



City of Republic - Invitation for Bid

Cloud Hosted VOIP Telephone System

SEALED BIDS MUST BE PHYSICALLY RECEIVED AT REPUBLIC CITY HALL PRIOR TO **3:00 P.M. ON May 8th, 2020.**

***Please see bid submission comments below on accommodations made related to current COVID19 social distancing policy ***

**City of Republic
C/O City Clerk, Laura Burbridge
213 N. Main
Republic MO 65738**

- Bids will be opened by the buyer at the location listed above.
- Bids shall be submitted on the forms provided and must be manually signed by the individual authorized to legally bind the company.
- Bids shall be submitted with the **Invitation for Bid (IFB) project name or item clearly indicated on the outside of the mailing envelope.**
- Bids received after the opening date and time will be rejected.
- The attached Terms and Conditions shall become part of any purchase order resulting from this bid.
- FAXED/EMAILED BIDS WILL NOT BE ACCEPTED.
- You are invited to submit your bid to furnish the materials and/or services described herein. Please submit your prices/fees net of all discounts.

***City Hall will be open at the time of bid opening. We will limit physical attendance to 10 or less in order to follow current social distancing recommendations. Bids can be dropped off or mailed to 213 N. Main, Republic, MO 65738 and will be received until May 8th, at 3:00 p.m. If City Hall is closed at the time of submission, bids may be dropped off in the drop box outside City Hall or sent by mail. Please note that mail is received every 3 days while City Hall is closed, so please ensure adequate time for receipt of any mailed bids. If the bid package is too large for the drop box, bidders may call City Hall in advance to arrange for a contactless drop off by calling 417-732-3140.

DESCRIPTION

Cloud Hosted VOIP Telephone System

Please see the Bid Specifications and Description of Work (Attachment A – Bid Submission Form) attached to this document for details on the existing and desired phone system solution.

DELIVERY: F.O.B. DESTINATION - The articles to be furnished hereunder shall be delivered all transportation charges paid by the bidder to destination.

Inquiries - All inquiries for information should be directed to:

Joshua Jones
Information Systems
jjones@republicmo.com
417-732-3820

It is the intent of the City that this Invitation for Bid promotes competitive bidding. It shall be the Vendor's responsibility to advise the City if any language, requirements, etc. any combination thereof, inadvertently restricts or limits the requirements stated in this Invitation for Bid to a single source. Such notification must be submitted in writing and must be received by the City contact listed above not later than three (3) days prior to the bid opening date.

INSTRUCTION TO BIDDERS

01. Opening Location: The Bid will be opened at the Republic City Hall 213 N. Main at 3:00 P.M. ON May 8th, 2020.

- a. All bidders or their representatives are invited to attend the opening of the IFB.

02. IFB Delivery Requirements: Any Bids received after the above stated time and date will not be considered. It shall be the sole responsibility of the bidder to have their Bid delivered to Republic City Hall for receipt on or before the due date and time indicated.

- a. If a Bid is sent by U.S. Mail, the bidder shall be responsible for its timely delivery to Republic City Hall.
- b. Bids delayed by mail shall not be considered, shall not be opened, and shall be rejected.
- c. Arrangements may be made for their return at the bidder's request and expense.
- d. Bids may be mailed to Republic City Hall and accepted if the signed bid form and required information was mailed and received prior to the due date and time.
- e. Bids sent by email will not be accepted.

Sealed and Marked: If sent by mail, one original signed Bid shall be submitted in one sealed package, clearly marked on the outside of the package with the **IFB project name**.

clearly indicated on the outside of the mailing envelope and addressed to.

**City of Republic
C/O City Clerk, Laura Burbridge
213 N. Main
Republic MO 65738**

03. Legal Name and Signature: Bids shall clearly indicate the legal name, address, and telephone number of the bidder (company, firm, corporation, partnership, or individual).

- a. Bids shall be manually signed above the printed name and title of signer on the Affidavit of Compliance page.
- b. The signer shall have the authority to bind the company to the submitted Bid.
- c. Failure to properly sign the Bid form shall invalidate same, and it shall not be considered for award.

04. Corrections: No erasures are permitted.

- a. If a correction is necessary, draw a single line through the entered figure and enter the corrected figure above it.
- b. Corrections must be initialed by the person signing the Bid.

05. Clarification and Addenda: Each bidder shall examine all Invitation for Bid documents and shall judge all matters relating to the adequacy and accuracy of such documents.

- a. Any inquiries or suggestions, concerning interpretation, clarification, or additional information pertaining to the Invitation for Bid shall be made through the listed City contact in writing or through email.
- b. The City of Republic shall not be responsible for oral interpretations given by any City employee, representative, or others.
- c. The issuance of written addenda is the official method whereby interpretation, clarification, or additional information can be given.
- d. It shall be the responsibility of each bidder, prior to submitting their Bid, to contact listed City contact with questions or inquiries.

06. IFB Expenses: There is no expressed or implied obligation for the City of Republic to reimburse responding firms and the City will not reimburse for any expenses incurred in preparing responses to this request.

07. Irrevocable Offer: Any Bid may be withdrawn up until the due date and time set for opening of the IFB. Any Bid not so withdrawn shall, upon opening, constitute an irrevocable offer for a minimum period of 90

days to sell to the City the goods or services set forth in the IFB, until one or more of the Bids have been duly accepted by the City.

08. **Responsive and Responsible Bidder:** To be responsive, a bidder shall submit a Bid which conforms in all material respects to the requirements set forth in the Invitation for Bid. To be a responsible bidder, the bidder shall have the capability in all respects to perform fully the contract requirements, and the tenacity, perseverance, experience, integrity, reliability, capacity, facilities, equipment and credit which will ensure good faith performance. The lowest responsible bidder shall mean the bidder who makes the lowest Bid to sell goods or services of a quality which conforms closest to the quality of goods or services set forth in the specifications or otherwise required by the City and who is known to be fit and capable to perform the Bid as made.
09. **Reserved Rights:** The City reserves the right to make such investigations as it deems necessary to make the determination of the bidder's responsiveness and responsibility.
 - a. Such information may include, but shall not be limited to: current financial statement, verification of availability of equipment and personnel, and past performance records.
10. **The Right to Audit:** The bidder agrees to furnish supporting detail as may be required by the City to support charges or invoices, to make available for audit purposes all records covering charges pertinent to the purchase, and to make appropriate adjustments in the event discrepancies are found.
 - a. The cost of any audit will be paid by the City.
 - b. The City shall have the right to audit the bidder's records pertaining to the work/product for a period of three (3) years after final payment.
11. **Applicable Law:** All applicable laws and regulations of the State of Missouri and the City including the City Procurement Regulations and Procedures will apply to any resulting agreement, contract, or purchase order.
 - a. Any involvement with the City Procurement shall be in accordance with the Procurement Regulations and Procedures.
12. **Right to Protest:** Appeals and remedies are provided for in the City Procurement Regulations.
 - a. Protestors shall seek resolution of their complaints initially with the City Purchasing Agent.
 - b. Any protest shall state the basis upon which the solicitation or award is contested and shall be submitted within ten (10) calendar days after such aggrieved person knew or could have reasonably been expected to know of the facts giving rise thereto.
13. **Ethical Standards:** With respect to this IFB, if any bidder violates or is a party to a violation of the general ethical standards of the City Procurement Code or the State of Missouri Statutes, such bidder may be disqualified from furnishing the goods or services for which the Bid is submitted and shall be further disqualified from submitting any future Bids.
14. **Collusion:** By offering a submission to this Invitation for Bid, the bidder certifies the bidder has not divulged, discussed, or compared the Bid with other bidders and has not colluded with any other bidder or parties to this IFB whatsoever. Also, the bidder certifies, and in the case of a joint Bid, each party thereto certifies as to their own organization, that in connection with this IFB:
 - a. Any prices and/or cost data submitted have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such prices and/or cost data, with any other bidder or with any competitor.
 - b. Any prices and/or cost data for this Bid have not knowingly been disclosed by the bidder and will not knowingly be disclosed by the bidder prior to the scheduled opening directly or indirectly to any other bidder or to any competitor.
 - c. No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not to submit a Bid for the purpose of restricting competition.
 - d. The only person or persons interested in this Bid, principal or principals are named therein and that no person other than therein mentioned has any interest in this Bid or in the contract to be entered into.
 - e. No person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee

exempting bona fide employees or established commercial agencies maintained by the Purchaser for the purpose of doing business.

15. **Contract Forms:** Any agreement, contract, or purchase order resulting from the acceptance of a Bid shall be on forms either supplied by or approved by the City.

16. **Liability and Indemnity:**

- a. In no event shall the City be liable to the Contractor for special, indirect, liquidated, incidental, or consequential damages, except those caused by the City's gross negligence or willful or wanton misconduct arising out of or in any way connected with a breach of this contract. The maximum liability of the City shall be limited to the amount of money to be paid or received by the City under this contract.
- b. The Contractor shall defend, indemnify and save harmless the City, its elected or appointed officials, agents and employees from and against any and all liability, suits, damages, costs (including attorney fees), losses, outlays and expenses from claims in any manner caused by, or allegedly caused by, or arising out of, or connected with, this contract, or the work or any subcontract thereunder (the Contractor hereby assuming full responsibility for relations with subcontractors), including, but not limited to, claims for personal injuries, death, property damage, or for damages from the award of this contract to Contractor.
- c. The Contractor shall indemnify and hold the City harmless from all wages or overtime compensation due any employees in rendering services pursuant to this agreement or any subcontract, including payment of reasonable attorneys' fees and costs in the defense of any claim made under the Fair Labor Standards Act, the Missouri Prevailing Wage Law or any other federal or state law.

17. **IFB Forms, Variances, and Alternates:** Bids must be submitted on attached City IFB forms, although additional information may be attached.

- a. Bidders must indicate any variances from the City requested specifications and/or terms and conditions, on the IFB Affidavit of Compliance.
- b. Otherwise, bidders must fully comply with the City requested specifications and terms and conditions. Alternate Bids may or may not be considered at the sole discretion of the City Purchasing Agent.

18. **Bid Form:** All blank spaces must be completed with the appropriate response.

- a. The bidder must state the price, written in ink, for what is proposed to complete each item of the project.
- b. Bidders shall insert the words "no bid" in the space provided for an item for which no Bid is made.
- c. The bidder shall submit an executed Bid form, affidavit of compliance with other requested documents.

19. **Modifications or Withdrawal of Bid:** A modification for a Bid already received will be considered only if the modification is received prior to the time announced for opening of Bids.

- a. All modifications shall be made in writing, executed, and submitted on the same form and manner as the original Bid.
- b. Modifications submitted by telephone, fax, or email will not be considered.

20. **No Bid:** If not submitting a Bid, respond by returning the "Statement of No Bid" no later than the stated Bid opening time and date, and explain the reason in the space provided.

21. **Errors in Bids:** Bidders or their authorized representatives are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting Bids; failure to do so will be at the bidder's own risk. Neither law nor regulations make allowance for errors either of omission or commission on the part of bidders. In case of error of extension of prices in the Bid, the unit price shall govern.

22. **Prices:** Bid give both unit price and extended total.

- a. Price must be stated in units of quantity specified in the bidding specifications. In case of discrepancy in computing the amount of the Bid, the unit price of the Bid will govern.

- b. All prices shall be F.O.B. destination, freight prepaid (unless otherwise stated in special conditions). FOB, as used in this IFB, shall mean that Seller, at their own expense, shall transport the equipment and/or materials and bear the risk of loss from Sellers location to a specified location in the City of Republic, MO 65738. Buyer shall not take title to the materials or equipment until it is delivered and accepted by Buyer at the address specified within the City of Republic.
 - c. Each item must be bid separately and no attempt is to be made to tie any item or items in with any other item or items.
 - d. If a bidder offers a discount on payment terms, the discount time will be computed from the date of satisfactory delivery at place of acceptance and receipt of correct invoice at the office specified.
 - e. Payment terms shall be Net 30 if not otherwise specified.
 - f. Pre-payment terms are not acceptable.
23. **Discounts:** Any and all discounts except cash discounts for prompt payments must be incorporated as a reduction in the Bid price and not shown separately.
- a. The price as shown on the Bid shall be the price used in determining award(s).
24. **Descriptive Information:** All equipment, materials, and articles incorporated in the product/work covered by this IFB are to be new and of suitable grade for the purpose intended.
- a. Brand or trade names referenced in specifications are for comparison purposes only.
 - b. Bidders may submit Bids on items manufactured by other than the manufacturer specified when an "or equal" is stated.
25. **Deviations to Specifications and Requirements:** When bidding on an "or equal," Bids must be accompanied with all descriptive information necessary for an evaluation of the proposed material or equipment such as the detailed drawings and specifications, certified operation and test data, and experience records.
- a. Failure of any bidder to furnish the data necessary to determine whether the product is equivalent, may be cause for rejection of the specific item(s) to which it pertains.
 - b. All deviations from the specifications must be noted in detail by the bidder on the Affidavit of Compliance form, at the time of submittal of Bid.
 - c. The absence of listed deviations at the time of submittal of the Bid will hold the bidder strictly accountable to the specifications as written.
 - d. Any deviation from the specifications as written and accepted by the City may be grounds for rejection of the material and/or equipment when delivered.
26. **Samples (if required):** (NOT APPLICABLE)
27. **Quality Guaranty:** If any product delivered does not meet applicable specifications or if the product will not produce the effect that the bidder represents to the City, the bidder shall pick up the product from the City at no expense. Also, the bidder shall refund to the City any money which has been paid for same.
- a. The bidder will be responsible for attorney fees in the event the bidder defaults and court action is required.
28. **Quality Terms:** The City reserves the right to reject any or all materials if, in its judgment, the item reflects unsatisfactory workmanship, manufacturing, or shipping damages.
29. **Tax-Exempt:** The City is exempt from sales taxes and Federal Excise Taxes: Missouri Tax ID Number 12492990.
30. **Awards:**
- a. Unless otherwise stated in the Invitation for Bid, cash discounts for prompt payment of invoices will not be considered in the evaluation of prices. However, such discounts are encouraged to motivate prompt payment.
 - b. As the best interest of the City may require, the right is reserved to make awards by item, group of items, all or none or a combination thereof; to reject any and all Bids or waive any minor irregularity or technicality in Bids received.

- c. Awards will be made to the Bidder whose Bid (1) meets the specifications and all other requirements of the Invitation for Bid and (2) is the lowest and best Bid, considering price, delivery, responsibility of the bidder, and all other relevant factors.
- 31. **Authorized Product Representation:** The successful bidder(s) by virtue of submitting the name and specifications of a manufacturer's product will be required to furnish the named manufacturer's product.
 - a. By virtue of submission of the stated documents, it will be presumed by the City that the bidder(s) is legally authorized to submit and the successful bidder(s) will be legally bound to perform according to the documents.
- 32. **Regulations:** It shall be the responsibility of each bidder to assure compliance with OSHA, EPA, Federal, State of Missouri, and City rules, regulations, or other requirements, as each may apply.
 - a. **E-VERIFY COMPLIANCE REQUIREMENTS:** All Contractors/Contractors for contracts exceeding five thousand dollars shall by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall also sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.
 - b. Proposers are informed the Project is subject to the requirements of Section 292.675, RSMo., which requires all contractors or subcontractors doing work on the Project to provide and require its on-site employees to complete a ten (10) hour course in construction safety and health approved by the Occupational Safety and Health Administration ("OSHA") or a similar program approved by the Missouri Department of Labor and Industrial Relations which is at least as stringent as an approved OSHA program. The training must be completed within sixty (60) days of the date work on the Project commences. On-site employees found on the worksite without documentation of the required training shall have twenty (20) days to produce such documentation.
 - c. Pursuant to Section 292.675 RSMo. The Contractor shall forfeit to the City as a penalty two thousand five hundred dollars (\$2,500.00), plus one hundred dollars (\$100.00) for each on-site employee employed by the Contractor or its Subcontractor, for each calendar day, or portion thereof, Such on-site employee is employed without the construction safety training required in the above paragraph.
 - d. Section 208.009 RSMo. shall apply to any contracts awarded under this bid.
- 33. **Termination of Award:** Any failure of the bidder to satisfy the requirements of the City shall be reason for termination of the award.
 - a. Any Bid may be rejected in whole or in part for any reason by the City.
- 34. **Royalties and Patents:** The successful bidder(s) shall pay all royalties and license fees for equipment or processes in conjunction with the equipment being furnished.
 - a. Bidder shall defend all suits or claims for infringement of any patent right and shall hold the City harmless from loss on account or cost and attorney's fees incurred.
- 35. **Equal Employment Opportunity Clause:** The City of Republic, in accordance with the provision of Title VI of the Civil Rights Act of 1964 (78 Stat. 252) and the Regulations of the Department of Commerce (15 CFR, Part 8) issued pursuant to such Act, hereby notifies all bidders that affirmatively ensure that in any contract entered into pursuant to this advertisement that minority businesses will be afforded full opportunity to submit Bids in response to this advertisement and will not be discriminated against on the grounds of race, color, or national origin in consideration for award.
- 36. **Prevailing Wages:** If the public works construction project is valued at more than \$75,000, the successful bidder shall comply with applicable State provisions concerning the payment of prevailing wages on public works projects. Accordingly, all workers performing work under the City Contractor Agreement shall be paid not less than the prevailing hourly rate of wages as determined by the Department of Labor and Industrial Relations of the State of Missouri (or "MoDOLIR").
- 37. **Insurance Requirements:** Without limiting any of the other obligations or liabilities of the Contractor, the Contractor shall secure and maintain at its own cost and expense, throughout the duration of this Contract and until the work is completed and accepted by the City, insurance of such types and in such amounts as may be necessary to protect it and the interests of the City against all hazards or risks of loss as hereunder

specified or which may arise out of the performance of the Contract Documents. The form and limits of such insurance, together with the underwriter thereof in each case, are subject to approval by the City. At a minimum, proof of Workers Compensation, Liability, and Automobile Liability insurance shall be presented. Regardless of such approval, it shall be the responsibility of the contractor to maintain adequate insurance coverage at all times during the term of the Contract. Failure of the Contractor to maintain coverage shall not relieve it of any contractual responsibility or obligation or liability under the Contract Documents. The limits of liability insurance shall be as established annually and published by the Secretary of State in the Missouri Registry. For this project, the required insurance amounts shall be: Workers' Compensation - Statutory coverage per RSMo. 287.010 et seq; Employer's Liability - \$1,000,000.00; Commercial General Liability Insurance - \$2,804,046 for all claims arising out of a single accident or occurrence and \$420,606 for any one person in a single accident or occurrence; Automobile Liability Insurance - covering bodily injury and property damage for owned, non-owned and hired vehicles, with limits of \$2,804,046 for all claims arising out of a single accident or occurrence and \$420,606 for any one person in a single accident or occurrence.

38. **Performance Bond and Labor & Materials Payment Bond:** (Not Applicable).
39. **Nonresident/Foreign Contractors:** The Contractor shall procure and maintain during the life of this contract:
 - a. If the Contractor is a foreign corporation, a certificate of authority to transact business in the State of Missouri from the Secretary of State, unless exempt pursuant to the provisions of Section 351.570 RSMo.
 - b. A certificate from the Missouri Director of Revenue evidencing compliance with the transient employer financial assurance law, unless exempt pursuant to the provisions of Section 285.230 RSMo.
40. **Bid Tabulation:** Bidders may request a copy of the bid tabulation of the Invitation for Bid.
41. **Budgetary Constraints:** The City reserves the right to reduce or increase the quantity, retract any item from the Bid, or upon notification, terminate entire agreement without any obligations or penalty based upon availability of funds.
42. **Additional Purchases by Other Public Agencies:** The bidder by submitting a Bid authorizes other public agencies to "Piggy-Back" or purchase equipment and services being proposed in this Invitation for Bid unless otherwise noted on the Affidavit of Compliance Form.
43. **Order of Precedence:** Any and all Special/General Conditions and Specifications attached hereto, which varies from the instruction to bidders, shall take precedence.
44. **Affidavit for Service Contracts:** The Bidder represents, in accordance with RSMO 285.530.2 that they have not employed, or subcontracted with, unauthorized aliens in connection with the scope of work to be done under the IFB and agrees to provide an affidavit to the City of Republic affirming that they have not, and will not in connection with the IFB, knowingly employ, or subcontract with, any person who is an unauthorized alien.
45. **Business License** – It will be the requirement of the contractor to acquire a City of Republic business license before they may begin work on the project.
46. **Inspection and Acceptance:** No item(s) received by the City pursuant to this contract shall be deemed accepted until the City has had reasonable opportunity to inspect the item(s).
 - a. Any item(s) which are discovered to be defective or which do not conform to any warranty of the Seller upon inspection may be returned at the seller's expense for full credit or replacement.
 - b. If at a later time, the defects were not ascertainable upon the initial inspection may also be returned at the Seller's expense for full credit or replacement.
 - c. The City's return of defective items shall not exclude any other legal, equitable or contractual remedies the City may have.
47. **Davis-Bacon Act:** If the Instructions to Bidders have indicated that the Project is financed in whole or in part from Federal funds, then this contract shall be subject to all applicable federal statutes, rules and regulations, including provisions of the Davis-Bacon Act, 40 U.S.C. §3141 et seq., and the "Federal Labor Standards Provisions," incorporated into this Contract. Where the Missouri Prevailing Wage Law and the Davis-Bacon Act require payment of different wages for work performed under this Contract, the Contractor and all Subcontractors shall pay the greater of the wages required under either law.

48. **Jurisdiction and Venue:** This IFB and any Agreement required under it, shall be taken and deemed to have been fully executed and made by the parties herein and governed by the laws of the State of Missouri for all purposes and intents. Venue under this Agreement or any disputes that come from it shall be in the Circuit Court of Greene County, Missouri. THE PARTIES HEREBY WAIVE THEIR RIGHT TO A JURY TRIAL UNDER ANY APPLICABLE STATUTE, COMMON LAW OR FEDERAL OR STATE CONSTITUTION.
49. **Conflict of Interest:** In participating in this IFB and accepting an Agreement, Contractor certifies that no salaried officer or employee of the City, and no member of the City Council or Mayor, has a financial interest, direct or indirect, in this Agreement. Any federal regulations and applicable provisions in Section 105.450 et seq., RSMo. shall not be violated.
50. **Sovereign Immunity:** In no event shall any language or requirement in this IFB or any Agreement that comes from this IFB be construed as or constitute a waiver or limitation of City's defenses with regard to sovereign immunity, governmental immunity, or official immunity under federal or state constitutions, states, and/or laws.
51. **Terms:** The City of Republic reserves the right to reject any and all proposals received from this bid. It further has the right to negotiate with any qualified source, or to cancel in part or in its entirety this bid. The City also reserves the right to modify, suspend, or terminate at its sole discretion any and all aspects of this bud process, to obtain further information from any and all respondents, and to waive any defects as to form or content of the bid or any submissions by any firm. This bud does not commit the City to award a contract, to defray any costs incurred in the preparation of a response to this request, or to procure or contract for services. All submissions become the property of the City as public record. All submissions may be subject to public review upon request.

BID SPECIFICATIONS

The City of Republic is requesting proposals for cloud hosted VOIP telephone system solutions. The solution is to replace an existing on-premise antiquated PBX VOIP phone system. It is our intent to select a solution offered by a partner that includes migration and implementation services of the product included in the contract.

Scope of Services (Requirements)

A minimum number of requirements need met for a satisfactory cloud hosted VOIP solution for the city. Below are services in features that will be included with the award solutions contract.

- Cloud hosted VOIP solution
- Implementation and migration services
- 24/7 service and hardware support throughout contract
- Provide initial and continued training during contract
- Provide cost management recommendations for solution components
- IP phones with 1 gbps ethernet ports
- Mobility features such as an associate mobile app
- Multiple configurable auto-attendants
- Supports hunt groups, and external call transferring

Existing Environment

The City of Republic facilities include 9 buildings, 8 of which are connected to one another via fiber MPLS network. This network is serviced by a 100 mbps dedicated connection from Liberty Connect Utilities. The city currently utilizes an on-premise 3COM NBX Technologies VOIP phone system, with IP pass through phones at each end-user's desktop. All city switching equipment includes PoE function and 10/100 mbps data transfer capabilities. All virtualization will be built for this network.

Evaluation Criteria

The following items will be used to evaluate submitted proposals and the success of a solution for the City.

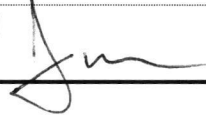
- Demonstrated expertise in proposal
- Professionalism in proposal and product feature set
- Cost competitive contract
- Implementation ease
- Integration capabilities with existing software

ATTACHMENT A - BID SUBMISSION FORM

BIDDERS MUST PROVIDE THE FOLLOWING INFORMATION:

| Item | Description of Work | Price |
|----------|--|--|
| Base Bid | <ul style="list-style-type: none"> ▪ Planning, migration, and implementation services ▪ Mobile application integration with system ▪ 105 phones (seats), 10 with "Sidecar" for transferring and parking additional lines. ▪ eFax capabilities at 4 locations ▪ 9 wireless handsets ▪ 5 configurable Auto Attendants ▪ 24/7 tech support & device hardware replacement | \$ <u>74,196</u> <u>\$2,061 Monthly</u> |

In compliance with this Invitation for Bid and to all terms, conditions, and specifications imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods and/or services described herein.

| | |
|---|--|
| City of Republic – Telephone system 312 N Main St., Republic, MO 65738 | |
| | Company Name: Mitel |
| | |
| | Address: 5360 Legacy Drive #300, Plano, TX, 75024 |
| Telephone: 512-256-8860 | |
| Facsimile: | Signed  05/08/2020 Dated |
| E-mail: jim.mcgarry@mitel.com | |
| Cellular: | Printed Jim McGarry, Regional Vice President Title |
| | Bidders Federal ID Number: 76-0311713 |

To be submitted with Vendor's Bid

☒ We DO NOT take exception to the IFB Documents/Requirements.

☐ We TAKE exception to the IFB Documents/Requirements as follows:

CITY OF REPUBLIC STATEMENT OF "NO BID" * ADDENDA

Bidder acknowledges receipt of the following addendum:

RETURN THIS PAGE ONLY IF YOUR COMPANY PROVIDES THE PRODUCTS/SERVICES BEING BID AND DECLINES TO DO SO.

Addendum No. ____

Addendum No. ____

WE, THE UNDERSIGNED, HAVE DECLINED TO BID ON YOUR IFB * FOR DESCRIPTION FOR THE FOLLOWING REASON(S):

Addendum No. ____

____ SPECIFICATIONS ARE TOO "TIGHT," I.E. GEARED TOWARD ONE BRAND OR MANUFACTURER ONLY (PLEASE EXPLAIN BELOW).

Addendum No. ____

Addendum No. ____

____ INSUFFICIENT TIME TO RESPOND TO INVITATION FOR BID.

____ OUR PRODUCT SCHEDULE WOULD NOT PERMIT US TO PERFORM.

Print Email ____jim.mcgarry@mitel.com____

Print Federal Tax ID No. ____76-0311713____

CITY OF REPUBLIC STATEMENT OF "NO BID"

RETURN THIS PAGE ONLY IF YOUR COMPANY PROVIDES THE PRODUCTS/SERVICES BEING BID AND DECLINES TO DO SO.

WE, THE UNDERSIGNED, HAVE DECLINED TO BID ON YOUR IFB FOR THE FOLLOWING REASON(S):

____ SPECIFICATIONS ARE TOO "TIGHT," I.E. GEARED TOWARD ONE BRAND OR MANUFACTURER ONLY (PLEASE EXPLAIN BELOW).

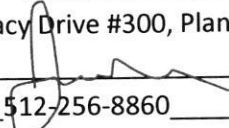
____ INSUFFICIENT TIME TO RESPOND TO INVITATION FOR BID.

____ OUR PRODUCT SCHEDULE WOULD NOT PERMIT US TO PERFORM.
____ UNABLE TO MEET SPECIFICATIONS.
____ UNABLE TO MEET INSURANCE REQUIREMENTS.
____ SPECIFICATIONS UNCLEAR (PLEASE EXPLAIN BELOW).
____ OTHER (PLEASE SPECIFY BELOW).

REMARKS:

COMPANY NAME: ____ Mitel _____

ADDRESS: ____ 5360 Legacy Drive #300, Plano, TX, 75024 _____

SIGNATURE AND TITLE:  Regional Vice President _____

TELEPHONE NUMBER: ____ 512-256-8860 _____

DATE: ____ 05/08/2020 _____

State of Missouri

EXEMPTION FROM MISSOURI SALES AND USE TAX ON PURCHASES

Issued to:

CITY OF REPUBLIC
213 N MAIN
REPUBLIC MO 65738

Missouri Tax ID
Number: 12492990

Effective Date:
07/11/2002

Your application for sales/use tax exempt status has been approved pursuant to section 144.030.1, RSMo. This letter is issued as documentation of your exempt status.

Purchases by your Agency are not subject to sales or use tax if within the conduct of your Agency's exempt functions and activities. When purchasing with this exemption, furnish all sellers or vendors a copy of this letter. This exemption may not be used by individuals making personal purchases.

A contractor may purchase and pay for construction materials exempt from sales tax when fulfilling a contract with your Agency only if your Agency issues a project exemption certificate and the contractor makes purchases in compliance with the provisions of section 144.062, RSMo.

Sales by your Agency are subject to all applicable state and local sales taxes. If you engage in the business of selling tangible personal property or taxable services at retail, you must obtain a Missouri Retail Sales Tax License and collect and remit sales tax.

This is a continuing exemption subject to legislative changes and review by the Director of Revenue. If your Agency ceases to qualify as an exempt entity, this exemption will cease to be valid. This exemption is not assignable or transferable. It is an exemption from sales and use taxes only and is not an exemption from real or personal property tax.

Any alteration to this exemption letter renders it invalid.

If you have any questions regarding the use of this letter, please contact the Division of Taxation and Collection, P.O. Box 3300, Jefferson City, MO 65105-3300, phone 573-751-2836.

MISSOURI PROJECT EXEMPTION CERTIFICATE

Authorization for Purchasing Construction Materials for Tax Exempt Project
(The Form and Content of this Exemption Certificate have been approved by the Missouri Department of Revenue)

EXEMPT ENTITY ISSUING CERTIFICATE

Name: City of Republic, Missouri
Address: 213 N. Main Avenue
City/State/Zip: Republic, Missouri 65738

MO Tax Exempt I.D. #: 12492990

Contract Date:

Contract #: _____

Letter Effective Date:

Certificate Expiration Date:

Revised Expiration Date: _____

Project Description: Republic Aquatic Center – Flowrider Refurbishment

Project Location: 711 E. Miller Rd. Republic, Missouri

Estimated Project Completion Date: April 30, 2019

Auth. Signature: _____, Mayor Jeff Ussery Date: _____

The Missouri exempt entity named above hereby authorizes the purchase, without sales tax, of tangible personal property to be incorporated or consumed in the construction of the project identified herein and no other, pursuant to Section 144.062 RSMo.

PURCHASING CONTRACTOR OR SUBCONTRACTOR

Name:

Address:

City/State/Zip:

INSTRUCTIONS

EXEMPT ENTITY - A signed copy of this certificate, along with your MO Tax Exemption Letter, must be furnished to each contractor and/or subcontractor who will be purchasing tangible personal property for use in the project. It is the exempt entity's responsibility to ensure the validity of the certificate. You must issue a certificate with a Revised Expiration Date if purchases will be required to complete the project beyond the original Project Exemption Date.

CONTRACTOR OR SUBCONTRACTOR - The contractor shall furnish a completed copy of this exemption certificate, along with a copy of the exempt entity's MO Tax Exemption Letter, to all subcontractors, and any contractor or subcontractor purchasing materials shall present copies of such documents to all material suppliers as authorization to purchase, on behalf of the exempt entity, all tangible personal property and materials to be incorporated or consumed in the construction of that project and no other on a tax-exempt basis. A copy of each certificate must be retained by the purchaser for a period of five years.

MATERIAL SUPPLIER - A completed copy of this exemption certificate, along with the MO Tax Exemption Letter of the exempt entity contracting for the project, must be obtained from the contractor or subcontractor making purchases of tangible personal property for use in the project, and retained for audit purposes. Invoices issued for such purchases must reflect the name of the exempt entity and the project number assigned by the exempt entity shown above.

**NOTICE AND INSTRUCTIONS TO CONTRACTORS/SUBCONTRACTORS
REGARDING SECTIONS 285.525 THROUGH 285.550 RSMO, EFFECTIVE JANUARY 1, 2009**

Effective January 1, 2009, and pursuant to the State of Missouri's RSMO 285.530(1), No business entity or employer shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the State of Missouri.

As a condition for the award of any contract or grant in excess of five thousand dollars by the state or by any political subdivision of the state (e.g., City of Republic, MO) to a business entity, the business entity (Company) shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. [RSMO 285-530(2)]

The City of Republic, Missouri, in order to comply with sections 285.525 through 285.550 RSMO, requires the following Bid and contract documents:

Required Affidavit for Contracts Over \$5,000.00 (US) – Effective 1-1-2009, Company shall comply with the provisions of Section 285.525 through 285.550 R.S.Mo. Contract award is contingent on Company providing an acceptable notarized affidavit stating:

1. that Company is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services; and
2. that Company does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

Copies of affidavit can be found and downloaded on the City of Republic Missouri Public Works website;

The City of Republic encourages companies that are not enrolled and participating in a federal work authorization program to do so. E-Verify is an example of this type of program. Information regarding E-Verify is available at <http://www.dhs.gov/xprevprot/programs/gc1185221678150.shtm> or by calling **888-464-4218**.

EFFECTIVE 1/1/2009

My commission expires: _____



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/19/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION** IS **WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| | | | |
|---|---|--------------------------------------|-----------------------|
| PRODUCER McGriff Insurance Services 1150 Julian Drive, Suite 200 Watkinsville, GA 30677 | CONTACT NAME: | Elliott Johnson | |
| | PHONE (A/C, No, Ext): | 678-726-0557 | FAX (A/C, No): |
| INSURED Mitel Networks, Inc. 5360 Legacy Dr., Suite 300 Plano TX 75024 | E-MAIL ADDRESS: | Elliott.Johnson@mcgriffinsurance.com | |
| | INSURER(S) AFFORDING COVERAGE | | NAIC # |
| | INSURER A: Federal Insurance Company | | 20281 |
| | INSURER B: Great Northern Insurance Company | | 20303 |
| | INSURER C: Chubb Indemnity Insurance Company | | 12777 |
| | INSURER D: | | |
| INSURER E: | | | |
| INSURER F: | | | |

COVERAGES**CERTIFICATE NUMBER:** 52410272**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|--|--|----------|---------------|-------------------------|-------------------------|---|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | | | 74988429 | 11/30/2019 | 11/30/2020 | EACH OCCURRENCE \$ 300 000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 100,000 GENERAL AGGREGATE \$ 300,000 PRODUCTS - COMP/OP AGG \$ 300 000 \$ |
| B | AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY | | | 73606524 | 11/30/2019 | 11/30/2020 | COMBINED SINGLE LIMIT (Ea accident) \$ 300 000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ |
| | UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$ | | | | | | EACH OCCURRENCE \$ AGGREGATE \$ \$ |
| C | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below | Y/N <input checked="" type="checkbox"/> N | N/A | 71764300 | 11/30/2019 | 11/30/2020 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 300,000 E.L. DISEASE - EA EMPLOYEE \$ 300 000 E.L. DISEASE - POLICY LIMIT \$ 300 000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Coverage.

CERTIFICATE HOLDER**CANCELLATION**

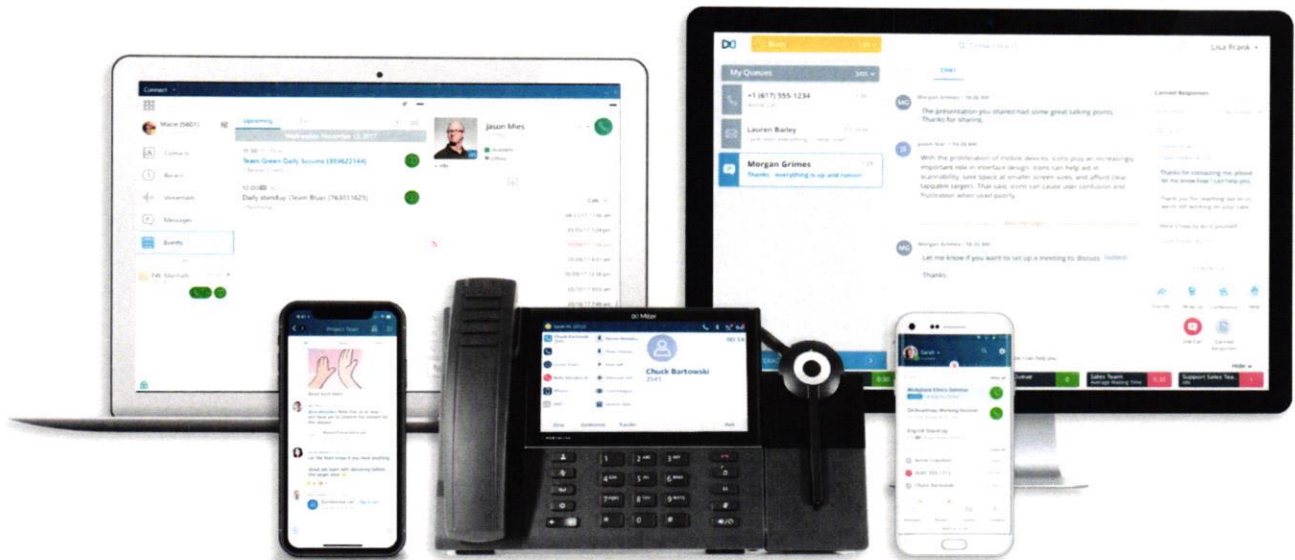
To Whom It May Concern

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Mike Breedlove

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Service Order

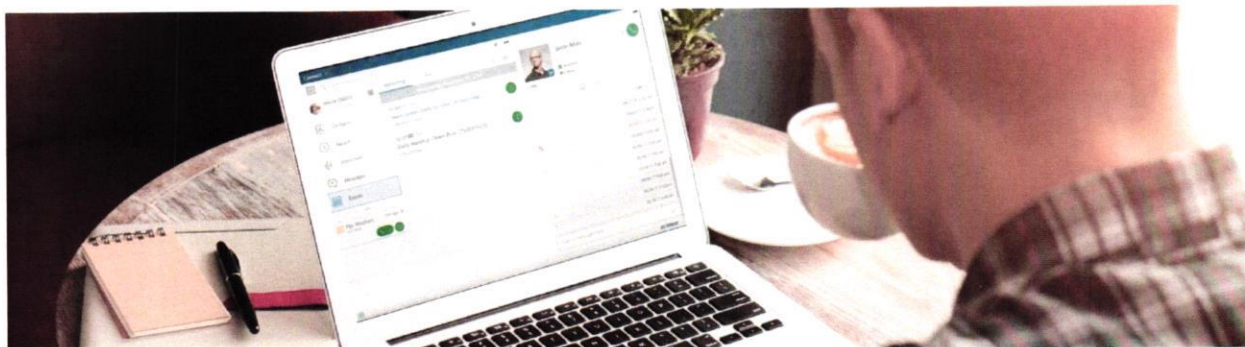
Prepared for City of Republic

May 04, 2020

Prepared by:
Grayson Sims

grayson.sims@mitel.com

Quote# 11850971



For more than 45 years, Mitel has been trusted by businesses around the world to help them navigate the communications and technology challenges they face in a rapidly evolving marketplace. Our broad, built-in-house portfolio gives you the power to choose the solution right for you and the flexibility to consume it at a pace that fits your unique business needs.

MiCloud Connect Benefits

All-in-one, seamless communications

MiCloud Connect delivers a complete communications and collaboration solution with Mitel-built telephony, collaboration, contact center and IP phones so you can communicate seamlessly from a single provider.

Intuitive user experience

Spend less time figuring out how to make the software work and more time being productive. MiCloud Connect's easy-to-use interface streamlines the user experience with integrated features such as cross-launching, single click-to-join buttons and consolidated views.

Robust management portal

Manage your communications in house or have a partner do it for you. The MiCloud Connect Portal gives you real-time tools to manage users, permissions, billing and insights – no telecom experience needed! Plug-and-play provisioning makes it easy to get new locations and users up and running fast.

Reliability you can count on

Deployed out of highly secure, Tier 4 data centers with several layers of redundancy and encryption, so you don't have to worry about a thing. We back our reliability with 99.995% uptime and SLAs with financial penalties if we don't deliver. MiCloud Connect also supports HIPAA and SOC2 compliance for businesses who need to protect sensitive data.

Simple, flexible pricing

What you buy today isn't what you're stuck with tomorrow. MiCloud Connect's flexible service plans give you the power to add functionality, mix and match profiles and upgrade permissions as business needs change.

Help within arm's reach

With Mitel, you can always rest assured knowing you have access to help 24/7. Use our online knowledge base, chat with us or leverage the help button within our service to get your questions answered fast. With years of cloud migration expertise, we'll make your transition effortless and minimize disruption to your business.

Additional Services & Products

IP phones

Our modern, built-in-house IP phones provide a purpose-built, integrated experience and give us full control over functionality and user experience. With the 6900 series phones, you'll get cordless and Bluetooth options, plus our MobileLink functionality so you can talk in ways that you prefer, from anywhere, easily. Choose from three expansive models and a large assortment of accessories to increase mobility, streamline workflows and enhance productivity.

Native integrations and advanced apps

MiCloud Connect offers a wide-variety of native integrations so users can work in the systems they prefer, stay proactive and deliver positive customer experiences. Our native solutions with leading third-party providers minimize professional services and get you up and running fast. Choose the right one for your specific users so they can work from the systems they already do such as CRMs, ERPs, calendars, web dialers and more.

Enhance your customer experience

Engage with your customers when and how they want to communicate with phone, email, chat, SMS and social media capabilities. Whether you're looking for an integrated contact center or the flexibility of an over-the-top solution, we have you covered.

Trusted by Leading Companies & Analysts

The Netflix logo, featuring the word "NETFLIX" in a bold, red, sans-serif font.The Gartner logo, featuring the word "Gartner" in a bold, blue, sans-serif font.

MiCloud Connect Service Plans

| Features | Essentials | Premier | Elite |
|---|------------|-----------|-----------|
| Direct Dial (DID) Phone Number | ✓ | ✓ | ✓ |
| Minutes Per Month (domestic outbound) | Unlimited | Unlimited | Unlimited |
| PBX Features (different for each plan) | ✓ | ✓ | ✓ |
| Admin Portal | ✓ | ✓ | ✓ |
| Desktop Client *features provided by this app | ✓ | ✓ | ✓ |
| Voicemail / Voicemail-to-Email* | ✓ | ✓ | ✓ |
| Audio Conferencing* | 8 Party | 25 Party | 100 Party |
| Web Conferencing / Desktop Sharing* | 4 Party | 25 Party | 100 Party |
| Instant Messaging (IM)* | ✓ | ✓ | ✓ |
| Presence / Availability State* | ✓ | ✓ | ✓ |
| Peer-to-Peer Video Calling* | ✓ | ✓ | ✓ |
| Video Conferencing* | 8 Party | 12 Party | 24 Party |
| Softphone* | ✓ | ✓ | ✓ |
| Outlook® & G Suite Integration | ✓ | ✓ | ✓ |
| Find Me Call Routing / Mobile Extension* | ✓ | ✓ | ✓ |
| Mitel Teamwork / Business SMS ¹ | ✓ | ✓ | ✓ |
| Web Dialer | ✓ | ✓ | ✓ |
| Connect for Mobile (Android & iOS) | ✓ | ✓ | ✓ |
| Voicemail-to-Email Transcription | \$ | ✓ | ✓ |
| Salesforce® & Other CRM Integrations | \$ | ✓ | ✓ |
| ² On-Demand Call Recording | n/a | ✓ | ✓ |
| Operator* | n/a | n/a | ✓ |
| ² Always-On Call Recording | \$ | \$ | ✓ |
| ³ Archiving (7 years for IMs, audio/web conferences & call recordings) | \$ | \$ | ✓ |
| ⁴ Email-to-Fax | \$ | \$ | \$ |
| ⁴ MiCloud Connect Contact Center | \$ | \$ | \$ |

¹ Business SMS is not available for current ShoreTel Sky customers migrating to MiCloud Connect at this time

² On-Demand and Always-On Call Recording cannot co-exist for the same user (must select one)

³ For users without Archiving feature, Mitel provides access to instant messages for 18 months, audio and web conference recordings for 3 months and call recordings for 1 year

⁴ MiCloud Connect Contact Center is purchased separately. MiCloud Connect Fax is also purchased separately per fax number and is not dependent on any type of profile

* Feature provided by desktop client

| One-Time Charges | | | | | | |
|---|---------------|-----|------------------------|---------------------------|----------|---------------|
| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | \$3.00 | 1 | \$3.00 | \$3.00 | | \$3.00 |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$50.00 | 19 | \$950.00 | \$0.00 | \$950.00 | \$0.00 |
| One-Time Total: | | | | | | \$3.00 |

701 U.S. Hwy 60 W, Republic, MO, 65738-1063, USA

Service Monthly Commitment

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|--|---------------|-----|------------------------|---------------------------|----------|-----------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| MiCloud Connect Essentials Profile | \$29.99 | 10 | \$299.90 | \$18.00 | \$119.90 | \$180.00 |
| Hardware | | | | | | |
| 6930 IP Phone Rental - 3 Year | \$0.00 | 8 | \$0.00 | \$0.00 | | \$0.00 |
| Promotional Discount | | | | | | |
| RFP 12 Single Cell Base Station (NA) | \$5.00 | 2 | \$10.00 | \$5.00 | | \$10.00 |
| Rental | | | | | | |
| 112 DECT Phone, Universal (w/Charger) Rental | \$5.00 | 2 | \$10.00 | \$5.00 | | \$10.00 |
| Implementation Services | | | | | | |
| JumpStart | \$0.00 | 10 | \$0.00 | \$0.00 | | \$0.00 |
| Service Monthly Commitment Total: | | | | | | \$200.00 |

One-Time Charges

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|-------------------------|---------------|-----|------------------------|---------------------------|----------|---------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$50.00 | 10 | \$500.00 | \$0.00 | \$500.00 | \$0.00 |
| One-Time Total: | | | | | | \$0.00 |

540 Civic Blvd, Republic, MO, 65738, United States

Service Monthly Commitment

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|--|---------------|-----|------------------------|---------------------------|----------|-----------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| MiCloud Connect Essentials Profile | \$29.99 | 24 | \$719.76 | \$18.00 | \$287.76 | \$432.00 |
| Hardware | | | | | | |
| 6930 IP Phone Rental - 3 Year | \$0.00 | 24 | \$0.00 | \$0.00 | | \$0.00 |
| Promotional Discount | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$0.00 | 24 | \$0.00 | \$0.00 | | \$0.00 |
| Service Monthly Commitment Total: | | | | | | \$432.00 |

One-Time Charges

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|-------------------------|---------------|-----|------------------------|---------------------------|------------|---------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$50.00 | 24 | \$1,200.00 | \$0.00 | \$1,200.00 | \$0.00 |
| One-Time Total: | | | | | | \$0.00 |

711 E. Miller Rd., Republic, MO, 65738, United States

Service Monthly Commitment

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|--|---------------|-----|------------------------|---------------------------|----------|-----------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| MiCloud Connect Essentials Profile | \$29.99 | 19 | \$569.81 | \$18.00 | \$227.81 | \$342.00 |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | \$10.00 | 1 | \$10.00 | \$10.00 | | \$10.00 |
| Hardware | | | | | | |
| 6930 IP Phone Rental - 3 Year | \$0.00 | 14 | \$0.00 | \$0.00 | | \$0.00 |
| Promotional Discount | | | | | | |
| RFP 12 Single Cell Base Station (NA) | \$5.00 | 1 | \$5.00 | \$5.00 | | \$5.00 |
| Rental | | | | | | |
| 112 DECT Phone, Universal (w/Charger) Rental | \$5.00 | 5 | \$25.00 | \$5.00 | | \$25.00 |
| Implementation Services | | | | | | |
| JumpStart | \$0.00 | 19 | \$0.00 | \$0.00 | | \$0.00 |
| Service Monthly Commitment Total: | | | | | | \$382.00 |

One-Time Charges

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|--|---------------|-----|------------------------|---------------------------|----------|---------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | \$3.00 | 1 | \$3.00 | \$3.00 | | \$3.00 |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$50.00 | 19 | \$950.00 | \$0.00 | \$950.00 | \$0.00 |
| One-Time Total: | | | | | | \$3.00 |

221 N Main Ave, Republic, MO, 65738, United States

Service Monthly Commitment

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|---|---------------|-----|------------------------|---------------------------|----------|-----------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| MiCloud Connect Essentials Profile | \$29.99 | 10 | \$299.90 | \$18.00 | \$119.90 | \$180.00 |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | \$10.00 | 1 | \$10.00 | \$10.00 | | \$10.00 |
| Hardware | | | | | | |
| 6930 IP Phone Rental - 3 Year | \$0.00 | 10 | \$0.00 | \$0.00 | | \$0.00 |
| Promotional Discount | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$0.00 | 10 | \$0.00 | \$0.00 | | \$0.00 |
| Service Monthly Commitment Total: | | | | | | \$190.00 |

One-Time Charges

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|---|---------------|-----|------------------------|---------------------------|----------|---------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | \$3.00 | 1 | \$3.00 | \$3.00 | | \$3.00 |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$50.00 | 10 | \$500.00 | \$0.00 | \$500.00 | \$0.00 |
| One-Time Total: | | | | | | \$3.00 |

204 N Main Ave, Republic, MO, 65738, United States

Service Monthly Commitment

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|--|---------------|-----|------------------------|---------------------------|----------|-----------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| MiCloud Connect Essentials Profile | \$29.99 | 14 | \$419.86 | \$18.00 | \$167.86 | \$252.00 |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | \$10.00 | 1 | \$10.00 | \$10.00 | | \$10.00 |
| Hardware | | | | | | |
| 6930 IP Phone Rental - 3 Year | \$0.00 | 13 | \$0.00 | \$0.00 | | \$0.00 |
| Promotional Discount | | | | | | |
| Integrated DECT Headset (NA) | \$6.00 | 1 | \$6.00 | \$6.00 | | \$6.00 |
| Rental | | | | | | |
| RFP 12 Single Cell Base Station (NA) | \$5.00 | 1 | \$5.00 | \$5.00 | | \$5.00 |
| Rental | | | | | | |
| 112 DECT Phone, Universal (w/Charger) Rental | \$5.00 | 1 | \$5.00 | \$5.00 | | \$5.00 |
| Implementation Services | | | | | | |
| JumpStart | \$0.00 | 14 | \$0.00 | \$0.00 | | \$0.00 |
| Service Monthly Commitment Total: | | | | | | \$278.00 |

One-Time Charges

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|--|---------------|-----|------------------------|---------------------------|----------|---------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | \$3.00 | 1 | \$3.00 | \$3.00 | | \$3.00 |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$50.00 | 14 | \$700.00 | \$0.00 | \$700.00 | \$0.00 |
| One-Time Total: | | | | | | \$3.00 |

911 N West Ave, Republic, MO, 65738, United States

Service Monthly Commitment

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|--|---------------|-----|------------------------|---------------------------|----------|----------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| MiCloud Connect Essentials Profile | \$29.99 | 4 | \$119.96 | \$18.00 | \$47.96 | \$72.00 |
| Hardware | | | | | | |
| 6930 IP Phone Rental - 3 Year | \$0.00 | 4 | \$0.00 | \$0.00 | | \$0.00 |
| Promotional Discount | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$0.00 | 4 | \$0.00 | \$0.00 | | \$0.00 |
| Service Monthly Commitment Total: | | | | | | \$72.00 |

One-Time Charges

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|-------------------------|---------------|-----|------------------------|---------------------------|----------|---------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$50.00 | 4 | \$200.00 | \$0.00 | \$200.00 | \$0.00 |
| One-Time Total: | | | | | | \$0.00 |

3425 E. Sawyer Rd., Republic, MO, 65738, United States

Service Monthly Commitment

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|--|---------------|-----|------------------------|---------------------------|----------|----------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| MiCloud Connect Essentials Profile | \$29.99 | 5 | \$149.95 | \$18.00 | \$59.95 | \$90.00 |
| Hardware | | | | | | |
| 6930 IP Phone Rental - 3 Year | \$0.00 | 5 | \$0.00 | \$0.00 | | \$0.00 |
| Promotional Discount | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$0.00 | 5 | \$0.00 | \$0.00 | | \$0.00 |
| Service Monthly Commitment Total: | | | | | | \$90.00 |

One-Time Charges

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|-------------------------|---------------|-----|------------------------|---------------------------|----------|---------------|
| Mitel Services | | | | | | |
| Profiles | | | | | | |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | \$50.00 | 5 | \$250.00 | \$0.00 | \$250.00 | \$0.00 |
| One-Time Total: | | | | | | \$0.00 |

Business Terms and Conditions ("Business Terms"):

1. This Service Order is Mitel Confidential Information and is valid for acceptance by Customer for thirty (30) days from the date issued.
2. During the Service Term, Customer may increase the number of Entitlements for the Cloud Services described in this Service Order as set out in Section 7.3 of the Global Terms of Service ("GTOS"), at the Services Fees set out on the Service Order. To add Entitlements for Cloud Services not originally quoted on the Service Order, such additions will be at Mitel's list price for such, or as otherwise accepted by Customer in the online portal at the time such Entitlements are added. A one-time implementation fee of \$50.00 will be assessed per User (as defined in the GTOS) added.
3. During the Service Term, Customer shall not be allowed to decrease Entitlements for Cloud Services below the quantity contracted on this Service Order, unless Customer terminates this Service Order (which may incur an early termination fee) and enters into a new Service Order to reflect the updated number of Entitlements and associated Service Fees, if applicable agrees upon new terms, including pricing, on a new Service Order.
4. Implementation Packages include Local Number Porting (LNP) for the first two (2) invoices for each Site. LNP for each additional invoice is \$250 USD per Site.
5. Customer acknowledges that the Service Fees described in this Service Order do not include, and Customer is responsible for:
 - a. Taxes, Fees and Surcharges. Any and all applicable taxes, fees and surcharges as including without limitation those described at <https://oneview.mitel.com/s/article/Taxes-Fees-and-Surcharges>.
 - b. Shipping. Shipping costs for Hardware, which shall be invoiced separately.
 - c. Usage. Calls outside contiguous United States and Canada, premium-rate telephone numbers (e.g., Directory assistance calls, 900 numbers, etc.) and toll-free inbound calls are billed on a usage basis.
6. Customer will be invoiced in advanced for non-usage based Service Fees and in arrears at the end of each month for usage-based Service Fees.
7. Provided that Customer executes this Service Order prior to expiration of the offer as described in Section 1 of these Business Terms, Customer shall be entitled to the promotional discount on (i) the 6930 Hardware rentals as described in this Service Order during the Initial Service Term ("Hardware Promotional Pricing"); and (ii) Essentials profiles as described on this Service Order during the Service Term. Customer acknowledges that the Hardware Promotional Pricing will not apply to Add-Ons or Renewal Service Terms. During Renewal Service Terms, or for Add-Ons pursuant to this Service Order, Customer shall be entitled to a discount equal to 39.98% off Mitel list price for 6930 Hardware rentals.
8. All products and services described in this Service Order are subject to the GTOS detailed at <https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions>, and incorporated herein by reference. Execution of this Service Order by Customer shall constitute Customer's acceptance of such GTOS and notice to Mitel to proceed as described in this Service Order.

For a full description of the Implementation Services included in JumpStart, please reference the [JumpStart Service Description](#)

Agreed and Accepted

Customer

Authorized Signature*

Date

Name and Title

*I confirm I am authorized to sign on behalf of Customer.

EMERGENCY SERVICES NOTICE

Definitions. Terms not otherwise defined in this notice are as defined in the Global Terms of Service located at: <https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions>.

Limitations Relative to Enhanced Emergency Services; Cost. Because of the unique nature of VoIP telephone calls, Emergency Services through your Cloud Services will be handled differently than traditional phone service. You acknowledge and agree that the Emergency Services provided hereunder have limitations relative to the enhanced (or similar) emergency services that are available on most traditional telephone services. Subject to the limitations set out herein, Emergency Services can be accessed, free of charge.

Emergency Services Devices and Initiation: Emergency services will only function if your User(s) are using an approved device, equipment or software and after your Service Order has been processed and you have received an emergency service confirmation. If your Users use non-approved equipment or software or attempt to call Emergency Services prior to confirmation, the Emergency Services may fail or may be forwarded to a non-public, backup emergency answering service.

Emergency Services Registration. You acknowledge and agree that it may not be possible for emergency operators and authorities to identify the actual location of a User(s) who dials Emergency Services through the Cloud Services. Where you purchase Entitlements that include our SIP Services, we will register the following as the addresses where your Users will use Cloud Services and to which Emergency Services should be dispatched by default: (i) the address(es) listed on your Service Order, and (ii) if an online portal is made available with the Cloud Services, the address(es) entered in the online portal. It is your responsibility to ensure that such default address(es) are accurate and, if changed, that you notify us of such changes either through our online portal, where available, or by contacting our support organization at least ten (10) days in advance. If emergency addresses registered are not accurate, emergency personnel (e.g. police, fire, ambulance) may be sent to the wrong address. In certain cases, an Emergency Services call may be routed to a telephone emergency dispatch center that may not normally receive Emergency Services calls from the User's registered location instead of a "traditional" wireline Emergency Services dispatch center. In this case, emergency personnel may not have the User's registered location and/or phone number on file. Regardless of whether an emergency address has been registered, Users dialing Emergency Services should always be prepared to state their location and phone number promptly and clearly to ensure that emergency operators have complete and accurate information. This is particularly important as in certain circumstances technical limitation may prevent this information from being made available to the dispatch center. If the User's registered address is different than the User's actual location, delays in handling of Customer's emergency call may be introduced and, consequently, result in fire, police or emergency personnel either not being able to find a User(s) location or significantly delay response time. Finally, you may incur additional costs, fines or other penalties, including service provider charges, resulting from improper dispatch of Emergency Services or calls to emergency service dispatchers where you and/or your Users have failed to update us with the User's correct address.

Emergency service limitations: Emergency Services will not function if (a) a VoIP device fails or is not configured properly, (b) the Cloud Services are not working for any reason including without limitation a power outage, broadband service outage, network congestion, suspension or disconnection of your Cloud Services, broadband connection failure, use of a non-native telephone number, electrical power loss, or your failure to meet our minimum technical service requirements, if applicable, or (c) where your Entitlements do not include our SIP Services, failure or disconnection of third party SIP Services. Following a power outage, you or your Users may need to reset or reconfigure your equipment prior to being able to use the Cloud Services, including dialing Emergency Services. Emergency operators and/or authorities may be unable to identify a User's phone number in order to call them back if (a) their call is unable to be completed, is dropped or is disconnected, (b) the User is unable to communicate their phone number, or (c) the Cloud Services are not operational for any reason. In such circumstances, and provided the Cloud Services are available, the User should redial Emergency Services. For technical reasons, including network congestion, it is possible that Emergency calls will produce a busy signal or will take longer to connect when compared with traditional emergency calls. When calling Emergency Services Users should not hang up until told to do so by emergency operators as emergency operators and authorities may also be unable to hold the line open in the event the User hangs up. You further acknowledge and agree (and you will cause your Users to do same) that we do not have any control over whether, or the manner in which, emergency calls using the Cloud Services are answered or addressed by any local emergency response center and we rely on third parties to assist us in routing emergency calls to local emergency response centers. Emergency services are available only within the jurisdiction in which the User is registered and the Cloud Services cannot be used to make emergency calls outside of same.

Inform other users: You are responsible for notifying, and you agree to notify, any User or potential Users of your Cloud Services of the nature and limitations of Emergency Services on the Cloud Services as described herein.

Acceptance of Limitations. You acknowledge that you have received the information regarding the limitations of our Emergency Services, understand them, and assume the risks associated with such limitations. Where your Entitlements do not include our SIP Services, you should consult your SIP Services provider to further understand Emergency Service limitations.

Accepted and Agreed

Customer:

Authorized Signature*

Printed Name and Title

Date

*I confirm I am authorized to sign on behalf of Customer

Authorized Contacts for City of Republic:

Good communication is the foundation of a great relationship. We ask that you tell us about your team so that we may begin our relationship communicating with the correct individuals. Your team may include people inside and outside your organization. Mitel partners often fill these roles for their clients.

There are five roles that must be assigned to one or many individuals on your Mitel account. Each role conveys a specific set of permissions and responsibilities for installing and managing your Mitel service. For more information on the specific roles and the permissions conveyed please visit:

Roles:

<https://oneview.mitel.com/s/article/Account-AuthorizedContacts>

| Full Name | Email Address | Role <small>Please enter either DM/Super User, PM, Billing, Technical or Emergency</small> |
|-----------|---------------|---|
| | | |
| | | |
| | | |
| | | |
| | | |

For Role: Please enter one of DM Super user, PM, Billing, Technical or Emergency

By signing below, I authorize the listed individuals to perform the assigned roles for the indicated locations both current and future and authorize Mitel to contact the listed individuals. I understand as the default Decision Maker I can change or rescind role assignments at any time within my Mitel portal or by contacting Mitel.

Further, I understand that depending on the specific role designed I am granting the assignee access to data within our corporate phone system including, but not limited to, billing data, call detail records, call recordings, as well as authorization to make changes to call routing, configurations and contracted services.

Agreed and Accepted

Customer

Authorized Signature*

Date

Name and Title

*I confirm I am authorized to sign on behalf of Customer.

City of Republic

May 04, 2020

Term of Service: 36 months

| Summary by Location | Monthly Charges | One-time Charges |
|--|--|--|
| 213 N Main St, Republic, Missouri, 65738, USA | \$417.00 | \$3.00 |
| 701 U.S. Hwy 60 W, Republic, MO, 65738-1063, USA | \$200.00 | \$0.00 |
| 540 Civic Blvd, Republic, MO, 65738, United States | \$432.00 | \$0.00 |
| 711 E. Miller Rd., Republic, MO, 65738, United States | \$382.00 | \$3.00 |
| 221 N Main Ave, Republic, MO, 65738, United States | \$190.00 | \$3.00 |
| 204 N Main Ave, Republic, MO, 65738, United States | \$278.00 | \$3.00 |
| 911 N West Ave, Republic, MO, 65738, United States | \$72.00 | \$0.00 |
| 3425 E. Sawyer Rd., Republic, MO, 65738, United States | \$90.00 | \$0.00 |
| | \$2,061.00 Total Monthly Charges | \$12.00 Total One-Time Charges |

| Summary by Services | Monthly Charges | One-time Charges |
|--------------------------|--|--|
| Circuits | \$ | \$ |
| Profiles | \$1,890.00 | \$ |
| Options | \$40.00 | \$12.00 |
| MiCloud Connect CX | \$ | \$ |
| Implementation Services | \$0.00 | \$0.00 |
| Hardware | \$131.00 | \$0.00 |
| Credits | \$ | \$ |
| Third Party Applications | \$ | \$ |
| | \$2,061.00 Total Monthly Charges | \$12.00 Total One-Time Charges |

Agreed and Accepted

Authorized Signature*

Date

Name and Title

*I confirm I am authorized to sign on behalf of Customer.

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