

Town of Needham
Department of Public Facilities - Operations
 Public Services Administration Building
 500 Dedham Avenue
 Needham, Massachusetts 02492
 Telephone (781) 455-7550 X366

ACKNOWLEDGEMENT OF RECEIPT

| | |
|--|---|
| Release Date | Thursday, July 12, 2012 (on Web) |
| Bid Title | Telephone, Clock and Bell Systems Services |
| Bid Number | IFB 13PFO-035G |
| Number of Documents | The Bid Package consists of two PDF documents (bid information and specimen contract). Returning this form confirms receipt of all the documents. |
| Pre-Bid Meeting | A pre-bid conference will be held at the Charles River Room, PSAB, 500 Dedham Ave, on July 23, 2012 at 11:00 a.m. |
| Questions Due | Refer to IFB |
| Bids are Due | July 30, 2012 at 11:00 a.m. , Administration Office of the Department of Public Works located at the Public Services Administration Building, 500 Dedham Avenue, Needham, Massachusetts, 02492 |
| <p>Please provide the requested information below as acknowledgment that you have received our bid package noted above. It is recommended that interested bidders complete this acknowledgment and return via Fax to the Department of Public Facilities - Operations (781) 453-2510 or by mail. Only by doing this, will the Town be able to provide notification of any addenda or answered questions relating to this bid. Only those companies or individuals shown on the Distribution Register will receive addenda to this bid. By completing and returning this acknowledgement will ensure you are recorded on the Distribution Register. Bids from companies or individuals not acknowledging the addenda may be <u>rejected</u> as not responsive.</p> | |
| Name of Company or Individual (Print) | |
| Name / Title of Contact (Print) | |
| Address (line 1) (Print) | |
| Address (line 2) (Print) | |
| Telephone Number | |
| Fax Number | |
| E-mail Address (Print) | |
| Signature | |
| Date | |
| <p>* Any hand delivery or facsimile received after the due date and time will not be addressed. Please allow enough time for hand delivery or facsimile transmissions.</p> | |

(Advertised in the Needham Times issue of Thurs., July 12, 2012)
(Published in Goods & Services issue of Mon., July 9, 2012)



LEGAL NOTICE
TOWN OF NEEDHAM, MASSACHUSETTS
PUBLIC FACILITIES DEPARTMENT - OPERATIONS
INVITATION FOR BIDS
IFB 13PFO-035G

Telephone, Clock and Bell Systems Services

The Town of Needham invites sealed bids for "Telephone, Clock and Bell Systems Services" for a three year period to work at various municipal sites within the Town on an on-call basis. Information and details of bidding requirements will be available beginning Thursday, July 12, 2012 at the Second Floor Administration Office of the Public Works Department, 500 Dedham Avenue, Needham, Massachusetts 02492, or by calling (781) 455-7550, Ext. 366, or on the Town's web site www.needhamma.gov/bids.aspx.

A pre-bid conference will be held at the Charles River Room, PSAB, 500 Dedham Ave, on July 23, 2012 at 11:00 am. Sealed bids will be received at the DPW Administration Office, 2nd Floor, Public Services Administration Building, 500 Dedham Ave, Needham, Massachusetts 02492 until July 30, 2012 at 11:00 a.m. at which date and time they will be publicly opened and read aloud at the Charles River Conference Room.

Insurance coverage required at time of award. Bids are subject to the provisions of M.G.L. Chapter 30B as amended to date. The Town reserves the right to reject any and all bids as determined to be in the best interests of the Town and to waive minor informalities.

Kate Fitzpatrick
Needham Town Manager

**TOWN OF NEEDHAM, MASSACHUSETTS
PUBLIC FACILITIES DEPARTMENT – OPERATIONS
INVITATION FOR BIDS**

June 12, 2012

Telephone, Clock and Bell System Services

Part 1. GENERAL BID INFORMATION:

1.01 Introduction

The Town of Needham (hereinafter referred to as the "Town"), acting through its Town Manager invites highly qualified Bidders to submit sealed bids to provide basic maintenance and on-call repair services to telephone, clock and bell systems for various municipal facilities across the Town. This is an on-call contract with no guarantees as to the number of calls or hours that would be required during the contract period.

The Town's Department of Public Facilities Operations is responsible for the inspection, maintenance and repair of all municipal facilities owned and operated by the Town. The Town desires a contract with a qualified communications technician to assist in the maintenance of the internal phone systems throughout its buildings, and additionally repair and maintain the clock and bell systems in the schools.

1.02 Proposed Contract Terms

The initial term of this Agreement shall be for a term of three (3) years commencing on **August 1, 2012 and ending on July 31, 2015**. The successful Bidder must enter into the Form Agreement prepared by Needham Town Counsel (available online), or a contract in substantially similar format.

1.03 Pre-Bid Conference

All prospective bidders are encouraged to participate in the Pre-Bid Conference to be held at **11:00 AM Monday, July 23, 2012 at the Charles River Conference Room at the PSAB** located at 500 Dedham Ave, Needham, MA 02492. Vendors may be asked to follow Town employees in their own vehicles to additional locations.

1.04 Requests for Interpretation

Bidders shall promptly raise the issue of any ambiguity, inconsistency or error, which they may discover upon examination of the bid documents, work site or any other conditions which apply to the work. Bidders must note that statements made orally are not binding on the Town and only written responses by the Town will be considered. **Questions** must be sent in writing by fax to 781-453-2510 or by email to claffey@needhamma.gov by **2:00 PM Tuesday, July 24 2012**. To identify questions coming in, please write in the subject area the following: **Telephone, Clock and Bell Systems Service IFB 13PFO-035G Questions**. Requests properly presented that in the opinion of the Town require interpretation, correction, or change in the Bid Documents will result in issuance of Addenda to the Bid Documents. Addenda will be issued by fax or email to all potential bidders on record as having received the bid package by the end of the day on **Wednesday, July 25, 2012**, and are required to be acknowledged in the bid package submission.

1.05 Bid Submission

All bids shall be submitted to the Director of Public Facilities, Town of Needham, DPW Administration Office, 2nd Floor, Public Services Administration Building, 500 Dedham Ave, Needham, Massachusetts 02492. Each bid shall be sealed in an envelope on which it is clearly indicated: **Name & Address of Bidder, IFB 12PFO-035G, Telephone, Clock and Bell Systems Services, due 11:00 AM Monday, July 30, 2012.** All submitted bids shall include BID FORMS (A-G) completed in order for a submission to be deemed acceptable. Bidders will submit proof of insurance, in amounts as required in "Attachment A" at the time of the bid submission. Bids received at the 2nd Floor Administration Office after the time of opening of bids designated in the Invitation for Bids will be returned to the bidder unopened.

1.06 Bid Form

All bids must be made on the attached forms (A-G).

The Town reserves the right to reject any and all bid as determined to be in the best interests of the Town and to waive minor informalities.

1.07 Insurance Requirement

Insurance Certificates indicating coverage for general liability, property damage, and workers' compensation as outlined in Sample Agreement available online, must include the Town of Needham as additionally insured (at time of award). The selected bidder shall take out and maintain during the life of this contract Workers' Compensation Insurance for all employees employed on the site of this project, in a manner and to the extent provided by Chapter 152 of the General Laws, and shall provide the Town with written evidence showing compliance with this statute at the time of award.

The selected bidder shall indemnify and save the Town harmless from and against all claims, suits, damages and outlays resulting from or by reason of loss, damage or injury of or to any person or property, wherever located which shall be caused by any action or operation under this agreement.

1.08 OSHA Training

The bidder certifies that all employees to be employed at the worksite shall have successfully completed a course in construction safety and health approved by the United States Occupational Safety and Health Administration that is at least ten (10) hours in duration at the time the employee begins work and shall furnish documentation of successful completion of said course with the first certified payroll report for each employee (Chapter 306 of the Acts of 2004).

1.09 Duration of Bid Prices

All bids are to remain valid for 90 days after the opening of the bids.

1.10 Vendor Selection

The Town will open all bids, and will select the responsive and responsible Bidder(s), offering the lowest price which has submitted its bid information to be in the best interest of the Town. The Town reserves the right to waive any informality in or to reject any or all bids if it is in the public interest to do so.

It is intended that this contract be awarded as a single contract. The lowest bid for the estimated number of hours and materials will be determined the lowest responsive and responsible bidder. In the event of a tie, warrantee periods will be the determining factor.

Upon bidder selection, the Town will send to the selected Bidder, three (3) contracts to be executed by the bidder and returned to the Town with the appropriate insurance certificates and required bonds. The Town will then counter execute the three (3) contracts and return one complete contract to the bidder.

Unit price bid shall be firm for the duration of the contract. No mid-year price adjustments will be allowed. Fuel surcharges or vehicle charges or adjustments will not be allowed. Payment for materials and/or service will be made only after satisfactory performance or all requirements of the specification and upon approval by the Director of Public Facilities Operations or his designate. The Town reserves the right to accept or reject any or all bids, wholly or in part, and to make the award in the best interest of the Town.

1.11 General Safety, Licenses & Performance

The contractor's personnel working on this project must hold all necessary licenses and permits to perform the work required under this contract as required by the Town of Needham under the Commonwealth of Massachusetts regulations.

Most of the work under this contract is anticipated to be between the hours of 7:00 a.m. to 7:00 pm, Monday through Friday. However, one of the reasons for this contract is to have a communications technician available when needed to respond or assist with off hour work and/or respond to emergency calls at the Town's two Public Safety Buildings 24/7. No work is to be performed without the expressed and written permission of the Town.

All work will be done in accordance with applicable industry standards, codes and regulations, and/or manufacturer's specifications. Contractor is responsible for providing adequate safety measures during work to ensure protection of life and property.

The contractor shall be informed that there is a thirty (30) day cancellation clause in this contract for improper service. Complaints not rectified within a reasonable length of time from day of notice as determined by the Town may cause the Town to notify the contractor by registered or certified mail that the contract will be cancelled thirty days from the date of the letter.

Any defective workmanship shown to be caused by improper or faulty installation shall cause the Contractor to correct, repair and/or replace all material and labor at no cost to the Town. The Contractor will warrant that all workmanship shall be first class and shall be performed by persons qualified and licensed for that specific job.

1.12 Invoices & Reporting

Upon verification that the work has been completed, invoices must be sent to Town of Needham, Department of Public Facilities-Operations, 500 Dedham Avenue, Needham, MA 02492.

Any additional work that is performed as a part of this agreement must be approved by the appropriate Town authority. The absence of approval from the appropriate Town authority will be considered a violation of the contract.

1.13 CORI/SORI REQUIREMENTS

In accordance with G.L. c. 71, § 38R, the Town may request and obtain all available criminal offender record information (CORI) from the Criminal History Systems Board of any employee of the Vendor “who may have direct and unmonitored contact with children” during the performance of their work on school property.

Pursuant to G.L. c. 6, §§ 178C-178P, the Vendor authorizes the Town to use local and national sexual offender registry information (SORI) to determine if any of Vendor’s employees pose an unreasonable risk to children within the Needham Public Schools.

The Town shall provide the CORI and SORI Request Forms as needed.

Part 2. SCOPE OF WORK

2.01 General:

Under general supervision of either the Director of Facility Operations, his designee or the Director of Management Information Systems or his designee, depending on the building being serviced; coordinate all phone and voice mail telecommunications services for town and school users; serve as a liaison to all departments and vendors to provide support and expertise on all aspects of the town and school communication systems; administer voice mail and phone switch system; and perform related work as required.

Coordinate phone and voice mail services for all Town users; possess a thorough understanding of the capabilities and features of modern telephone switches, call accounting programs, telephone billing and equipment purchase, and phone/voice mail training.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Provide hands-on assistance and troubleshoots all phone equipment failures and service issues for all departmental users.
2. Provide training and technical expertise on usage of phone equipment and the voice mail system.
3. Program voice mailboxes for individual users and departments and troubleshoots voice mail issues and system failures.

2.02 Telephone Repair

All buildings in this bid utilize the Samsung System. The chosen vendor must be able to work on and provide parts for Samsung Legacy system. The Town has an inventory of compatible phones that had been used in a renovated building.

2.03 Clocks and Bells

The school system has in most of its buildings an integrated clock and bell system. The chosen vendor must be able to maintain all types of clock and bell systems and provide parts as required.

2.05 Buildings

| | | |
|--|--|---|
| Emery Grover 1330 Highland Ave | Hillside School 28 Glen Gary Rd | Pollard Middle School 200 Harris Ave |
| Broadmeadow School 120 Broadmeadow Rd | Mitchell School 187 Brookline St | High Rock School 77 Ferndale Rd |
| Eliot School 135 Wellesley Ave | Needham High School 609 Webster St. | Newman School 1155 Central Ave |

| | | |
|---|--|--|
| Recycling & Transfer Station 1421 Central Ave | Department of Public Works 470 Dedham Ave | Senior Center 83 Pickering St (location will change in late 2013 or early 2014) |
| Library 1139 Highland Ave | Town Hall 1471 Highland Ave | Public Safety Complex 88 Chestnut St/99 School St |
| Fire Station #2 707 Highland Ave | PSAB 500 Dedham Ave | Daley 257 R. Webster St |
| Water and Sewer Pump Stations Addresses to be provided upon award of a contract. | | Other Seasonal Facilities Addresses to be provided upon award of a contract. |

| Bid Form A | | | | |
|---|---|-------------|-------------|---------------|
| Telephone, Clock and Bell Systems Services – On-Call Services | | | | |
| Description | | A | B | C |
| | | Est. Hours* | Hourly Rate | Total (A x B) |
| Section I | | | | |
| Telephone Programming - Samsung | | | | |
| 4 | Hourly Rate – between hours of 7 a.m. and 7 p.m. on Weekdays | 480 | \$ | \$ |
| 5 | Hourly Rate – between hours of 7 p.m. and 7 a.m. on Weekdays and Saturday | 60 | \$ | \$ |
| 6 | Hourly Rate – Sundays and Holidays | 12 | \$ | \$ |
| 7 | Telephone Programming – Samsung Bid Total (Column C 4+5+6) | | | \$ |
| Section II | | | | |
| Telephone System Repair – Samsung | | | | |
| 8 | Hourly Rate – between hours of 7 a.m. and 7 p.m. on Weekdays | 240 | \$ | \$ |
| 9 | Hourly Rate – between hours of 7 p.m. and 7 a.m. on Weekdays and Saturdays | 30 | \$ | \$ |
| 10 | Hourly Rate – Sundays and Holidays | 12 | \$ | \$ |
| 11 | Telephone System Repair – Samsung Bid Total (Column C 8+9+10 plus estimated parts* at \$6,000 adjusted by your mark-up percentage on the parts – see #16 below) | | | \$ |
| Section III | | | | |
| Clocks and Bells | | | | |
| 12 | Hourly Rate – between hours of 7 a.m. and 7 p.m. on Weekdays | 200 | \$ | \$ |
| 13 | Hourly Rate – between hours of 7 p.m. and 7 a.m. on Weekdays and Saturdays | Zero | \$ | \$ |
| 14 | Hourly Rate – Sundays and Holidays | Zero | \$ | \$ |
| 15 | Bells and Clocks Repair – On-Call Not To exceed Amount Total (Column C 12 plus estimated parts* at \$8,000 adjusted by your mark-up percentage on the parts – see #16 below) | | | \$ |
| Mark-Up and Warrantee | | | | |
| 16 | % mark-up on parts (over actual cost if no mark-up write "NONE") [Written documentation of cost and Town preapproval required.] | | | % |
| 17 | Warrantee on parts (length of warrantee in months) | | | |
| 18 | Warrantee on labor (length of warrantee in months) | | | |

Acknowledgement of Any Addenda Issued

Bidder

Company Name: _____

Bid Form B: Bidder Information

Acknowledgement of Any Addenda Issued

Bid Company Name: _____

Address: _____

City/Town _____ State: _____ Zip Code: _____

Authorized Signature: _____ Title: _____

Contact Name: _____ Title: _____

Phone: : _____ Fax: _____

Email Address: _____

**Bid Form C:
CERTIFICATE OF GOOD FAITH
Telephone Clock and Bell System Services
12PFO-035G**

The undersigned hereby certifies that s/he will comply with all laws and regulations applicable to awards made subject to Massachusetts General Laws, Chapter 30B.

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

Signature of individual submitting the bid or proposal

Individual Full Name (Print/Type)

Name of Business (Print/Type)

(Date)

Two Witnesses or Notary

Witness One Signature

Witness Two Signature

Witness One Full Name (Print/Type)

Witness Two Full Name (Print/Type)

Witness One Primary Address

Witness Two Primary Address

OR

Commonwealth of Massachusetts County of _____

On this ____ day of _____, 20____, before me, the undersigned notary public, personally appeared _____(name of document signer), proved to me through satisfactory evidence of identification, which were _____, to be the person whose name is signed on the preceding or attached document, and acknowledged to me that (he) (she) signed it voluntarily for its stated purpose.

- as partner for _____, a partnership.
- as _____ for _____, a corporation.
- as attorney in fact for _____, the principal.
- as _____ for _____, (a) (the) _____.

(official signature and seal of notary)

My commission expires: _____

THIS FORM MUST BE COMPLETED AND FILED WITH THE SUBMISSION

BID FORM: D

CERTIFICATE OF COMPLIANCE WITH MASSACHUSETTS TAX LAWS

**Telephone, Clock and Bell Systems Services
12PFO-035G**

Pursuant to Massachusetts General Laws, chapter 62C, section 49A, the undersigned acting on behalf of the Bidder*, certify under the penalties of perjury that to my best knowledge and belief, the Bidder* is in compliance with all laws of the Commonwealth relating to taxes, reporting of employees and Bidders, and withholding and remitting child support.

Individual

Signature

Date

Name (please type or print)

Social Security Number

Corporate

Corporate Name (please type or print)

Signature of Corporate Officer

Date

Name of Corporate Officer (please type or print)

Title (please type or print)

Taxpayer Identification Number

*** As used in this certification, the word "Bidder" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals**

THIS FORM MUST BE FILED WITH BID SUBMISSION

BID FORM: E

CERTIFICATE OF AUTHORITY

1. I hereby certify that I am the Clerk/Secretary of _____
(Insert full name of Corporation)

2. corporation, and that _____
(Insert the name of officer who signed the **contract and bonds**)

3. is the duly elected _____
(Insert the title of the officer in line 2)

4. of said corporation, and that on _____
(The date must be **ON OR BEFORE** the date the officer signed the **contract and bonds.**)

at a duly authorized meeting of the Board of Directors of said corporation, at which all the directors were present or waived notice, it was voted that

5. _____ the _____
(Insert **name** from line 2) (Insert **title** from line 3)

of this corporation be and hereby is authorized to execute contracts and bonds in the name and on behalf of said corporation, and affix its Corporate Seal thereto, and such execution of any contract of obligation in this corporation's name and on its behalf, with or without the Corporate Seal, shall be valid and binding upon this corporation; and that the above vote has not been amended or rescinded and remains in full force and effect as of the date set forth below.

6. ATTEST: _____ AFFIX CORPORATE
(Signature of **Clerk or Secretary**)* SEAL HERE

7. Name: _____
(Please print or type name in line 6)*

8. Date: _____
(Insert a date that is **ON OR AFTER** the date the officer signed the **contract and bonds.**)

* The name and signature inserted in lines 6 & 7 must be that of the Clerk or Secretary of the corporation.

BID FORM: F

TOWN OF NEEDHAM

Telephone, Clock and Bell Systems Services

AUTHENTICATION

The undersigned agrees that, if selected as the contractor for any or all of the above bid items, he/she shall be obligated to provide those services in accordance with the terms of these specifications at the bid price upon receipt of a fully executed contract.

NAME OF BIDDER: _____

ADDRESS: _____

DATE OF INCORPORATION: _____

STATE OF INCORPORATION: _____

AUTHORIZED SIGNATURE : _____

TITLE: _____

CONTACT PERSON: _____

DATE: _____ PHONE No. _____

FAX NO.: _____ EMAIL: _____

DATE BID SUBMITTED: _____

BID FORM: G

BIDDERS' QUALIFICATIONS AND REFERENCES FORM

All questions must be answered and the data given must be clear and comprehensive. Please type or print legibly. If necessary, additional sheet may be submitted containing information below. This information will be utilized by the Town of Needham for purposes of determining bidder responsiveness and responsibility with regard to the requirements and specifications of the Contract.

1. FIRM NAME: _____

2. WHEN ORGANIZED: _____

3. INCORPORATED YES NO DATE & STATE OF INCORPORATION: _____

4. LIST ALL CONTRACTS CURRENTLY ON HAND, SHOWING CONTRACT AMOUNT AND ANTICIPATED DATE OF COMPLETION:

5. HAVE YOU EVER FAILED TO COMPLETE A CONTRACT AWARDED TO YOU?

YES NO

IF YES, WHERE AND WHY?

6. HAVE YOU EVER DEFAULTED ON A CONTRACT? YES NO

IF YES, PROVIDE DETAILS.

7. LIST YOUR VEHICLES/EQUIPMENT AVAILABLE FOR THIS CONTRACT:

BID FORM: G – Cont.

8. IN THE SPACES FOLLOWING, PROVIDE INFORMATION REGARDING CONTRACTS COMPLETED BY YOUR FIRM SIMILAR IN NATURE TO THE PROJECT BEING BID. A MINIMUM OF FOUR (4) CONTRACTS SHOULD BE LISTED. PUBLICLY BID CONTRACTS ARE PREFERRED, BUT NOT MANDATORY.

PROJECT NAME: _____
OWNER: _____
CITY/STATE: _____
DOLLAR AMOUNT: \$ _____ DATE COMPLETED: _____
PUBLICLY BID? YES NO
TYPE OF WORK?: _____
CONTACT PERSON: _____ TELEPHONE #(____) _____
CONTACT PERSON'S RELATION TO PROJECT?: _____
(i.e. contract manager, purchasing agent, etc.)

PROJECT NAME: _____
OWNER: _____
CITY/STATE: _____
DOLLAR AMOUNT: \$ _____ DATE COMPLETED: _____
PUBLICLY BID? YES NO
TYPE OF WORK?: _____
CONTACT PERSON: _____ TELEPHONE #(____) _____
CONTACT PERSON'S RELATION TO PROJECT?: _____
(i.e. contract manager, purchasing agent, etc.)

PROJECT NAME: _____
OWNER: _____
CITY/STATE: _____
DOLLAR AMOUNT: \$ _____ DATE COMPLETED: _____
PUBLICLY BID? YES NO
TYPE OF WORK?: _____
CONTACT PERSON: _____ TELEPHONE #(____) _____
CONTACT PERSON'S RELATION TO PROJECT?: _____
(i.e. contract manager, purchasing agent, etc.)

BID FORM: G– Cont.

PROJECT NAME: _____

OWNER: _____

CITY/STATE: _____

DOLLAR AMOUNT: \$ _____ DATE COMPLETED: _____

PUBLICLY BID? [] YES [] NO

TYPE OF WORK?: _____

CONTACT PERSON: _____ TELEPHONE #() _____

CONTACT PERSON'S RELATION TO PROJECT?: _____

(i.e. contract manager, purchasing agent, etc.)

9. The undersigned certifies that the information contained herein is complete and accurate and hereby authorizes and requests any person, firm, or corporation to furnish any information requested by the Town of Needham in verification of the recitals comprising this statement of Bidder's qualifications and experience.

Date: _____ BIDDER: _____

SIGNATURE: _____

PRINTED NAME: _____ TITLE: _____

** END OF SECTION **