anyone not authorized by The Company; (iii) the System is installed or used in combination or in assembly with products that are either not approved by The Company or not compatible with the System; and should such an event happen, Customer shall be entitled to cure the breach by removal of such products within a reasonable period. The Software and Hardware Warranties exclude Customer-supplied parts and expendable or personal-use items such as batteries, headsets, paper, printer ribbons, cabling or non-manufacturer telephone sets.

The foregoing are predicated on The Company receiving timely written notice of any nonconformity with as much specificity as is known and as soon as Customer becomes aware of such nonconformity, but in any event prior to the expiration of the relevant warranty period.

The Company shall have the right to inspect and test the System to determine, in its reasonable discretion, whether the nonconformity is covered under the applicable warranty.

THE WARRANTIES SET FORTH IN THIS SECTION ARE IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, FROM THE COMPANY OR ITS SUPPLIERS. THERE ARE NO OTHER REPRESENTATIONS THAT EXTEND BEYOND THE FACE OF THESE WARRANTIES. ALL OTHER WARRANTIES OR CONDITIONS WHATSOEVER, INCLUDING THE WARRANTY OF MERCHANTABILITY & THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED & DISCLAIMED. THE COMPANY DOES NOT WARRANT THAT THE OPERATION OF THE SYSTEM WILL BE UNINTERRUPTED OR ERROR FREE.

- d) **Disclaimers** – The Company disclaims any express or implied warranty or condition that the System or any services provided by The Company prevent toll fraud, unauthorized access, loss or theft of electronic data, or invasion of privacy (collectively, "fraudulent activity"). The Company shall have no liability to Customer in the event of such fraudulent activity. Customer is advised that the operation of e-911 requires accurate information contained in Customer's database, which Customer is solely responsible for creating and managing.

12. General

- a) **Claims.** Any claim or suit arising from this Agreement must be brought within eighteen (18) months from the date that the cause of action accrued. The prevailing party in any legal action shall be entitled to recover reasonable attorney's fees and costs in the amount allowed by court.
- b) **Assignment.** Customer shall not assign its rights or delegate its obligations under this Agreement in whole or in part without The Company's prior written consent, which will not be unreasonably withheld.
- c) **Force Majeure.** Neither party shall be held liable for a breach of its obligations under this Agreement resulting from (i) force majeure events, such as debilitating forces of nature, acts of God, acts of governments, acts or omissions of third parties, or (ii) conditions beyond the reasonable control of the party that failed to perform. A party that fails to perform for reasons of force majeure or for reasons beyond the reasonable control of the party that failed to perform shall deliver the performance as soon as commercially practicable.
- d) **Severability.** In the event a provision contained herein is for any reason held to be unenforceable, such unenforceability shall not affect the validity of any other provision of this Agreement, and this Agreement shall then be construed as if such unenforceable provision had never been contained herein. The parties agree to work in good faith to substitute the invalid provision with one that best achieves the original intent of the parties.
- e) **Applicable Law.** This Agreement shall be interpreted under the laws of the State of Georgia. Venue shall be in the State of Georgia.
- f) **Entire Agreement.** This Agreement, together with any Supplements, expresses the entire agreement of the parties and supersedes any prior agreement or negotiation between the parties. There is no other understanding, agreement or representation, including any requests for proposal of Customer and responses of The Company, or P.O.s issued in support of this Agreement that in any way limits, extends, defines or relates to this Agreement. Any terms or conditions of a P.O. or other document that purports to add, delete or otherwise amend this Agreement shall be null and void. In the event of any conflict between the terms of this Agreement or any SOW, Schedule 1 or P.O., precedence will follow in that order.
- g) **Notices.** All notices and communications between Customer and The Company pertaining to this Agreement shall be addressed to Customer and The Company at the addresses set out at the beginning of this Agreement.
- h) **Counterparts.** This Agreement may be executed in counterparts with the same effect as if both parties signed the same document. The counterparts shall be construed together and shall constitute one and the same original Agreement. A signature on this Agreement by one party communicated to the other by electronic transmission, such as PDF, e-mail or facsimile, will constitute execution of this Agreement.



ORDER FORM

1000 Holcomb Woods Plwy, Suite 415
Roswell, GA 30076

ADDS: Add on Order#:

Whse	Quantity	Part Number	Description	Unit Price	Ext Price	Customer Initials
	55	OnSite	OnSite Labor for deployment of GoTo Conne	\$25.00	\$1,375.00	
	55	Disc.		-\$25.00	-\$1,375.00	
					\$0.00	
					\$0.00	

TOTAL: \$0.00

RETURNS: Original order closed? No

Whse	Quantity	Part Number	Description	Unit Price	Ext Price	Customer Initials
					\$0.00	
					\$0.00	
					\$0.00	

TOTAL: \$0.00

Original Order #: _____
 Customer Name: City of Milton
 Job Number: _____
 Ship Via: UPS
 If Drop Ship, list Customer Address: 2006 Heritage Walk
Milton, GA 30004

Date: 7/12/2023
 Customer#: _____
 Cust P.O.#: _____

Description of Change
Onsite deployment of endpoints and support for GoTo Connect implementation.

Customer Approval: _____

Date: _____

Sales Representative: K. Keith Drew

Sales Rep/Tech#: _____

For Office Use Only:
Date Keyed: _____ Keyed By: _____

CITY OF MILTON REQUEST FOR PROPOSALS
(THIS IS NOT AN ORDER)

RFP Number: 23-IT01	RFP Title: Managed VoIP Solution
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Due Date and Time: March 29, 2023 by 2:00 pm EST <i>**Pending updates relating to COVID-19 the City may conduct the bid opening via a virtual meeting. Responding bidders will be emailed a meeting link should the need to hold this type meeting arise.</i>	Number of Pages: 50
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ISSUING DEPARTMENT INFORMATION

Issue Date: March 2, 2023	
City of Milton IT Department 2006 Heritage Walk Milton, GA 30004	Phone: 678-242-2500 Website: www.miltonga.gov

INSTRUCTIONS TO OFFERORS

Electronic Submittal: **Proposals must be submitted electronically via Milton's BidNet procurement portal/platform at www.miltonga.gov If you have not registered as a vendor via BidNet we encourage you to register. There is no cost to join, and you will be notified of any potential bid opportunities with the City of Milton as well as other agencies who are part of the Georgia Purchasing Group.	Mark Envelope/Package: RFP Number: 23-IT01 Name of Company or Firm Special Instructions: Deadline for Written Questions March 17, 2023 by 5:00 PM EST Submit questions online via the BidNet Direct procurement portal at www.miltonga.gov
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IMPORTANT: SEE STANDARD TERMS AND CONDITIONS

OFFERORS MUST COMPLETE THE FOLLOWING

Offeror Name/Address:	Authorized Offeror Signatory:
	(Please print name and sign in ink)
Offeror Phone Number:	Offeror FAX Number:
Offeror Federal I.D. Number:	Offeror E-mail Address:

OFFERORS MUST RETURN THIS COVER SHEET WITH RFP RESPONSE



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Section 5: Cost Proposal

Section 6: Evaluation Criteria

Section 7: Standard Contract Information

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OFFEROR'S RFP CHECKLIST

The 10 Most Critical Things to Keep in Mind When Responding to an RFP for the City of Milton

1. _____ Read the entire document. Note critical items such as: mandatory requirements; supplies/services required; submittal dates; number of copies required for submittal; funding amount and source; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).
2. _____ Note the procurement officer's name, address, phone numbers and e-mail address. This is the only person you are allowed to communicate with regarding the RFP and is an excellent source of information for any questions you may have.
3. _____ Attend the pre-qualifications conference if one is offered. These conferences provide an opportunity to ask clarifying questions, obtain a better understanding of the project, or to notify the City of any ambiguities, inconsistencies, or errors in the RFP.
4. _____ Take advantage of the "question and answer" period. Submit your questions to the procurement officer by the due date listed in the Schedule of Events and view the answers given in the formal "addenda" issued for the RFP. All addenda issued for an RFP are posted on the City's website at <http://www.miltonga.gov> will include all questions asked and answered concerning the RFP.
5. _____ Follow the format required in the RFP when preparing your response. Provide point-by-point responses to all sections in a clear and concise manner.
6. _____ Provide complete answers/descriptions. Read and answer all questions and requirements. Don't assume the City or evaluation committee will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with the City. The submittals are evaluated based solely on the information and materials provided in your response.
7. _____ Use the forms provided, i.e., cover page, sample budget form, certification forms, etc.
8. _____ Check the website for RFP addenda. Before submitting your response, check the City's website at <http://www.miltonga.gov> to see whether any addenda were issued for the RFP. If so, you must submit a signed cover sheet for each addendum issued along with your RFP response.
9. _____ Review and read the RFP document again to make sure that you have addressed all requirements. Your original response and the requested copies must be identical and be complete. The copies are provided to the evaluation committee members and will be used to score your response.
10. _____ Submit your response on time. Note all the dates and times listed in the Schedule of Events and within the document and be sure to submit all required items on time. Late submittal responses are never accepted.

This checklist is provided for assistance only and should not be submitted with Offeror's response.



**CITY OF MILTON DISCLOSURE FORM
MUST BE RETURNED WITH PROPOSAL**

This form is for disclosure of campaign contributions and family member relations with City of Milton officials/employees.

Please complete this form and return as part of your RFP package when it is submitted.

Name of Offeror _____

Name and the official position of the Milton Official to whom the campaign contribution was made (Please use a separate form for each official to whom a contribution has been made in the past two (2) years.)

List the dollar amount/value and description of each campaign contribution made over the past two (2) years by the Applicant/Opponent to the named Milton Official.

Amount/Value	Description
_____	_____
_____	_____
_____	_____

Please list any family member that is currently (or has been employed within the last 12 months) by the City of Milton and your relation:



**RFP# 23-IT01
PROPOSAL LETTER
MUST BE RETURNED WITH PROPOSAL**

We propose to furnish and deliver any and all of the deliverables and services named in the Request for Proposal (23-IT01), Managed VoIP Solution.

It is understood and agreed that we have read the City's specifications shown or referenced in the RFP and that this proposal is made in accordance with the provisions of such specifications. By our written signature on this proposal, we guarantee and certify that all items included meet or exceed any and all such City specifications. We further agree, if awarded a contract, to deliver goods and services which meet or exceed the specifications. The City reserves the right to reject any or all proposals, waive technicalities, and informalities, and to make an award in the best interest of the City.

PROPOSAL SIGNATURE AND CERTIFICATION

I understand collusive bidding is a violation of State and Federal Law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of the proposal and certify that I am authorized to sign for my company. I further certify that the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et. seq. have not been violated and will not be violated in any respect.

Authorized Signature _____ Date _____

Print/Type Name _____

Print/Type Company Name Here _____



CONTRACTOR AFFIDAVIT AND AGREEMENT

MUST BE RETURNED WITH PROPOSAL

STATE OF GEORGIA

CITY OF MILTON

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 of services on behalf of the City of Milton 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 subcontractors 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:

eVerify Number

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

Date of Authorization

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

Name of Contractor

Signature of Authorized Officer or Agent

Managed VoIP Solution
Name of Project

Printed Name and Title of Authorized Officer or Agent

City of Milton, Georgia
Name of Public Employer

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

NOTARY PUBLIC

[NOTARY SEAL]

My Commission Expires:

SCHEDULE OF EVENTS

Task	Date
Issue RFP	March 2, 2023
Site Visit (<i>recommended, but not mandatory</i>)	March 15, 2023 at 10:00 am
Deadline for Questions	March 17, 2023, by 5:00 p.m. EST
Answers Posted by the City (Addendum)	On or about, March 22, 2023
Proposals Due	By 2:00 p.m. EST on March 29, 2023
Award Contract	May 1, 2023 (proposed)

NOTE: PLEASE CHECK THE CITY WEBSITE (<http://www.miltonga.gov>) FOR ADDENDA AND SCHEDULE UPDATES.

SECTION 1: PROJECT OVERVIEW AND INSTRUCTIONS

1.0 BACKGROUND AND STATEMENT OF INTENT

The City of Milton is accepting sealed Proposals from qualified firms to provide a **Managed VoIP Solution**. All Offerors must comply with all general and special requirements of the RFP information and instructions enclosed herein. Project completion is expected by September 1, 2023.

1.1 SINGLE POINT OF CONTACT

From the date this Request for Proposals (RFP) is issued until a Contractor is selected, Offerors are not allowed to communicate with any City staff or elected officials regarding this procurement, except at the direction of Honor Motes, Procurement Manager. Any unauthorized contact may disqualify the Offeror from further consideration. Contact information for the single point of contact is as follows:

Procurement Office: Honor Motes, Procurement Manager

Address: 2006 Heritage Walk, Milton, GA 30004

Telephone Number: 678-242-2507

E-mail Address: honor.motes@miltonga.gov

1.2 REQUIRED REVIEW

A. Review RFP.

Offerors should carefully review the instructions; mandatory requirements, specifications, standard terms and conditions, and standard contract set out in this RFP and promptly notify the procurement office identified above via e-mail of any ambiguity, inconsistency, unduly restrictive specifications, or error which they discover upon examination of this RFP.

B. Form of Questions.

Offerors with questions or requiring clarification or interpretation of any section within this RFP must submit their questions via the solicitation link on BidNet Direct, the procurement portal on the City's website, on or before **5 PM (EST) on March 17, 2023**. Each question must provide clear reference to the section, page, and item in question. Questions received after the deadline may not be considered.

C. City's Answers.

The City will provide an official written answer to all questions on or about **March 22, 2023**. The City's response will be by formal written addendum.

Any other form of interpretation, correction, or change to this RFP will not be binding upon the City. Any formal written addendum will be posted alongside the posting of the RFP at <http://www.miltonga.gov>. Offerors must sign and return any addendum with their RFP response.

D. Standard Contract.

By submitting a response to this RFP, Offeror agrees to acceptance of the City's standard contract. Much of the language included in the standard contract reflects requirements of state law. Requests for exceptions to the standard contract terms, or any added provisions must be submitted to the procurement office referenced above by the date for receipt of written/e-mailed questions or with the Offeror's RFP response and must be accompanied by an explanation of why the exception is being taken and what specific effect it will have on the Offeror's ability to respond to the RFP or perform the contract. The City reserves the right to address non-material, minor, insubstantial requests for exceptions with the highest scoring Offeror during contract negotiation. Any material, substantive, important exceptions requested and granted to the standard terms and conditions and standard contract language will be addressed in any formal written addendum issued for this RFP and will apply to all Professionals submitting a response to this RFP.

E. Mandatory Requirements.

To be eligible for consideration, an Offeror must meet the intent of all mandatory requirements. The City will determine whether an Offeror's RFP response complies with the intent of the requirements. RFP responses that do not meet the full intent of all requirements listed in this RFP may be subject to point reductions during the evaluation process or may be deemed non-responsive.

1.3 NON-DISCRIMINATION

All qualified applicants will receive consideration without regard to age, handicap, religion, creed or belief, political affiliation, race, color, sex, or national origin.

1.4 SUBMITTING PROPOSALS

Offerors must organize their proposal into sections that follow the following format. This RFP is for one proposal that includes all potential phases of this project.

A. Submittal Requirements.

Proposals shall include the following:

1. City of Milton request for proposal cover page (information entered and signed: first page of this document)

2. City of Milton Disclosure form (signed)
3. City of Milton Proposal letter (information entered)
4. Technical Proposal:
 - a. No more than twenty (20) single sided pages
 1. Cover page(s), table of contents, tabs, and required forms do not count toward the page limit
 - b. Minimum of 11-point font

Each Technical Proposal Shall Contain:

- a. Project Team – include Project Manager, project staffing, qualifications of the project team, and what sets the team apart
 - b. Work Plan – provide an anticipated project schedule with 12/1/22 as an assumed Notice to Proceed, any anticipated challenges, and any innovative approaches
 - c. Related Projects and References
 - a. Describe the last (5) implementations with references and the degree of involvement of the team. For the Microsoft Team proposal a list of 5 references is not needed.
 - d. Pricing (See Section 5.0)
5. Applicable Addenda Acknowledgement Forms (if necessary)

B. Failure to Comply with Instructions.

Offerors failing to comply with these instructions may be subject to point deductions. The City may also choose to not evaluate, may deem non-responsive, and/or may disqualify from further consideration any qualifications that do not follow this RFP format, are difficult to understand, are difficult to read, or are missing any requested information.

C. Electronic Submittal Required and Deadline for Receipt of Proposals.

Proposals must be submitted electronically via Milton's BidNet procurement portal/platform at www.miltonga.gov by 2:00 PM on March 29, 2023. Proposals will be opened at approximately 2:30 p.m. and names of Firms will be announced. ***Pending updates relating to COVID-19, the City may conduct the bid opening via a virtual meeting. Responding offerors will be emailed a meeting link should the need to hold this type meeting arise.*

D. Late Proposals.

Regardless of cause, late proposals will not be accepted and will automatically be disqualified from further consideration. It shall be the Offeror's sole risk to assure proposals are submitted via the BidNet Direct procurement portal by the designated time. Late proposals will not be accepted.

1.5 OFFEROR'S CERTIFICATION

By submitting a response to this RFP, Offeror agrees to an understanding of and compliance with the specifications and requirements described in this RFP.

1.6 COST OF PREPARING PROPOSALS

A. City Not Responsible for Preparation Costs.

The costs for developing and delivering responses to this RFP and any subsequent presentations of the proposal as requested by the City are entirely the responsibility of the Offeror. The City is not liable for any expense incurred by the Offeror in the preparation and presentation of their proposals.

B. All Timely Submitted Materials Become City Property.

All materials submitted in response to this RFP become the property of the City of Milton and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the City and Offeror resulting from this RFP process.

SECTION 2: RFP STANDARD INFORMATION

2.0 AUTHORITY

This RFP is issued under the authority of the City of Milton. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. The RFP states the relative importance of all evaluation criteria. No other evaluation criteria, other than as outlined in the RFP, will be used.

2.1 OFFEROR COMPETITION

The City encourages free and open competition among Offerors. Whenever possible, the City will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the City's need to procure technically sound, cost-effective services and supplies.

2.2 RECEIPT OF PROPOSALS AND PUBLIC INSPECTION

A. Public Information.

All information received in response to this RFP, including copyrighted material, is deemed public information and will be made available for public viewing and copying after the time for receipt of qualifications has passed, and the award has been made, with the following four exceptions: (1) bona fide trade secrets meeting confidentiality requirements that have been properly marked, separated, and documented; (2) matters involving individual safety as determined by the City of Milton; (3) any company financial information requested by the City of Milton to determine vendor responsibility, unless prior written consent has been given by the Offeror; and (4) other constitutional protections.

B. Procurement Officer Review of Proposals.

Upon opening the submittals received in response to this RFP, the procurement office will review the proposals and separate out any information that meets the referenced exceptions in Section 2.2(A) above, providing the following conditions have been met:

1. Confidential information is clearly marked and separated from the rest of the submittal.
2. An affidavit from an Offeror's legal counsel attesting to and explaining the validity of the trade secret claim is attached to each submittal containing trade secrets. Please contact Honor Motes, Procurement Manager, for additional information.

Information separated out under this process will be available for review only by the procurement office, the evaluation committee members, and limited other designees. Offerors must be prepared to pay all legal costs and fees associated with defending a claim for confidentiality in

the event of a “right to know” (open records) request from another party.

2.3 CLASSIFICATION AND EVALUATION OF PROPOSALS

A. Initial Classification of Proposals as Responsive or Nonresponsive.

Proposals may be found nonresponsive at any time during the evaluation process or contract negotiation, if any of the required information is not provided; the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP; or the qualification is not within the specifications described and required in the RFP. If a qualification is found to be nonresponsive, it will not be considered further.

B. Determination of Responsibility.

The procurement office will determine if an Offeror has met the standards of responsibility. Such a determination may be made at any time during the evaluation process and through contract negotiation if information surfaces that would result in a determination of nonresponsive.

C. Evaluation of Proposals.

The evaluation committee will evaluate the remaining proposals and recommend whether to award the contract to the highest scoring Offeror or, if necessary, to seek discussion/negotiation in order to determine the highest scoring Offeror. All responsive proposals will be evaluated based on stated evaluation criteria. In scoring against stated criteria, the City may consider such factors as accepted industry standards and a comparative evaluation of all other qualified RFP responses. These scores will be used to determine the most advantageous offering to the City.

D. Completeness of Proposals.

Selection and award will be based on the Offeror’s proposals and other items outlined in this RFP. Submitted responses may not include references to information located elsewhere, such as Internet websites or libraries, unless specifically requested. Information or materials presented by Offerors outside the formal response or subsequent discussion/negotiation, if requested, will not be considered, will have no bearing on any award, and may result in the Offeror being disqualified from further consideration.

E. Opportunity for Discussion/Negotiation and/or Oral Presentation/Product Demonstration.

After receipt of all proposals and prior to the determination of the award, the City may initiate discussions with one or more Offerors

should clarification or negotiation be necessary. Offerors may also be required to make an oral presentation and/or product demonstration to clarify their RFP response or to further define their offer. In either case, Offerors should be prepared to send qualified personnel to Milton, Georgia to discuss technical and contractual aspects of the submittal. Oral presentations and product demonstrations, if requested, shall be at the Offeror's expense.

F. Best and Final Offer

The "Best and Final Offer" is an option available to the City under the RFP process which permits the City to request a "best and final offer" from one or more offerors if additional information is required to make a final decision. Offerors may be contacted asking that they submit their "best and final offer," which must include any and all discussed and/or negotiated changes. The City reserves the right to request a "best and final offer" for this RFP, if any, based on price/cost alone.

G. Evaluation Committee Recommendation for Contract Award.

The evaluation committee will provide a written recommendation for contract award.

H. Request for Documents Notice.

Upon concurrence with the evaluation committee's recommendation for contract award, the procurement officer may issue a "Request for Documents Notice" to the highest scoring Offeror to obtain the required insurance documents, contract performance security, and any other necessary documents. Receipt of the "Request for Documents Notice" does not constitute a contract and no work may begin until a contract signed by all parties is in place.

I. Contract Negotiation.

The procurement officer and/or city department representatives may begin contract negotiation with the responsive and responsible Offeror whose submittal achieves the highest score and is, therefore, the most advantageous to the City. If contract negotiation is unsuccessful or the highest scoring Offeror fails to provide necessary documents or information in a timely manner, or fails to negotiate in good faith, the City may terminate negotiations and begin negotiations with the next highest scoring Offeror.

J. Contract Award.

Contract award, if any, will be made to the highest scoring Offeror who provides all required documents and successfully completes contract negotiation.

2.4 RIGHTS RESERVED

While the City has every intention to award a contract as a result of this RFP, issuance of the RFP in no way constitutes a commitment by the City of Milton to award and execute a contract. Upon a determination such actions would be in its best interest, the City, in its sole discretion, reserves the right to:

1. Modify, cancel, or terminate this RFP,
2. Reject any or all proposals received in response to this RFP,
3. Select an Offeror without holding interviews,
4. Waive any undesirable, inconsequential, or inconsistent provisions of this RFP which would not have significant impact on any submittal,
5. To request further documentation or information, and to discuss a RFP submittal for any purpose in order to answer questions or to provide clarification,
6. Award a portion of this RFP or not award any portion of this RFP if it is in the best interest of the City not to proceed with contract execution; or
7. If awarded, terminate any contract in accordance with the terms and conditions of the contract if the City determines adequate funds are not available.

SECTION 3: SCOPE OF WORK, SPECIFICATONS, AND REQUIREMENTS

3.0 GENERAL SCOPE OF SERVICES

The City of Milton (City), is seeking written proposals from qualified vendors for the implementation of a comprehensive Hosted Managed VoIP Solution. Offeror should have adequate prior experience working with local government. The City of Milton is looking for two potential systems to be proposed:

1. **A hosted VOIP system of the vendors choosing.** This can be any hosted VOIP system the vendor would recommend.
2. **A Microsoft Teams solution.** The City would like to see a proposal for a Teams based phone system. This would need to include the appropriate Microsoft 365 licensing or Office 365 licensing what would be needed. Note: The City is currently in the O365 G licensing space but will be moving to M365 G licensing.

If the proposing firm does not have the capabilities to design or deploy a Microsoft Teams solution, they can still propose a solution they feel would fit the requirements and needs the City has listed in this RFP.

Proposals at a minimum should include:

- Answers to each of the items listed in Tasks 1-6. Responses for each task do not have to be line but can be in a summary format.
- A full scope of work done by the Offeror and any subcontractor they may engage to fulfill the scope of work.
- Initial VoIP requirements review and implementation of managed VoIP Solution for the following departments:
 - Police
 - Fire
 - City Manager's Office
 - City Clerk
 - Community Development
 - Public Works
 - Municipal Court
 - Communications
 - Human Resources
 - Finance
 - Information Technology
 - Parks & Recreation
- A detailed training program for City users
- Detailed project plan with a designated Project Manager that will work with the City as the Point of Contract throughout the project.

- An overview of their technical support structure, along with SLAs for support.
- A detailed cost breakdown including any post implementation support options. A copy of the Offeror's standard Annual maintenance contract, with expected cost for support, upgrades, and any software licenses that may be needed.

Note: The proposed system must work in the following environment:

- Standard PCs running Microsoft Windows 10/11.
- Enterprise environment running Microsoft server 2016/2019/2022 and SQL 2016 and later, also with Sentinel One anti-virus.
- Mobile devices and tablets using iOS or Android platforms.

The Offeror shall demonstrate the ability to meet all technical requirements and complete all tasks outlined in this RFP and provide reference projects which demonstrate successful completion of similar projects.

Described below is overall project scope of services to be provided and system requirements.

Overview of Current Milton System

Currently, the City of Milton is using an outdated ShoreTel on-premises VOIP system. The ShoreTel Director software is on version 14.2 build 19.48.5800.0 running on a Windows virtual server in a VMware ESXi 6.5 environment. The system has (2) ShoreTel SG-90-2 VOIP switches servicing the two primary locations, City Hall and the Public Safety Complex. There are a total of 97 handsets with a mix of models, IP230g, IP480, IP480g, IP560, ShorePhone IP8000. The City currently has (4) remote Fire Stations and a Community Center that all have phones on the current system that are connected back to City Hall by VPN tunnels.

Task 1: Core Functionality

A. Organization System Phone Directory.

- System must have a built-in phone directory available on all handsets and softphone applications.
- Does the system have a one button connect or auto connection to any extension in the directory. Describe how the directory and auto/one button connect will work when dialing an extension

located in the directory.

B. Describe any hoteling feature and how it would work.

- Would we need a pin to sign on to the phone? Describe the process to sign on and sign off.

C. Describe the Systems Call Forwarding Capabilities.

- We need the ability to forward a user's phone to their cell phone, along with the ability to cancel call forwarding either at the office or when working remotely.

D. Call Transfer Process.

- Describe the system's ability to transfer calls to mobile devices.
- Is the system able to pull calls back after they have been transferred?
- Is the system able to forward a user's phone to their home or cell phone?

E. Describe any specific mobility features as well as the ability to support remote workers.

F. Physical Handset Options

- Provide a list of all available handsets (wired or wireless headsets, soft client options/model), with estimated cost.
- Describe any limits to the number of handsets based on your solution.

G. Application Integrations

- Describe what types of business application integration the solution has. Highlight any integrations with Microsoft 365.

H. Conference Calling

- Describe the internal conference bridge capabilities and capacities.
- Can reports be pulled after a conference call indicating how many people were on the call, when they joined the call, when they disconnected from the call, and the caller ID from their dial-in number?

I. Call Recording

- Is there the option to record calls on demand and have restricted access to listen to those calls. Describe how this will work.
- Does the system have the ability to record all calls coming into and out of specific phone numbers?
- Can conference calls be recorded?

J. Fax Capabilities

- Describe the inbound and outbound fax capabilities of your solution.
- Describe how they can integrate with Microsoft Outlook.

K. Caller ID and Call tracking

- We need the ability to track the original caller ID through the duration of the call even if the call is transferred.
- We need to have incoming caller ID displayed on our handset and soft phone.

L. Branding

- Can we have our company logo appear on the display of all our

- handsets when they are on-hook and idle? Describe our options.
- If a softphone client is available is there the option to have it customized with the City logo and colors?

Task 2: Survivability and Disaster Recovery

- A. Describe redundancy and disaster recovery options and procedures.
- B. Describe the process and estimated timelines in the event the system fails.
- C. Describe any available forms of notification in the event of system failure.
- D. Describe any available forms of notification when the system is back online.
- E. Is there any indication on the handset display to indicate the system is down?

Task 3: Value Added Products and Services

- A. Include any additional products and/or services available that the vendor currently offers in their normal course of business that is not included in the scope of this RFP that you think will enhance and add value to the proposed product.

Task 4: Maintenance Support

- A. Describe onsite and remote support for hardware and software both pre- and post-cut-over.
- B. Will there be an installation technician onsite for the cut-over and for in-service support after the cut-over? If yes, describe their availability during the cut-over and post-cut-over.
- C. Describe both onsite and remote support after cut-over. Describe detailed SLA information for major and minor outages, including response times for both remote and onsite support. Describe major and minor criteria for maintenance issues. Detail response times for major and minor maintenance issues.
- D. Describe in detail ongoing maintenance fees and contract costs. Will patches and updates be included in our maintenance costs? Describe management of updates, patches, and upgrades. Are they included as part of the maintenance contract? This will include operating system updates as well as system upgrades and patches.

Task 5: Licensing

- A. Describe the licensing structure and ease of acquiring additional licenses

or removing licenses as needed.

- B. What is the process for procuring additional licenses?
- C. How long does it take to add additional licenses on average?
- D. Describe your billing process and any true ups associated with it.

Task 5: Training

- A. Describe training for both users and administrators. Provide specific information regarding training for the receptionist, administrative assistants, and users (remote and in the office). How long is the training? Will a trainer be sent to the site? Will a trainer be available at our office post-cut-over to assist users? How long will the trainer be available?

- B. Describe system administration and maintenance training. How long is the training? Will a trainer come to the site, or will we attend training at a different location? Is training available online? Describe all available training options for system administration and maintenance training.

SECTION 4: OFFEROR PROPOSALS

4.0 CITY'S RIGHT TO INVESTIGATE

The City may make such investigations as deemed necessary to determine the ability of the Offeror to provide the supplies and/or perform the services specified.

4.1 OFFEROR INFORMATIONAL REQUIREMENTS

Firms interested in providing the services described in this RFP should be able to demonstrate experience in the areas described in Section 3.

SECTION 5: COST PROPOSAL



The Offeror's cost proposal shall be signed by an authorized agent of the company. There is no maximum page limit to section 5.

The undersigned Offeror, having familiarized themselves with the work required by the RFP, the solicitation documents, the site where the work is to be performed, all laws, regulations, and other factors affecting performance of the work, and having satisfied itself/himself/herself of the expense and difficulties attending performance of the work; Hereby proposes and agrees, if this offer for the above named project is accepted to enter into a contract to perform all work necessary to the successful completion of the contract; and to supply all required submittals as indicated or specified in the RFP and the bid documents to be performed or furnished by Offeror for the total contract price of:

Item 1. Price for all equipment, support, implementation and training costs \$ _____

Item 2. Total Maintenance Fees from table below: \$ _____

Year 1 Maintenance Fee:	\$
Year 2 Maintenance Fee:	\$
Year 3 Maintenance Fee:	\$
Year 4 Maintenance Fee:	\$
Year 5 Maintenance Fee	\$

Total Price (sum of Item 1 and Item 2): \$ _____

Print Total Price in Words: _____

Print/Type Company Name: _____

Authorized Signature _____ Date _____

Print/Type Name and Title _____

SECTION 6: EVALUATION CRITERIA

6.0 EVALUATION CRITERIA

The evaluation committee will review and evaluate the proposals according to the following criteria:

- A selection team representing both Cities will initially evaluate and score all submittals received.
- Proposals not meeting the minimum requirements and those who are non-responsive will not be considered.
- Cost Proposals will be reviewed after the technical review process.

Proposal Evaluation Criteria

1. Proposed solution(s) ability to meet the requirements of this RFP **30 pts**
 - Core Functionality (reference Task 1)
 - Survivability and Disaster Recovery (reference Task 2)
2. Project Plan and Deployment Schedule **15 pts.**
 - Project approach
 - Project team credentials/certifications
 - Schedule
3. Managed VOIP provider's maintenance and support capabilities and SLAs **20 pts.**
 - Organization strength and stability
 - Education and experience of the assigned staff
 - Key personnel's level of involvement
 - Proximity and availability of key personnel
4. Reference Checks **10 pts.**
 - Vendor's qualifications and stability
 - Last 5 implementations
 - Level, Quality, and type of client training and technical assistance provided.
5. Total Cost, which considers both initial acquisition and ongoing **25 pts.**

Total Possible Points Available are 100 points.

1. Interviews and Product Demonstration

If applicable, short-listed Vendors will be invited to make a presentation to the City of Milton. At this time, they can provide live demonstrations and discuss the benefits with the City. A question and answer will follow the presentation.

2. Final Ranking

Upon completion of the interviews and demonstrations, the evaluation committee will rank the short-listed proposals based on a combination of the evaluation scores and presentation scores. The top-ranked proposal will be recommended for contract award, pending successful negotiations.

SECTION 7: STANDARD CONTRACT INFORMATION

7.0 STANDARD CONTRACT

The City's standard contract is attached to this document as Appendix A. Offeror should notify the City of any terms within the standard contract that preclude them from responding to the RFP. This notification must be made by the deadline for receipt of written/e-mailed questions or with the Offeror's RFP response. Any requests for material, substantive, important exceptions to the standard contract will be addressed in any formal written addendum issued by the procurement officer in charge of the solicitation. The City reserves the right to address any non-material, minor, insubstantial exceptions to the standard contract with the highest scoring Offeror at the time of contract negotiation.

7.1 ADDITIONAL CONTRACT PROVISIONS AND TERMS

This RFP and any addenda, the Offeror's RFP response, including any amendments, a best and final offer, any clarification question responses, and any negotiations shall be included in any resulting contract. The City's standard contract, attached as Appendix A, contains the contract terms and conditions which will form the basis of any contract negotiated between the City and the highest scoring Offeror. The contract language contained in Appendix A does not define the total extent of the contract language that may be negotiated. In the event of a dispute as to the duties and responsibilities of the parties under this contract, the contract, along with any attachments prepared by the City, will govern in the same order of precedence as listed in the contract.

7.2 SUBCONTRACTOR

The highest scoring Offeror will be the prime contractor if a contract is awarded and shall be responsible, in total, for all work of any sub-contractors. All sub-contractors, if any, must be listed in the proposals. The City reserves the right to approve all sub-contractors. The Contractor shall be responsible to the City for the acts and omissions of all sub-contractor or agents and of persons directly or indirectly employed by such sub-contractor, and for the acts and omissions of persons employed directly by the Contractor. Further, nothing contained within this document or any contract documents created as a result of any contract awards derived from this RFP shall create any contractual relationships between any subcontractor and the City.

7.3 GENERAL INSURANCE REQUIREMENTS

See sample contract.

7.4 COMPLIANCE WITH WORKERS' COMPENSATION ACT

The Contractor is required to supply the City of Milton with proof of compliance with the Workers' Compensation Act while performing work for the City. Neither the Contractor nor its employees are employees of the City. The proof of insurance/exemption must be received by the City of Milton within ten (10) working days of the Request for Documents Notice and must be kept current for the entire term of the contract.

CONTRACTS WILL NOT BE ISSUED TO OFFERORS WHO FAIL TO PROVIDE THE REQUIRED DOCUMENTATION WITHIN THE ALLOTTED TIME FRAME.

7.5 COMPLIANCE WITH LAWS

The Contractor must, in performance of work under this contract, fully comply with all applicable federal, state, or local laws, rules and regulations, including the Civil Rights Act of 1964, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. Any subletting or sub-contracting by the Contractor subjects sub-contractors to the same provision. The Contractor agrees that the hiring of persons to perform the contract will be made on the basis of merit and qualifications and there will be no discrimination based upon race, color, religion, creed, political ideas, sex, age, marital status, physical or mental disability, or national origin by the persons performing the contract.

7.6 CONTRACT TERMINATION

See sample contract.

~ SAMPLE CONTRACT INTENTIONALLY OMITTED ~



**ACKNOWLEDGEMENT
RECEIPT OF ADDENDUM #1
RFP 23-IT01**

Upon receipt of documents, please email, fax or mail this page to:

City of Milton
Attn: Honor Motes, Purchasing Office
2006 Heritage Walk
Milton, GA 30004
Phone: 678-242-2500
Fax: 678-242-2499
Email: honor.motes@miltonga.gov

I hereby acknowledge receipt of documents pertaining to the above referenced RFP.

COMPANY NAME: _____

CONTACT PERSON: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____

EMAIL ADDRESS: _____

Signature
ADDENDUM #1

Date

ADDENDUM #1
RFP 23-IT01

****Due date for submitting proposals has been extended to 2:00 p.m. on
Wednesday, April 5, 2023 ****

Questions and **Answers**

This Addendum forms a part of the contract documents and **modifies** the original ITB documents as noted below:

1. I've reviewed the RFP documents and there are no specifics listed as to quantities of licenses/devices. Are you able to provide this type of information or can you please let me know when it will be available? ~ **200 users and 100 devices (phones/handsets)**
2. Are the details about internet speeds, provider, and medium of delivery (fiber, coax, etc) available for the locations listed in the RFP that will be receiving VOIP service? ~ **Internet speeds at each location are 100 mbps, with a 1 gbps direct fiber circuit between City Hall and PD. The 4 Fire stations have 250 mbps fiber internet circuits.**
3. Do all of the locations currently have PoE switches to accommodate a VOIP phone system? ~ **All locations run PoE Cisco switches, either Catalyst 2960X or Catalyst 9200**
4. What is the total number of DIDs or individual phone numbers that will need to be supported by the replacement solution? Thanks! ~ **The total number of DIDS is 130**
5. What are the Total Number of users who need to be setup with Teams Phone System? ~ **130**
6. Do you require a Contact Center (Call Center)? ~ **No, a contact Center is not needed, but we would possible like to see how it operates and may add it.**
7. How many users will be enabled for Contact Center? ~ **See the answer above about the Contact Center**
8. Does the proposed solution need to support analog devices? ~ **Yes, it will need to support fax lines (or have an efax option) and our elevator/fire alarms at some locations.**
9. What is the total count of analog devices? Are they mostly Fax and Card Readers or do they have analog phones too? Mention count of each where possible. ~ **there are approximately 10 fax lines.**

10. Do you need Paging? Do you have existing Paging solutions that need to be integrated? Please share number of devices that would require analogue connectors for Paging? ~ there is no need for paging at this point, but we would like the system to be capable of adding this feature in the future.
11. How many Desk phones, Conference phones, video conference phones are required? Write individual count of each type as well as model and brand preference. ~
- Desk phones= 98 total phone splits between these models-
 - o 41 IP480g Mitel/Shortel
 - o 2-IP560 Mitel/Shortel
 - o 1-IP655 Mitel/Shortel
 - o 16-IP480 Mitel/Shortel
 - o 38- IP230g Mitel/Shortel
 - Conference phones= 8
 - Video Conference phones= 0
12. Where are Customer Emails hosted? ~ Microsoft 365 GCC
13. Are you open to switching existing Telecom Provider? What is the name of existing provider? ~ Yes, AT&T
14. Do you need to Port Phone Numbers? How many Phone numbers need to be ported? ~ Yes, if we switch providers. The current range of numbers goes from 2481-2780, a total of 299.
15. Have funds been appropriated and made available for this Contract? ~ Yes. If so, for how many years of performance? ~ For the first year of service and annual after. If not, when does the City anticipate funds being appropriated and made available? ~ Funding has been appropriated and is now available. How will Offerors be so notified? ~ this Addendum serves as official notification.
16. We plan on being present for the onsite visit on the 15th. We'd like to include a member of our team remotely. Are there call-in/conferencing options for this event? ~ this is more of a "job-walk" for attendees to view our office and equipment; therefore, we will not have the capability for conferencing options. Questions will not be taken at the onsite visit, but must be submitted online via our procurement portal, BidNet Direct. Answers will be published in the formal Addendum.
17. Are you planning on purchasing new phones as part of the new solution as opposed trying to keep and utilize existing phones? Just wishing to confirm. ~ We will purchase new phones for staff that want a physical handset.

18. Do you already have existing ethernet drops and ports available at all handset locations as well as switch ports available. In other words are you expecting bid winner to provider new wiring or just use existing wiring and ports that already exist. ~ **The Contractor (winning bidder) will not have to do any cabling. Cabling already exists in all City buildings.**
19. Can you provide an address list of every department needing phones with number of phones at each location per the below. Name of Department How Many phones needed at location Address ~ **Our current system does not allow us to separate phones by location. We are estimating there are 60-70 phones at City Hall (Public Works, Finance, Community Development, IT, Parks and Recreation, City Management, City Clerk, and Communications). 20-30 phones at the Public Safety Complex and remote fire stations.**
20. Please advise any locations where a conference phone would be needed? Name of department and address. ~ **(5) Conference Phones at City Hall, and (4) at the Public Safety Complex (3 for PD and 1 for Fire)**
21. Please confirm if a standard 3 year term is acceptable. could not find a term length noted on the RFP requirements. ~ **Per O.C.G.A. our contracts are required to terminate annually either at the end of our fiscal year or calendar year, with the option for auto-renewal. It's our intent for this contract to have a minimum of two annual renewals after the initial year.**
22. What is the city currently using for Directory services? (Active directory, SailPoint, AWS, etc)? ~ **Active Directory**
23. Does the proposed phone system need to support this. In other words does any of the agency departments receive 911 calls and dispatch any emergency services or is this handled by county and or federal partner agencies.~ **We do not currently dispatch 911 calls.**
24. What is the city currently using for Directory services? (Active directory, SailPoint, AWS, etc)? ~ **Active Directory**
25. What type of PSTN services is the city using on the existing PBX (T1/PRI, SIP Trunks and/or Copper POTS lines)? Who is the current PSTN carrier(s) Does the county have a feel for how many Inbound and outbound PSTN Calls are managed by the city in an average Month? ~ **SIP, AT&T, we do not have stats on inbound or outbound calls.**
26. Would it be possible to provide information as it relates to the Type and number of phones as well as PSTN Lines/trunks listed by department/location? Milton City Department City Building Name/address PSTN Trunk Circuit Type & number of

trunks/lines (T1/PRI, SIP Copper POTS) VOIP Desktop Admin Phones required
Common Area VOIP Phones required VOIP Admin Softphones Required Analog
Devices (Fax, Elevator, etc) Required Police Fire City Manager's City Clerk
Community Dev Public Works Municipal Court Communications Human
Resources Finance Information Tech Parks & Recreation ~ **Type and number of
phones was given in another answers already. SIP trunks are in use at all City
buildings, a total of 2 at City Hall and 2 at the Public Safety complex. Analog
lines are used for elevator alarms (2), some faxes (3-4)**

27. What Voice messaging platform (Auto attendant and Voice Mail) is the county currently using? Is it locally hosted or in the cloud? How many Voice Mailboxes do you require? ~ **Shortel, on premise, 100 mailboxes is a safe bet.**
28. How many Auto Attendant Menu tree's do you require? Do you require multi-lingual AA Menus Do you require Unified Messaging (VM Messages sent to users email account)? ~ **4, no multi-lingual is needed as of now.**
29. Does the county already have enough POE and QOS enabled data/Ethernet L3/L4 based Switch ports in place to support the VOIP phones needed for this project? Or Do we need to include Power bricks for local power. ~ **Yes, there are enough PoE switches no power bricks needed.**
30. Does the County require any Voice Only and/or Omni Channel (Voice, Email, Chat, Fax, etc.) based Contact Center/ACD functionality? If yes, can you please elaborate on the number of: Contact Center Groups/splits needed Contact Center Agents (Named and Concurrent) needed Contact Center Supervisor Positions- Can see real-time agent and call center stats as well as pull/schedule reports Contact Center custom announcements needed ~ **No**
31. Do you have any Interactive Voice Response requirements. List Any advance CC/ACD Functionality in place currently Email queuing and auto-reply Chat queueing Call recording ~ **No**
32. Are there any overhead paging interface requirements? If yes please describe what buildings have it and is it all call paging, zone-based paging, or both? ~ **No**
33. What is the current interface to the PBX, Station, or Trunk port(s)? ~ **SIP Trunks**
34. What type of administration and/or End-user training is preferred by the city? Is onsite training required or is Remote Webex based training, ok? ~ **Either remote or in person**
35. How many training sessions per day and how many days would you like to see included in our proposal? Do you prefer "Train the Trainer" type training- in

where the Contractor would train a select group of Staff who in turn would train the remaining staff. Or do you prefer Classroom based training for all staff members? ~Train the trainer is fine or classroom training either in person or remote.

36. CONTRACTOR AFFIDAVIT AND AGREEMENT requires signature and notary, is electronic signature and notary acceptable? ~ Yes
37. For the required Cover Page, is electronic signature acceptable? ~ Yes
38. Technical Proposal can be no more than twenty (20) single sided pages. Cover page(s), table of contents, tabs, and required forms do not count toward the page limit. Do separately labeled sections such as executive summary, corporate overview, case studies, and summary of solution features count toward the 20-page Technical Proposal limit? ~ The summary of solution features would be considered part of the technical proposal; however, the other pages would not count towards that limitation.
39. And how many telephones or user are there per location? ~ This information was provided in a previous questions
40. Are there any analog lines? How many analogs at each location? ~ 8, 4 at City Hall and 4 at the Public Safety Complex
41. Does this IP network currently allow for QoS (Quality of Service) at all locations? ~ Yes
42. Does the IP network reach all locations? ~ Yes
43. Do all locations have POE (Power over Ethernet) capabilities at all locations? ~ Yes
44. Is local trunking provided, SIP trunks or PRI already in place? Who is the service provider? ~ SIP trunks w/t AT&T
45. For eFax service: is there an estimate of total traffic required (inbound/outbound pages/month?) ~ No
46. For eFax service: how many DIDs does the City currently have for inbound fax? ~ Approximately 10

47. Given that questions will not be answered until 3/22, can you please extend the RFP response time for another three (3) weeks? ~ The due date for submitting proposals has been extended to 2:00 p.m. on Wednesday, April 5, 2023.
48. What licenses do you have with Microsoft? You mention having the G series licenses but are they G1, G3, G5? If G1 or G3 do you have the Phone System add-on license? ~ **G1 and G3 without the Teams Phone licensing**
49. Is this agreement expected to be Fed Ramp Moderate (on-shore) compliant? ~ **No**
50. What ISP is being used to support the City of Milton? Will this RFP include replacing the existing ISP? Is so, what requirements are needed (i.e. speed/router type)? ~ **AT&T, no replacing the ISP isn't a requirement, but may be considered.**
51. Section 1, page 10, 4b. Work Plan - It states: "provide an anticipated project schedule with 12/1/22 as an assumed Notice to Proceed." Please provide the corrected date. ~ It's anticipated the Notice to Proceed would be issued immediately after the contract award which is proposed to be by mid-May 2023.
52. How many users are at the Fire Hall and Community Center? Are those users included in the total of 97? ~ **This information was provided in a previous questions**
53. What is the total number of conference rooms? What is the capacity of each? ~ **8, capacity varies from 15-20**
54. When do you anticipate changing the current Microsoft license to M365G? ~ **April 2023**
55. What is the current faxing solution? Is it email faxing or is it machine based, traditional wired lines? ~ **Analog, through the VOIP system and some dedicated lines**
56. Is 97 handsets the total amount for the whole city? Do you require additional ones preconfigured for possible new employees? How many total handsets (including extra) are required? How many total users? How many phone numbers are in your current inventory (local, toll-free)? ~ **97 is total amount, we'll purchase extra phones as needed.**

57. Section 6 (Evaluation Criteria, first bullet): Please confirm this RFP is only for the City of Milton, the sentence in bullet 1 indicates "Cities". ~ Yes, just the City of Milton.



CITY OF MILTON REQUEST FOR PROPOSALS
(THIS IS NOT AN ORDER)

RFP Number: 23-IT01	RFP Title: Managed VoIP Solution
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Due Date and Time: March 29, 2023 by 2:00 pm EST **Pending updates relating to COVID-19 the City may conduct the bid opening via a virtual meeting. Responding bidders will be emailed a meeting link should the need to hold this type meeting arise.	Number of Pages: 50
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ISSUING DEPARTMENT INFORMATION

Issue Date: March 2, 2023	
City of Milton IT Department 2006 Heritage Walk Milton, GA 30004	Phone: 678-242-2500 Website: www.miltonga.gov

INSTRUCTIONS TO OFFERORS

Electronic Submittal: **Proposals must be submitted electronically via Milton's BidNet procurement portal/platform at www.miltonga.gov If you have not registered as a vendor via BidNet we encourage you to register. There is no cost to join, and you will be notified of any potential bid opportunities with the City of Milton as well as other agencies who are part of the Georgia Purchasing Group.	Mark Envelope/Package: RFP Number: 23-IT01 Name of Company or Firm
	Special Instructions: Deadline for Written Questions March 17, 2023 by 5:00 PM EST Submit questions online via the BidNet Direct procurement portal at www.miltonga.gov

IMPORTANT: SEE STANDARD TERMS AND CONDITIONS

OFFERORS MUST COMPLETE THE FOLLOWING

Offeror Name/Address: Vertical Communications, Inc. 1000 Holcomb Woods Pkwy, St.415 Roswell, GA 30076	Authorized Offeror Signatory: <small>DocuSigned by:</small> <i>K. Keith Drew</i> K. Keith Drew <small>(Please print name and sign in ink)</small>
Offeror Phone Number: 678-892-8023	Offeror FAX Number: 770-446-3330
Offeror Federal I.D. Number: 86-0446453	Offeror E-mail Address: kdrew@vertical.com

OFFERORS MUST RETURN THIS COVER SHEET WITH RFP RESPONSE





April 5th, 2022

On behalf of Vertical Communications, I would like to thank you for the opportunity to partner with the City of Milton and GoToConnect in providing your business communications systems and services. For more than 50 years our success in serving organizations like yours has been attributed to providing world-class solutions from top manufacturers and developers in the areas of Voice, Data, IP, SIP and Video Solutions; Security Provisions; Infrastructure Management; and Finance Management.

More than building phone systems, Vertical prides itself on building solid, long-lasting business relationships with our customers. Once we have developed a solid understanding of your organization and its requirements, we continue to work with you to provide the best possible solutions tailored to your unique needs. Solutions designed to increase efficiency, productivity and revenue for your organization, while at the same time saving you money by maximizing your current resources and cutting costs. Solutions that revolve around a proven track record of serving more than 10,000 customers, as well as long-standing partnerships with high-end service providers and leading equipment manufacturers to further benefit your business.

We know you have many options when it comes to selecting an experienced, knowledgeable, reliable partner in today's complex communications market, but I promise you won't find one more dedicated to your needs than Vertical Communications. We are committed to designing and implementing the best possible solutions to ensure your organization remains an effective steward of your citizen's resources as you grow in the years to come.

In the pages that follow, you will find GoToConnect's Hosted Cloud solution tailored to meet the needs of The City of Milton as you replace your current systems being used into a streamlined solution which will enhance the productivity of your stakeholders, while reducing the burden of your precious staffing resources to meet the needs of The City of Milton. But the vision contained within is more than a simple technical configuration. It is a partnership which starts with expertise and understanding, grows through implementation and changing needs, and continues through a global structure of support.

The people who work for Vertical have served on the cutting edge of telecommunications for many decades. This is part of the Vertical Difference and comes to Vertical through its acquisition of Fulton Communications in 2014. Together, we represent decades of experience and expertise meeting the needs of diverse customers, both large and small; local, regional, national, and even international customers by partnering with providers like GoToConnect. Our NOC, while physically located out of Roswell, GA, utilizes the services of over 30 trained staff in a virtual network throughout the U.S. to provide 7x24 support. For customers, such as The City of Milton, implementing in a cloud solution, having the right expertise to implement your solution correctly the first time is critical to a smooth transition. Knowing that your provider knows more than the basics, or even the core elements of a communications platform, allows The City of Milton to create a plan for implementation and growth that will allow you to achieve some or all of the vision and goals contained within the RFP; knowing the groundwork has been laid for any additions for the future.

In keeping with the requirements of the RFP, Vertical Communications has negotiated new phones at an advantageous price for most of your users, and a greatly reduced price for some of the more advanced phones. Since Vertical is in Roswell, we are also providing onsite implementation service for those phones, depending on the needs of The City of Milton at no additional charge. By providing local expertise, we do more than just act as an agent for cloud carriers. After training The City of Milton staff both technically, and through training resources from GoToConnect, multiple resources have been developed for your end-users, including continued support by Vertical after the sale.


In 2008, a tornado hit downtown Atlanta. In its path was the Georgia Dome and Georgia World Congress Center during the NCAA Basketball Tournament. The provider of data and telecom was CCLD, who had already been in discussion with Fulton Communications regarding a new system which would better meet the needs of the large campus-like environment. On that Saturday, we received a call from CCLD. Paperwork was signed and our crews jumped into action, providing the new solution in time for the events which could take place in buildings not too heavily damaged within the week. Eventually, the new system would support over 1,000 extensions as repairs were

made to the physical structures. This is just one example of the commitment of Vertical Communications to put the customer first.

For the purposes of the RFP, your primary contacts at Vertical Communications will be:

K. Keith Drew, Sr. Communications Consultant
1000 Holcomb Woods Parkway, Suite 300
Roswell, GA 30076
678-892-8023 (direct)
770-446-3330 (fax)
kdrew@vertical.com

Thank you again for your consideration. We look forward to a successful, long-term partnership with The City of Milton.

DocuSigned by:

8623F985EC5E459..

Ben Treadway
President
Vertical Communications



**CITY OF MILTON DISCLOSURE FORM
MUST BE RETURNED WITH PROPOSAL**

This form is for disclosure of campaign contributions and family member relations with City of Milton officials/employees.

Please complete this form and return as part of your RFP package when it is submitted.

Name of Offeror Vertical Communications, Inc.

Name and the official position of the Milton Official to whom the campaign contribution was made (Please use a separate form for each official to whom a contribution has been made in the past two (2) years.)

N/A

List the dollar amount/value and description of each campaign contribution made over the past two (2) years by the Applicant/Opponent to the named Milton Official.

Amount/Value	Description
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Please list any family member that is currently (or has been employed within the last 12 months) by the City of Milton and your relation:



**RFP# 23-IT01
PROPOSAL LETTER
MUST BE RETURNED WITH PROPOSAL**

We propose to furnish and deliver any and all of the deliverables and services named in the Request for Proposal (23-IT01), Managed VoIP Solution.

It is understood and agreed that we have read the City's specifications shown or referenced in the RFP and that this proposal is made in accordance with the provisions of such specifications. By our written signature on this proposal, we guarantee and certify that all items included meet or exceed any and all such City specifications. We further agree, if awarded a contract, to deliver goods and services which meet or exceed the specifications. The City reserves the right to reject any or all proposals, waive technicalities, and informalities, and to make an award in the best interest of the City.

PROPOSAL SIGNATURE AND CERTIFICATION

I understand collusive bidding is a violation of State and Federal Law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of the proposal and certify that I am authorized to sign for my company. I further certify that the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et. seq. have not been violated and will not be violated in any respect.

Authorized Signature  Date 4/5/2023

Print/Type Name Ben Treadway

Print/Type Company Name Here vertical communications inc



CONTRACTOR AFFIDAVIT AND AGREEMENT

MUST BE RETURNED WITH PROPOSAL

STATE OF GEORGIA

CITY OF MILTON

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 of services on behalf of the City of Milton 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 subcontractors 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:

416577

eVerify Number

5/19/2011

Date of Authorization

Vertical Communications, Inc.

Name of Contractor

Managed VoIP Solution

Name of Project

City of Milton, Georgia

Name of Public Employer

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

Executed on April, 4th, 2023
in Roswell (city), GA (state).

DocuSigned by:

Signature of Authorized Officer or Agent
8623F983EC6E459...
Ben Treadway President

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 4 DAY OF APRIL, 2023

NOTARY PUBLIC

[NOTARY SEAL]

My Commission Expires:

Donna M Demarcus
NOTARY PUBLIC
Gwinnett County, GEORGIA
My Comm. Expires
12/1/2024

CITY OF MILTON REQUEST FOR PROPOSALS
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RFP Number: 23-IT01	RFP Title: Managed VoIP Solution
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ISSUING DEPARTMENT INFORMATION

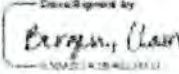
Issue Date: March 2, 2023	
City of Milton IT Department 2006 Heritage Walk Milton, GA 30004	Phone: 678-242-2500 Website: www.miltonga.gov

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--	--

IMPORTANT: SEE STANDARD TERMS AND CONDITIONS

OFFERORS MUST COMPLETE THE FOLLOWING

Offeror Name/Address: GoTo Technologies USA, Inc. 333 Summer Street Boston, MA 02210	Authorized Offeror Signatures: <div style="border: 1px solid black; padding: 5px; display: inline-block;"> Developed by  Claire Bergen (Please print name and sign in ink) </div>
Offeror Phone Number: 1-833-851-8340	Offeror FAX Number: 1-781-998-7792
Offeror Federal I.D. Number: 81-2216538	Offeror E-mail Address: lars.larsen@goto.com

OFFERORS MUST RETURN THIS COVER SHEET WITH RFP RESPONSE





**CITY OF MILTON DISCLOSURE FORM
MUST BE RETURNED WITH PROPOSAL**

This form is for disclosure of campaign contributions and family member relations with City of Milton officials/employees.

Please complete this form and return as part of your RFP package when it is submitted.

not applicable.

Name of Offeror _____

Name and the official position of the Milton Official to whom the campaign contribution was made (Please use a separate form for each official to whom a contribution has been made in the past two (2) years.)

List the dollar amount/value and description of each campaign contribution made over the past two (2) years by the Applicant/Opponent to the named Milton Official.

Amount/Value

Description

Please list any family member that is currently (or has been employed within the last 12 months) by the City of Milton and your relation:



CONTRACTOR AFFIDAVIT AND AGREEMENT

MUST BE RETURNED WITH PROPOSAL

STATE OF GEORGIA

CITY OF MILTON

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 of services on behalf of the City of Milton 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 subcontractors 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:

1171969

eVerify Number

2/28/2017

Date of Authorization

GoTo Communications, Inc.

Name of Contractor

Managed VoIP Solution

Name of Project

City of Milton, Georgia

Name of Public Employer

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

Executed on March 14, 2023, 20
in Boston, MA (city), (state).

DocuSigned by

Bergen, Claire Authorized Officer or Agent

698A5CA36AED4D2

Bergen, Claire Deputy General Counsel
Printed Name and Title of Authorized Officer
or Agent

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

NOTARY PUBLIC

[NOTARY SEAL]

My Commission Expires:

Technical Proposal

Project Team

Your project team will consist of an Account Manager, Project Manager, Field Engineer, Project System Trainer, and others from GoTo. All members of your implementation team are highly qualified and skilled at implementing, maintaining and administering the GoToConnect solution. Specific information regarding qualifications can be provided once team members are assigned at time of contract acceptance.

Work Plan

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase.

Initiating: GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (SAM) is available to support the system and troubleshoot and resolve any service issues.

Related projects and references

GoTo has been providing Hosted VoIP services since 2006 and has hundreds of thousands of users around the world. GoTo has numerous video testimonials and case studies from our current customers, demonstrating our experience. These can be found at the following link: www.goto.com/resources.

City of Kennesaw, GA
Rick Arnold
rarnold@kennesaw-ga.gov
404-668-4720

City of Mansfield, TX
Todd Williams
Todd.williams@mansfieldtexas.gov
972-740-9990

City of La Mirada, CA
Michael Tandiana
mtandiana@cityoflamirada.org
562-902-2353

Haltom City, TX
Dave Klopfenstein
dklopfenstein@haltomcitytx.com
817-222-7707

City of Bell, CA
Hector Martinez, Managed Services Director
hmartinez@inftechnologies.com
714-409-3811

Response to RFP Requirements

Task 1: Core Functionality

A. Organization Phone Directory

- System must have a built-in phone directory available on all handsets and softphone applications.

All recommended handsets support a personal directory. The personal directory supports up to 100 entries, with speed dials allowed for all entries. These directories are unique to each phone and managed by that phone's individual user either on the handset itself or within the administrator portal by clicking the Device Profile tab.

A local (internal) directory is a phone directory populated with contact information from the PBX. Within the PBX, an infinite number of local directories can be created and maintained. By default, the "Internal Directory" has all system extensions included. This type of directory allows inbound callers and internal users to reach their party without knowing their extension. The dial-by-name directory is accessed by inbound callers through a dial plan and by internal users through the *11 star code. They are then prompted to spell the desired party's first or last name with the keypad. After that is done, the directory spells out the name on the extension (e.g. "Mike" would be pronounced "M-I-K-E"). However, directory names can be recorded by each individual user for their own extension or for the whole directory by users that have Prompt Recording Permissions. Local directory configuration settings are managed within the administrator portal by clicking on the Local Directories tab.

A corporate (external) directory is a directory populated with contact information from an external directory such as Microsoft Active Directory or OpenLDAP. Corporate directories use LDAP to communicate with a centralized directory service, allowing organizations to manage and store their directory in a one place. This single source helps keep information up-to-date and makes it easier for end users to look up individuals. Those responsible for implementing a corporate directory should be familiar with LDAP and work closely with their directory system administrator during configuration. Currently, only Polycom and Cisco SPA devices support a corporate (global) directory. All other devices will need to be configured manually per the manufacturer specifications.

- Does the system have a one button connect or auto connection to any extension in the directory. Describe how the directory and auto/one button connect will work when dialing an extension located in the directory

Click to dial functionality is supported with GoToConnect. GoToConnect Web makes dialing easy by supporting click-to-call from Microsoft Outlook (2007 and later). From within Outlook, users can right-click on a contact and choose Dial from the context menu to initiate a call with that contact. In addition, click-to-dial functionality is available for use in major browsers. Users may also dial a call by clicking on the GoToConnect icon in the desktop toolbar or dock and then entering the phone number.

B. Describe any hoteling feature and how it would work.

Hot desking is fully supported. Hot desking loads your extension settings to a shared phone and uses it as your own (make/receive calls and check voicemail) regardless of where you physically sit. This star code allows you to initiate hot desking from a shared phone. When you're done, you can use the same steps to log out.

1. Dial *43 from a shared phone.
2. Enter your numerical dialable username given to you by a system admin.
3. Enter your dialable password (default 0000).
4. To log out of a shared phone, dial *43 again.

- *Would we need a pin to sign on to the phone? Describe the process to sign on and sign off.*

A pin can be set for phones, however, this is not required.

C. Describe the Systems Call Forwarding Capabilities

Call forwarding for internal and external calls is included in the GoTo Connect solution. Calls can be forwarded and/or transferred manually from the handset or automatically through the administrator portal. GoTo Connect's Find Me/Follow Me feature also allows calls to be forwarded to any internal or external number. System extensions, voicemail boxes, and 10-digit internal and external numbers are all valid targets for call forwarding and transfer.

- *We need the ability to forward a user's phone to their cell phone, along with the ability to cancel call forwarding either at the office or when working remotely.*

Call forwarding for internal and external calls is included in the GoTo Connect solution. Calls can be forwarded and/or transferred manually from the handset or automatically through the administrator portal. GoTo Connect's Find Me/Follow Me feature also allows calls to be forwarded to any internal or external number. System extensions, voicemail boxes, and 10-digit internal and external numbers are all valid targets for call forwarding and transfer.

D. Call Transfer Process

- Describe the system's ability to transfer calls to mobile devices.

GoToConnect supports call transfer as an integrated part of the VoIP service. Calls can be transferred to any system extension, dial plan (and included auto attendant options), voicemail box, or call queue. Calls can also be transferred to any 10 digit number (on- or off-net).

Both warm/attended and blind/unattended transfers are supported and caller ID information passed through as described below:

- Warm / Attended Transfer: The extension of the phone transferring the call is displayed until the receiving party accepts the call, when the original caller ID information appears.
- Blind / Unattended Transfer: Only the originating caller's caller ID is displayed.

• Is the system able to pull calls back after they have been transferred?

See response above.

- Is the system able to forward a user's phone to their home or cell phone?

Yes. GoToConnect supports Find Me/Follow Me functionality. Within the end-user portal, a user simply lists numbers where he or she may need to be reached. Such numbers could include a home landline, a work cell phone, or a personal cell phone. The user stipulates whether these numbers are to ring simultaneously or sequentially. Once the list has been exhausted and no connection made, the system may route the call to voicemail, another extension, or any other point on the system (including a Dial Plan, call queue, or ring group).

E. Describe any specific mobility features as well as the ability to support remote workers.

GoTo offers users the ability to use their phone system wherever they have an internet connection. GoToConnect softphones are available in browser, on desktop, on iOS, and Android. All of these allow users to call, SMS, chat, and use video conferencing on the go. GoToConnect additionally supports hot desking allowing users to sign into their profile on multiple physical devices and softphones.

F. Physical Handset Options

- Provide a list of all available handsets (wired or wireless headsets, soft client options/model) with estimated cost.

Supported SIP handset endpoints include hardware from enterprise vendors including Cisco, Polycom, Yealink, and many others.

We have several headset options meeting these requirements that are available to you. Upon bid award we will work with you to ensure you are fit into a compatible headset.

GoTo supports a softphone (GoToConnect, which runs in a browser window or as a desktop app for PC and Mac) which provides the same basic features as a physical device. A smartphone app is also available for both the iPhone and Android, providing softphone capability on mobile devices. In many cases, this is an excellent solution for bridging the gap between desktop and mobile. GoTo supports softphone only user deployments as well as the option to deploy physical phones. Users can access the softphone if desired in addition to their physical phone for no additional charge.

- Describe any limits to the number of handsets based on your solution.

GoTo's Hosted VoIP platform, Jive Cloud, was designed as a true Cloud-based architecture. Jive Cloud was built to scale gracefully to hundreds of thousands of users on a single virtual cluster. GoTo's services are particularly scalable from the standpoint of adding services to an existing account. Individual capacity can be added as needed to accommodate growth, including both new handsets and additional Broadband Internet. GoTo also has many of the largest purely Hosted VoIP installations ever deployed.

G. Application Integrations

- Describe what types of business application integration the solution has. Highlight any integrations with Microsoft 365.

Today, GoTo supports Microsoft Outlook integration to deliver click to call and LDAP/Active Directory functionality. GoToConnect integrates with Microsoft Outlook calendar to automatically display upcoming GoToConnect or GoToMeeting meetings on your calendar.

Information on GoTo's APIs can be found on the GoTo Developer Portal - <https://developer.goto.com/>

H. Conference Calling

- Describe the internal conference bridge capabilities and capacities.

Audio Only:

Every GoToConnect user is provided with an unlimited number of complimentary dial-in audio conference bridges. Each bridge is accessible with either a 10-digit telephone number or an extension. These conference bridges can host up to 25 simultaneous

users. All call participants are notified when new members enter or exit the call. Calls can be initiated and participants added with or without reservations. Parties may continue after the originating party has hung up (if using a conference bridge, as opposed to three-way calling). There are two ways for callers to get into a conference room: 1. When a user calls in, you can transfer them to the conference room extension. 2. The caller can navigate to the conference room via your dial plan. When the caller reaches an auto attendant, they can dial the conference room extension.

Video & Audio:

With GoToConnect you combine the power and reliability of GoTo's cloud VoIP phone system with GoToMeeting's web, audio, and video conferencing into one simple, reliable, and flexible solution. GoToConnect conference rooms support up to 250 participants and 25 HD Video webcams. These conference rooms offer dial-in options as well as the option to have the meeting conveniently call you. Each user will have their own personal meeting room URL, the ability to schedule meetings, and record their meetings. All call participants are notified when new members enter or exit the call. Calls can be initiated and participants added with or without reservations.

- ▶ Can reports be pulled after a conference call indicating how many people were on the call, when they joined the call, when they disconnected from the call, and the caller ID from their dial-in number?

GoToConnect includes interactive reports accessible in real time within the GoToConnect administrator portal, many of which can be exported into a .csv file for data storage or manipulation. Reports may include the following data points:

- Calls: total/mean/min/max by type, per day, by day of the week, by time of day, by state, per number/extension; abandoned calls
- Minutes: total/mean/min/max by type, per day, by day of the week, by time of day, by state, per call, per number/extension
- Top Numbers / Extensions: total/mean/min/max by calls, by minutes
- Queue: statistics, scores, calls, minutes

Call Reports can be accessed via the GoToConnect administration portal. Within call reports there are Visual Summary Graphs that provide a quick snapshot of the calling activity on your system. This helps to identify trends, campaign effectiveness, calling spikes, and staffing needs.

Three additional reports are available for in-depth analytics:

User Activity - This provides call activity for each user. These high-level, user-specific numbers can serve as a good starting point for determining employee performance or

training opportunities. By default, results are sorted by total duration, potentially putting your most productive users at the top.

Phone Number Activity - This provides call activity from the perspective of your GoToConnect phone numbers. These high-level, number-specific details can serve as a great resource for managers needing to understand the call volume routing through their phone numbers to various sales and support teams. By default, results are sorted by total duration, putting your most active GoToConnect phone numbers at the top.

Caller Activity - This provides the activity for all the phone numbers that are calling into your system. You can see specific activity for each number, such as every outgoing and incoming call, date, and talk time.

Each of these reports can drill down to a *details page* for the specific caller, user, or phone number that has been selected.

4. Call Recording

- *is there the option to record calls on demand and have restricted access to listen to those calls. Describe how this will work*

GoToConnect's call recording application allows users to record some or all of the calls to and from their account. Administrators can enable system-wide recording or set up recording only on specific phone numbers and extensions. These settings can also be adjusted on an on-demand basis but must be in place before call recording can be initiated. Users can pause and resume call recording during a call if call recording has been enabled by dialing a code on their phone.

Call recordings are stored in the Cloud, so they can be accessed from virtually anywhere. Each customer has a choice regarding where the recordings are stored - They can set up their own AWS S3 storage bucket and provide credentials to the GoToConnect admin portal or they can opt to have call recordings hosted by GoTo. With the first option, the customer has full control of retention and access policies. In the second option, GoTo will keep the recordings for 20 weeks, then they will be deleted. It is possible, however, for the customer to download the recordings prior to that time.

Recordings are stored as .MP3 files if stored by GoTo. Users opting to store recordings in their own AWS S3 bucket can choose between MP3, WAV and WAV49 formats. GoToConnect automatically creates and organizes stored files by year, month, and day, respectively. Recordings can be accessed through Call Detail Reports where there is a link to play a particular recording as well as the button to download the recording.

- *Does the system have the ability to record all calls coming into and out of specific phone numbers?*

Yes. See response above.

- *Can conference calls be recorded?*

Yes. See response above.

J. Fax Capabilities

- *Describe the inbound and outbound fax capabilities of your solution*

GoToConnect can support traditional and virtual faxing. To support traditional fax, GoTo provisions an ATA that, when connected to the LAN, outputs an FXS (analog) line delivering dial tone to a fax machine. This device is placed next to the fax machine; inbound and outbound faxing occurs as normal.

Please note that the Cloud-based solution provides a simpler fax functionality in that all users automatically have the ability to virtually send and receive faxes using their GoToConnect account. This feature is provided at no additional charge. Incoming faxes are converted to .PDF files and are received by the user in his or her email inbox. The same users can send faxes by attaching any of a number of supported file types to an email message and sending it to the destination fax number via GoToConnect's email-to-fax feature. When sending a fax, a user will be prompted to enter a PIN for authentication purposes. This PIN will have been supplied to each user by the system administrator.

- *Describe how they can integrate with Microsoft Outlook*

GoToConnect supports Microsoft Outlook integration to deliver click to call and LDAP/Active Directory functionality.

K. Caller ID and Call tracking

- *We need the ability to track the original caller ID through the duration of the call even if the call is transferred.*

GoToConnect supports caller ID features at no additional cost. GoToConnect has options for modifying caller ID for outgoing or incoming calls, allowing users to control what information is seen before picking up a call. GoToConnect can interface with Caller ID offered from the local operating company as well as display both the name and the number of the caller. Calls can be viewed directly on the physical phone itself and call information is automatically maintained in call logs.

- *We need to have incoming caller ID displayed on our handset and soft phone*

This is supported.

L Branding

- Can we have our company logo appear on the display of all our handsets when they are on-hook and idle? Describe our options

This is supported.

- If a softphone client is available is there the option to have it customized with the City logo and colors?

This is not currently supported.

Task 2: Survivability and Disaster Recovery

A Describe redundancy and disaster recovery options and procedures

From the host side:

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

All core call-processing intelligence is clustered and housed in geographically separated, fault tolerant co-location facilities with automatic failure-over. This allows us to guarantee an uptime of 99.99% in any calendar year.

The system also detects if a specific location is down and automatically re-routes calls/messages to a pre-determined location. For example, a call may be forwarded to a cell or home phone, emailed as a voice message, or a variety of other customizable scenarios. With GoToConnect, no matter the severity of a local situation, your communications are safe, redundant, and accessible via multiple devices.

From the client side:

GoToConnect's solution is well-equipped to deal with your Business Continuity and Disaster Recovery (BCDR). In the event that a major disaster closes a customer site, GoToConnect's Standalone VoIP solution provides a number of advantages over traditional analog telephone service.

First, our Standalone VoIP handsets are configured such that they will work from virtually any high-speed Broadband Internet connection. This means that staff can take their handsets to another site (such as another office location, or even to their home), plug them into the Internet, and be up and running exactly as if they were at the office—with the same access to voicemail, extension dialing, transferring, and all other features.

Second, if the magnitude of the disaster is such that handsets are inaccessible, replacement handsets can be ordered from GoTo. These handsets will be pre-programmed for plug-and-play installation, and can be shipped overnight for next-day delivery.

Finally, in response to an adverse event, incoming calls can be rerouted to other locations, or even to a group of cellular phones.

Customer Support SLAs

- We aim to achieve a 3-minute average speed of answer for inbound calls to Customer Support. We currently maintain an 80% success rate.
- We assign voicemails within the hour and respond within an hour of being assigned.
- We assign initial email correspondence within the hour and respond within an hour of being assigned.
- We respond to follow up emails within 24 hours.
- We automatically close correspondence with a customer after 72 hours of no response.

Further details at: <https://support.goto.com/connect/help/what-are-gotoconnects-customer-support-slax>

B. Describe the process and estimated timelines in the event the system falls.

See response above.

C. Describe any available forms of notification in the event of system failure.

GoTo automatically detects and notifies clients of any event, natural disaster or otherwise, which affects its hosted services. These notifications are delivered via email when possible, and include information related to the event including description, time, location, scope of impact, and other relevant details. GoTo also posts these notifications to its status website (<https://status.gotoconnect.com/>) in case email access is unavailable.

D. Describe any available forms of notification when the system is back online.

See response to C above.

E. Is there any indication on the handset display to indicate the system is down?

No. Notifications are described in C. above.

Task 3: Value Added Products and Services

A. Include any additional products and/or services available that the vendor currently offers in their normal course of business that is not included in the scope of this RFP that you think will enhance and add value to the proposed product

As GoToConnect is a cloud-based solution, all of our features and functionality are cloud-provided. A feature list can be found here: <https://www.goto.com/connect/features>

Task 4: Maintenance Support

A. Describe onsite and remote support for hardware and software both pre- and post-cut-over.

GoToCustomer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required or fees apply.

B. Will there be an installation technician onsite for the cut-over and for in- service support after the cut-over? If yes, describe their availability during the cut-over and post-cut-over.

Because GoToConnect is a hosted UC solution, clients can typically install their own phone systems with help that is provided remotely by GoTo engineers. In most cases, the GoTo team is not needed on-site for system installations. Before the installation, GoTo field engineers will pre-configure the necessary hardware, including phones and server, before sending it to the client. Phones will be clearly labeled, and they are "plug and play," meaning that the client should be able to plug the phone in and have immediate results. HOWEVER, Vertical Communications will provide onsite support for the deployment and cut-over, as well as any onsite support needed post-cut-over.

C. Describe both onsite and remote support after cut-over. Describe detailed SLA information for major and minor outages, including response times for both remote and onsite support. Describe major and minor criteria for maintenance issues. Detail response times for major and minor maintenance issues.

A primary advantage of the hosted delivery model discussed in this proposal is that the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivery the solution, and ensures that everything is up-to-date. Jive Cloud is engineered in such a way that updates and

maintenance do not require scheduled downtime but can instead be rolled out across the platform during periods of low utilization. Also, our qualified maintenance and support team is available 24/7 to answer any questions or concerns. The Jive Cloud platform is deployed across multiple datacenters in the U.S. Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

Maintenance is not required on-site for GoTo's Hosted VoIP installs. Phones are plug and play, and most customers opt to keep spares on hand. Phones can also be shipped from GoTo overnight. With regards to Jive Cloud (GoTo's service delivery platform), GoTo has contract relationships with our datacenter providers to deliver remote hands—if physical changes are required to the Jive Cloud infrastructure, these remote hands are typically available within fifteen minutes.

GoTo employs technical support professionals, NOC engineers, and Customer Care representatives dedicated to GoToConnect. These personnel, including organized network deployment and project management teams, are located in Lindon, UT. Both local and remote network engineers are frequently deployed to assess, install, and maintain GoTo supplied LAN/WAN network equipment at client sites. We also have an extensive network of local partnerships that provide additional skilled headcount based on project size and need. These authorized partners perform a variety of tasks, including network equipment and IP handset installation, under the direction of network and field engineering managers.

Customer Support SLAs have been provided above.

D Describe in detail ongoing maintenance fees and contract costs. Will patches and updates be included in our maintenance costs? Describe management of updates, patches, and upgrades. Are they included as part of the maintenance contract? This will include operating system updates as well as system upgrades and patches

GoTo's strategy for upgrades and new releases of Jive Cloud is based on an Agile Methodology of continuous integration and rapid iteration. All upgrades and new releases of Jive Cloud are free of charge to GoTo Hosted VoIP customers.

Every enhancement, upgrade, new feature, or software patch is introduced seamlessly into Jive Cloud once ready for release. In general, GoTo releases updates to Jive Cloud every two weeks, based on the length of developer sprints and milestones.

The integration of the new functionality begins by following a beta-testing process (with select beta customers) before the feature is released to mainline customers over a period of time. The period is often defined by the size of the enhancement, the service it affects, or the number of clients utilizing the feature. Jive Cloud is engineered in such a way that updates and

maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

Task 5: Licensing

A. Describe the licensing structure and ease of acquiring additional licenses or removing licenses as needed.

GoToConnect seat licenses are all-inclusive - including 80+ features and access via hardphone, softphone, and mobile app. Users can use any or all of these methods to access the system without incurring additional charges. Also available are "Low Usage" licenses. These include the same 80+ features, but only allow a single line on a phone. In addition, there is a limit of 50 minutes of calling per month on low usage licenses (pooled across the customer account, i.e. 6 low usage phones = 300 minutes per month to be used by those 6 phones in any combination). The Low Usage license is intended for common area and classroom phones.

B. What is the process for procuring additional licenses?

Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

C. How long does it take to add additional licenses on average?

Additional licenses can be added same day.

D. Describe your billing process and any true ups associated with it.

GoTo operates its own billing and invoicing system and provides a single, comprehensive monthly invoice to its customers. GoTo Connect customers receive invoices via email each month for the upcoming month's service and any prior months' metered services (i.e. Toll Free minutes). Electronic bills can be easily customized to meet customers' requirements for chargeback and inventory purposes.

Task 5: Training

A. Describe training for both users and administrators. Provide specific information regarding training for the receptionist, administrative assistants, and users (remote and in the office). How long is the training? Will a trainer be sent to the site? Will a trainer be available at our office post-cut-over to assist users? How long will the trainer be available?

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across all phases of the

implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Part of this process is training. The following types of training are available, all at no extra charge to the customer with the exception of onsite training requirements.

Administrator Training

GoTo follows a “train the trainer” methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion. All trainings, with the exception of on-site classes, are provided for no additional cost. The following administrator training options are available:

- **Customer On-Boarding Training.** GoTo provides on-boarding administrator trainings provided by specialized GoTo customer service personnel. These one-hour trainings, done over the phone with screen-sharing, are tailored to customer needs and provide an overview of how to configure and use GoToConnect specifically for their organization. Customers may schedule additional follow-up sessions as required at any time.
- **Online Video Tutorials.** GoTo has created a series of training videos demonstrating the configuration and utilization of GoToConnect. The videos are located here: <https://support.goto.com/connect/user-guide/getting-started-users>
- **Administrator Guide.** GoTo has detailed written guides that provide instructions on how to use all features included with GoToConnect. Guides are available online here: <https://support.goto.com/connect/user-guide/getting-started-admins> and can also be provided in printed format.
- **Ad Hoc Training.** GoTo Customer Service Representatives are available for phone-based trainings on an ad hoc basis. Customers may either schedule a time with a Customer Service Representative to attend a personalized training or they may simply call GoTo customer service with any questions they have. Ad hoc training is provided to all customers at no additional cost.
- **On-Site Administrator Training Classes.** On-site classes include training on the web-based PBX controls (administrator software), Dial Plan Editor, and Call Reporting applications. Classes are administered on the customer site; additional charges may apply.

End-User Training

GoTo also offers several training options for end-users, all for no additional cost. Training topics range from actual handset utilization (e.g. “how do I transfer”) to voicemail settings. The following options are available:

- Self-Guided Training. GoTo provides online video tutorials, quick-start and quick reference guides, and interactive user manuals similar to those provided for administrators for end users. These training references are available online at any time and are provided at no additional cost. GoTo Getting Started for Users can be found here: <https://support.goto.com/connect/user-guide/getting-started-admins>
- Administrator-Led Training. GoTo will provide customers with access to training support materials to enable administrators who have completed GoTo administrator training to train other members of their organization. Materials are available online at any time.
- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based user training on an ad hoc basis. Customers may either schedule a time with a Representative to attend a personalized user training or they simply call GoTo customer service with any questions they have.
- On-Site User Training Classes. On-site classes include training on end-user features like Find Me/ Follow Me settings and voicemail configuration, as well as an overview of handset operations and settings. Classes are administered on-site upon request; additional charges may apply.

B. Describe system administration and maintenance training. How long is the training? Will a trainer come to the site, or will we attend training at a different location? Is training available online? Describe all available training options for system administration and maintenance training.

See response above.



Why GoTo Connect?

The Swiss Army Knife of software

A single, consolidated platform that's driving a new wave of customer engagement.



Phone



Meeting



Messaging



Integrations



Audio Conferencing



Fax



Contact Center



Screen Sharing

Your work. Your terms.

Whichever device you and your employees choose, we make it easy to jump from phone to meeting to chat on any device, all through one application, with one secure login.



Built for IT. Designed for everyone.

We give IT professionals just one system for phone, meetings and messaging, all equipped with a unified administration portal that helps you succeed.

24/7 Support & 99.99% Uptime

Our solutions are so intuitive, even people who dislike technology will love ours. But in the event you need a little help, we're here.



Top-Rated Remote Desktop Software &
Top-rated Hosted VoIP Provider
Top-Rated Identity Management Solution



Best Video Conferencing Provider
Best Webinar Software
Best VOIP Provider / Leader in UCaaS



Challenger for Meeting Solutions
Challenger for UCaaS Solutions
Customers' Choice for Meeting Solutions



Gold Medals in the Company, Collaboration & Customer Service Categories
Company of the Year



Best Customer Service & CRM Product

Over 100+ Features

Connect an office or remote workforce with the flexible tools and unified administration.



Auto Attendants

Leverage an endless number of auto attendants to create custom menu options and gain IVR functionality.



HD Video Conferencing

Host professional meetings with up to 250 attendees using screenshare and meeting recording.



Conference Bridge

Utilize an unlimited number of conference bridges across the organization.



Voicemail to Email

Listen to voicemails directly from any inbox, on any device.



Ring Groups/Queues

Route calls to the right people in the shortest amount of time — empowering the organization with call center functionality.



Mobile Apps

Make and receive calls on any iOS or Android device — turn any smartphone or tablet into an office phone.



SMS/MMS Text Messaging

Send and receive messages between teams across desktop, mobile or web with SMS/MMS available in North America.



Virtual Fax

Send and receive faxes and view them in any email box at no additional cost.



Music on Hold

Present a professional image with custom music and messaging for promotions or instructions.



In-Country Calling

Call anyone in your country free up to fair-use limits.



Global Calling

Call over 50 countries at no additional cost.



GoTo Contact

GoTo Contact is a feature-rich, cloud-based contact center solution designed to improve customer experiences, and boost sales.

Their Words, Not Ours



“We live in LA, there might be an earthquake tomorrow. We needed a system that could work from anywhere. That’s what GoTo brought to PLN. It’s centralized and in the cloud.”

Geovanni Rivas

Head of IT, Technology and Communications, Para Los Niños

“We are saving 61% in cost every time we implement GoTo Connect at one of our locations over other hosted solutions. GoTo is a vital solution for Tenet Healthcare, which we depend on more every day.”

Don Preston

Consultant for Tenet Healthcare

Other Customers



DARTMOUTH

SIEMENS



Hilton
HOTELS & RESORTS



accenture

Gartner

Gartner recognized GoTo as a Challenger in the 2021 Magic Quadrant for Unified Communications and Collaboration.

TrustRadius

TrustRadius named GoTo Connect as a 2021 top rated VoIP solution.



G2 recognizes GoTo as a leading VoIP provider based on user reviews for customer satisfaction.

Communication tools are better together.
Visit [GoTo.com](https://www.gotocom.com) to see all our products.



**ACKNOWLEDGEMENT
RECEIPT OF ADDENDUM #1
RFP 23-IT01**

Upon receipt of documents, please email, fax or mail this page to:

City of Milton
Attn: Honor Motes, Purchasing Office
2006 Heritage Walk
Milton, GA 30004
Phone: 678-242-2500
Fax: 678-242-2499
Email: honor.motes@miltonga.gov

I hereby acknowledge receipt of documents pertaining to the above referenced RFP.

COMPANY NAME: GoTo Technologies USA, Inc.

CONTACT PERSON: Lars Larsen

ADDRESS: 333 Summer Street

CITY: Boston STATE: MA ZIP: 02210

PHONE: 1-833-851-8340 FAX: 1-781-998-7792

EMAIL ADDRESS: lars.larsen@goto.com

Lars Larsen
Signature
ADDENDUM #1

March 30, 2023
Date

ADDENDUM #1 RFP 23-IT01

****Due date for submitting proposals has been extended to 2:00 p.m. on
Wednesday, April 5, 2023 ****

Questions and Answers

This Addendum forms a part of the contract documents and **modifies** the original ITB documents as noted below:

1. I've reviewed the RFP documents and there are no specifics listed as to quantities of licenses/devices. Are you able to provide this type of information or can you please let me know when it will be available? ~ 200 users and 100 devices (phones/handsets)
2. Are the details about internet speeds, provider, and medium of delivery (fiber, coax, etc) available for the locations listed in the RFP that will be receiving VOIP service? ~ Internet speeds at each location are 100 mbps, with a 1 gbps direct fiber circuit between City Hall and PD. The 4 Fire stations have 250 mbps fiber internet circuits.
3. Do all of the locations currently have PoE switches to accommodate a VOIP phone system? ~ All locations run PoE Cisco switches, either Catalyst 2960X or Catalyst 9200
4. What is the total number of DIDs or individual phone numbers that will need to be supported by the replacement solution? Thanks! ~ The total number of DIDS is 130
5. What are the Total Number of users who need to be setup with Teams Phone System? ~ 130
6. Do you require a Contact Center (Call Center)? ~ No, a contact Center is not needed, but we would possible like to see how it operates and may add it.
7. How many users will be enabled for Contact Center? ~ See the answer above about the Contact Center
8. Does the proposed solution need to support analog devices? ~ Yes, it will need to support fax lines (or have an efax option) and our elevator/fire alarms at some locations.
9. What is the total count of analog devices? Are they mostly Fax and Card Readers or do they have analog phones too? Mention count of each where possible. ~ there are approximately 10 fax lines.

10. Do you need Paging? Do you have existing Paging solutions that need to be integrated? Please share number of devices that would require analogue connectors for Paging? ~ there is no need for paging at this point, but we would like the system to be capable of adding this feature in the future.
11. How many Desk phones, Conference phones, video conference phones are required? Write individual count of each type as well as model and brand preference. ~
- Desk phones= 98 total phone splits between these models-
 - o 41 IP480g Mitel/Shortel
 - o 2-IP560 Mitel/Shortel
 - o 1-IP655 Mitel/Shortel
 - o 16-IP480 Mitel/Shortel
 - o 38- IP230g Mitel/Shortel
 - Conference phones= 8
 - Video Conference phones= 0
12. Where are Customer Emails hosted? ~ Microsoft 365 GCC
13. Are you open to switching existing Telecom Provider? What is the name of existing provider? ~ Yes, AT&T
14. Do you need to Port Phone Numbers? How many Phone numbers need to be ported? ~ Yes, if we switch providers. The current range of numbers goes from 2481-2780, a total of 299.
15. Have funds been appropriated and made available for this Contract? ~ Yes. If so, for how many years of performance? ~ For the first year of service and annual after. If not, when does the City anticipate funds being appropriated and made available? ~ Funding has been appropriated and is now available. How will Offerors be so notified? ~ this Addendum serves as official notification.
16. We plan on being present for the onsite visit on the 15th. We'd like to include a member of our team remotely. Are there call-in/conferencing options for this event? ~ this is more of a "job-walk" for attendees to view our office and equipment; therefore, we will not have the capability for conferencing options. Questions will not be taken at the onsite visit, but must be submitted online via our procurement portal, BidNet Direct. Answers will be published in the formal Addendum.
17. Are you planning on purchasing new phones as part of the new solution as opposed trying to keep and utilize existing phones? Just wishing to confirm. ~ We will purchase new phones for staff that want a physical handset.

18. Do you already have existing ethernet drops and ports available at all handset locations as well as switch ports available. In other words are you expecting bid winner to provider new wiring or just use existing wiring and ports that already exist. ~ The Contractor (winning bidder) will not have to do any cabling. Cabling already exists in all City buildings.
19. Can you provide an address list of every department needing phones with number of phones at each location per the below. Name of Department How Many phones needed at location Address ~ Our current system does not allow us to separate phones by location. We are estimating there are 60-70 phones at City Hall (Public Works, Finance, Community Development, IT, Parks and Recreation, City Management, City Clerk, and Communications). 20-30 phones at the Public Safety Complex and remote fire stations.
20. Please advise any locations where a conference phone would be needed? Name of department and address. ~ (5) Conference Phones at City Hall, and (4) at the Public Safety Complex (3 for PD and 1 for Fire)
21. Please confirm if a standard 3 year term is acceptable. could not find a term length noted on the RFP requirements. ~ Per O.C.G.A. our contracts are required to terminate annually either at the end of our fiscal year or calendar year, with the option for auto-renewal. It's our intent for this contract to have a minimum of two annual renewals after the initial year.
22. What is the city currently using for Directory services? (Active directory, SailPoint, AWS, etc)? ~ Active Directory
23. Does the proposed phone system need to support this. In other words does any of the agency departments receive 911 calls and dispatch any emergency services or is this handled by county and or federal partner agencies.~ We do not currently dispatch 911 calls.
24. What is the city currently using for Directory services? (Active directory, SailPoint, AWS, etc)? ~ Active Directory
25. What type of PSTN services is the city using on the existing PBX (T1/PRI, SIP Trunks and/or Copper POTS lines)? Who is the current PSTN carrier(s) Does the county have a feel for how many Inbound and outbound PSTN Calls are managed by the city in an average Month? ~ SIP, AT&T, we do not have stats on inbound or outbound calls.
26. Would it be possible to provide information as it relates to the Type and number of phones as well as PSTN Lines/trunks listed by department/location? Milton City Department City Building Name/address PSTN Trunk Circuit Type & number of

trunks/lines (T1/PRI, SIP Copper POTS) VOIP Desktop Admin Phones required
Common Area VOIP Phones required VOIP Admin Softphones Required Analog
Devices (Fax, Elevator, etc) Required Police Fire City Manager's City Clerk
Community Dev Public Works Municipal Court Communications Human
Resources Finance Information Tech Parks & Recreation ~ Type and number of
phones was given in another answers already. SIP trunks are in use at all City
buildings, a total of 2 at City Hall and 2 at the Public Safety complex. Analog
lines are used for elevator alarms (2), some faxes (3-4)

27. What Voice messaging platform (Auto attendant and Voice Mail) is the county currently using? Is it locally hosted or in the cloud? How many Voice Mailboxes do you require? ~ Shortel, on premise, 100 mailboxes is a safe bet.
28. How many Auto Attendant Menu tree's do you require? Do you require multi-lingual AA Menus Do you require Unified Messaging (VM Messages sent to users email account)? ~ 4, no multi-lingual is needed as of now.
29. Does the county already have enough POE and QOS enabled data/Ethernet L3/L4 based Switch ports in place to support the VOIP phones needed for this project? Or Do we need to include Power bricks for local power. ~ Yes, there are enough PoE switches no power bricks needed.
30. Does the County require any Voice Only and/or Omni Channel (Voice, Email, Chat, Fax, etc.) based Contact Center/ACD functionality? If yes, can you please elaborate on the number of: Contact Center Groups/splits needed Contact Center Agents (Named and Concurrent) needed Contact Center Supervisor Positions- Can see real-time agent and call center stats as well as pull/schedule reports Contact Center custom announcements needed ~ No
31. Do you have any Interactive Voice Response requirements. List Any advance CC/ACD Functionality in place currently Email queuing and auto-reply Chat queueing Call recording ~ No
32. Are there any overhead paging interface requirements? If yes please describe what buildings have it and is it all call paging, zone-based paging, or both? ~ No
33. What is the current interface to the PBX, Station, or Trunk port(s)? ~ SIP Trunks
34. What type of administration and/or End-user training is preferred by the city? Is onsite training required or is Remote Webex based training, ok? ~ Either remote or in person
35. How many training sessions per day and how many days would you like to see included in our proposal? Do you prefer "Train the Trainer" type training- in

where the Contractor would train a select group of Staff who in turn would train the remaining staff. Or do you prefer Classroom based training for all staff members? ~Train the trainer is fine or classroom training either in person or remote.

36. CONTRACTOR AFFIDAVIT AND AGREEMENT requires signature and notary, is electronic signature and notary acceptable? ~ Yes
37. For the required Cover Page, is electronic signature acceptable? ~ Yes
38. Technical Proposal can be no more than twenty (20) single sided pages. Cover page(s), table of contents, tabs, and required forms do not count toward the page limit. Do separately labeled sections such as executive summary, corporate overview, case studies, and summary of solution features count toward the 20-page Technical Proposal limit? ~ The summary of solution features would be considered part of the technical proposal; however, the other pages would not count towards that limitation.
39. And how many telephones or user are there per location? ~ This information was provided in a previous questions
40. Are there any analog lines? How many analogs at each location? ~ 8, 4 at City Hall and 4 at the Public Safety Complex
41. Does this IP network currently allow for QoS (Quality of Service) at all locations? ~ Yes
42. Does the IP network reach all locations? ~ Yes
43. Do all locations have POE (Power over Ethernet) capabilities at all locations? ~ Yes
44. Is local trunking provided, SIP trunks or PRI already in place? Who is the service provider? ~ SIP trunks w/t AT&T
45. For eFax service: is there an estimate of total traffic required (inbound/outbound pages/month?) ~ No
46. For eFax service: how many DID's does the City currently have for inbound fax? ~ Approximately 10

47. Given that questions will not be answered until 3/22, can you please extend the RFP response time for another three (3) weeks? ~ The due date for submitting proposals has been extended to 2:00 p.m. on Wednesday, April 5, 2023.
48. What licenses do you have with Microsoft? You mention having the G series licenses but are they G1, G3, G5? If G1 or G3 do you have the Phone System add-on license? ~ G1 and G3 without the Teams Phone licensing
49. Is this agreement expected to be Fed Ramp Moderate (on-shore) compliant? ~ No
50. What ISP is being used to support the City of Milton? Will this RFP include replacing the existing ISP? Is so, what requirements are needed (i.e. speed/router type)? ~ AT&T, no replacing the ISP isn't a requirement, but may be considered.
51. Section 1, page 10, 4b. Work Plan - It states: "provide an anticipated project schedule with 12/1/22 as an assumed Notice to Proceed." Please provide the corrected date. ~ It's anticipated the Notice to Proceed would be issued immediately after the contract award which is proposed to be by mid-May 2023.
52. How many users are at the Fire Hall and Community Center? Are those users included in the total of 97? ~ This information was provided in a previous questions
53. What is the total number of conference rooms? What is the capacity of each? ~ 8, capacity varies from 15-20
54. When do you anticipate changing the current Microsoft license to M365G? ~April 2023
55. What is the current faxing solution? Is it email faxing or is it machine based, traditional wired lines? ~ Analog, through the VOIP system and some dedicated lines
56. Is 97 handsets the total amount for the whole city? Do you require additional ones preconfigured for possible new employees? How many total handsets (including extra) are required? How many total users? How many phone numbers are in your current inventory (local, toll-free)? ~ 97 is total amount, we'll purchase extra phones as needed.

57. Section 6 (Evaluation Criteria, first bullet): Please confirm this RFP is only for the City of Milton, the sentence in bullet 1 indicates "Cities", ~ Yes, just the City of Milton.

**ORDER FORM AGREEMENT BETWEEN THE CITY OF MILTON AND FULTON
COMMUNICATIONS, INC.**

ADDENDUM NO. 1

This Addendum supplements that certain Order Form Agreement (the "Agreement") between **FULTON COMMUNICATIONS, INC., DBA VERTICAL COMMUNICATIONS, INC.**, a Georgia corporation with principal office located at 1000 Holcomb Woods Parkway, Building 400, Suite 415, Roswell, Georgia 30076 ("Service Provider") and the **CITY OF MILTON**, a political subdivision of the State of Georgia ("Customer"), of even date herewith, to add the following provisions thereto:

1. Conflicting Provisions.

This Addendum is attached to and is a part of the Agreement described above. The provisions of this Addendum control over any contrary provisions found in the Agreement. No provision of the Agreement shall operate to override the provisions of this Addendum.

2. Statutory Auto-Termination and Renewal.

The term of this Agreement shall commence as of the date both Parties have last signed both the Agreement and this Addendum ("Effective Date"), and the Agreement shall terminate two (2) years following the Effective Date ("Term") (provided that certain obligations will survive termination/expiration of this Agreement). If the Term of this Agreement is longer than one year, the Parties agree that this Agreement, as required by O.C.G.A. § 36-60-13, shall terminate absolutely and without further obligation on the part of the Customer on December 31st of each year of the Term, and further, that this Agreement shall automatically renew on January 1st of each subsequent year absent the Customer's provision of written notice of non-renewal to Service Provider at least ninety (90) days prior to the end of the then year. Title to any supplies, materials, equipment, or other personal property shall remain in Service Provider until fully paid for by the Customer.

3. Sovereign Immunity; Indemnification.

Nothing contained in the Agreement shall be construed to be a waiver of Customer's sovereign immunity or any individual's qualified, good faith or official immunities. Any provision of the Agreement requiring the Customer to indemnify the Service Provider is only valid to the extent allowed by Georgia law. The parties hereto agree and acknowledge that the Customer is under no obligation to procure additional insurance related to the Agreement, including this Addendum.

4. Termination

Customer may terminate this Agreement for convenience at any time upon providing written notice thereof at least thirty (30) days in advance of the termination date.

5. Nondiscrimination.

In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and all other provisions of Federal law, Service Provider agrees that, during performance of this Agreement, Service Provider, for itself, its assignees and successors in interest, will not discriminate against any employee or applicant for employment, any subcontractor, or any supplier because of race, color, creed, national origin, gender, age or disability. In addition, Service Provider agrees to comply with all applicable implementing regulations and shall include the provisions of this Section in every subcontract for services contemplated under this Agreement.

6. Confidentiality.

Service Provider acknowledges that Customer's disclosure of documentation is governed by Georgia's Open Records Act, and Service Provider further acknowledges that if Service Provider submits records containing trade secret information, and if Service Provider wishes to keep such records confidential, Service Provider must submit and attach to such records an affidavit affirmatively declaring that specific information in the records constitutes trade secrets pursuant to Article 27 of Chapter 1 of Title 10, and the Parties shall follow the requirements of O.C.G.A. § 50-18-72(a)(34) related thereto.

7. Authority to Contract.

The individual executing the Agreement on behalf of each party covenants and declares that he/she has obtained all necessary approvals of the necessary board of directors, stockholders, board of commissioners, general partners, limited partners or similar authorities to simultaneously execute and bind the party to the terms of the Agreement.

8. Ethics Code; Conflict of Interest.

Service Provider agrees that it shall not engage in any activity or conduct that would result in a violation of the City of Milton Code of Ethics or any other similar law or regulation. Service Provider certifies that to the best of its knowledge no circumstances exist which will cause a conflict of interest in performing the services required by this Agreement. Service Provider and the Customer acknowledge that it is prohibited for any person to offer, give, or agree to give any City employee or official, or for any City employee or official to solicit, demand, accept, or agree to accept from another person, a gratuity of more than nominal value or rebate or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of 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. The Service Provider and the Customer further acknowledge that it is prohibited for any payment, gratuity, or offer of employment to be made by or on behalf of a sub-consultant under a contract to the prime

Service Provider or higher tier sub-consultant, or any person associated therewith, as an inducement for the award of a subcontract or order.

9. Governing Law.

This Agreement is governed by the laws of the State of Georgia to the extent that such laws apply to the Customer as a political subdivision of the State of Georgia and as a party to this Contract.

10. Employment of Unauthorized Aliens Prohibited – E-Verify Affidavit.

Pursuant to O.C.G.A. § 13-10-91, Customer shall not enter into a contract for the physical performance of services unless Service Provider shall provide evidence on the forms attached hereto as Addendum Exhibits “A” and “B” (affidavits regarding compliance with the E-Verify program to be sworn under oath under criminal penalty of false swearing pursuant to O.C.G.A. § 16-10-71), that it and its subcontractors have registered with, are authorized to use and use 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, and that they will continue to use the federal work authorization program throughout the contract period. Service Provider hereby verifies that it has, prior to executing this Agreement, executed a notarized affidavit, the form of which is provided in Addendum Exhibit “A”, and submitted such affidavit to Customer. Further, Service Provider hereby agrees to comply with the requirements of the federal Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603, O.C.G.A. § 13-10-91 and Georgia Department of Labor Rule 300-10-1-.02.

In the event Service Provider employs or contracts with any subcontractor(s) to perform services for Customer, Service Provider agrees to secure from such subcontractor(s) attestation of the subcontractor’s compliance with O.C.G.A. § 13-10-91 and Rule 300-10-1-.02 by the subcontractor’s execution of the subcontractor affidavit, the form of which is attached hereto as Addendum Exhibit “B”, which subcontractor affidavit shall become part of the contractor/subcontractor agreement. Service Provider agrees that the employee-number category designated below is applicable to it:

- 500 or more employees
- 100 or more employees
- Fewer than 100 employees

Service Provider hereby agrees that, in the event Service Provider employs or contracts with any subcontractor(s) in connection with the Agreement and where the subcontractor is required to provide an affidavit pursuant to O.C.G.A. § 13-10-91, Service Provider will secure from the subcontractor(s) such subcontractor(s)’ indication of the above employee-number category that is applicable to the subcontractor. If Service Provider does not employ or contract with any subcontractor(s) to perform services for Customer, the provisions of this section related to subcontractors shall not apply. The above requirements shall be in addition to the requirements of

state and federal law and shall be construed to be in conformity with those laws.

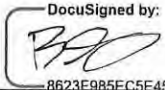
[remainder of this page intentionally left blank]

[signature page follows]

IN WITNESS WHEREOF Customer and Service Provider have executed this Agreement, effective as of the Effective Date first above written.

SERVICE PROVIDER:

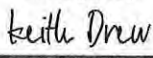
FULTON COMMUNICATIONS, INC.

By:  Ben Treadway, President
DocuSigned by: 8623E985FC5E459

[CORPORATE SEAL]



ATTEST:

By:  Keith Drew
Print Name: Keith Drew
Title: Sr. Communications Consultant
DocuSigned by: AAB3982C521048

CITY OF MILTON, GEORGIA

By: Peyton Jamison, Mayor

[CITY SEAL]

Attest:

Signature: _____
Print Name: _____
Title: City Clerk

Approved as to form:

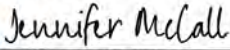
 8/10/2023
City Attorney Date
DocuSigned by: 8433E81E7AF148A

EXHIBIT A

**STATE OF GEORGIA
COUNTY OF FULTON**

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 of services on behalf of the **CITY OF MILTON** 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 subcontractors 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:

416577
Federal Work Authorization User Identification Number

5/19/2011
Date of Authorization


Vertical Communications, Inc.
Name of Contractor

Vertical Communications Installation
Name of Project

City of Milton
Name of Public Employer

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

Executed on July 27th, 2023 in Roswell, Georgia.

DocuSigned by:

Signature of Authorized Officer or Agent

Ben Treadway President

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE 27 DAY OF JULY,
2023


Notary Public

[NOTARY SEAL]

My Commission Expires:

Donna M Demarcus
NOTARY PUBLIC
Gwinnett County, GEORGIA
My Comm. Expires
12/1/2024

EXHIBIT B

**STATE OF GEORGIA
COUNTY OF FULTON**

SUBCONTRACTOR AFFIDAVIT

By executing this affidavit, the undersigned subcontractor 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 **Fulton Communications, Inc.** on behalf of the CITY OF MILTON 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 subcontractor will continue to use the federal work authorization program throughout the contract period, and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five (5) business days of receipt. If the undersigned subcontractor receives notice that a sub-subcontractor has received an affidavit from any other contracted sub-subcontractor, the undersigned subcontractor must forward, within five (5) business days of receipt, a copy of the notice to the contractor.

Subcontractor 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 Subcontractor

Vertical Communications Installation
Name of Project

CITY OF MILTON
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

[NOTARY SEAL]

My Commission Expires:
