

Request for Quote – E-Rate Eligible Services

Scope of Work - Internal Connections: Voice over IP Equipment

Due Date: Allowable Contract Date from Posted 470

The Cedar Unified School District is requesting quotes for Voice over IP and Voice Mail Equipment per the detailed specifications and quantities listed below. The District is seeking a high reliability solution. The contract start date will be July 1, 2014 or upon notification of approval of E-Rate funding for this project; whichever comes later. In any case, no work will begin prior to July 1, 2014.

General Specifications:

The District is seeking services and pricing through an approved State Master Contract or other Cooperative Purchasing Contract that is acceptable according to the Arizona State Procurement Rules. Please be advised that this is a Request for Quote and not a formal sealed RFP/Bid process. Arizona State Procurement Code requires a formal sealed bidding process; or purchasing from an approved cooperative purchasing contract, or compliant consortium procured contract for any award in excess of \$100,000.00. Any quote/proposal whose total value exceeds \$100,000.00 and is not linked to a current approved cooperative purchasing contract, or a compliant consortium procured contract will be disqualified by Arizona State Procurement Code.

The pricing quoted must be compliant with the prospective vendor's State Master Contract or Cooperative Purchasing Contract pricing structure.

All quotes must clearly identify the prospective vendor's Cooperative Purchasing Contract number, if applicable, and E-Rate SPIN.

Please quote the cost for all equipment, supplies, and labor, including any costs for campus assessment, project management, documentation, travel, taxes, etc. All items on the Required Equipment List must be quoted; no partial quotes will be accepted.

The products quoted must be eligible for E-Rate under the Internal Connections provision, compliant with the Schools and Libraries Division Eligible Services List for the current funding year. The costs for services not eligible for E-Rate must be clearly itemized separate from eligible services.

The District will evaluate all compliant quotes received, and reserves the right to select the quote that is the most cost effective, compliant with FCC Fair and Competitive Bidding Rules.

Failure to comply with these general specifications may be grounds for disqualification and award may be made to the next most cost effective provider.

If you need further information please contact Jerry Jim via email at erate@cusd25.k12.az.us.

Scope of Work:

The District is seeking to replace its existing phone and voice mail system with a state of the art Voice over IP phone and voice mail system. The District is NOT open to a Hosted solution.

The proposed system must be capable of replacing the existing District telephone system without losing existing functionality. The proposed system must be capable of utilizing the existing wiring plant; which consists of a mix of Category 5e and Category 6 cabling with RJ-45 jacks. It has been determined by the District that there are sufficient data drops in each location to support the VoIP handsets.

The present District telephone system consists of a Cisco Call Manager, v4.3 with Unity v5. If feasible, the District would prefer to not to replace the existing telephone handsets. If the telephone handsets must be replaced, the quote must include the cost of a sufficient number of telephone handsets to meet the requirement for each campus, including the District Office. There are currently 75 handsets total at the two campuses.

The District is seeking complete installation, configuration, documentation, and project management services for a successful implementation of the proposed system. These services should include sufficient training for staff in order to operate and support the VoIP System, and sufficient end-user training where required in order ensuring the proper operation of the installed handsets (if different from the existing handsets).

The minimum acceptable warranty period is X years. Please specify the warranty period for all equipment quoted. If there is a cost to extend the warranty to meet the minimum requirement, please include this cost in the quote under ineligible for E-Rate support.

System Specifications:

1. The preferred brand is Cisco. The District is interested in replacing the existing system with Call Manager Express. However, equivalent brands and solutions can be quoted and will be considered. Any brands and models specified in the Required Equipment List below is included in order to establish the level of quality and/or feature set being sought.
2. The system will provide call processing, signaling, call control and connection services to the telephony devices and voice applications. The service provider will provide programming services to program the system to meet the District's requirements; including setup and configuration operations dial plan configuration, and Public Switched Telephone Network (PSTN) interface configuration. The cutover will be completed during non school hours.
3. All equipment installed will be labeled by the successful vendor using durable labels. Labels will identify E-Rate year and E-Rate Funding Request Number.

4. If required, the quote must include all Category 6 patch cables and fiber optic jumper cables. The patch cables should be a variety of 3 foot to 10 foot cables customized to the lengths needed in the rack space. Jumper cables should be a variety of 1 meter to 3 meters customized to the requirements of the rack space, with connector type to be determined.
5. The system must provide a back-up database.
6. The system must support traditional telephony devices, both analog and digital.
7. Systems must have simple GUI interface and plain English commands for administration.
8. The system must have a reliability of “3 nines of reliability” in terms of up-time experience (8.7 hours of down-time per year).

Voice Mail Specifications:

1. Must be a centralized voicemail/unified messaging system.
2. Must support traditional voice mail and automated call attendant.
3. Must integrate with District’s existing email and fax systems. The District would prefer a solution that integrates with Microsoft Outlook.
4. Must support multiple language formats.
5. Must include a complete call accounting system.

Automated Attendant System:

Calls made to the District’s main numbers and to other specific DID or extension numbers on the District telephone system may receive a recorded announcement followed by a menu of alternatives.

System Implementation:

1. All work will be performed in accordance with acknowledged industry and professional standards and practices, and the procedures specified herein. Furnish and install all materials, devices, components, and equipment for complete, operational systems.
2. A competent supervisor and supporting technical personnel, acceptable to the District, will be assigned to the District during the entire installation process.
3. The successful vendor will coordinate the installation location of equipment with the District Representative, and verify any changes in placement prior to installation.
4. The successful vendor will provide all system programming of the telephony system per district requirements.
5. The service provider will label all telephones with extension number, features, and line appearance as a minimum. Handwritten identification is not permitted.

6. Upon substantial completion, the successful vendor will test entire system. The successful vendor will document, on a vendor generated form; the compliance of each circuit and the individual performing the test will initialize and date the results of each location.
7. The successful vendor will provide sufficient training for this system and individual (one on one) training as needed.

Vendor Qualifications:

1. The successful vendor must have a minimum of three years previous experience with the telephony system proposed.
2. Please include a statement with your quote indicating the level of partnership your organization has with the original equipment manufacturer being proposed.
3. Provide three references including the name of organization, address, contact person, and phone number for which a comparable VoIP installation was successfully completed.
4. The successful vendor will provide and be responsible for all coordination work and correspondence required with the operating Telephone Company for arranging the required telephone service, interface, charges, porting, change over scheduling.
5. A copy of any and all contracts that the district will be expected to sign must accompany the quote provided.

Evaluation Criteria:

Evaluation of the quotes provided will be based on the following criteria in order of priority:

Cost of ELIGIBLE Services – Primary evaluation factor.

Cost of INELIGIBLE Services – Ineligible costs exceeding 30% of the total cost quoted may cause the district's E-Rate funding request to be denied according to the FCC's "30% Rule." The cost of handsets will be included in the evaluation, but will not be included in the 30% Rule funding. Such a quote may be determined to not be cost effective and result in possible disqualification.

Equivalence of Technical Design/Meets Scope of Work – Conformance with general and technical specifications.

Vendor Qualifications/Level of Partnership with OEM – Vendor's experience, level of partnership with the original equipment manufacturer, and strength of references.

Availability of State Master Contract or other Cooperative Purchasing Contract

Required Equipment List:

Telephony Equipment

Location	Description	Quantity
Jeddito Elementary School	Integrated Services Router	1
	POE 10/100/1000	
	Call Manager Express (or equivalent)	1
	Voice Mail integrated with Microsoft Outlook	1
	2200 VA UPS	1
White Cone High School	Integrated Services Router	1
	POE 10/100/1000	
	Call Manager Express (or equivalent)	1
	Voice Mail integrated with Microsoft Outlook	1
	2200 VA UPS	1