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Boone County Purchasing  
601 E. Walnut Street, Room 208  
Columbia, Missouri 65201

Melinda Bobbitt, CPPB, Director  
Phone: (573) 886-4391 Fax: (573) 886-4390  
E-mail: [mbobbitt@boonecountymo.org](mailto:mbobbitt@boonecountymo.org)

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Proposal Number: 77-04DEC02  
Commodity Title: DIGITAL RECORDING SYSTEM

**DIRECT PROPOSAL FORMAT OR SUBMISSION QUESTIONS TO THE PURCHASING DEPARTMENT**

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***Proposal Submission Address and Deadline***  
Day / Date: **WEDNESDAY – December 4, 2002**  
Time: **1:25 P.M. C.S.T. (No late proposals will be accepted)**  
Location / Mail Address: Boone County Purchasing Department  
Boone County Johnson Building  
601 E. Walnut, Room 208  
Columbia, MO 65201  
Directions: The Johnson Building is located on the Northeast corner at 6<sup>th</sup> Street and Walnut Street. Enter the building from the East Side. Wheel chair accessible entrance is available on the West side of the building.

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***Proposal Opening***  
Day / Date: **WEDNESDAY – December 4, 2002**  
Time: **1:30 P.M. C.S.T.**  
Location / Address: Boone County Government Center  
801 E. Walnut, Commission Chambers  
Columbia, MO 65201

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***Proposal Contents***  
1.0: Instructions and General Conditions  
2.0: Introduction and General Information  
3.0: Specifications  
4.0: Proposal Submission Information  
5.0: Response Page  
Exhibit A Prior Experience



## NOTICE OF REQUEST FOR PROPOSAL

Boone County is accepting Request for Proposals for the following:

**BID #: 77-04DEC02 – Digital Recording System**

Sealed proposals will be accepted until **1:25 p.m. on Wednesday, December 4, 2002** in the Boone County Purchasing Office, Boone County Johnson Building, Room 208, 601 E. Walnut Street, Columbia, MO 65201.

The Request for Proposal is scheduled to be opened at 1:30 p.m. on Wednesday, December 4, 2002 in the Boone County Purchasing Department, Boone County Johnson Building, Conference Room 213, 601 E. Walnut Street, Columbia, MO 65201.

Specifications are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4391; fax (573) 886-4390 or e-mail: [mbobbitt@boonecountymo.org](mailto:mbobbitt@boonecountymo.org).

Vendors may view Bids, Bid Tabulations, and Bid Awards on the Boone County Web Page at <http://www.showmeboone.com>.

Melinda Bobbitt, CPPB  
Director of Purchasing

Insertion: November 13, 2002  
COLUMBIA MISSOURIAN



## 1. INTRUCTIONS AND GENERAL CONDITIONS

**1.1 Delivery of Proposals:** Sealed proposals, subject to Instructions and General Conditions of Bidding and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with the material and/or supplies, equipment or services as detailed in the following proposal.

- a) **Proposal Closing:** All proposals shall be delivered before 1:25 P.M., C.S.T., on Wednesday, December 4, 2002 to:

Boone County Purchasing Department  
Melinda Bobbitt, CPPB, Director  
601 E. Walnut Street, Room 208  
Columbia, Missouri 65201-4460

- b) The County will not accept any proposals received after 1:25 P.M. and shall return such late proposals to the Offeror.
- c) Offerors must submit one (1) original, and five (5) copies of the proposal (total of six). Proposals will be opened publicly in a manner to avoid public disclosure of contents; however, only names of Offerors will be read aloud.
- d) Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and note "Request for Proposal enclosed."
- e) If you do not care to submit a proposal, please return *Response Page* and note your reason. No fax or electronic transmitted bids will be accepted.
- f) If you have obtained this proposal document from our Web Page or from a source other than the Boone County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Department cannot be responsible for providing addenda if we do not have you on our Vendor list for this proposal.

### 1.2 . Evaluation of Proposals (Procedure):

- a) The County will first examine proposals to eliminate those that are clearly non-responsive to the stated requirements. Therefore, Offerors should exercise particular care in reviewing the Proposal Format required for this RFP.

- b) The evaluation committee shall then score all proposals based upon the evaluation factors detailed herein. Upon completion of the scoring, the committee may recommend short listing the proposals that are potentially acceptable.
- c) At this point, the County may request presentations by Offerors, and carry out negotiations for the purpose of obtaining best and final offers, and conduct detailed reference checks on the short listed proposers.
- d) The County reserves the right to contact any and all references to obtain, without limitation, information regarding the Offeror's performance on previous projects. A uniform sample of references will be checked for each short-listed Offeror.
- e) The County reserves the right to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.
- f) Receipt of a proposal by the County or a submission of a proposal to the County offers no rights upon the Offeror nor obligates the County in any manner.
- g) No negotiations, decisions, or actions shall be initiated by any firm as a result of any verbal discussion with any County employee prior to the opening of responses to the Request for Proposal. Boone County reserves the right to select the Offeror which best meets its goals and objectives, needs, fiscal constraints, quality levels and service expectations.

### **1.3 Ambiguity, Conflict, or Other Errors in the RFP:**

- a) If an Offeror discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, they shall immediately notify the Department of such error in writing and request modification or clarification of the document. The County will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP from the County.
- b) The Offeror is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.
- c) Implied Requirements: Products and services that are not specifically requested in this RFP, but which are necessary to provide the functional capabilities proposed by the Offeror, shall be included in the proposal.
- d) The County will not be liable in any way for any costs incurred by any Offeror in the preparation of their proposal in response to this RFP, nor for the presentation of their proposal and/or participation in any discussions or negotiations.

**1.4 Rejection of Proposals:** The right is reserved to accept or reject in whole or in part any or all proposals submitted, to waive technicalities, and to accept the offer the County considers the most advantageous to the County. Further, the County shall reject the proposal of any Offeror that is determined to be non-responsive. The unreasonable failure of an Offeror to promptly supply information in connection with respect to responsibility may be grounds for a determination of non-responsibility.

**1.5 Acceptance of Proposals:** The County will accept all proposals that are submitted properly. However, the County reserves the right to request clarifications or corrections to proposals.

**1.6 Requests for Clarification of Proposals:** Requests by the Department for clarification of proposals shall be in writing.

**1.7 Validity of Proposals:** Offeror should state how many days or months proposals remain valid beyond the 120 days minimum.

**1.8 Receipt and Opening of Advertised, Sealed Proposals:** The Offeror(s) and public are invited, but not required, to attend the formal opening of proposals. Offeror(s) names only will be read aloud to the public. No decisions related to an award of a contract or creation of any contractual or lease relationship, or purchase order will be made at the opening.

- a. Information provided in your response will be considered proprietary and will not be divulged during the selection process. The successful firm's proposal will become public record after its acceptance by the County Commission. All proposals and tabulation sheets are kept by the County for a period of time established by regulation or statutes after the award is made and are available for inspection at any time during regular working hours.
- b. Proposals will be opened in the Boone County Purchasing Department on Wednesday, November 12, 2002 at 1:30 P.M., C.S.T. located at the following address:

Boone County Purchasing  
Johnson Building  
601 E. Walnut, Conference Room 213  
Columbia, Missouri 65201

**NOTE: Proposal Closing and Proposal Opening times are different.  
Refer to paragraph 1.1, a. for Proposal Closing time.**

**1.9 Withdrawal of Proposals:** Proposals may be withdrawn without prejudice any time before the deadline for receipt of proposals. If a mistake or error is discovered by the Offeror or by the County after the proposal opening, the County has the right to call this error to the Offeror's attention and request verifications of the proposal. If the Offeror acknowledges the mistake and requests relief, the County will proceed in the following manner:

- a. **Withdrawal:** Permission to allow an Offeror to withdraw their proposal without prejudice may be given when clear and convincing evidence supports the existence of an error. If there is a significant and obvious disparity between the prices of the lowest Offeror and of the other Offerors, an Offeror may be permitted to withdraw without prejudice, upon submission of evidence that a non-intentional error occurred.



## 2. INTRODUCTION AND GENERAL INFORMATION

### 2.1 Introduction:

2.1.1 This document constitutes a request for competitive, sealed proposals for a **Digital Dictation System located at Public Safety Joint Communications**, as set forth herein.

2.1.2 Organization – This document, referred to as a Request for Proposal (RFP), is divided into the following parts:

- 1) Instructions and General Conditions
- 2) Introduction and General Information
- 3) Specifications
- 4) Proposal Submission Information
- 5) Response Page
- 6) Exhibit A – Prior Experience

### 2.2. Guideline for Written Questions:

2.2.1 All questions regarding this Request for Proposal shall be submitted in writing no later than 5:00 p.m., November 25, 2002. All questions must be mailed, faxed or e-mailed to the attention of Melinda Bobbitt, CPPB, Director of Purchasing. All such questions will be answered in writing, and such answers will be provided to all parties having obtained a Request for Proposal packet.

- a. Melinda Bobbitt, CPPB  
Director of Purchasing  
601 E. Walnut Street, Room 208  
Columbia, Missouri 65201  
Phone: (573) 886-4391  
Fax: (573) 886-4390  
E-mail: [mbobbitt@boonecountymo.org](mailto:mbobbitt@boonecountymo.org)

2.2.2 The responses and usage will become a part of a written addendum, which will be mailed or faxed prior to proposal opening.



### 3. SPECIFICATIONS

#### 3.1 Scope:

- 3.1.1 Boone County – Missouri intends to purchase a **Digital Recording System** for the Joint Communications Information Center’s Emergency - 911 system. Proposals shall include the provision of a Digital Recording System which includes an advanced digital recording system designed to provide recording of 32 channels. The recorder must be designed for continuous duty operations (i.e. 24 hours per day, 365 days per year).

#### 3.2 Minimum Requirements:

- 3.2.1 For the Furnishing, Delivery, Installation, Training and Maintenance of a new Digital Recording System for the Emergency – 911 System. The Digital Recording System shall include a 32-channel digital recording module that records all in-coming radio and telephone traffic onto DVD disks and must have “Instant Replay Module” capacity. The Instant Playback Module (IRM) must have a minimum of 2000 hours of instant access. The recording module shall support a minimum of 2 archive drives and a hard disc for instant access. The archive must be capable of recording at least 600 channel hours per side of DVD or mass storage device.
- 3.2.2 Systems with multiple drives must be capable of providing for simultaneous control of drives such that a function can be performed on one drive (e.g. formatting) without effecting the operation of the other drives.
- 3.2.3 Guarantee that the system’s internal clock will keep track of the system time and date. The system should also be capable of being synced to an external time source.
- 3.2.4 The recorder shall be PC based.
- 3.2.5 No recording system will be considered if using DAT drive storage.
- 3.2.6 Messages stored on the instant recall buffer (hard drive) shall automatically be copied to the media unless the archiving is disabled.
- 3.2.5. Local area network (LAN) based for remote site file management.
- 3.2.6. Recorder must interface to incoming 911 and non-emergency telephone lines and radio channels.



- 3.2.7. The PC workstation interface must be Windowstm-based and menu-driven with control from a mouse and keyboard.
- 3.2.8. The Windows interface enables the user to view multiple deck control panels (from the same digital recording module or different digital recording modules) at the same time.
- 3.2.9. Auto Gain Control (AGC) capability per audio channel.
- 3.2.10. A remote control software package shall be available for purchase at a later date to run on a PC under Windows 98 or above. The recording module shall be capable of being rack mounted.
- 3.2.11. Ensure that the PC workstation will be capable of displaying call records information for each call including the call start time, the channel number and name, the call duration, call “notes” and call tag.
- 3.2.12. Provide the following basic operations through both interfaces: ready, record, play, rewind, fast forward, review, previous, next, stop and eject.
- 3.2.13. Should have the capability to provide on-line help screens on the PC workstation. These screens will provide context-sensitive on-line help and will be accessible from within the main logger control screens.
- 3.2.14. The recorder must have the capability to save messages to the local workstation as wav files.
- 3.2.15. Recorder shall support at least 4 remote control positions simultaneously. Must have password protection ability to limit access. Cost of additional licenses or dongles for remote site access shall be included in cost of the unit. Access to the recorder system via the remote control software shall be account name and password protected.
- 3.2.16. Bidder shall guarantee that each interface will be available in English.
- 3.2.17. The system shall be designed to allow future advances in archive technology to be incorporated with chassis modification. The recorder module shall be able to support single or dual archive decks. In dual deck mode it shall be possible to operate the decks in independent, sequential or parallel mode. It shall also be possible to put the decks into autocycle mode. In sequential mode, one deck will be in record while the other is in standby. The second deck starts recording only if the first deck fails or if the tape becomes full on the first deck. In parallel mode, both decks will be recording at the same time.
- 3.2.18. The system must have a minimum of five (5) years useful life without major modification, and all system hardware and software must be capable of expansion.

- 3.2.19. The recorder module shall be capable of recreating the database should any part of the tape become damaged.
- 3.2.20. All alarms, malfunctions and warning messages shall be recorded in the audit log so it may be reviewed.
- 3.2.21. The recorder must be able to attach ANI and ALI information from the serial port of the CAD system to the call record. It must be possible to search for messages within the recorder system using the tagged ANI/ALI data as the search criteria.
- 3.2.22. Quality assurance or management software shall be included in the cost.
- 3.2.23. **INSTALLATION** – The contractor shall provide a complete installation implementation schedule which includes that all equipment in this specification be delivered and installed within 60 days after receipt of order.
- 3.2.23.1. The Contractor shall furnish and install all equipment necessary to make the system function as required by the specifications.
- 3.2.23.2. The Contract must not transfer, assign or subcontract any part of the installation to an outside source without written permission from the County.
- 3.2.23.3. The Contractor's installation procedures must not impact the existing system's operation, except as scheduled and permitted by the County.
- 3.2.23.4. On line technical support and maintenance shall be provided to lessen down time. One-day maintenance support shall be provided when recorder is malfunctioning or broken. If the recorder is completely down for an extended period of time, a replacement recorder shall be provided to the County.
- 3.2.23.5. Ensure that service technicians directly employed by the equipment manufacturer must be available to respond within four (4) hours in the event service is required if repair cannot be handled over the telephone.

### **3.3. Contractor Requirements**

- 3.3.1. Ensure that all equipment supplied under this specification shall be completely operational when installed.
- 3.3.2. After the equipment has been accepted, provide parts for a minimum period of one year (two to three years preferred) and must replace any parts which become broken or defective, except by reason of accident, misuse, or any casualty, during such period. Please describe in paragraph 3.4.1.the warranty period included in the bid.

- 3.3.3. Make all necessary adjustments to this system, not required by reason of accident, misuse, or any casualty, at the Contractor's expense one year from date of installation.
- 3.3.4. Guarantee parts support for all items under this specification for a period of not less than seven (7) years.
- 3.3.5. Provide an easy to read comprehensive operation instruction manual.
- 3.3.6. Staff training shall be provided to user personnel on the recorder. This training should be provided by direct employees of the equipment manufacturer.
- 3.3.7. Provide a toll free number for service request 24 hours a day, 7 days a week. Additionally, the Contractor must offer an optional 24 hour, 7 day a week response for emergency service.
- 3.3.8. Provide a complete customer satisfaction guarantee to be detailed in the proposal response.
- 3.3.9. Provide an audited financial statement in proposal.
- 3.3.10. Ensure that, if the Contractor is not the Manufacturer, the Contractor should provide an audited financial statement for the manufacturer.
- 3.3.11. Provide service by factory trained service technicians.
- 3.3.12. Provide a description of its local service organization including name, address, phone number, number of years in operation and number of years experience working with digital recorders.
- 3.3.13. Have received ISO-9002 Certification which insures high manufacturing standards and promotes product quality.

#### **3.4. Warranty**

- 3.4.1. State the warranty applicable to parts and labor. Warranty shall commence upon complete installation by the Contractor and acceptance by the County. The Contractor must guarantee all products against all defects and shall make adjustments and replace defective items without additional cost to the Public Safety Joint Communications during the warranty period.
- 3.4.2. Describe warranty on parts:
- 3.4.3. Describe warranty on labor:

#### **3.5. Extended Maintenance**

- 3.3.5. Describe annual maintenance package which must be available after the warranty has expired.
- 3.3.6. State the firm, fixed annual cost for a 12 month maintenance contract, which will begin upon expiration of the initial warranty on the *Response/Pricing Page*.



#### 4. PROPOSAL SUBMISSION INFORMATION

##### 4.1. RESPONSE TO PROPOSAL

###### 4.1.1. Submission of Proposals:

4.1.1.1. When submitting a proposal, the Offeror should include the **original and five (5) additional copies**.

a. The Offeror shall submit the proposal to:

Boone County Purchasing Department  
Attn: Melinda Bobbitt, CPPB, Director of Purchasing  
601 E. Walnut Street, Room 208  
Columbia, MO 65201

b. The proposals must be delivered no later than 1:25 p.m. on December 4, 2002. Proposals will not be accepted after this date and time.

4.1.1.2. To facilitate the evaluation process, the Offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.

b. The signed response page from the original RFP and all signed amendments should be placed at the beginning of the proposal.

c. The Proposal must, at a minimum, address all mandatory and desired services, equipment, materials, etc. Responses will fully describe how the service will be performed and what hardware/software (if any) is required at Public Safety Joint Communications to access the service.

4.1.1.3. The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories, and that the County is under no obligation to solicit such information if it is not included with the proposal. The Offeror's failure to submit such information may cause an adverse impact on the evaluation of the

proposal. Any Offeror whose responses deviate from the outlined specifications may automatically be disqualified.

- 4.1.1.4. Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

**4.1.2. Competitive Negotiation of Proposals:** The Offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:

- 4.1.2.1. Negotiations may be conducted in person, in writing, or by telephone.
- 4.1.2.2. Negotiations will only be conducted with potentially acceptable proposals. The County reserves the right to limit negotiations to those proposals, which received the highest rankings during the initial evaluation phase.
- 4.1.2.3. Terms, conditions, prices, methodology, or other features of the Offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.
- 4.1.2.4. The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

**4.1.3. Evaluation and Award Process:**

- 4.1.3.1. After determining a responsible Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:

a. **Design and Features of the Proposed System – 30%** - This section will also include the ease of use/programming, setting up and making changes. The committee will evaluate the expandability and capacity upgrade of the system.

b. **Experience/Expertise of Contractor & Method of Performance - 20%** - This section will also evaluate the reliability, warranty, service and installation.

c. **Cost – 50%** - The initial purchase price is an important consideration but the cost of full ownership and labor service for a five year period including the first year warranty period will be included in the evaluation criterion.

4.1.3.2. After an initial evaluation process, a question and answer interview may be conducted with the Offeror, if deemed necessary by the County. In addition, the Offeror may be asked to make an oral presentation of their proposal to the evaluation team at a designated Boone County location. Attendance cost shall be at the Offeror's expense. All arrangements and scheduling will be coordinated by the County.

#### **4.1.4. Evaluation:**

4.1.4.1. Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

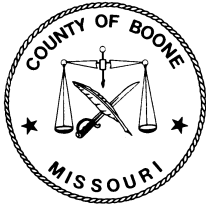
4.1.4.2. The Offeror should provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP (This information may be shown on the form attached as Exhibit A to this RFP or in a similar manner):

- a. Name, address, and telephone number of client/contracting agency and a representative of that client/agency who may be contacted for verification of all information submitted;
- b. Dates and locations of the service/contract; and
- c. A brief, written description of the specific prior services performed and requirements thereof.

4.1.4.3. The Offeror should submit a copy of all licenses, certifications, accreditation, and/or permits, which may be required by state, federal, and/or local law, statute, or regulation in the course of conduct of the Offeror's business. If not submitted with the proposal, the County reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.

- 4.1.4.4. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offeror should present a written narrative, which demonstrates the method or manner in which the Offeror proposes to satisfy these requirements. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.
- 4.1.4.5. Where the words "shall" or "must" are used, they signify a required minimum function of system capacity that will heavily impact the Bidder's final response rating.
- 4.1.4.6. Where the words "should", "may" or "desired" are used, they signify that the feature or capacity is desirable but not mandatory; therefore, the specifications in question will possess minimal impact on the Bidder's final response rating.
- 4.1.4.7. The method by which the proposed method of performance is written will be left to the discretion of the Offeror. However, the Offeror should address each specific paragraph and subparagraph of the Specifications by paragraph and page number as an item for discussion. Immediately below these numbers, write descriptions of how, when, by whom, with what, to what degree, why, where, etc, the requirements will be satisfied.





5. **Response/Pricing Page**

In compliance with this Request for Proposal and subject to all the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below.

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Federal Tax ID (or Social Security #): \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Note: This form must be signed. All signatures must be original and not photocopies.

The Offeror shall provide a firm, fixed price for the Original Contract Period. All costs associated with the required services/equipment shall be included in the prices.

**5.1. Digital Recording System** \$ \_\_\_\_\_

**5.2. Maintenance** \$ \_\_\_\_\_ per year.

State the firm, fixed annual cost for a 12 month maintenance contract, which will begin upon expiration of the initial warranty.

**Option:** (Optional item 5.3. may or may not be purchased in 2003):

**5.3. Remote Control Software Package as detailed in 3.2.10.** \$ \_\_\_\_\_

**5.3. Renewal Option:**

The County shall have the sole option to renew the maintenance portion of this contract in one year increments for a total accumulated period of additional years. If the options are exercised, the Contractor shall charge the County the same prices as quoted originally except as modified in the paragraph below. All modifications shall be computed against the original unit price. Offerors are to state if prices are firm for these renewal periods.

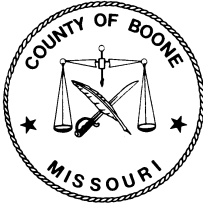
Yes \_\_\_\_\_

No \_\_\_\_\_

If no, please indicate the maximum percentage of increase or decrease for each renewal:

<b>First Renewal:</b>	+ _____ %	- _____ %
<b>Second Renewal:</b>	+ _____ %	- _____ %
<b>Third Renewal:</b>	+ _____ %	- _____ %
<b>Fourth Renewal:</b>	+ _____ %	- _____ %

Note: These renewal options will be used in the evaluation.



**EXHIBIT A**

**PRIOR EXPERIENCE**

(References of similar services for governmental agencies are preferred)

**1. Prior Services Performed for:**

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

**Description of Prior Services (include dates):**

**2. Prior Services Performed for:**

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

**Description of Prior Services (include dates):**

**3. Prior Services Performed for:**

Company Name:

Address:

Contact Name:

Telephone Number:

Date of Contract:

Length of Contract:

**Description of Prior Services (include dates):**