

**ATTACHMENT A:
PROPOSER'S RESPONSE FORM**

PROPOSER QUALIFICATIONS

1. Company Name: _____
2. Principal Address: _____
3. Telephone: _____
4. Fax: _____
5. FCC E-rate SPIN Number: _____
6. Business Organization (Check One)
 ____ Corporation, incorporated in the State of _____
 ____ Other (partnership, etc.) Explain _____
7. Parent Company (if any): _____
8. Affiliated telecommunications related companies: _____
9. Are you registered with the Oregon Public Utilities Commission to do business in Oregon? _____
10. Are you a resident proposer, as defined in ORS 279A.120? Yes____ No____
If not a resident, proposer's resident state is _____.
11. Do you have an Oregon office?
If yes, contact person: _____
Title: _____
Office Location: _____
Telephone: _____
Fax: _____
E-mail: _____
12. In separate attachments, please provide the following backup information, which will help us in our qualification process: most recent annual report, audited financial statement, biographies of corporate officers and/or major decision makers, and your standard promotional package.

The undersigned, through the formal submittal of this proposal response, declares that proposer has examined all related proposal documents and read the instruction and conditions, and hereby proposes to furnish compatible goods and services in accordance with the proposal documents herein, for the price set forth in the proposal submittal attached hereto, and forming a part of this proposal.

By proposer's signature below, proposer hereby represents as follows:

- (a) That no Director, officer, agent or employee of Jackson County Library District (JCLD) is personally interested directly or indirectly in this contract or the compensation to be paid hereunder, and that no representation, statement or statements, oral or in writing, of JCLD, its Directors, officers, agents, or employees had induced him to enter into this contract and the papers made a part hereof by its terms;
- (b) The proposer and each person signing on behalf of any proposer certifies, in the case of a joint proposal, each party thereto, certifies as to its own organization, under penalty of perjury, that to the best of their knowledge and belief:
 - 1. The prices in the proposal have been arrived at independently, without collusion, consultation, communication, or agreement for the purpose of restraining competition as to any matter relating to such prices with any other proposer or with any competitor;
 - 2. Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the proposer prior to the proposal deadline, either directly or indirectly, to any other proposer or competitor;
 - 3. No attempt has been made nor will be made by the proposer to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restraining trade;
 - 4. Proposer has not and will not discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a minority, woman or emerging small business enterprise certified under ORS 200.055, or against a business enterprise that is owned or controlled by, or that employees a disabled veteran as defined in ORS 408.225.
 - 5. All costs required to deliver the proposed solution have been included in the proposal. By submitting a proposal, the proposer certifies that it has engineered a full solution including all monthly recurring charges, all installation charges, and all special construction costs. JCLD SHALL NOT BE LIABLE FOR ADDITIONAL CHARGES THAT ARE NOT STATED IN YOUR PROPOSAL. All charges for overtime, installation, shipping, et cetera, must be included in your costs.
 - 6. Proposer hereby agrees to comply with all applicable Oregon Public Contracting Code provisions, as more specifically described in the attached contract and associated Exhibit C.

All of the information provided on this statement and any backup documentation is true and accurate to the best of my knowledge.

Signature: _____ Title: _____

Print Name: _____ Date: _____

PROPOSER BACKGROUND – Additional Information:

1. How large is your current client base?
 - a. Percent Residence _____
 - b. Percent Business _____
2. Name, title, telephone, email, etc. for primary contacts for the proposal
3. Is your company currently for sale or involved in any transactions to expand or to be acquired by another organization? If so, explain.
4. Has your company been involved in a merger, acquisition, or reorganization in the last five years? If so, describe.
5. Number of years in businesses related to the systems and services outlined in this RFP.
6. Company-wide annual sales volume.
7. Number of employees.
8. Would we have an account team assigned to JCLD?
9. Describe the members of the team and each person's responsibilities.
10. How many customers does this account team handle?
11. Would the account team be local?
12. Provide an escalation list for the account team, with names, telephone numbers, and email addresses.
13. For routine orders and changes, who do we contact?
14. Do you have your own service staff? If so, how many local technicians do you have?
15. What is the location of the service staff?
16. Are the technicians subcontractors?
17. What hours are the technicians available?
18. Describe how technicians can be reached.
19. How many technicians do you have on call?
20. Who will be responsible for coordination of the installation?
21. How do we contact this person?

22. What type of status reporting is provided during the installation process?
23. How do we open a trouble ticket?
24. When opening a trouble ticket, will the person taking the call have access to a customer's specific account information, such as a list of people authorized to place tickets, specific customer procedures, et cetera?
25. After normal business hours, are trouble calls transferred to a different, centralized call center?
26. If so, does this call center have access to specific information about each customer's account?
27. Does your call center have the ability to perform remote diagnostics?
28. What are your escalation procedures for trouble tickets?
29. What are your procedures for providing status information and problem resolution timeframes to the customer?
30. List of subcontractors (if any) and their expected role.
31. What is your timeline for bringing all sites online? (Note: Proposals requiring little to no special construction should be able to bring all sites online by the July 1 start of the funding year.)
32. Include a network diagram for each response/proposed solution.
33. What sets your solution(s) and service levels apart from that of other vendors?
34. Customer references
 - a. For each solution proposed, provide 3 references who can accurately reflect system performance and company support. References should include similar installations in terms of size, complexity, bandwidth, and traffic levels.