
REQUEST FOR PROPOSALS AND BID SPECIFICATIONS

Telephone, Voicemail, and Call Accounting Systems

LIVINGSTON EDUCATIONAL SERVICE AGENCY
ADMINISTRATIVE CAMPUS – HOWELL, MI

May 10, 2006

OVERVIEW

The Livingston Educational Service Agency (L.E.S.A.) is requesting proposals for a new integrated telephone, voicemail, and call accounting system. Contractors are to bid on all equipment, materials and labor to install one complete and functional integrated telephone, voicemail, and call accounting system as set forth in this specification. The Livingston Educational Service Agency's current systems are a Toshiba Strata DK 424 SMDI telephone system and a "Strategy24" voicemail system. "Ultimate Call Accounting" software on a dedicated PC is currently in use for call accounting.

The new telephone, voicemail, and call accounting systems, for which the Livingston Educational Service Agency is issuing this RFP, is to be used within the office and classroom areas throughout L.E.S.A.'s main Administrative Campus, located on West Grand River Avenue in Howell, Michigan. The work includes installation, programming and training of all telephone, voicemail, and call accounting system equipment located throughout the campus. The work does NOT include the design and installation of the fixed voice wiring distribution system and related telephone services.

NOTICE OF PRE-BID MEETING

A pre-bid meeting and site walk-through will be held on **Friday, May 19, 2006 at 10:30 a.m.** at L.E.S.A.'s Administrative Campus, **1425 West Grand River Avenue, Howell, Michigan, 48843.**

Any vendor wishing to provide a response to this RFP should have at least one representative present at this meeting.

RFP RESPONSE DEADLINE AND BID OPENING

Responses to this RFP must be received by L.E.S.A., at the above address and in compliance with the requirements of Section 1.06, "Submittals," below, no later than **3:00 p.m. on Wednesday, May 31, 2006.** A public bid opening will be held at the above address at this time.

Notification of the final contract award will take place no later than 3:00 p.m. on Friday, June 16, 2006.

CONTACT INFORMATION

All questions regarding this RFP or the specifications herein should be directed, in writing, to:

CommTech Services Group, Inc.
ATTN: L.E.S.A. Telephone System RFP 2006
207 North Michigan Avenue, Suite 102
Howell, Michigan, 48843
FAX: (517)546-3983
E-mail: LESA-RFP-2006@csgsmart.com

SECTION I GENERAL

1.01 SCOPE OF WORK

A. The telephone, voicemail, and call accounting systems are to be current production model digital systems. The call accounting system must be integrated with the telephone system as part of this proposal to provide the information and reporting capabilities as set forth in this specification.

1. All equipment quoted shall be new. *Any exceptions must be specifically noted as "Used Equipment."*

2. All software quoted shall be of the latest version. *Any exceptions must be specifically noted as "Not Latest Version."*

B. The Contractor shall furnish all labor, project management, materials, tools, equipment and resources necessary for the installation, programming, training and testing of the telephone, voicemail, and call accounting systems as described in the specifications.

C. The Contractor shall furnish and install the systems as defined by the plans and specifications. The Contractor must demonstrate to L.E.S.A. that the systems are complete and comply with all operational requirements set forth in the plans and specifications. The systems must comply with all of the manufacturer's specifications. The Contractor shall provide all items and accessories required to make the systems fully operational whether or not such items are specifically mentioned in the plans and specifications. It is the Contractor's responsibility to review the architectural, structural, mechanical and electrical drawings, as well as the specifications, for any details that may impact the installation, provisioning or operation of the systems. Any discrepancies or omissions discovered shall be brought to the attention of L.E.S.A. or their designated representative, CommTech Services Group, Inc.

D. The Contractor shall coordinate all delivery, secure storage and installation of equipment with the Construction Manager, the Technology Wiring Contractor and any other representatives designated by L.E.S.A..

E. The Contractor must also coordinate with the Technology Wiring Contractor and any representative designated by L.E.S.A. to make certain that all fixed voice distribution wiring and connections are appropriate and suitable for use with the telephone system being installed.

F. The Contractor is responsible for all interconnection between the fixed voice distribution wiring and their system components.

G. The Contractor must supply and install all hardware and software for the telephone, voicemail, and call accounting systems.

H. The Contractor must supply all training and documentation as set forth in Section 3.06 of this specification.

I. REMOVAL OF REPLACED EQUIPMENT AT CONTRACTOR'S EXPENSE

1. Proposals must include the cost of uninstalling, removing, and neatly packaging all existing telephone, voicemail, and call accounting systems and related equipment, including all telephone sets, for recycling, disposal, or re-sale by L.E.S.A..

2. The winning Contractor will be responsible for uninstalling, removing, and neatly packaging all existing telephone, voicemail, and call accounting systems and related equipment, including all telephone sets, at the Contractor's expense, whether or not this cost was included in the Contractor's bid price.

1.02 WORK NOT INCLUDED

A. The Contractor is not responsible for the installation of any of the fixed voice distribution, MDF or IDF wiring between the Technology Room and all areas of the school.

B. The Contractor is not responsible for the installation of incoming and outgoing facilities at the Telephone Network Interface / Demarcation point.

1.03 ALTERNATE SYSTEMS

A. The system features outlined in these specifications are those deemed mandatory for successful operation and functionality of the system. L.E.S.A. or their designated representative must approve any performance or functionality deviations from these specifications.

B. Bidders wishing to submit alternate systems shall submit documentation containing information to allow the specifying authority to determine that the proposed system meets or exceeds the system performance and functionality specified herein. The documentation must be submitted at the bid opening. The documentation shall contain at least the following information:

1. Manufacturer' specification sheets;
2. Installation documentation;
3. User manuals , and;
4. Regulatory agency compliance registration.

C. IP TELEPHONY SYSTEMS

1. IP Telephony systems will be considered if proposed, with the following additional requirement:

Any IP telephony proposal must be presented as a complete, turn-key package to replace all existing telephone sets at their current locations in the Administration, Adult Transitions, Renaissance School, and Maintenance buildings, in addition to the new telephone sets at the Pathway School.

2. Any IP telephony system proposal must include any and all additional materials, labor, hardware, and/or software for a fully-functioning system according to the requirements as described in this specification, including but not limited to the following:

- a. A total cost for all cable runs to telephone set locations which do not currently have Cat-5 cabling in place.
- b. A total cost for all network hardware and/or software upgrades needed to support IP telephony sets on the LAN. This includes but is not limited to Power-over-Ethernet (PoE) devices and proper Quality-of-Service (QoS) support on the LAN switching infrastructure.
- c. A total cost for all network services hardware and/or software upgrades needed to support the proposed IP telephony solution. This includes but is not limited to additional DNS, DHCP, firewall, routing, or other network services, devices, or software.

3. It is the bidder's responsibility to gather all necessary information to provide a complete, turn-key package to L.E.S.A.. L.E.S.A. shall not be held responsible for any omissions or oversights in IP telephony proposals. Any omissions or oversights shall be corrected at the Contractor's cost to provide L.E.S.A. with a completely functional telephone, voicemail, and call accounting system as described in this specification.

4. Any IP telephony proposal must comply with the requirements of Sections 1.03A-B above.

D. Failure to provide a functional equivalent shall result in the removal and/or replacement of all or part of the alternate system at the Contractor's expense.

1.04 GUARANTEE

A. The Contractor shall guarantee all work and equipment for a minimum period of one year from the date of final system acceptance by L.E.S.A.. Neither the final payment, nor any provision in the contract documents shall relieve the Contractor of the responsibility for faulty materials and/or workmanship for a period of one year. The Contractor shall remedy any defects due thereto, and pay for any damage to work resulting therefrom. Furthermore, the Contractor will be responsible for removal, repair and re-installation of any piece of equipment that fails anytime during a manufacturer's warranty period that exceeds one year.

B. All proposals must include an option to extend the guarantee/warranty period for an additional 1-2 years from the expiration of the initial one-year guarantee period. This cost should be listed as a separate, optional line item in the proposal.

1.05 PERFORMANCE BOND

A. L.E.S.A. will require the selected Contractor to provide a performance bond upon award of the contract. The associated cost of the performance bond is to be included in the base bid but shown as a separate line item. This bond shall be equal in amount to the Total Price to L.E.S.A. of purchased hardware, software, cabling, and services. The Surety of the bond shall remain in effect until L.E.S.A. has executed all acceptances of purchased hardware, software, and services. In the event that the Contractor fails to perform its obligations under any contract between the Contractor and L.E.S.A., the bond shall be paid to L.E.S.A. The Contractor further agrees to save and hold harmless L.E.S.A. and agents from all liability and damages of every description in connection with any subsequent contracts.

1.06 SUBMITTALS

- A. The bidder shall prepare three copies of a complete bid proposal package including:
1. A completed, signed and dated Bid Proposal Form. This form will be provided at the pre-bid meeting and site walk-through.
 2. A list of similar size projects having a comparable scope of work that have been completed within the last 3 years. This list shall include facility names, completion date, names of contacts and their telephone numbers.
 3. Manufacturer's specification sheets on each type of equipment proposed for use in the system.
 4. Line item pricing for all equipment and labor included in the proposal.
 5. A sworn and notarized copy of the "Familial Relationship Disclosure Statement" required by L.E.S.A. This form will be provided at the pre-bid meeting and site walk-through. Bid proposals received without this disclosure will not be considered.
 6. Proof of approval for a performance bond as specified in Section 1.05 from a surety company authorized to do business in the State of Michigan. Bid proposals received without proof of performance bond approval will not be considered.
- B. The bid proposal package must be submitted in a sealed, opaque envelope, marked with the bidder's name and the statement "THIS ENVELOPE CONTAINS A BID PROPOSAL FOR L.E.S.A. ADMINISTRATIVE CAMPUS TELEPHONE SYSTEMS, 2006."

SECTION II SYSTEM CRITERIA

2.01 TELEPHONE SYSTEM FUNCTIONS AND FEATURES

- A. The telephone system shall perform, at a minimum, the following functions:
1. Centrex compatible
 2. Call Accounting integration
 3. Caller ID / ANI display on all telephones
 4. Class of Service - Restrictions for calling and features
 5. Call Forward - Automatic & Manual
 6. Calling/hunt groups
 7. Call Park
 8. Call Pickup
 9. Call Transfer
 10. Conference calling (3-party minimum)
 11. Do Not Disturb
 12. External Paging Access
 13. Hold Recall
 14. ISDN-PRI compatible, with the following features:
 - a. Direct Inward Dialing (DID) – existing 100 number DID block
 - b. Direct Outward Dialing (DOD) from telephone sets

- c. Incoming Caller ID / Automatic name & number ID (CLID/ANI) display
- d. Outgoing Line Identification (OLI)

- 15. Multiple telephone set paging zones
- 16. Privacy
- 17. Station/User Speed Dial
- 18. System Speed Dial
- 19. Toll Restriction by set/extension and time schedule(s)
- 20. Voice Mail Integration

B. Telephone System programming backup capability

- 1. The telephone system must be capable of storing a backup of all programming database(s) to a separate data storage device. The data storage device must not be dependent upon the telephone system itself for power or basic operation.
- 2. The telephone system must be capable of generating such backups automatically, without initiation or intervention by a human operator. The backups must also be able to be generated automatically according to a pre-programmed schedule which may be modified by L.E.S.A. staff should they deem such modification appropriate.
- 3. It is preferred, but not required, that the telephone system be capable of storing and retrieving such backups from backup device(s) over an Internet Protocol (IP) network using standard protocols such as Server Message Block (SMB) or Common Internet File System (CIFS).
- 4. The bid proposal must include all hardware, software, licensing, etc. to enable scheduled backups at the time of system installation.
 - a. If backups can be stored and retrieved via SMB/CIFS over IP, data storage device(s) do not need to be included in the bid proposal.
 - b. If backups cannot be stored and retrieved via SMB/CIFS over IP, any necessary data storage devices(s) must be included in the bid proposal.

2.02 TELEPHONE SETS

A. ATTENDANT CONSOLES

- 1. Attendant Consoles will be a multi-button telephone to monitor incoming lines and act as main answering stations. Units will have a minimum incoming line capacity for all incoming lines and will have (a) KLF/DSS/BLF module(s) to support the minimum stations required in Section V of this specification.
- 2. Provide a total of (3) Attendant Console telephones with necessary KLF/DSS/BLF(s) as follows:
 - a. Administrative Offices – 1 location (building reception desk)
 - b. Pathway School – 2 locations (2 reception phones at reception desk)
- 3. PC-based attendant consoles are acceptable and will be considered if proposed.

B. EXECUTIVE TELEPHONE SETS

- 1. Executive telephone sets will be a multi-button digital telephone with enhanced display and hands-free speakerphone.
- 2. Executive telephone sets will provide the following as a minimum:
 - a. Multiple programmable buttons for features and/or speed dialing.
 - b. Two-line display.
 - c. Full hands-free speakerphone.
 - d. Message waiting indication lamp.
- 3. Provide a total of (11) Executive telephones as follows:
 - a. Administrative Offices – 8 locations.
 - b. Pathway School – 2 locations.
 - c. Renaissance School – 1 location.

C. STANDARD TELEPHONE SETS

1. Standard telephone sets will be a multi-button digital telephone with display and hands-free speakerphone capability.
2. Standard telephone sets will provide the following as a minimum:
 - a. Programmable buttons for features/speed dialing.
 - b. One-line display.
 - c. Hands-free speaker phone capability.
 - d. Message waiting indication lamp.
3. Provide a total of (78) Standard telephones as follows:
 - a. Administrative Offices – 59 locations.
 - b. Pathway School – 15 locations.
 - c. Renaissance School – 2 locations.
 - d. Adult Transitions Building – 2 locations.

D. BASIC TELEPHONE SETS

1. Basic telephone sets will be a single-line digital telephone with display.
2. Basic telephone sets will provide the following as a minimum:
 - a. One-line display.
 - b. Message waiting indication lamp.
 - c. Hold button.
 - d. Feature activation button.
 - e. Can be wall mounted without an additional bracket being required.
3. Provide a total of (88) Basic telephones as follows:
 - a. Administrative Offices – 55 locations.
 - b. Pathway School – 21 locations.
 - c. Renaissance School – 7 locations.
 - d. Adult Transitions Building – 4 locations.
 - e. Maintenance Building – 1 location.

2.03 VOICE MAIL SYSTEM

A. The voicemail system shall perform, at a minimum, the following functions:

1. Automated-attendant.
2. Call overflow to Automated Attendant.
3. Custom call routing / automated voice menus.
4. Dial by first and last names directory on auto-attendant.
5. Direct transfer to voicemail from all phone sets .
6. Group lists.
7. Message waiting indicator activation.
8. Personal/target attendant extension by individual mailboxes.
9. Remote voicemail access from any touch-tone telephone via the PSTN.

B. Voicemail System programming and message backup capability

1. The voicemail system must be capable of storing a backup of all programming database(s), recorded user and automated attendant greetings, and voicemail messages to a separate data storage device. The data storage device must not be dependent upon the voicemail system itself for power or basic operation.
2. The voicemail system must be capable of generating such backups automatically, without initiation or intervention by a human operator. The backups must also be able to be generated automatically according to a pre-programmed schedule which may be modified by L.E.S.A. staff should they deem such modification appropriate.
3. It is preferred, but not required, that the voicemail system be capable of storing and retrieving such backups from backup device(s) over an Internet Protocol (IP) network using standard protocols such as

Server Message Block (SMB) or Common Internet File System (CIFS).

4. The bid proposal must include all hardware, software, licensing, etc. to allow for scheduled backups at the time of system installation.

- a. If backups can be stored and retrieved via SMB/CIFS over IP, data storage device(s) do not need to be included in the bid proposal.
- b. If backups cannot be stored and retrieved via SMB/CIFS over IP, any necessary data storage devices(s) must be included in the bid proposal.

C. Voicemail System Capacities

1. The voicemail system will come equipped with the following active capacities at installation:
 - a. 8 active ports.
 - b. 250 voicemail boxes.
 - c. 100 hours of voicemail storage.
2. The voicemail system will be capable of expanding to, at a minimum, the following total capacities:
 - a. 16 active ports
 - b. 400 voicemail boxes
 - c. 200 hours of voicemail storage

2.04 CALL ACCOUNTING SYSTEM

A. All proposals must include a call accounting system integrated with the telephone system. Bids without a call accounting system included will not be considered.

B. The call accounting system shall perform, at a minimum, the following functions:

1. Logging of all incoming and outgoing PSTN calls.
2. Caller ID / ANI tracking of incoming calls through multiple internal transfers.
4. Summary reports by individual station or groups of stations.
5. Summary reports by date/time period(s).
6. Summary reports by individual trunk(s) or line(s).
7. Summary reports by calling and called number(s).
8. Call history search based on phone extension, calling number, called number, date, and/or time.
9. A graphical user interface (GUI) for all administrative, searching, and reporting functions.

C. Call accounting system capacity requirements:

1. System as proposed must provide call accounting for at least 200 stations and 40 trunks/lines.
2. Minimum storage of 1,000,000 call records before over-writing previous records.
3. Non-blocking architecture (buffered or otherwise) so that no call information is lost during busy periods.

D. Call accounting system hardware and software:

1. The call accounting system shall be proposed, delivered, and installed as a turn-key system, including all necessary hardware, software, and interface devices to integrate with the proposed telephone system.
2. The call accounting system shall be proposed, delivered, and installed with all hardware, software, licenses, etc. to support the features and capacities listed in Sections 2.04 A-C, above.

2.05 UNINTERRUPTIBLE POWER SUPPLY (UPS)

A. UPS equipment will provide the following as a minimum:

1. On-Line UPS operation. Off-Line and Line-Interactive UPS systems are not acceptable.
2. Minimum of 60 minutes fully operational backup for telephone system, voice mail system, and call accounting system.
3. Transfer to and from battery power shall be instantaneous and shall not affect operation of system, nor require reprogramming of system after the return of power.

SECTION III EXECUTION OF CONTRACT

3.01 CONTRACT AWARD AND PROJECT SCHEDULE

A. CONTRACT AWARD, ACKNOWLEDGEMENT, AND EXECUTION

1. Notification of the contract awarding to the winning bidder will take place no later than 3:00 p.m. on Friday, June 16, 2006.
2. The winning bidder will be given three (3) business days to acknowledge and verbally accept the contract award. If the initially selected winning bidder does not respond to the award notification within this time, the contract may be revoked and awarded to another bidder at L.E.S.A.'s discretion.
3. The winning bidder and L.E.S.A. will execute a purchase agreement to finalize the contract award no later than 3:00 p.m. on Friday, June 30, 2006. If the winning bidder fails to execute a purchase agreement with L.E.S.A. by this time, the contract may be revoked and awarded to another bidder at L.E.S.A.'s discretion.

B. PROJECT SCHEDULE

The Contractor will be expected to work according to the following project schedule:

1. July 10 – 21, 2006 – Delivery, installation, and testing of the telephone, voicemail, and call accounting systems at the L.E.S.A. Administrative Campus.
2. July 24 – 27, 2006 – Two days of training for Administrative, Adult Transitions, and Renaissance Alternative School staffs on telephone and voicemail system use.
3. July 28, 2006 – cutover of L.E.S.A. campus from existing to new telephone and voicemail systems.
4. July 31 – August 4, 2006 – System and project punch-list items identified by L.E.S.A.
5. August 7 – 11, 2006 – One day of training for Pathway School staff on telephone and voicemail system use.
6. August 18, 2006 – Deadline for punch-list resolution and installation project completion.
7. September 5-8, 2006 – One day of training for Adult Transitions and Renaissance School staffs on telephone and voicemail system use.
8. Late September – early October, 2006 – One day follow-up training with L.E.S.A. staff as needed.

3.02 PRE-INSTALLATION

A. Upon execution of a Purchase Agreement as outlined in Section 3.01(A.3) above, the chosen Contractor shall provide to L.E.S.A. within 5 working days:

1. Primary project management contact name, phone number(s), and e-mail address.
2. Delivery and installation schedule for all equipment.
3. Notification of any possible delays or deviations from the project schedule as given in Section 3.01(B) above.

B. Contractor shall coordinate delivery, secure storage and installation schedule with all representatives designated by L.E.S.A. as well as other contractors to facilitate and expedite the actual installation work.

3.03 INSTALLATION

A. All installation shall comply with the requirements of the National Electrical Code (NEC) for safety, neatness and appearance in addition to any required local electrical codes. The Contractor shall comply with all local safety and installation codes and practices. All equipment shall be securely installed on mounted on backboards provided by L.E.S.A. All equipment interfaces shall be clearly, logically and permanently marked with machine-generated labels. Hand-written labels will not be accepted.

B. The Contractor shall coordinate the exact location of all equipment with L.E.S.A. and their designated representatives.

C. The project completion deadline is August 18, 2006. Some follow-on training will be required in September and October 2006 as described in Sections 3.01 and 3.06 of this specification.

3.04 WIRING

A. A Technology Wiring Contractor will provide all fixed voice distribution wiring between rooms and areas of the school.

B. The Telephone System Contractor is responsible for all wiring as specified between components located in the same room and the fixed voice wiring.

3.05 TESTING

A. Upon completion of the installation, the Contractor shall conduct a functional system test in the presence of the Owner and their representatives. A Contractor's punch list of problems shall be generated. The Contractor shall make all necessary modifications and/or adjustments of the punch list items. Following corrections, the Contractor shall repeat any system test necessary to satisfy the Owner of the system's compliance with the specifications.

3.06 TRAINING AND INSTRUCTION

A. The Contractor shall provide a minimum of 7 days of training to L.E.S.A. staff. The training shall include the following elements:

1. Four days of staff training on the basic use of telephones and voicemail system.
 - a. Two days of training (combined) for Administration, Adult Transitions, and Renaissance Alternative School staffs before the system cutover.
 - b. One day of training for Pathway School staff in mid-August.
 - c. One day of training for Adult Transitions and Renaissance School staffs during the first week of September.
2. One day of attendant console/operator training for system operator users.
 - a. One-half day of training for Administration console operator(s).
 - b. One-half day of training for Pathway console operator(s).
3. One day of administrative training for phone, voicemail, and call accounting system administrator(s).
4. A one day session to provide follow-up training as needed by L.E.S.A. staff within 30-60 days after the installation has been completed.
5. Training aids and instruction manuals, which shall provide the users with written instructions on the use of any installed equipment.

SECTION IV BID EVALUATION DISCLAIMER

4.01 THE LIVINGSTON EDUCATIONAL SERVICE AGENCY RESERVES THE RIGHT TO REJECT ANY OR ALL BIDS; TO WAIVE ANY DEFECTS, INFORMATION OR IRREGULARITIES IN ANY BID; AND TO MAKE THE AWARD IN ANY MANNER DEEMED IN THE BEST INTEREST OF THE LIVINGSTON EDUCATIONAL SERVICE AGENCY.

SECTION V SYSTEM CONFIGURATION SUMMARY

5.01 GENERAL – The quantities below represent a summary of the minimum required capacities for a proposed system to be considered by L.E.S.A. under this RFP. “Active” resources means the actual system resources which will be in use at the time of the system installation. “Capacity at installation” means total system resources available (both in use and idle/unused capacity) at the time of the system installation, which would not require the purchase of any additional hardware and/or software to activate. Minimum total system capacities, if specified, are outlined in Section II, above.

5.02 TELEPHONE STATION SETS

A. Active telephone sets at system installation = 180 sets

- 1.. Attendant consoles = 3
2. Executive telephones = 11
3. Standard telephones = 78
4. Basic telephones = 88

B. System telephone set capacity at installation = 192 sets

5.03 CO TRUNK/LINE REQUIREMENTS

A. Active CO trunks/lines at system installation:

1. ISDN-PRI trunks = 1
2. Two-way loop-start (POTS or Centrex) CO lines = 12

B. System CO trunk/line capacity at installation:

1. ISDN-PRI trunks = 1
2. Two-way loop-start (POTS or Centrex) CO lines = 16

5.03 VOICEMAIL SYSTEM REQUIREMENTS

A. Active voicemail system resources:

1. Available ports = 8
2. Subscriber mailboxes = 250
3. Message storage hours = 100

B. Voicemail system capacity at installation:

1. Available ports = 8
2. Subscriber mailboxes = 250
3. Message storage hours = 100

5.04 CALL ACCOUNTING SYSTEM REQUIREMENTS

A. All of the below are active capacity requirements:

1. Capacity and licensing for a minimum of 200 stations.
2. Capacity and licensing for a minimum of 40 trunks/lines.
3. Storage of at least 1,000,000 call records before over-writing previous records.
4. Non-blocking/buffered architecture to avoid lost call data.

END OF DOCUMENT
