

# VOIP Phone System

Request for Proposal RFP 150-19



**Guilford Child Development**

1200 ARLINGTON STREET – GREENSBORO, NC 27406

BID POSTED: JULY 15, 2019

PRE-PROPOSAL CONFERENCE DATE:

JULY 24, 2019 – 11:00 A.M.

1200 ARLINGTON ST., GREENSBORO, NC 27406

OWENS CONFERENCE ROOM

REQUEST FOR PROPOSAL DUE DATE: AUGUST 27, 2019 AT 3:00 P.M.

**BUSINESS TELEPHONE SYSTEM  
REQUEST FOR PROPOSAL  
RFP 150-19**

**Section 1**

**Background**

Guilford Child Development (GCD) is a 501(c)(3) nonprofit organization that, in addition to other funding sources, manages the Head Start grant for Guilford County. Seven (7) separate divisions operate under GCD in a collaborative partnership to provide child-focused, family-centered programs that help young children and families reach their full potential.

**GCD Divisions Summary**

- 1) Head Start/Early Head Start (HS/EHS) provides high-quality preschool education to at-risk children ages 0-5 years at thirteen child care centers located in Greensboro and High Point;
- 2) Regional Child Care Resources and Referral (RCCR&R) provides online child care search tool, online referral requests, parent counseling, child care scholarships, provider training and employer child care services
- 3) Learning Together (LT) provides a supportive, comprehensive literacy program for immigrant and minority moms and their children as they work to accomplish and sustain their educational vocational goals;
- 4) Nurse-Family Partnership (NFP) provides nurse-home visitation to low-income first-time moms. A nurse-home visitor educates the mom about the growth and development of her baby and helps hers become more self-sufficient;
- 5) Catering for Kids (CFK) provides nutritious culturally-diverse, Child and Adult Care Food Program (CACFP) approved meals to kids at GCD child care centers, in addition to privately and publically owned day care centers.
- 6) Greensboro Family Success Center offers classes to adult participants seeking their GED, job skill enhancement, financial literacy, health and wellness, and English of speakers of other languages;
- 7) High Point Opportunity Center offers classes to adult participants seeking their GED, job skill enhancement, financial literacy, health and wellness, employment, and English of speakers of other languages.

More information about Guilford Child Development can be found at [www.guilfordchilddev.org](http://www.guilfordchilddev.org).

**Objective of Request for Proposal**

GCD's objective is to purchase and/or lease a new telephone system that is adaptable to both current and anticipated technologies and expandable for changing staffing needs. The new system will be a hybrid system capable of integrating VOIP phones, cellphone and SoftPhone applications and has an integrated voicemail system. GCD wishes to maintain the current DID numbers in addition to maintaining all current phone numbers associated with GCD's child development centers. The system should include reporting capabilities. The recommended solution should provide a PC based interface that will assist system monitoring, moves, additions, and changes. GCD anticipates having one on premises/on-site phone system that will handle all of the current locations as well as the capability of expanding in the future. GCD is soliciting from qualified vendors the installation, maintenance and technical support of a unified on premises/on-site phone systems to Guilford Child Development and outlying child development centers.

**Vendor Requirements**

1. It is expected vendors will operate under their own credit and submit invoices for payment at agreed-upon installation milestones that shall be outlined in the contract. On-going monthly maintenance and/or technical support will be invoiced monthly and paid net thirty (30) days.
2. GCD requires the vendor of the system to have a proven track record of effective and timely long-term system support, inclusive of all telephone hardware.

## **Hardware Requirements**

1. System must be capable of running on a Hyper-V virtual machine
2. GCD has upgraded the infrastructure to be VOIP capable, including Brocade switches.
3. GCD has Metro-E hub and spoke with all communications coming through the central office. Spectrum is the ISP who also manages GCD's firewalls.
4. GCD will supply Dell Power Edge servers and Windows Server Software. GCD will set up servers to winning bidder's specifications.
5. GCD is only considering on-site/on-premises system, not cloud-based.
6. GCD requires a fail-over redundant system at our Brentwood St. location in High Point that will assume all core services in the event of failure. This feature must be quoted separately.
7. GCD would like the ability to substitute cellphones and/or laptops for desktop handsets. Software for cellphones and/or laptops must be available to facilitate replacement of traditional handsets via a SoftPhone or similar application. Provide a separate line item quote on the cost of license on a Per User or Per Bundle for the cell phone application and the SoftPhone type application.
8. GCD requests a separate line item quote for fax to email as an option. This feature must offer encryption in order to meet HIPPA requirements.
9. GCD requests a separate line item quote for the capability of sending text and voice messages to employees, parents, group participants, etc. en mass as an option.
10. The vendor must provide new, unused equipment of the latest design, including the latest software version available and in current production by manufacturer.
11. Caller ID – Proposed system must support Caller ID. Caller ID information should be received and output to all of the following: LCD display of telephones, station message detail recording, computer telephony network, voice mail system and cellular phones. Caller ID should be presented with Name and Number if offered by the Local Operating Telephone Company.
12. Direct Inward Dial (DID) Lines – Proposed system must be able to connect to either DTMF and/or Dial Pulse Direct Inward Dial Lines. DID calls should be programmable to ring at either individual stations or group of stations. The system should allow providing a DID Name Display for each DID number.
13. SIP Trunking – Must be capable of connecting to and facilitation service using SIP lines/trunks.
14. Include, as a separate line item, a UPS for battery back-up.

## **System Features**

1. 911 Support – At default, the system shall automatically contact the local Public Safety Answering Point (PSAP) when 911 is dialed. Additionally, the system shall support Enhanced 911 Service by providing the caller's location within the facility, when the 911 call is made to the PSAP.
2. Alphanumeric Display – The system digital telephone instruments must have a minimum available 2-line, 16 character alphanumeric backlit liquid crystal display. The display should provide the following information:
  - a. Absence Messages
  - b. Call Back CO/ICM
  - c. Called Party Identification
  - d. Called Party Status – Busy/DND
  - e. Calling Party Identification
  - f. Camp-On/Call Waiting
  - g. Day, Date and Time
  - h. Forwarding Extension Numbers
  - i. Message Waiting Indication
  - j. Ringing Outside Line Identification
  - k. Caller ID/ANI/DNIS
  - l. Recall CO/ICM
3. Automatic Outside Line Answer/Hold – The station user must be able to answer a second inbound call while on another call by pressing the HOLD or PARK button. This one-touch operation automatically places the first call on hold and second call will automatically be connected to the station user.
4. Busy Overriding – If a station user encounters a busy signal when attempting to call another station, they shall have the ability to alert the busy station user that they are trying to reach them. Tone signal and display information shall be provided to the busy station user, indicating what station is trying to call them.
5. Call Coverage – Station users shall have the ability to have buttons on their stations to indicate the idle, busy or ringing status of other stations. These CALL COVERAGE buttons will provide both visual as well as audible indications ringing stations. The visual indication is immediate and the audible may be immediate, delayed or

non-existent. When the station being covered starts to ring, the covering station shall press the appropriate button and answer the call on behalf of the ringing station.

6. Call Transfer – The system shall provide for calls to be transferred to any station in the system utilizing the TRANSFER button. The call will be placed on temporary hold by pressing the transfer button and then the transferring station user will dial the station number of the person to receive the call. The transferring station user may announce the call or simply hang up to complete the transfer.
7. Call Forwarding – The system shall provide for Remote Call Forwarding, allowing the station user to designate an off-premises number.
8. Direct Inward Dial (DID) Trunks – The proposed system should support DID Trunks provided by the phone company.
9. Intercom – The system shall provide non-blocking dialing between stations using four digit station numbers.
10. Master Hunt Group – A master hunt group is a series of stations organized in a way to allow an incoming call to search for a station to answer the call. If a station is busy or does not answer within a programmable duration, the call will ring at the next station in sequence. The system must support two hunting methods, either Terminal Hunting (incoming calls start hunting from the first telephone in the group), or Distributed Hunting (incoming calls start hunting from the telephone following the last called number).
11. Power On Maintenance – The system should allow for circuit cards to be replaced while the system is operational, if applicable.
12. Voicemail to Email Integration – The system should send notification of voicemail sent with a sound file attachment of the message to the user's email account.
13. Personal Greeting – Each station shall have the ability to record at least two personal greetings with the option to switch between the greetings.
14. GCD requires porting of existing numbers.

#### **Attendant Features**

1. Automatic Answer – The system shall have optionally the ability to automatically answer inbound calls with one of four pre-recorded messages.
  - a. Message One – Weekday nights when GCD is closed
  - b. Message Two – Weekends when GCD is closed
  - c. Message Three – Holidays
  - d. Message Four – Inclement Weather Delays/Closings
2. Automatic Night Answer – Allows an external caller to hear a recorded message when the system is in Night Mode. The system should offer the flexibility to be placed in night mode either automatically or manually using a Night Change key assigned to the attendant station.
3. Automatic Outside Line Answer/Hold – The station user must be able to answer a second inbound call while on another call by pressing the HOLD or PARK button. This one-touch operation automatically will place the first call on hold and the second call will be automatically connected to the station user.
4. Music On Hold – The system must be equipped to play Music On Hold (MOH) to callers. Either the internal electronically synthesized MOH source or an external MOH source such as an FM tuner that is connected to the system Central Processor Unit.
5. Dashboard – The system should provide a real time status of all extensions.

#### **Training and Installation**

1. Installation, set-up and training on the new system including network redesign to cover expanded services, including additional and/or related costs shall be included in the proposal.
2. Installation shall include a project timeline. Phone service is critical to the wellbeing of our children and the community we serve. It is imperative we have a realistic project timeline in order to plan for downtime and limit disruption to our staff.
3. Tech Support – Include the cost per hour and/or the cost for a block of hours for monthly technical support.

#### **Other**

Vendor proposal in response to this Request for Proposal shall be incorporated into the final agreement between GCD and the selected vendor. The submitted proposal at a minimum should include the following sections:

1. RATES FOR:
  - a. One Toll Free Number
  - b. Service/Repair Calls
  - c. Caller ID

- d. Custom calling services
- e. Direct Inward Dialing (DID)
- f. Installation charges
- g. Teleconferencing Services
- h. Voice Mail

All other pricing and rates such as:

- 2. Fixed monthly charges
- 3. Exclusions
- 4. GCD and Vendor Responsibilities
- 5. Fees and Payments
- 6. Legal Terms and Conditions
- 7. Sales Tax
- 8. Licenses

**Proposal Summary**

Qualified vendors are invited to submit a proposal outlining their experience and qualifications in performing work directly related to the services required. An **optional pre-proposal meeting** is scheduled to begin at **11:00 A.M. on July 24, 2019**, at Guilford Child Development located at 1200 Arlington Street, Greensboro, NC 27406. Confirm intention to attend the pre-proposal conference by email, [sherrym@guilfordchilddev.org](mailto:sherrym@guilfordchilddev.org) or by telephone, 336-369-5015 by July 19, 2019. If you wish to participate in the pre-proposal conference via conference call, GCD will provide a call-in number for you; however, you must indicate that you are participating. This meeting is optional though interested vendors are strongly encouraged to attend.

Proposals will be received until **August 27, 2019 at 3:00 P.M.** Proposals must be addressed as follows:

Guilford Child Development  
 Procurement Director  
 RFP-150-19 VOIP  
 1200 Arlington Street  
 Greensboro, NC 27406

There will be no formal opening. Facsimile and electronic proposals shall not be accepted. Proposals shall not be accepted after the stated deadline of August 27, 2019 at 3:00 p.m. Late proposals shall be returned to vendor unopened and shall not be considered for the bid process.

Contract will take effect after September 12, 2019.

Locations for Installation:

Central Office (Administrative Office) Users: 180	1200 Arlington St.	Greensboro, NC 27406
Bristol Child Development Center Users: 2	2004 Bristol Rd.	Greensboro, NC 27406
Cemela Users: 2	1001 Freeman Mill Rd.	Greensboro, NC 27406
Council House Child Development Center Users: 2	602 Hyde Dr.	Greensboro, NC 27406
Elm St. Child Development Center Users: 3	1207 S. Elm St.	Greensboro, NC 27406
Hickory Chapel Woods Child Development Center Users: 2	505 Habersham Rd.	High Point, NC 27260
Macedonia Child Development Center Users: 4	401 Lake Dr.	High Point, NC 27263
McElveen Child Development Center Users: 4	3515 N. Church St.	Greensboro, NC 27405
Metropolitan Child Development Center Users: 2	1305 Julian St.	Greensboro, NC 27406

Poplar Grove Child Development Center Users: 7	5500 Summit Ave.	Greensboro, NC 27405
Ray Warren Child Development Center Users: 2	715 Burbank St.	Greensboro, NC 27406
Shiloh Child Development Center Users: 2	1210 S. Eugene St.	Greensboro, NC 27406
Staley Child Development Center Users: 10	2039 Brentwood St.	High Point, NC 27263
Willow Oaks Child Development Center Users: 3	1815 Everitt St.	Greensboro, NC 27401

The number of required users is approximate; we request vendors to give pricing structure based on minimum number of handsets, cellphone and SoftPhone applications and volume discounts, if applicable. See 'Attachment A' for a list of current DID numbers.

**ATTENDANT STATIONS AND CONFERENCE TELEPHONES**

Guilford Child Development requires one (1) attendant station and five (5) conference telephones

Guilford Child Development reserves the right to:

1. Reject any or all proposals not in compliance with public bidding procedures;
2. Postpone award of the contract for a period not to exceed sixty (60) days from date of proposal opening;
3. Waive informalities in the proposals; and
4. Select the proposal which appears to be in the best interest of Guilford Child Development.

**Technical Details**

Proposal shall include all telephone service components. These shall include but not limited to service components included in this proposal. Vendor shall also include in the proposal eligible digital transmission technologies proposed for central office and all additional locations.

**CURRENT STATUS**

**FEATURES**

**QUANTITY**

**CENTRAL OFFICE (Greensboro)**

DIDs	221
Directory Listing	14
Rollover	Yes
800 Number	1
Primary Rate Interface	1

**COUNCIL HOUSE (Greensboro)**

Council House	336-378-7723	Main Line
Council House	336-510-0102	Rollover
Council House	336-378-1391	Fax

**METROPOLITAN (Greensboro)**

Metropolitan	336-378-7710	Main Line
Metropolitan	336-379-8970	Rollover
Metropolitan	336-378-1184	Fax

**POPLAR GROVE (Greensboro)**

Poplar Grove 336-621-3756 Main Line  
Poplar Grove 336-621-4359 Rollover  
Poplar Grove 336-621-4385 Fax

**RAY WARREN (Greensboro)**

Ray Warren 336-378-7720 Main Line  
Ray Warren 336-379-8873 Rollover  
Ray Warren 336-378-7715 Fax

**HICKORY CHAPEL WOODS (High Point)**

Hickory Chapel Woods 336-885-1220 Main Line  
Hickory Chapel Woods 336-885-3071 Fax

**SHILOH (Greensboro)**

Shiloh 336-378-9328 Main Line  
Shiloh 336-378-9387 Fax

**MACEDONIA (High Point)**

Macedonia 336-885-0777 Main Line  
Macedonia 336-885-0776 Fax

**McELVEEN (Greensboro)**

McElveen 336-358-0011 Main Line  
McElveen 336-358-0013 Rollover  
McElveen 336-358-0104 Rollover  
McElveen 336-358-0102 Fax

**WILLOW OAKS (Greensboro)**

Willow Oaks 336-370-4473 Main Line  
Willow Oaks 336-370-4979 Rollover  
Willow Oaks 336-370-9833 Rollover  
Willow Oaks 336-370-9918 Fax

**STALEY (High Point)**

Staley 336-887-0082 Main Line  
Staley 336-410-7492 Rollover  
Staley 336-887-2850 Rollover  
Staley 336-887-0935 Kitchen  
Staley 336-887-9197 Fax

**BRISTOL (Greensboro)**

Bristol 336-373-0665 Main Line  
Bristol 336-373-0692 Rollover  
Bristol 336-373-0668 Fax

**ELM ST. (Greensboro)**

Elm St. 336-369-0611 Main Line  
Elm St. 336-369-0612 Rollover  
Elm St. 336-369-0613 Fax

**Proposer's Special Instructions**

**SECTION 2**

**A. Proposal Timelines**  
July 15, 2019

Advertisement and Release of Proposals

July 24, 2019  
August 27, 2019  
September 16, 2019

Optional Pre-Proposal Conference  
Deadline for Submission of Proposals  
Award of Contract by Guilford Child Development

***NOTE: Guilford Child Development reserves the right to modify this schedule at its discretion. Proper notification of changes in the proposal will be made to all interested parties.***

**B. General**

By submitting a proposal, the Proposer certifies that the Proposal has been arrived at independently and has been submitted without any collusion designed to limit competition.

**C. Pre-Proposal Meeting**

The pre-proposal conference is optional; however, you may choose to participate via conference call. A call-in number will be provided to you prior to the conference. Additionally, GCD requests all interested parties email their questions to the Procurement Director prior to the conference, allowing us to consolidate questions and our responses.

**D. Proposal Submittal**

The proposal and all amendments must be signed and submitted no later than August 27, 2019 to the address below. Each proposal must be submitted in a sealed envelope and designated with **Proposal Number 150-19**. To assure that your proposal receives priority treatment please address as follows:

Guilford Child Development  
Procurement Director  
RFP-150-19 VOIP  
1200 Arlington Street  
Greensboro, NC 27406

Due: AUGUST 27, 2019

1. The successful bidders shall complete all paperwork necessary at no cost to GCD.
2. Vendor must provide a minimum of three (3) business references.

Proposer shall put their name and address on the outside of the envelope. It is the Proposer's responsibility to ensure that proposals are received prior to the stated closing time. Guilford Child Development shall not be responsible for the proper identification and handling of any proposals submitted incorrectly. Late proposals, late modifications or late withdrawals shall not be considered accepted after the stated bid closing date and time and shall be returned unopened. Facsimile and electronic (email) proposals will not be accepted.

**E. Protest of Scope of Work or Terms**

A proposer who believes any details in the scope of work or terms detailed in the proposal packet are unnecessarily restrictive or limit competition may submit a protest in writing to the Procurement Director or Deputy Director for Administration. A protest may be submitted via facsimile. Any such protest shall include the reasons for the protest and shall detail any proposed changes to the scope of work or terms. The Procurement Director and/or Deputy Director for Administration shall respond to any protest and, if necessary, shall issue any appropriate revisions, substitutions, or clarification via addenda to all interested Proposers.

To be considered, protests must be received at least ten (10) days before the proposal closing date. Guilford Child Development shall not consider any protest against award due to the content of proposal scope of work or contract terms submitted after the established protest deadline. All protests should be directed to Procurement Director and be marked as follows:



RFP Specification/Term Protest  
Guilford Child Development  
Procurement Director  
1200 Arlington Street  
Greensboro, North Carolina 27406

If a protest is received in accordance with section above, the proposal opening date may be extended if necessary to allow consideration of the protest and issuance of any necessary addenda to the proposal documents.

**F. Proposal Submitting and Signing**

All requested forms and attachments, if any, (Signature Page, and any subsequent addendum) must be submitted with the Proposal and in the required format. The submission and signing of a proposal shall indicate the intention of the firm to adhere to the provisions described in this RFP.

**G. Cost of Preparing a Proposal**

The RFP does not commit Guilford Child Development to paying any costs incurred by the Proposer in the submission or presentation of a proposal, or in making the necessary studies for the preparation thereof.

**H. Interpretations and Addenda**

All questions regarding this project proposal shall be directed to the Procurement Director. If necessary, interpretations or clarifications in response to such questions will be made by issuance of an "Addendum" to all prospective Proposers within a reasonable time prior to proposal closing, but in no case less than 72 hours before the proposal closing. If an addendum is necessary after that time, Guilford Child Development, at its discretion, can extend the closing date.

Any Addendum issued, as a result of any change in the RFP, must be acknowledged by submitting the "Acknowledgment of Addendum" with proposal. **Only questions answered by formal written addenda will be binding.** Oral and other interpretations or clarifications will be without legal effect.

**I. Federal Tax ID Required**

Upon award of proposal Guilford Child Development requires contractor to complete a W-9 form.

**J. State/Federal Noncompliance Notice**

The contractor shall comply with all laws, rules and regulations of any Federal, State, County, or City government, bureau or department applicable to the operations of GCD.

**K. Proposal Validity Period**

Each proposal shall be irrevocable for a period of sixty (60) days from the Proposal Opening Date.

**L. Form of Contract**

The contract will incorporate the terms and conditions from this RFP document and the successful proposer's response documents. **Firms taking exception to any of the contract terms shall submit a protest or request for change in accordance with Section 2 E "Protest of Scope of Work or Terms" or their exceptions will be deemed waived.**

**M. Term of Contract**

The term of the contract shall be determined by the project timeline.

**N. Termination**

The contract may be terminated by mutual consent of both parties or by Guilford Child Development at its discretion with a 30 days written notice. If the agreement is so terminated, Proposer shall be paid in accordance with the terms of the agreement.

**O. Non-Collusion**

Proposer certifies that this proposal had been arrived at independently and has been submitted without collusion designed to limit independent bidding or competition and is in compliance with the Copeland Anti-Kickback Act.

**P. Public Record**

All material submitted by bidder shall become the property of Guilford Child Development and is public record unless otherwise specified. A bid that contains any information that is considered trade secret should be segregated and clearly identified as such. This information will be kept confidential shall not be disclosed except in accordance with the North Carolina Public Records Law. The above restrictions may not include cost or price information, which must be open to the public.

**Q. Contract Award**

If a contract is to be awarded as a result of this Request for Proposal, it shall be awarded to proponent who is responsible and whose proposal provides the best potential value to GCD. Responsible means the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure performance of the contract obligations. Notice in writing to a proponent and subsequent execution of a written agreement shall constitute the making of a contract. No proponent shall acquire any legal or equitable rights or privileges whatever until the contract is signed.

**R. Provisions**

The contract shall contain the relevant provisions of this Request for Proposal and of the successful proposal, as well as such other terms as may be mutually agreed upon, whether arising from the proposal or as a result of any negotiations prior or subsequent thereto. In the event of any inconsistency between this Request for Proposal and the ensuing contract, the contract shall govern.

**S. Cancellation**

GCD has the right to cancel this Request for Proposal at any time and to reissue it for any reason whatsoever without incurring any liability and no proponent shall have any claim against GCD as a consequence.

**T. Review**

An evaluation committee shall review each proposal. GCD reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria. The proposal and accompanying documentation submitted by the proponents are the property of GCD and shall not be returned.

### **EVALUATION FACTORS FOR AWARD**

Any award to be made pursuant to this Request for Proposal shall be based upon the proposal with appropriate consideration given to operational, technical, cost and management requirements. Evaluations of offers shall be based upon the vendor's responsiveness to the Request for Proposal and the total price quoted for all the items covered by the Request for Proposal.

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

1. Overall cost of the vendor's proposal.
2. Completion of all required responses in the correct format.
3. The extent to which the vendor's proposed solution fulfills GCD's stated requirements as set out in this Request for Proposal
4. An assessment of the vendor's ability to deliver the indicated service in accordance with the specifications set out in this Request for Proposal.
5. The vendor's stability, experiences and record of past performance in delivering such services.
6. Vendor's acceptance of GCD's contractual terms and conditions.

**ATTACHMMENT A**

Complete list of DID numbers for Central Office location.

(336) 369-2006	(336) 369-5054	(336) 369-5128
(336) 369-2007	(336) 369-5055	(336) 369-5129
(336) 369-2008	(336) 369-5056	(336) 369-5130
(336) 369-2009	(336) 369-5057	(336) 369-5131
(336) 369-2010	(336) 369-5058	(336) 369-5132
(336) 369-2011	(336) 369-5059	(336) 369-5133
(336) 369-2012	(336) 369-5060	(336) 369-5134
(336) 369-2013	(336) 369-5061	(336) 369-5135
(336) 369-2014	(336) 369-5062	(336) 369-5136
(336) 369-2015	(336) 369-5063	(336) 369-5137
(336) 369-2016	(336) 369-5064	(336) 369-5138
(336) 369-2017	(336) 369-5065	(336) 369-5139
(336) 369-2018	(336) 369-5066	(336) 369-5140
(336) 369-2019	(336) 369-5067	(336) 369-5141
(336) 369-2020	(336) 369-5068	(336) 369-5142
(336) 369-2021	(336) 369-5069	(336) 369-5143
(336) 369-2022	(336) 369-5070	(336) 369-5144
(336) 369-2023	(336) 369-5071	(336) 369-5145
(336) 369-2024	(336) 369-5072	(336) 369-5146
(336) 369-2025	(336) 369-5073	(336) 369-5190
(336) 369-5000	(336) 369-5074	(336) 369-5191
(336) 369-5001	(336) 369-5075	(336) 369-5192
(336) 369-5002	(336) 369-5076	(336) 369-5193
(336) 369-5003	(336) 369-5077	(336) 369-5194
(336) 369-5004	(336) 369-5078	(336) 369-5195
(336) 369-5005	(336) 369-5079	(336) 369-5196
(336) 369-5006	(336) 369-5080	(336) 369-5197
(336) 369-5007	(336) 369-5081	(336) 369-5198
(336) 369-5008	(336) 369-5082	(336) 369-5199
(336) 369-5009	(336) 369-5083	(336) 369-5240
(336) 369-5010	(336) 369-5084	(336) 369-5241
(336) 369-5011	(336) 369-5085	(336) 369-5242
(336) 369-5012	(336) 369-5086	(336) 369-5243
(336) 369-5013	(336) 369-5087	(336) 369-5244
(336) 369-5014	(336) 369-5088	(336) 369-5245
(336) 369-5015	(336) 369-5089	(336) 369-5246
(336) 369-5016	(336) 369-5090	(336) 369-5247
(336) 369-5017	(336) 369-5091	(336) 369-5248
(336) 369-5018	(336) 369-5092	(336) 369-5249
(336) 369-5019	(336) 369-5093	(336) 369-5250
(336) 369-5020	(336) 369-5094	(336) 369-5251
(336) 369-5021	(336) 369-5095	(336) 369-5252

(336) 369-5022	(336) 369-5096	(336) 369-5253
(336) 369-5023	(336) 369-5097	(336) 369-5254
(336) 369-5024	(336) 369-5098	(336) 369-5255
(336) 369-5025	(336) 369-5099	(336) 369-5256
(336) 369-5026	(336) 369-5100	(336) 369-5257
(336) 369-5027	(336) 369-5101	(336) 369-5258
(336) 369-5028	(336) 369-5102	(336) 369-5259
(336) 369-5029	(336) 369-5103	(336) 378-7700
(336) 369-5030	(336) 369-5104	(336) 378-7702
(336) 369-5031	(336) 369-5105	(336) 378-7703
(336) 369-5032	(336) 369-5106	(336) 378-7704
(336) 369-5033	(336) 369-5107	(336) 378-7705
(336) 369-5034	(336) 369-5108	(336) 378-7707
(336) 369-5035	(336) 369-5109	(336) 378-7709
(336) 369-5036	(336) 369-5110	(336) 378-7711
(336) 369-5037	(336) 369-5111	(336) 378-7714
(336) 369-5038	(336) 369-5112	(336) 378-7717
(336) 369-5039	(336) 369-5113	(336) 378-7718
(336) 369-5040	(336) 369-5114	(336) 378-7719
(336) 369-5041	(336) 369-5115	(336) 378-7721
(336) 369-5042	(336) 369-5116	(336) 378-7724
(336) 369-5043	(336) 369-5117	(336) 510-0066
(336) 369-5044	(336) 369-5118	(336) 510-0303
(336) 369-5045	(336) 369-5119	(336) 510-5668
(336) 369-5046	(336) 369-5120	(336) 510-5669
(336) 369-5047	(336) 369-5121	(336) 510-5805
(336) 369-5048	(336) 369-5122	(336) 510-5806
(336) 369-5049	(336) 369-5123	(800) 289-5098
(336) 369-5050	(336) 369-5124	(336) 378-7708
(336) 369-5051	(336) 369-5125	(336) 275-6664
(336) 369-5052	(336) 369-5126	(336) 275-6557
(336) 369-5053	(336) 369-5127	

**SIGNATURE PAGE**

I have read and agreed to submit a proposal based on this Request for Proposal. By my signature I acknowledge having read, understood and agree to the provisions as described in this Request for Proposal.

\_\_\_\_\_  
Representative's Name

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Email