



## **RFP #12-230**

**ON**

### **PURCHASING OF Telephone Communications Systems**

Time and Place for Filing on or before October 10, 2011 @ 2:00 P.M.

King County Directors' Association  
Purchasing Department  
18639 80th Ave. S.  
Kent, WA 98032  
425-251-8115

**Note:** Each RFP Response is to be filed in a separate container and marked with the appropriate RFP name and time of opening. All RFP Responses must be at KCDA's office on or before the time shown in RFP SCHEDULE (Section 2) "Opening date of RFP" or they shall not be accepted. RFP Responses not received by the time and date specified shall be returned to the Vendor unopened, at Vendor's expense. ***Responses sent by facsimile, email, or arriving "postage due" will not be accepted.*** RFP Responses sent via Federal Express, Express Mail or other overnight delivery services must be sent to KCDA's street address and clearly marked with the RFP Number and description, "Attn: Purchasing Department (Reference Section 4.10)

Electronic copies of this RFP are available via KCDA's website at [www.kdca.org](http://www.kdca.org)  
Click on pending RFPs or contact Charlene Turner @ 425-251-8115, Ext.143 if you have trouble opening.

All other questions relating to the RFP must be submitted in writing/e-mail. Instructions may be found in RFP Section 4.9

The RFP implies no obligation on the part of KCDA, nor does KCDA's silence imply any acceptance or rejection of any proposal offer.

Charlene Turner, RFP Coordinator  
RFP 12-230  
King County Directors' Association  
425-251-8115 x143

[PBXreporting@kcda.org](mailto:PBXreporting@kcda.org) (Please include "IFB 12-230" in the email subject line. [www.kcda.org](http://www.kcda.org))

Published in the Daily Journal of Commerce (Washington):

September 2 & September 9, 2011

Published in the Daily Journal of Commerce (Oregon):

September 2 & September 9, 2011

Published in the Anchorage Daily News (Alaska):

September 2 & September 9, 2011

Published in the Idaho Statesman (Idaho):

September 6 & September 13, 2011

**RFP #12-230 TIMELINES (see RFP Schedule; Section 2)**  
**Purchasing Telephone Communications Systems**

Publication of Request for Proposals #12-230	September 2, 2011
Published in the Daily Journal of Commerce (Washington):	September 2 & September 9, 2011
Published in the Daily Journal of Commerce (Oregon):	September 2 & September 9, 2011
Published in the Anchorage Daily News (Alaska):	September 2 & September 9, 2011
Published in the Idaho Statesman (Idaho):	September 6 & September 13, 2011
Pre-Proposal Vendor Conference	September 20, 2011 @ 11:00 AM Pacific Standard Time
Deadline for submission of Vendor RFP Questions	September 21, 2011
Deadline for submission of Optional Vendor Letter of Intent	September 20, 2011
Publish Answers to Vendor RFP Questions	September 27, 2011
Deadline for receipt of Customer References	October 10, 2011 @ 2:00 P.M. Pacific Standard Time
Opening date of RFP	October 10, 2011 @ 2:00 P.M. Pacific Standard Time
Anticipated award date	October 20, 2011

Note: KCDA reserves the right to change the RFP TIMELINE at any time. KCDA further reserves the right to make changes to the RFP by written addendum, which shall be issued to all prospective proposers known to KCDA to have received the RFP document. (Reference RFP Section 4.13) Questions may be asked by Vendors in writing. KCDA shall attempt to answer all questions by September 27, 2011, but may not be able to do so if numerous questions are asked prior to the "Publish Answers to Vendor RFP Questions" timeline (Reference RFP Section 4.9). Each Vendor is responsible for submitting and signing all addendums with their RFP Response to be considered a valid response. RFP Question instructions are located in Section 4.9.

**VENDORS MUST READ AND UNDERSTAND THE TERMS AND CONDITIONS LISTED AS WELL AS ANY ATTACHMENTS CONTAINED WITHIN THIS RFP.**

**RFP #12-230 INDEX**

Cover Letter ..... 1

**RFP #12-230 TIMELINES (see RFP Schedule; Section 2) .....2**

1. **INTRODUCTION.....7**

1.1. **KCDA Membership.....7**

1.2. **Purpose Of KCDA ..... 7**

1.3. **Customer Service ..... 7**

1.4. **Purchasing Procedures ..... 7**

1.5. **Scope..... 8**

2. **RFP SCHEDULE.....10**

3. **SPECIFIC PROVISIONS OF THIS RFP WHICH DEFINE THE TERMS AND  
CONDITIONS.....11**

3.1. **Specific Provisions of RFP ..... 11**

3.2. **Maintenance of Contract/Service Substitutions..... 13**

3.3. **Quantity/Usage..... 13**

3.4. **Additional Discounts..... 13**

3.5. **Contract Administration Report and Service Fee ..... 13**

3.6. **RFP Definitions ..... 14**

4. **GENERAL VENDOR INSTRUCTIONS .....16**

4.1. **RFP Coordinator ..... 16**

4.2. **Optional Letter of Intent ..... 16**

4.3. **(M) Pre-Proposal Conference ..... 17**

4.4. **Withdrawal or Modification of Response..... 17**

4.5. **RFP Response Contents ..... 17**

4.6. **Number of Response Copies Required ..... 18**

4.7. **Specifications/Requirements ..... 18**

4.8. **Vendor Comments Invited ..... 18**

4.9. **RFP #12-230 Questions and Answers ..... 18**

4.10. **Delivery of Responses ..... 19**

4.11. **Mandatory Requirement Defined ..... 19**

4.12. **Errors in Vendor Response ..... 19**

4.13. **Amendments/Addenda ..... 19**

4.14. **Incorporation Of Documents Into Contract ..... 19**

4.15. **Multiple Responses ..... 20**

4.16. **No Best and Final Offer ..... 20**

4.17. **Contract Requirements ..... 20**

4.18. **No Costs Chargeable ..... 20**

4.19. **Quality Standards..... 20**

4.20. **Rejection Of Any Or All Proposals..... 21**

4.21. **Public Record:..... 21**

4.22. **Proprietary Information ..... 21**

4.23. **Waive Minor Administrative Irregularities..... 21**

4.24. **Binding Contract ..... 21**

4.25. **Estimated Quantities ..... 21**

4.26. **Contract Period**..... 22

4.27. **Ordering Schedule**..... 22

4.28. **KCDA Non Discrimination Statement** ..... 22

4.29. **No Response** ..... 22

4.30. **Awards**..... 22

4.31. **Signature Page** ..... 22

4.32. **F.O.B. Shipments & Exceptions**..... 23

4.33. **Sales Taxes and Fees**..... 23

4.34. **Protest Procedures**..... 23

4.35. **Process** ..... 23

4.36. **Product Toxicity Reports**..... 23

4.37. **Vendor/Bidder Financial Responsibility** ..... 23

4.38. **Minority And Women Owned Businesses** ..... 24

4.39. **Bid Opening:**..... 24

4.40. **Bidder Acceptance Period**..... 24

5. **(M) VENDOR QUALIFICATIONS** .....25

5.1. **(M) Vendor Status**..... 25

5.2. **(M) In-State Presence** ..... 25

5.3. **(M) Manufacturer or Authorized Tier 1 Partner(s) of Manufacturer Brand Proposed** ..... 25

5.4. **(M) Dealer/Distributor Statewide Network for states of Washington, Oregon, Idaho, Montana & Alaska**..... 26

5.5. **(M) System Condition and Production Status** ..... 26

5.6. **(M) Use of Third Party Vendors (Sub-contractors)** ..... 26

5.7. **(M) Vendor Profile**..... 27

5.8. **(M) Minimum Vendor Experience** ..... 27

5.9. **(M) Vendor Experience with TDM and VoIP Solutions** ..... 27

5.10. **(M) Vendor Multi-Vendor Support Capability** ..... 27

5.11. **(M) Manufacturer Business Partners** ..... 28

5.12. **(M) Marketing Plan**..... 28

5.13. **(M) Participation In The Federal Communications Act Of 1996 (E-rate)**..... 28

5.14. **(M) Telephone Prior Contract Performance and Certifications**..... 30

5.15. **(M) Customer References** ..... 31

6. **(M) Mandatory Products and Services Requirements**.....33

6.1. **(M) Telephone Communications System Capacity**..... 33

6.2. **(M) Telephone Communications System Equipment, Components, Software & Spare parts:** ..... 33

6.3. **(M) Installation Requirements**..... 33

6.4. **(M) Wiring/Cabling Support Services Requirements.** ..... 35

6.5. **(M) Inspection/Testing/System Acceptance**..... 37

6.6. **(M) Final System Acceptance** ..... 38

6.7. **(M) Useful Life** ..... 38

7. **Non-Mandatory Products and Services Requirements (Scored)**.....39

7.1. **Single Manufacture’s Equipment**..... 39

7.2. **Design and Infrastructure Requirements** ..... 39

- 7.3. Infrastructure for Departmental and Workgroup LANs Requirements ..... 39
- 7.4. Infrastructure for Organizational LAN Requirements..... 40
- 7.5. Infrastructure for Enterprise Networking Requirements ..... 40
- 7.6. Passive and Active Hub, Shared Media Hub, Concentrator Requirements Modules Requirements ..... 40
- 7.7. Channel Bank and DAC Requirements ..... 40
- 7.8. Repeater (Line Drivers) Requirements..... 41
- 7.9. Bridge Requirements ..... 41
- 7.10. Routers and Bridge/Router (Brouters) Combination Requirements ..... 41
- 7.11. Gateway Requirements ..... 41
- 7.12. Channel Service Unit (CSU)/Data Service Unit (DSU) Requirements ..... 42
- 7.13. Network Management System Requirements..... 42
- 7.14. Dynamic Host Configuration Protocol Server (DHCP) Requirements..... 42
- 7.15. Remote Access Server (RAS) Requirements..... 42
- 7.16. Frame Relay Access Devices (FRADs) Requirements..... 42
- 7.17. Cell Switch Device Requirements ..... 43
- 7.18. ATM Cell Access Multiplexer Requirements ..... 43
- 7.19. Internet Gateway (Firewalls) Requirements..... 43
- 7.20. Communication Gateway Requirements..... 43
- 7.21. Power Monitoring and Uninterruptible Power Supply Requirements ..... 43
- 7.22. Network Monitor, Analyzer and Tester Requirements ..... 43
- 7.23. General Communication Requirements ..... 44
- 7.24. Telephone System– Voice over IP (VoIP) Requirements Telephone systems... 45
- 7.25. Telephone System– Non-VoIP Telephone System Requirements..... 46
- 7.26. Telephone System – VoIP/Non-VoIP Installation, Management and Administration Requirements ..... 46
- 7.27. Telephone System Standard and Optional Feature Requirements ..... 48
- 8. (M) System Support Requirements ..... 53
  - 8.1. (M) System Delivery ..... 53
  - 8.2. (M) Documentation..... 53
  - 8.3. (M) Installation Overview ..... 53
  - 8.4. (M) Facility Requirements ..... 54
  - 8.5. (M) Training..... 54
  - 8.6. (M) Move/Add/Change Services..... 55
  - 8.7. (M) Warranty and Maintenance ..... 55
  - 8.8. (M) Purchaser Support..... 58
- 9. (M) PRICING..... 60
  - 9.1. (M) Telephone Products and Services..... 60
  - 9.2. (M) Telephone Manufacturer Brand Price List (*Schedule A*) ..... 60
  - 9.3. Telephone Financial Evaluation Model ..... 62
- 10. EVALUATION ..... 63
  - 10.1. Evaluation Methodology ..... 63
  - 10.2. The Evaluation Process ..... 63
  - 10.3. Administrative and Mandatory Screening..... 63
  - 10.4. Products, Services and Vendor Qualifications Evaluation..... 63

**10.5. Financial Evaluation..... 64**

**10.6. Award of Points ..... 65**

**10.7. Final Evaluation Points ..... 65**

**ATTACHMENT A: SAMPLE SCHEDULE A - Price List .....66**

**ATTACHMENT B: PROTEST PROCEDURES .....68**

**ATTACHMENT C: Award Points; Non-Mandatory Products and Services Requirements71**

**ATTACHMENT D: KCDA GENERAL TERMS AND CONDITIONS FOR RFP 12-230 .72**

**ATTACHMENT E: PREVAILING WAGE REQUIEMENTS FOR WASHINGTON  
AND OREGON .....81**

**TAB 1 SPECIAL TERMS, CONDITIONS & SIGNATURE FORM.....90**

**TAB 2 - CUSTOMER REFERENCE FORM .....107**

**TAB 3 – VENDOR CERTIFICATIONS .....111**

**TAB 5: CERTIFICATION REGARDING DEBARMENT, SUSPENSION,  
INELIGIBILITY, AND VOLUNTARY EXCLUSION .....122**

**TAB 6: VENDOR RFP CHECKLIST .....123**

**TAB 7: –VENDOR QUESTIONNAIRE.....127**

**TAB 8: STATEWIDE SUPPORT - DEALER/DISTRIBUTOR NETWORK.....130**

**TAB 9: VENDOR EXCEPTIONS TO KCDA TERMS AND CONDITIONS .....133**

**TAB 10: VENDOR RESPONSES SHEET FOR RFP SECTION 7 - Optional  
Requirements.....134**

**TAB 11: CONTACT INFORMATION/ADDRESSES.....150**

**TAB 12: SCHEDULE A- Price List.....151**

**TAB 13: DESCRIPTIVE LITERATURE .....152**

## 1. INTRODUCTION

### 1.1. KCDA Membership

KCDA is a purchasing cooperative located in Kent, Washington. KCDA's membership is made up of, but not restricted to public school districts, private schools, municipalities, political subdivisions and other public agencies located in but not limited to Washington, Oregon, Idaho, Alaska, and Montana. There are 294 school districts in Washington State, which is KCDA's primary coverage state, and it services approximately 1,000,000 students. Restrictions to the availability of products and services to any locale of KCDA membership must be noted under TAB 7: –VENDOR QUESTIONNAIRE

KCDA competitively bids and awards contracts for commonly purchased products and services. KCDA contracts cover Copiers/MFD's, Food, Portable/Modular buildings, Roofing, Office Supplies & Equipment, Telephony and Technology, Sports Field Lighting, Track/Turf & Field, Carpeting/Flooring, First Aid, Chemical Maintenance, Furniture, Arts & Crafts, and Playground Equipment, to name a few.

A complete list of all school districts and other public agencies that are members of the KCDA Purchasing Cooperative is available on the KCDA web site, [www.kcda.org](http://www.kcda.org) Click on KCDA membership. It is anticipated that the winning Vendor(s) will make services available to all current and future KCDA members, subject to restrictions noted under TAB 7: –VENDOR QUESTIONNAIRE.

### 1.2. Purpose Of KCDA

1. Provide schools and governmental agencies opportunities for greater efficiency and economy in procuring goods and services.
2. Take advantage of state-of-the-art purchasing procedures to ensure the most competitive contracts.
3. Provide competitive price and bulk purchasing for multiple governmental agencies that yields economic benefits unobtainable by the individual entities.
4. Provide quick and efficient delivery of goods and services.
5. Equalize purchasing power for smaller agencies that are unable to command the best contracts for themselves.
6. Assist KCDA members with the use of Best Business Practices.

### 1.3. Customer Service

1. KCDA is dedicated to making its contracts successful for both KCDA members and awarded Vendors.
2. KCDA is committed to providing its members and awarded Vendors with high quality service.
3. KCDA has dedicated staff available to answer questions, offer guidance and help.

### 1.4. Purchasing Procedures

The Vendor must verify the customer is a KCDA member. Membership is posted on the KCDA website under KCDA membership. The Vendor will submit a signed and dated proposal to KCDA's member in accordance with the pricing awarded under this RFP.

The KCDA member submits a purchase order to KCDA accompanied by the Vendor proposal. The purchase order must be made out to Vendor, c/o KCDA with KCDA's address. On the PO reference "Per the KCDA RFP 12-230 Purchase of Telephone Communications Systems."

KCDA will forward the KCDA stamped approved member purchase order to the Vendor.

Upon completion of installation and customer acceptance, the Vendor shall invoice customer for the System.

### **1.5. Scope**

The scope of this Request for Proposals (RFP) is to establish "optional-use" public works contracts for no more than two Manufacturer Brands of Telephone Communications Systems. The Telephone Communications Systems bid must offer Time Division Multiplexing (TDM) circuit switched or Voice over Internet Protocol (VoIP) or both TDM and VoIP; and must further offer a product line of Telephone Communications Systems ranging from small (250 or fewer stations) to large (3000 plus stations) in order to meet the diverse requirements of KCDA members. Some services under the resulting contracts may involve prevailing wage requirements (e.g. but not limited to running wiring, adding trunks, moving phone jacks, cable runs) and some services/products will not require prevailing wages (e.g., but not limited to telephone equipment, analysis, training). This procurement shall result in establishing no more than two (2) Vendor contracts for products and services of different Manufacturer Brands. The decision to award two contracts, award a single contract, or make no award rests solely with KCDA.

Awards will only occur if the participating Vendors meet all mandatory RFP requirements. The RFP is seeking proposals to provide KCDA members with telephone system sales, presale consulting, user training, installation, warranty, and maintenance services for the Manufacturer's Brand products and services. KCDA is soliciting proposals from Vendors providing interoperable solutions, using a single manufacturer whenever possible (note that multi-manufacturer solutions will be considered, however). Proposing Vendors may be manufacturers themselves or "Tier 1 Partners," as determined by the Manufacturer. In order to provide KCDA members with a diversity of options, awards will be made to the two Vendors with the highest scores who provide, at the discretion of KCDA, substantially or entirely different solutions (in terms of the Manufacturers used).

KCDA is striving to minimize administrative and management time necessary to manage equipment performance, provide financial control and allow the membership to remain current with telephony technology.

Vendors shall propose pricing based on a discount from one or more Manufacturers' Brand Price List(s). The Manufacturer's Brand Catalog and/or otherwise verifiable price lists must accompany the proposal. Catalog(s) must be the regular, commonly available catalog(s) distributed to schools and/or government entities. Multiple percentage discount structure is acceptable. Vendor must specify where different percentage discounts apply. Additional pricing and/or discounts may be included (reference Section 3.4). If Proposing Vendor has existing cooperative contracts in place (including any with KCDA), KCDA requests equal or better-than pricing to be submitted.

The Vendor must designate authorized Partners and authorized dealer/distributors who can supply and service the equipment offered on their Price List. Contact information throughout the States of Washington, Oregon, Idaho, Alaska and Montana must be provided. Vendor must provide coverage for all counties in the aforementioned states. If a KCDA member in additional states should want to utilize the KCDA Telephone Communications Systems contract, KCDA may contact the Vendor for designated sales and service dealers/distributors. KCDA would then inform the member.

During the Contract period, the Vendor or KCDA Purchasing Agent may remove a dealer/distributor from the list of those designated to service this Contract at any time without further explanation or process. The Vendor may propose dealer/distributor additions for consideration and does agree to provide interim service should any listed resource become unavailable or deemed unsuitable by the KCDA Contract Administrator. The decision about the suitability of dealers/distributors will be solely that of KCDA.

Should the Manufacturer withdraw the dealer/distributor sales and service authorization from a specific distributor, a replacement Partner or authorized dealer/distributors must be provided within time frames acceptable to KCDA so continuity of support and service is provided to all participating KCDA members.

## 2. RFP SCHEDULE

### Purchasing Telephone Communications Systems

Publication of Request for Proposals #12-230	September 2, 2011
Published in the Daily Journal of Commerce (Washington):	September 2 & September 9, 2011
Published in the Daily Journal of Commerce (Oregon):	September 2 & September 9, 2011
Published in the Anchorage Daily News (Alaska):	September 2 & September 9, 2011
Published in the Idaho Statesman (Idaho):	September 6 & September 13, 2011
Pre-Proposal Vendor Conference	September 20, 2011 @ 11:00 AM Pacific Standard Time
Deadline for submission of Vendor RFP Questions	September 21, 2011
Deadline for submission of Optional Vendor Letter of Intent	September 20, 2011
Publish Answers to Vendor RFP Questions	September 27, 2011
Deadline for receipt of Customer References	October 10, 2011 @ 2:00 P.M. Pacific Standard Time
Opening date of RFP	October 10, 2011 @ 2:00 P.M. Pacific Standard Time
Anticipated award date	October 20, 2011

**KCDA reserves the right to revise the above schedule.**

### 3. SPECIFIC PROVISIONS OF THIS RFP WHICH DEFINE THE TERMS AND CONDITIONS

#### 3.1. Specific Provisions of RFP

- 3.1.1. RFP #12-230 is anticipated to be awarded by the KCDA Board of Directors on October 20, 2011.
- 3.1.2. In accordance to the instructions in RFP Section 4, the responding Vendor must submit a signed complete paper copy of their Response to this RFP, three (3) complete printed copies, and one (1) CD containing the Vendor's entire response, including all TABs and attachments (with exception of manuals, brochures or other accompanying printed materials, if submitted). It is KCDA's intention to post the Vendor response on its website.
- 3.1.3. It is the intention of KCDA to establish contracts awarded on behalf of all KCDA members for an initial term of approximately twenty (20) months, specifically from the date of contract execution (estimated date of October 20, 2011) through June 30, 2013. KCDA, at its sole option, may renew the contract(s) annually for an additional two (2), one (1) year extensions. In as much as ownership of KCDA rests with member districts, by establishing the contract with an initial term of approximately twenty (20) months and two (2) optional renewals on an annual basis, the procurement law for any owner member district is fulfilled. This membership currently includes 294 public school districts in the State of Washington along with Associate members throughout the states of Washington, Alaska, Idaho, Oregon and Montana.
- 3.1.4. The awarded vendors' contracts shall be construed to mean that RFP Response prices shall remain firm through for the entire term of the contract (the initial term of this contract, which will extend from the date of contract execution through June 30, 2013, and through the two (2) optional one (1) year renewals, should those renewals be executed).
- 3.1.5. Each Proposing Vendor must furnish a sample of any equipment on which the RFP is submitted for evaluation by the Purchasing Department, if and when requested.
- 3.1.6. Prices must include immediate delivery and installation of complete systems to ordering members of KCDA, or delayed delivery and installation, at the sole discretion of the Purchaser.
- 3.1.7. Vendors are encouraged to submit quantity discounts on all products. After contract awards have been made, Manufacturers/Vendors wishing to offer promotional pricing should contact KCDA with details. KCDA members may negotiate final terms with awarded Manufacturers/Vendors to the fullest extent allowed by law, and in their best interests.
- 3.1.8. KCDA shall accept RFP proposals on all available products offering TDM circuit switched or Voice over Internet Protocol (VoIP) or both TDM and VoIP. As noted above, solutions using primarily or exclusively a single manufacturer's equipment will be preferred for interoperability reasons. While KCDA would prefer to award two contracts (one for each of the top scoring unique solutions), multiple Tier 1 Partners representing a single Manufacturer or unique solution may be awarded. However, KCDA will not award more than one contract for any unique solution or Manufacturer for sales and

service coverage in the same geographic area, and we encourage Vendors who are unable to cover the entire service area to submit joint proposals in partnership with other Vendors to ensure coverage of the entire service area.

**Example:**

“Tier 1 Vendor X” representing Manufacturer ABC receives a contract award to provide sales and services in Washington and Oregon, but is unable to provide services to KCDA members in Idaho, Montana, or Alaska. A second “Tier 1 Vendor Z” also representing Manufacturer ABC may be awarded a contract to provide sales and services those three states. Under their contracts, neither of the Tier 1 Vendors may provide sales or services to KCDA members outside the states for which they received a contract award.

### 3.1.9. Order Processing: System/Equipment Purchases

3.1.9.1. The awarded Vendor(s) must verify the Vendor’s customer is a KCDA member. The membership is posted on the KCDA website under KCDA membership. If the Vendor’s customer is not posted on the KCDA website, the Vendor must verify with the Purchasing Agent that the customer is a valid member of KCDA. If the customer is not a member of KCDA, the Purchasing Agent shall determine if the customer can participate in the KCDA contract and contact the Vendor’s customer to give them instructions on the paperwork which needs to be submitted.

3.1.9.2. The awarded Vendor(s) shall submit a signed and dated proposal to KCDA’s member in accordance with the pricing awarded under this RFP, or if pricing has been negotiated due to quantity discounts or other promotional discounts to the customer, the price must be noted as negotiated and negotiated price must be less than the firm price quoted in the Vendor’s RFP Response for individual systems.

All equipment purchased must include the KCDA 2% service fee as a part of the price to the customer. The service fee is not to be added as a separate line item on the purchase proposal. The Vendor’s proposal to the KCDA member must specifically state the KCDA RFP name and RFP # on the Vendor’s proposal to the KCDA member as well as identify which extension year, if any, of the RFP (i.e. RFP 12-230, Telephone Communications Systems, Year 3 of a 4 year RFP contract award). The proposal must identify the contact name, e-mail address and phone number for the person responsible for approving that the complete system has arrived and has passed acceptance. This information is critical and if not provided may be grounds for delaying the processing of the order as well as eventual payment to Vendor.

3.1.9.3. The KCDA member/associate member shall submit the proposal with a purchase order to KCDA. The purchase order must be made out to Vendor, c/o KCDA with KCDA’s address.

3.1.9.4. KCDA shall date stamp receipt of order as proof of receipt and approval. A copy shall be kept on file at KCDA.

3.1.9.5. KCDA shall forward the KCDA stamped approved member purchase order to the Vendor within 48 hours of receipt of member order.

3.1.9.6. Equipment must not be released to any customer using the KCDA contracts without an approved purchase order number from KCDA.

3.1.9.7. If the equipment is directly purchased, and has arrived at customer location and has been installed and passed customer acceptance, Vendor shall invoice customer for equipment.

3.1.9.8. Orders processed against these contracts with Vendor customers who are not KCDA members or without a purchase order from KCDA are in violation of RFP #12-230 specifications. Vendors not following proper procedures may be removed from consideration for future awards.

3.1.9.9. Alternate Proposals for order processing must be submitted at time of RFP Response and may or may not be considered in the award evaluation.

### **3.2. Maintenance of Contract/Service Substitutions**

Vendors who have executed a Contract may revise their offerings to reflect changed Products and Services appropriate to the scope of the RFP and Contract, and may submit new Products and Services with associated prices subject to provisions set forth in the Contract terms and conditions. New or changed Products and Services submitted by Vendors shall meet mandatory requirements established in this RFP document or subsequent revisions, must be eligible under E-rate rules for service substitutions, the prices for equivalent devices cannot be higher than the initial prices submitted, and they may be included in the Contract at the option of KCDA.

For the term of the Contract, net prices to KCDA members for all purchases shall be no greater than those quoted in the Vendor's Response. If during the term of the Contract lower rates become effective for like terms, conditions, quantities, products and services through reduction in Manufacturer's Brand list prices or other circumstances, KCDA purchasers must be given immediate benefit of such lower prices and rates.

### **3.3. Quantity/Usage**

There are no quantities listed on this RFP because the quantities purchased will directly reflect the purchasing activities of KCDA's 294 Washington owner member school districts and/or multiple associate members in Washington, Alaska, Idaho, Oregon and Montana Usage will depend on the actual needs of members; No guarantee of volume or usage can be given. Orders shall be placed with the successful Vendor(s) by the KCDA Purchasing Department as orders are received from the KCDA members. KCDA Purchasing will not be required to order any specific quantity, equipment or services under this RFP and award.

### **3.4. Additional Discounts**

Contracts resulting from this acquisition shall allow for lower pricing or additional discounts at any time during the life of the contracts, as well as special pricing based on the quantity and usage of the purchasing KCDA member. Vendors must allow for lower pricing to be available for similar product and service purchased under the same market conditions for all KCDA customers.

### **3.5. Contract Administration Report and Service Fee**

The Vendor shall electronically submit to KCDA a detailed quarterly report of all contract sales and service activity made during the previous quarter. The report must identify:

- (1) Quarter Number
- (2) Vendor Check Number
- (3) KCDA RFP 12-230
- (4) Each Purchaser/Ordering Agency invoiced during the reporting period,
- (5) Each Purchaser/Ordering Agency's, invoice number, total invoice price, excluding tax,
- (6) Customer's purchase/field order number(s),
- (7) Date(s) of delivery/installation/service; and
- (8) Applicable Service Fee for each order

The KCDA “applicable Service Fee” of 2% is to be included in the vendor(s) proposal pricing to KCDA such the service fee is transparent to KCDA customers. The Service Fee is not an addition to the prices submitted by the vendor(s) (Reference Section 3.1.9.2).

The report and check for Service Fee must be received by KCDA no later than the 15<sup>th</sup> of each month following the calendar quarter. Reports are required to be submitted electronically in Excel format and shall be sent to KCDA offices at [PBXreporting@kcda.org](mailto:PBXreporting@kcda.org)

Submission of Service Fee checks referencing KCDA RFP 12-230 and quarter number must be mailed to KCDA, Attn: Finance Department, PO Box 5550, Kent, WA 98064-5550.

### 3.6. RFP Definitions

“**Acceptable Alternative**” shall mean a Vendor-proposed option that KCDA considers satisfactory in meeting a requirement. KCDA, at its sole discretion, shall determine if the proposed alternative meets the intent of the original requirement.

“**Acceptance Testing**” shall mean the process for ascertaining that the Product meets the standards set forth in the section titled Technical Requirements, prior to Acceptance by Purchaser.

“**AWSP**” shall mean an Authorized Warranty Service Provider.

“**Business Days**” or “**Business Hours**” shall mean Monday through Friday, 8 AM to 5 PM, local time in Kent, Washington, excluding Washington State holidays.

“**Clarification**”: As used in this solicitation, clarification means communication with a Vendor/Bidder for the sole purpose of eliminating minor irregularities, informalities or apparent clerical mistakes in the bid. It is achieved by explanation or substantiation, either in response to an inquiry by KCDA or its member or as initiated by the Vendor/Bidder. Clarification does not give the Vendor/Bidder an opportunity to revise or modify its bid.

“**Confidential Information**” shall mean information that may be exempt from disclosure to the public or other unauthorized persons under either chapter 42.17 RCW or other state or federal statutes. Confidential Information includes, but is not limited to, names, addresses, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver’s license numbers, medical data, law enforcement records, Purchaser source code or object code, or Purchaser or KCDA security information.

“**Contract**” shall mean the RFP, the Vendor’s Response, the Contract document, all TABS, schedules and exhibits, and all amendments awarded pursuant to this RFP.

“**Current Standard Production**” shall mean in this RFP August 1, 2011.

“**Delivery Date**” shall mean the date by which the ordered Products must be delivered.

“**Equipment**” shall mean the equipment needed for implementation of this RFP.

“**IDF**” means Intermediate Distribution Frame.

“**Installation Date**” shall mean the date by which all Products ordered as a result of this RFP shall be in place, in good working order, and ready for Acceptance Testing.

“**KCDA**” shall mean the King County Directors’ Association Purchasing Cooperative.

“**License**” shall mean the right to use the Software.

“**Mandatory Requirement**” shall mean a requirement that is a minimum need that must be met by the Vendor. KCDA may eliminate from the evaluation process any Vendor not fulfilling any mandatory requirement or not providing an acceptable alternative. Unless otherwise noted, all requirements in the RFP are mandatory.

“**Manufacturer**” shall mean a business organization responsible for the manufacture of a brand of telephone communications equipment.

“**Manufacturer Branded**” or “**Manufacturer Brand**” means the Manufacturer name and/or brand name of equipment that is being proposed by the Vendor’s response to the RFP (e.g., NEC, Cisco, Avaya, etc.)

“**MDF**” means Main Distribution Frame.

- “MSRP”** means Manufacturer Suggested Retail Price.
- “Non-Mandatory Requirement”** shall mean a requirement that is highly desirable, but failure to meet the requirement will not eliminate the Vendor from the evaluation process. A Non-Mandatory Requirement may be scored as part of the evaluation.
- “Nonresponsive Bid”** shall mean any RFP Response that does not conform to the mandatory terms, conditions and/or specified requirements for this solicitation is considered nonresponsive.
- “Partner”** shall mean “Tier 1 Partner” (see “Tier 1 Partner”)
- “Products”** shall mean all Software, Equipment, and/or Services needed for the successful implementation of a Telephone Communications System
- “Purchaser(s)”** shall mean those KCDA members who purchase Telephone Communications Systems under any Contract resulting from this RFP.
- “Response”** shall mean the written proposal submitted by Vendor to KCDA in accordance with this RFP. The Response shall include all written material submitted by Vendor as of the date set forth in the RFP SCHEDULE (Section 2) or as further requested by KCDA.
- “Responsible Bidder”** shall mean a Vendor, Tier 1 Partner, firm(s) or persons with the capability to perform the contract requirements and the integrity and reliability, which will assure good faith performance. KCDA must determine a Vendor/Bidder to be responsible before awarding a contract.
- “Services”** shall mean those Services provided by Vendor relating to the solicitation, deployment, development and/or implementation activities that are appropriate to the scope of this solicitation.
- “Service Fee”** shall mean the KCDA administrative fee of 2% on all services and equipment purchased under the resulting contract(s). This fee shall be included as a part of the price to the customer, and not added as a separate line item on the purchase proposal
- “Service Substitution”** (E-rate) shall mean a change in the products and/or services specified in the Services Ordered and Certification Form, FCC Form 471.
- “SLA”** shall mean Service Level Agreement, an agreement established between the purchaser and the Vendor documenting all product and service requirements and expectations.
- “Sub-contractor”** shall mean one not in the employment of Vendor, who is performing all or part of the Software, Equipment and/or Services under the resulting Contract under a separate contract with Vendor. The term “Sub-contractor” means Sub-contractor(s) of any tier.
- “Successful Vendor”** shall mean the Vendor(s) who: (1) meets all the requirements of this RFP, and (2) receives the highest number of evaluation points as set forth in Section 10.4 and described in Section 10.6.
- “Telephone Communications Systems”** shall include Private Branch Exchanges (PBX) or Electronic Key Telephone System (EKTS) to serve small to medium user applications (250 or less stations), PBX’s to serve medium (251 to 999 stations) to large user applications (1,000 to over 3,000 stations), and the Voice over Internet Protocol (VoIP) equivalents; and shall further include all associated equipment, products, software, ancillary devices and services required to make a complete usable system.
- “Tier 1 Partner”** shall mean the Manufacturer’s highest level of authorized distributor of the Telephone Communications System Manufacturer’s equipment and services, sometimes referred to as platinum, gold, elite, or other.
- “Vendor”** shall mean the equipment Manufacturer, or designated authorized service and sales Tier 1 Partner determined by the Manufacturer, submitting a Response to this RFP
- “VoIP”** means Voice over Internet Protocol.

## 4. GENERAL VENDOR INSTRUCTIONS

### 4.1. RFP Coordinator

Upon release of this RFP, all Vendor communications concerning this acquisition must be directed to the RFP Coordinator listed below. Any oral communications will be considered unofficial and non-binding on KCDA. Vendors should rely only on written statements issued by the RFP Coordinator. Responses to verbal requests for information or clarification will be considered unofficial until received in writing.

Charlene Turner, RFP Coordinator  
RFP 12-230 - Purchasing Of Telephone Communications Systems  
KCDA Purchasing Cooperative  
18639 80<sup>th</sup> Ave. S.  
Kent, WA 98064-5550  
Phone: 425 251-8115 Ext 143  
Fax: 253-395-5402

[PBXreporting@kcda.org](mailto:PBXreporting@kcda.org) Please include identification "IFB 12-230" in the email subject line.

### 4.2. Optional Letter of Intent

Vendors wishing to participate in this RFP process are invited to provide a Letter of Intent (LOI) to respond to the RFP. It should be received by the RFP Coordinator at the address specified in Section 4.1, no later than 5:00 p.m., Kent local time, on the date specified in the RFP Schedule (Section 2). Submitting this letter by the date and time due will assure Vendors that their firm will receive all RFP addenda and other correspondence pertinent to the procurement.

#### 4.2.1. KCDA Not Responsible For Delays

KCDA assumes no responsibility for delays caused by the US Postal Service or other delivery systems regarding the Letter of Intent or any other Vendor correspondence relating to this procurement.

KCDA will accept faxed or emailed Letters of Intent addressed to the RFP Coordinator at the fax number or email address set forth in Section 4.1.

#### 4.2.2. Vendor To Appoint Representative

Vendors should appoint an individual to officially represent them for this RFP response.

#### 4.2.3. Contents of Letter of Intent

Include the following information in the Letter of Intent:

- Name of Company
- Brand(s) of equipment represented
- Vendor firm's status as Manufacturer or Tier 1 Vendor
- Name of Vendor Representative
- Title
- Email address
- Mailing Address
- Telephone Number
- FAX Number
- Statement of intent to respond (e.g. *It is the intent of ABC Inc to respond to RFP12-230*)
- Signature of an authorized representative of the Vendor

#### 4.2.4. Revoking Letter of Intent

Vendors may revoke their Letter of Intent at any time and without penalty to Vendor.

### 4.3. (M) Pre-Proposal Conference

Vendors who intend to submit a response to this RFP are required to participate in a Pre-Proposal Conference on the date identified in the acquisition schedule. This is a mandatory Conference. Vendors failing to be represented in person at the meeting, or via teleconference, will be disqualified. The conference will begin at 11:00 AM at the following location:

KCDA Purchasing Cooperative  
18639 80th Ave. S.  
Kent, WA 98064-5550

Vendors may participate in the conference via conference call. Please contact the RFP coordinator prior to the meeting to coordinate your teleconference attendance

The Teleconference may be joined by dialing 1-800-430-1833. You will be prompted for an access code. The access code is 2518115#.

The purpose of this conference is to provide Vendors an opportunity to address questions they may have concerning the RFP. Vendors are requested to submit their questions to the RFP Coordinator in writing, at their earliest possible opportunity before the conference.

KCDA and RFP support staff will attempt to answer Vendor questions at the time of the conference. However, all such answers will be unofficial and non-binding. To obtain an official response, Vendors should submit their questions in writing and submit them to the RFP Coordinator pursuant to Section 4.9.

### 4.4. Withdrawal or Modification of Response

Vendors may withdraw or modify a Response that has been submitted via a written request, signed by an authorized representative of Vendor, and received at any time prior to the opening date (and time) of RFP (Section 2; Schedule). The written request to modify or withdraw the Response may be sent via email, USPS, or courier, and must be submitted to the RFP Coordinator. Responses will be returned at the Vendor's expense. Responses may also be modified or withdrawn in-person by an authorized Vendor representative, who must sign a receipt for this action.

After withdrawing a previously submitted Response, Vendor may submit another Response at any time prior to the opening date and time of RFP Responses.

### 4.5. RFP Response Contents

Responses must contain the information outlined in TAB 6 – RFP Checklist. Vendor's Response must contain an updated version of RFP Sections 5, 6, and 8 which includes the Vendor's written responses to mandatory requirements, as follows:

**Example ONLY:**

6.2.1 (M) All Manufacturer Branded components, spare parts, system and application software, and ancillary equipment purchased under this contract must perform to Manufacturer specifications:

*“Gollum Telecom has read, understands and fully complies with this requirement.”*

*(This statement should be followed by supplemental information or data specifically requested by the requirement, if any.)*

The RFP Response shall also contain all required TABs, Schedules, and Attachments, and 4 copies of manuals, brochures, or other printed materials, if submitted.

Pricing information must include the Vendor's Financial Responses, i.e., completed Response Forms as provided in TAB 4 and Vendor's complete *Schedule A, - Price List* under TAB 12. Additional attachments that must be completed by the Vendor are listed in TAB 6 – RFP Checklist.

#### **4.6. Number of Response Copies Required**

- One (1) Original printed and signed copy of complete Vendor RFP response, including all TABs and attachments (Notebook 1)
- Three (3) Complete copies (printed) of entire Vendor RFP response identical to the Original (Notebooks 2, 3, and 4)
- One (1) CD of Vendor's entire Response including all TABs and attachments (with exception of manuals, brochures or other accompanying printed materials, if submitted). Save the documents in MS Word or Excel formats, as appropriate. The files must not be locked or protected. Label the CD with the appropriate RFP number and description.
- Four (4) sets of manuals, brochures, or other printed materials, if submitted (one set included with original and each proposal copy).

#### **4.7. Specifications/Requirements**

All specifications in this RFP are designed to enable a bidder to satisfy a requirement for a product, material, process, or service. A specification may be expressed as a requirement, a standard, a part of a standard, or independent of a standard. No specification is intended to unnecessarily limit competition by eliminating items capable of satisfactorily meeting the actual needs of the procurement. Any Vendor believing a specification is unnecessarily restrictive, and intends to submit a RFP Response, must follow the "Vendor Comments Invited" process provided in Section 4.8. The fact that a Manufacturer or supplier chooses not to produce or supply equipment, supplies, or services to meet these specifications/requirements will not be considered sufficient cause to adjudge these specifications/requirements as restrictive. Vendors shall bid equipment, supplies and/or services, which they believe, comply with these specifications/requirements. If the bidder deviates from these specifications/requirements, reasons must be stated for such deviation and state why, in their opinion, the equipment, supplies and/or services they bid will render equivalent reliability, coverage, performance and/or service. A deviation from the specification/requirements, or failure to detail all such deviations, may comprise sufficient grounds for rejection of the entire RFP Response.

#### **4.8. Vendor Comments Invited**

Vendors are encouraged to review the specifications/requirements of this RFP carefully, and submit any comments and recommendations to the RFP Coordinator.

Where mandatory specifications/requirements appear to prohibit or restrict your firm's participation, an explanation of the issue with suggested alternative language should be submitted in writing to the RFP Coordinator as early as possible in advance of the time shown in RFP SCHEDULE (Section 2) "Opening date of RFP"

#### **4.9. RFP #12-230 Questions and Answers**

Vendors are requested to submit their questions in writing to the RFP Coordinator at their earliest possible opportunity. Questions submitted must clearly state "Questions re: RFP 12-230" in the subject line, and may be submitted via email to [PBXreporting@kcda.org](mailto:PBXreporting@kcda.org) Questions must be received prior to the "Deadline for submission of questions "listed in RFP SCHEDULE (SECTION 2).

The RFP Coordinator shall formally respond to all written Vendor questions; answers will be posted on KCDA's website at [www.kdca.org](http://www.kdca.org)

All verbal responses to Vendor questions are considered unofficial and non-binding. Only written responses posted to KCDA's website will be considered official and binding. KCDA Purchasing Cooperative assumes no responsibilities for delays in email delivery.

#### **4.10. Delivery of Responses**

Each RFP Response is to be filed in a separate container and marked with the appropriate RFP name and time of opening. All RFP Responses must be at KCDA's office on or before the time shown in RFP SCHEDULE (Section 2) "Opening date of RFP" or they will not be accepted. RFP Responses not received by the time and date specified shall be returned to the Vendor unopened at Vendor's expense. *Responses sent by facsimile, email, or arriving "postage due" will not be accepted.*

RFP Responses sent via Federal Express, Express Mail or other overnight delivery services must be sent to KCDA's street address and clearly marked with the RFP Number and description, "Attn: Purchasing Department". Vendors assume all responsibility for the mode of dispatch selected. KCDA assumes no responsibility for delays caused by the delivery service.

#### **4.11. Mandatory Requirement Defined**

A mandatory requirement is a minimum need that must be met by the Vendor. KCDA may eliminate from the evaluation process any Vendor not fulfilling any mandatory requirement or not providing an acceptable alternative. Unless otherwise noted, all requirements in this RFP are mandatory.

#### **4.12. Errors in Vendor Response**

Vendors are liable for all errors or omissions contained in their Responses. Any erasures, interlineations or other corrections in the RFP Response must be initialed by the person or persons signing the Response. Vendors will not be allowed to alter Response documents after the deadline for Response submission (Opening date of RFP). KCDA is not liable for any errors in Vendor Responses.

KCDA reserves the right to contact the Vendor for clarification of Response contents. In those cases where it is unclear to what extent a requirement or price has been addressed, the Evaluation Team may, at their discretion and acting through the RFP Coordinator, contact a responding Vendor to clarify specific points in the Response submitted. However, under no circumstances shall the responding Vendor be allowed to make changes to the proposed items after the deadline stated for receipt of Responses.

#### **4.13. Amendments/Addenda**

KCDA reserves the right to change the RFP SCHEDULE (SECTION 2) or other portions of this RFP for any reason and at any time. KCDA may correct errors in the RFP document identified by KCDA or a Vendor. Any changes or corrections shall be by one or more written amendment(s), dated, and shall be issued to all prospective proposers known to KCDA to have received the RFP document. The amendment document shall be attached to and made a part of this RFP document. All changes must be authorized and issued by the RFP Coordinator and posted on the KCDA website at [www.kdca.org](http://www.kdca.org)

#### **4.14. Incorporation Of Documents Into Contract**

This RFP document including all Attachments and TABs, and the Vendor's Response shall be incorporated into any resulting KCDA Contract.

**4.15. Multiple Responses**

Only one (1) Manufacturer Brand Telephone Communications System may be included in any single Vendor response. A Vendor may submit multiple responses proposing different Manufacturer Brands of equipment. However, each Manufacturer Brand of equipment must be submitted as a separate and fully stand-alone response, which includes all RFP requirements. The RFP Evaluation Team will review each response independently.

**4.16. No Best and Final Offer**

KCDA reserves the right to make an award without further discussion of the Response submitted; i.e., there will be no best and final offer procedure associated with selecting the "Successful Vendor"(s). Therefore, the Vendor's Response should be submitted on the most favorable terms that the Vendor can offer.

After the award, KCDA members may negotiate with awarded vendor(s) for a lower offer if it is in the best interests of the member. If a lower price is negotiated, the Vendor's proposal to the member must state the pricing was negotiated.

**4.17. Contract Requirements**

To be responsive, Vendors must indicate a willingness to enter into a Contract substantially the same as those terms and conditions included in this RFP document (Attachment D and TAB-1). Any specific areas of dispute with the terms and conditions must be identified in Vendor's Response (TAB 9) and may, at the sole discretion of KCDA, be grounds for disqualification from further consideration in the award of a final contract.

Under no circumstances is a Vendor to submit their own standard contract terms and conditions as a response to this RFP. Instead, Vendor must review and identify the language in this RFP that Vendor finds problematic, state the issue, and propose the language or contract modification which the Vendor is requesting. All of Vendor's exceptions to the contract terms and conditions must be submitted within Vendor's Response in TAB 9. KCDA expects the final contract signed by the "Successful Vendor"(s) to be substantially the same as all contract requirements of this RFP.

The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during negotiation of the final contract.

The "Successful Vendor"(s) shall be expected to execute the contract within ten (10) business days of its receipt of the final contract. If the selected Vendor fails to sign the contract within the allotted ten (10) days time frame, KCDA may elect to cancel the award, and award the contract to the next ranked Vendor, or cancel or reissue this RFP. Vendor's submission of a Response to this RFP constitutes acceptance of these contract requirements.

**4.18. No Costs Chargeable**

No costs chargeable to the proposed Contract may be incurred before receipt of a fully executed Contract

**4.19. Quality Standards**

Whenever an item in this RFP is described by using a Manufacturer's Brand name, brand or catalog number, it shall be construed solely for the purpose of indicating the standards of quality. KCDA will accept RFP Responses on new/OEM product only. Merchandise that has been refurbished or has been in storage for a long period of time is unacceptable.

**4.20. Rejection Of Any Or All Proposals**

The KCDA reserves the right to accept or reject any or all RFP Responses. KCDA further reserves the right to cancel or reissue this RFP at any time without obligation or liability.

**4.21. Public Record:**

All RFP Responses submitted to this acquisition shall become the property of KCDA and will become a matter of public record, available for review, subsequent to the award notification. Bids may be viewed at KCDA at the address on the cover letter of the RFP document, under the supervision of a KCDA Purchasing staff member from 8:00 a.m. to 2:00 p.m. Monday through Friday.

**4.22. Proprietary Information**

Any document(s) or information which the Vendor believes is exempt from public disclosure under The Public Disclosure Act (RCW 42.17.310), or under The Uniform Trade Secrets Act (RCW 19.108.010) shall be clearly identified by Vendor and placed in a separate envelope marked with RFP number, Vendor's name, and the words "Proprietary Information" along with a statement of the basis for such claim of exemption. KCDA's sole responsibility shall be limited to maintaining the above data in a secure area and to notify Vendor of any request(s) for disclosure within a period of five (5) years from date of award. The requested information will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, KCDA will release the requested information on the date specified.

Failure to so label such materials or failure to provide a timely response after notice of request for public disclosure has been given shall be deemed a waiver by the Vendor of any claim that such information was, in fact, so exempt.

**4.23. Waive Minor Administrative Irregularities**

KCDA reserves the right to waive minor administrative irregularities or irregularities contained in any Vendor Response. Additionally, KCDA reserves the right, at its sole option, to make corrections to the Vendors' Responses when an obvious arithmetical error has been made in the price quotation. Vendors shall not be allowed to make changes to their quoted price after the Response submission deadline.

**4.24. Binding Contract**

It is understood that the offer represented by a Vendor and an award made by the KCDA Board of Directors to the "Successful Vendor"(s), forms a binding contract. KCDA, under certain circumstances, will allow the assignment of contracts; however, no assignment can occur to another entity without written agreement from KCDA.

**4.25. Estimated Quantities**

KCDA estimates considerable activity resulting from this solicitation. KCDA makes no guarantee or commitment of any kind concerning quantities that will actually be purchased. KCDA makes no guarantee or commitment of any kind regarding usage of any contracts resulting from this solicitation. The volume for this contract is estimated to range from \$3 million to \$5 million. Quantities ordered are based on actual requirements and the "Successful Vendor"(s) shall fulfill that requirement regardless of the Manufacturer's policies regarding order completion.

**4.26. Contract Period**

This RFP will be awarded as a contract for an initial term of approximately 20 months, specifically from the date of contract execution (estimated date of October 20, 2011) through June 30, 2013. KCDA, at its sole option, may renew the contract(s) annually for an additional two (2), one (1) year extensions.

**4.27. Ordering Schedule**

KCDA may submit orders against RFP 12-230 once a contract(s) has/have been established by the KCDA Board of Directors. KCDA reserves the right to place orders anytime, for any amount, during the contract period.

**4.28. KCDA Non Discrimination Statement**

Vendors who desire to provide KCDA with equipment, supplies and/or professional services must comply with the following Non Discrimination requirements. During the performance of this contract, the Vendor agrees as follows:

- a. Vendor shall comply with all Local, State and Federal Laws prohibiting discrimination with regard to race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental or physical handicap.
- b. The Vendor shall not discriminate against any employees or applicant for employment because of race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental or physical handicap.
- c. The Vendor shall, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, state that all qualified applicants shall receive consideration for employment without regard to race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental or physical handicap.
- d. The Vendor shall send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or workers' representative of the Vendor's affirmative action commitments, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- e. Any Vendor who is in violation of these requirements, or an applicable non discrimination program shall be barred forthwith from receiving contract awards or any purchase orders from KCDA.

**4.29. No Response**

If no offer is to be submitted at this time, do not return this RFP. A letter should be forwarded to KCDA advising whether future RFP's of this type are desired. Failure of the recipient to notify KCDA of the Vendor's intentions may result in removal of the firm's name from the RFP or BID list.

**4.30. Awards**

All contracts resulting from this RFP shall be awarded by the KCDA Board of Directors to no more than two (2) proposing Vendors of unique Manufacturer Brands of equipment who: (1) meet all the administrative requirements of this RFP; (2) meet all mandatory RFP requirements; and (3) receive the first and second highest Final Evaluation Points as described in Section 10.6. The KCDA Board may reject any or all RFP Response award recommendations, award to only one Vendor or award to two Vendors proposing unique Manufacturer Brands of equipment.

**4.31. Signature Page**

RFP Responses require the firm name, address and telephone number must be entered on the signature page of the Response (TAB-1). It is required that RFP Responses be submitted typed or

printed with permanent ink. Each RFP Response must be signed in longhand by the person duly authorized to sign RFP response documents and to bind the Vendor contractually. (Ref. TAB 1).

#### **4.32. F.O.B. Shipments & Exceptions**

Prices must be quoted NET, F.O.B. Destination including the unloading of the products and equipment. The one exception is shipping to Alaska. Proposing Vendors are allowed to add shipping to an Alaska order. All merchandise shipped to a KCDA customer must be in packaging that can be reshipped, via common carrier, without damage. Any damages incurred due to insufficient packaging shall be the responsibility of the supplier.

No charges shall be allowed for special handling, packing, wrapping, bags, containers etc.

#### **4.33. Sales Taxes and Fees**

Sales taxes are not to be included in any items on this RFP, but shall be added when awarded Vendors provide quotes to KCDA members and at the time of invoicing. All other taxes and fees, including but not limited to any excise, business and occupation taxes or fees, must explicitly be included in the Vendors' RFP Response price and in any quotes to KCDA members.

#### **4.34. Protest Procedures**

Vendors that have submitted a Response to this RFP are eligible to file a protest after an award has been made by the KCDA Board of Directors. Protests must be made in writing to KCDA in accordance with the "Protest Procedures" contained in Attachment B.

#### **4.35. Process**

In accordance with applicable laws, rules and regulations for public purchasing, award(s) shall be made to one or two Vendors whose responses are determined to be the most advantageous to KCDA and its participating agencies. To qualify for evaluation, the response must have been submitted on time, satisfy all the administrative requirements of this RFP, and meet all mandatory RFP requirements.

Evaluation: Responses shall be evaluated and a recommendation for award of contract(s). The basis for evaluation and subsequent recommendation of contract award is defined in RFP Section 10.

#### **4.36. Product Toxicity Reports**

**Hazardous chemical communication:** In order to comply with WAC 296 62 054, Hazard Communication, all RFP Responses offering products on this RFP that contain any toxic chemicals that may be harmful to the end user, must submit a Material Safety Data Sheet (MSDS) on the State of Washington form as provided by law with the RFP Response. Vendor shall list any web site address where an MSDS can be obtained.

Any hazardous material tax must be included in the price of the product in the RFP Response. KCDA and KCDA members will not be held responsible for any additional taxes (other than State Sales Tax) and will not pay them if noted as separate line item on invoices.

#### **4.37. Vendor/Bidder Financial Responsibility**

KCDA has the right to request financial information from the Manufacturer/Vendor and Vendor partners/Contractors/Sub-contractors to evaluate the ability to meet the terms and conditions of any and all contracts that may be established by acceptance of the offer contained in the RFP Response. Additional confirmation from the Manufacturer that the delivery terms of the contract shall be met may be required. KCDA reserves the right to reject any or all RFP Responses unable to prove they are financially able to provide the quantity of merchandise they have offered in response to this RFP.

**4.38. Minority And Women Owned Businesses**

KCDA encourages all minority and women owned businesses to participate in the RFP process. Washington State law does not allow KCDA to provide any financial advantage for minority and women owned businesses who participate, however, KCDA believes that a diverse range of suppliers benefits all.

**4.39. Bid Opening:**

RFP responses shall be opened at the time and place, and in the manner designated in this document. The name of each vendor shall be publicly read and recorded in the presence of witnesses. The vendor responses will be available for viewing but will not be read aloud at the opening because of time. Vendors must make appointment times in advance with the RFP Coordinator, Charlene Turner. Appointment times must be made by e-mailing both [PBXreporting@kcda.org](mailto:PBXreporting@kcda.org) and [cturner@kcda.org](mailto:cturner@kcda.org). The requesting vendor will be sent a confirmation. Scheduled appointments are necessary in order to schedule the conference room and a KCDA staff member to be present when vendors are reviewing other vendors' proposals.

**4.40. Bidder Acceptance Period**

In order to allow the opportunity for KCDA to evaluate and receive documentation, the RFP requires that the RFP Responses be valid and irrevocable for sixty (60) days after opening time and date.

**5. (M) VENDOR QUALIFICATIONS**

All requirements in this section are mandatory, unless otherwise noted. Vendor’s Response must indicate explicitly whether or not Vendor meets the requirement. A statement, “(Vendor Name) has read, understands and fully complies with this requirement” is acceptable, along with any additional information or certification requested.

**5.1. (M) Vendor Status**

The "Successful Vendor"(s) must agree to register with the Washington State Department of Revenue and equivalent agencies in other states, including but not limited to those served by KCDA, if it has not already done so. Vendor must be licensed to do business in the states served by KCDA (including Washington, Oregon, Idaho, Alaska, and Montana), as required by law. Additionally, Vendor must agree to collect and report all applicable state and local sales taxes.

*Vendor Response*

**5.2. (M) In-State Presence**

The “Successful Vendor”(s) must have, or agree to establish within sixty (60) days of award notification, an in-state presence within each of the KCDA member states (Washington, Oregon, Idaho, Alaska, and Montana) where they will conduct business under terms of the resulting contract. All Purchaser orders and communications with the Purchaser shall be through the appropriate in-state location and all sales and services provided to Purchasers shall be initiated from the in-state location. Purchasers shall not be required to deal with any persons other than the contracted Vendor or authorized Partner.

A Sub-contractor cannot fulfill this requirement for the Vendor.

*Vendor Response*

**5.3. (M) Manufacturer or Authorized Tier 1 Partner(s) of Manufacturer Brand Proposed**

**5.3.1. (M) Telephone Manufacturer Information**

The Vendor’s response must identify the Manufacturer Brand of equipment being proposed, and provide basic information about the Manufacturer.

Description	Vendor Response
1. Manufacturer Name	
2. Brand (or product) name of equipment proposed	
3. Manufacturer Corporate Office (USA)	
a) Address	
b) City/State	
c) Telephone number	
d) Stock symbol (if publicly traded)	
4. Location of Manufacturing Facility/Facilities	

#### 5.3.2.(M) Telephone Vendor's Partnership Authorization

The Vendor must be either the Manufacturer or a Tier 1 Partner of the Manufacturer Brand equipment that is being proposed. A copy of the Vendor's Partnership Certificate, Letter of Authority, or other certification of authorization from the Manufacturer to sell and maintain the Manufacturer's products must be included in the response.

*Vendor Response*

#### 5.4. (M) Dealer/Distributor Statewide Network for states of Washington, Oregon, Idaho, Montana & Alaska

The "Successful Vendor"(s) must provide all products and services specified in this RFP, in the Vendor's response to the RFP, and in any resulting Contract to all KCDA purchasing members located in, but not limited to Washington, Oregon, Idaho, Alaska, and Montana.

Vendor may propose a network of Partners located throughout the state to be involved in contract performance and serving contract customers. While contract customers may be directed to contact the Vendor's network of Partners directly for specific services, the Vendor shall be responsible for the actual job performance of each and every Partner. Unresolved problems with a Partner may be referred to the Vendor's designated contact person for resolution. Vendors are to identify and list each of the Partners they intend to involve in contract performance, and all proposed partners must be "Tier I" Partners to the applicable Manufacturer(s).

Vendor must be capable of replacing Partners found unsuitable to participate in performance of the KCDA contract, and establishing new Partners when needed, in a timely manner.

*Vendor Response*

#### 5.5. (M) System Condition and Production Status

5.5.1.(M) New Equipment: The proposed Telephone Communications Systems hardware must be new, not previously used, in current standard production by the Manufacturer and being actively marketed by the Manufacturer and Manufacturer's authorized Partners. The proposed Telephone Communications System (equipment and software) must be in operation in a commercial environment on or before July 1, 2011. Preproduction sale of any technology, equipment, software, appliance(s), material(s) and / or any combination of the aforementioned under the resulting contract is prohibited.

5.5.2.(M) All branded equipment components, spare parts, and application software, and ancillary equipment purchased and supplied under this contract must conform to Manufacturer specifications and shall be of new manufacture and in current standard production. The Vendor is responsible for ensuring that these items are operable and installed in accordance with Manufacturer's specifications.

*Vendor Response*

#### 5.6. (M) Use of Third Party Vendors (Sub-contractors)

KCDA will accept Responses that include third party involvement only if the Vendor submitting the Response agrees to take complete responsibility for all actions of such Sub-contractors.

Vendor must state if third party Vendors are/are not being used. If Vendor intends to use Sub-contractors in conjunction with the resulting contract, the Sub-contractors must be listed in Vendor's Response under this Subsection along with their area of coverage and experience.

Any Sub-contractors engaged after award of the Contract must be pre-approved by KCDA.

*Vendor Response***5.7. (M) Vendor Profile**

Vendor must include in their Response a brief description (one page or less) of their company. This should include the following:

- Vendor's experience and history at providing Telephone Communications System equipment and support services to large organizations.
- Total number of employees
- Technical Certifications of employees providing installation and Service in Washington (list no more than five [5])

**In addition**, the Vendor must provide the information listed below.

- Vendor Name and Address  
Provide the name, address, Telephone number and facsimile number of the legal entity with whom KCDA may execute any Contract(s) arising from this solicitation.
- Legal Status  
Describe the legal status of Vendor, e.g., corporation, sole proprietor, etc.
- Name, Address, Telephone Number of Principal Officer(s)/Account Manager  
Furnish the name(s), address (es), Telephone number(s) and facsimile number(s) of the principal officer(s) of Vendor's organization and the proposed account manager for any Contract resulting from this solicitation.

*Vendor Response***5.8. (M) Minimum Vendor Experience**

Vendor must certify that they have been providing Telephone Communications System equipment sales and support services for the specific equipment Manufacturer Brand and model (or equivalent) that is being proposed for five (5) years or more. If a vendor cannot make this certification because the Vendor or model proposed has not been in existence for five years, please indicate so here.

*Vendor Response***5.9. (M) Vendor Experience with TDM and VoIP Solutions**

5.9.1.(M) Vendor must describe their organization's history and capability in delivering TDM and Voice over IP solutions. This description may include market share, industry recognition, awards, and other pertinent information.

*Vendor Response*

5.9.2.(M) Vendor should describe their ability to support a hybrid solution where the purchaser can mix TDM with the benefits of IP and support both tradition TDM digital endpoints as well as IP endpoints?

*Vendor Response***5.10. (M) Vendor Multi-Vendor Support Capability**

Vendor must describe their multi-manufacturer support capability. This description should include both voice and data.

*Vendor Response*

**5.11. (M) Manufacturer Business Partners**

If the Vendor is the Manufacturer of the equipment being bid, they must indicate which Authorized Business Tier 1 Partners can sell their firm's products and services in the following geographic areas: (this list can be increased or decreased over time and there shall be a process for add and deletion)

- a. Washington
- b. Oregon
- c. Idaho
- d. Montana
- e. Alaska

*Vendor Response*

**5.12. (M) Marketing Plan**

Vendor must describe how they plan to market their products and services to KCDA membership if they are awarded a contract. This description must be one page or less.

*Vendor Response*

**5.13. (M) Participation In The Federal Communications Act Of 1996 (E-rate)**

Vendors submitting Responses under this RFP must agree to meet the following conditions relating to the Schools and Libraries Program of the Universal Service Fund (E-rate):

While KCDA will not be filing a Form 470 associated with this procurement, many KCDA members participate in the Federal Communications Commission (FCC) Universal Service Program for Schools and Libraries, commonly known as "E-rate," established pursuant to the Telecommunications Act of 1996, and those members may treat the "Successful Vendor" responses as responses to their own Form(s) 470. The "Successful Vendor"(s) must participate in the FCC's E-rate discount program, established pursuant to the Telecommunications Act of 1996, and comply with all program rules and requirements, to the extent that such requirements apply.

*Vendor Response*

**5.13.1. (M)Contract**

Vendor must agree that the parties' contract and all contracts with KCDA members stemming from this procurement shall reflect the terms and conditions that are mutually agreed upon by the KCDA and Vendor, and shall be compliant with all E-rate requirements (including, but not limited to, those outlined below).

*Vendor Response*

**5.13.2. (M)Point of Contact**

Vendor must designate an E-rate point of contact to assist in the timely compliance by the Purchasers with all E-rate matters including, but not limited to: contracting, completion of FCC Form 471 and Item 21 attachments; responding to E-rate administrator inquiries; and ensuring ongoing E-rate compliance during the term of the contract (Reference TAB 11)

*Vendor Response*

### 5.13.3. (M)Service Provider Identification Number (SPIN)

The Vendor shall provide a documentation demonstrating that they have a valid E-rate SPIN number in the Response submitted in response to this bid opportunity. This documentation can include a printed copy of or screenshot from the Vendor's information from the SPIN and BEAR Contact Search tool located on the USAC website (see [http://www.sl.universalservice.org/Forms/SPIN\\_Contact\\_Search.asp](http://www.sl.universalservice.org/Forms/SPIN_Contact_Search.asp)). The provision and use of multiple SPINs is discouraged. Providers that have multiple SPINs should select a single corporate entity with a single SPIN as the prime contractor submitting the proposal to this RFP. The provider should agree that all E-rate eligible service billing resulting from a contract awarded pursuant to this RFP will be provided under this single SPIN.

#### *Vendor Response*

### 5.13.4. (M)FCC Registration Number (FCCRN) and "Red Light" Status

Providers must obtain and submit a Federal Communications Commission Registration Number (FCCRN) with the provider response. Proof of the FCCRN (in the form of a printout or screenshot from the FCC Website) should be included in the proposal. The provider must also certify that its SPIN is in good standing with USAC and the FCC and the provider's SPIN is not on "Red Light" status. Providers may obtain a FCCRN via the Federal Communications Commission Website: <http://www.fcc.gov>.

Providers who are currently on "Red Light" status must provide a written explanation of the circumstances that led to being placed on "Red Light" status, indicate what steps have been or are being taken to rectify the situation, and indicate how "Red Light" status would affect the vendor's ability to provide discounts under the E-rate program. Such vendors may have their proposals rejected at the sole discretion of KCDA.

Please note that contract terms will require the proposer to notify the Purchaser of any change in "Red Light" status. Failure to remain in good standing with the FCC or being classified as on "Red Light" status may constitute grounds for terminating the parties' contract for cause and without penalty.

#### *Vendor Response*

### 5.13.5. (M)Service Provider Annual Certification Form

The Vendor agrees to timely submit to the SLD a completed Form 473, Service Provider Annual Certification form, which provides updated contact information to the SLD for the Vendor. The Vendor must also agree to provide a copy of the completed Form 473 to KCDA and the Purchaser upon request. This form is available on the USAC website at <http://www.usac.org/sl> in the Forms section.

#### *Vendor Response*

### 5.13.6. (M)Discounted Bills

The Vendor agrees to submit discounted bills to the KCDA member, with no additional administrative expense charged to the KCDA member, and to submit invoices (using the Service Provider Invoice, or SPI, form) to the SLD for the discounted portion funded through E-rate. Vendor also agrees to honor the E-rate discounts of a KCDA member in the event that such discounts are denied due to errors on the part of the Vendor.

#### *Vendor Response*

**5.13.7. (M) Cooperation with KCDA member's Preparation of E-rate Applications.**

The Vendor must agree to provide information and assistance immediately upon request to the Purchaser regarding all E-rate matters, including, but not limited to: completion of FCC Form 471 and Item 21 attachments; responding to E-rate administrator inquiries; and ensuring ongoing E-rate compliance during the term of the contract.

*Vendor Response***5.13.8. (M) Separate Itemization of E-rate Eligible and Ineligible Products and Services**

The Vendor shall separately itemize the cost of E-rate eligible and ineligible products and installation costs, if any, in both the Response and in all invoices associated with the provision of service. To determine what items are eligible, visit the E-rate Eligible Services List at: <http://www.usac.org/sl/tools/eligible-services-list.aspx> or call the SLD at 888-203-8100.

*Vendor Response***5.13.9. (M) Compliance with E-rate Contract Signing Rules**

The Vendor must acknowledge in its Response that the Vendor shall make every effort to have any contract(s) and addenda that may arise from this RFP signed in accordance with the E-rate contract signing rules. Further, the Vendor must acknowledge in its Response that if the contract or addendum is signed outside of the Form 471 application window for a particular funding year, the Vendor shall disclose to the KCDA, before soliciting the KCDA's execution of the contract, that the contract is not eligible for E-rate funding.

*Vendor Response***5.13.10. (M) Additional Rules Compliance**

The Vendor must comply with the requirements established for providers under the E-rate program as set forth by the E-rate program administrators. These requirements may include, but are not limited to: filing of all required service provider forms, including Form 498, Form 499 (annual and quarterly filings to the extent they are applicable); Form 473 (Service Provider Annual Certification); Form 474 (Service Provider Invoice Form, which invoices SLD for the E-rate discount amount); provision of discounted bills (net of the E-rate discounts) to the Purchaser; compliance with E-rate document retention requirements in order to meet the audit requirements of the program; compliance with all rules regarding gifts; and the provision of information that participating eligible entities must submit as part of their filing requirements.

*Vendor Response***5.14. (M) Telephone Prior Contract Performance and Certifications**

If the Vendor has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the Vendor's non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Vendor to be in default.

Submit full details of all terminations for default experienced by the Vendor in the past five years including the other party's name, address and Telephone number. Vendor must present the Vendor's position on the matter. KCDA shall evaluate the facts and may, at its sole discretion, reject the Vendor's quote if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the Vendor.

If no such terminations for default have been experienced by the Vendor in the past five years, so declare.

*Vendor Response*

**5.15. (M) Customer References**

5.15.1. (M) Vendor must ensure that the RFP Coordinator receives at least five (5) references, three (3) of which must be from elementary or secondary educational sources (K-12), two (2) from other public governmental organizations (including K-16), and one (1) Vendor bank financial reference. At least two of the customer references must have had a sales volume equal to or greater than one hundred thousand (\$100,000) dollars annually.

5.15.2. (M) The equipment and services purchased by these reference customers must be substantially the same as that identified in the Vendor's Response. Vendor must have provided this equipment to each reference customer for a period of at least one year during the past three (3) years.

The Vendor is responsible for providing the Customer Reference Form to their identified customer references (see **Tab 2 "Customer Reference Form"**). Each customer must complete the Customer Reference Form and mail or fax it directly to the RFP Coordinator. PDF copies including the necessary signature can also be sent via email to the RFP Coordinator. The RFP Coordinator should receive all forms on or before the time and date of the "Opening date of RFP" (reference RFP SCHEDULE; Section 2). If more than five customer references are received, only the first five received by the RFP Coordinator shall be considered during proposal evaluation.

5.15.3. (M) To prevent disqualification in the event a Customer Reference does not complete and submit the form, the Vendor must provide the following information requested about each customer reference.

1. Company Name
2. Company Address
3. Type of Business
4. Name of Contact
5. Title of Contact
6. Email address of Contact
7. Phone Number of Contact
8. Description of products and services Performed
9. Total cost of the phone system installed
10. Date of system acceptance by the Purchaser

5.15.4. (M) In the event that forms are not received by the date specified, the RFP Coordinator shall make one attempt to contact the customer reference and obtain a completed customer reference form. If a contact cannot be made within one business day or the reference declines to submit the reference form, the Vendor's identified Customer Reference shall not be considered during proposal evaluation and evaluation points shall be adjusted accordingly.

5.15.5. (M)KCDA reserves the right to eliminate from contract award consideration any Vendor who receives an unfavorable report from a Vendor identified customer reference. KCDA also reserves the right to contact other Vendor purchasers for additional references.

5.15.6. (M)The Customer Reference Form should be returned by email, mail or fax to:

Charlene Turner, RFP Coordinator - RFP 12-230  
Purchasing Of Telephone Communications Systems  
KCDA Purchasing Cooperative  
18639 80<sup>th</sup> Ave. S.  
Kent, WA 98064-5550  
Fax: 253-395-5402

[PBXreporting@kcda.org](mailto:PBXreporting@kcda.org) (Please include "IFB 12-230" in the email subject line)

*Vendor Response*

## **6. (M) Mandatory Products and Services Requirements**

This Section includes the products and services requirements. All requirements in this section are mandatory unless otherwise indicated. Mandatory requirements are indicated by a (M). For each of these Mandatory (M) requirements below, Vendor must indicate explicitly whether or not Vendor's proposed Products/Services meet the requirement. A statement, "(Vendor Name) has read, understands and fully complies with this requirement" is acceptable, along with any additional information or certification requested.

### **6.1. (M) Telephone Communications System Capacity**

The Manufacturer's Branded Telephone Communications Systems at minimum must provide:

- TDM circuit switched or Voice over Internet Protocol (VoIP) or both TDM and VoIP; and
- A product line of ranging from small Telephone Communications Systems (250 or less stations) to large Telephone Communications Systems (3000 plus stations).

*Vendor Response*

### **6.2. (M) Telephone Communications System Equipment, Components, Software & Spare parts:**

6.2.1.(M) All Manufacturer Branded components, spare parts, system and application software, and ancillary equipment purchased under this contract must perform to Manufacturer specifications.

*Vendor Response*

6.2.2.(M) All Manufacturer Branded components, spare parts, system and application software, and ancillary equipment purchased under this contract must be of new manufacture and in current standard production.

*Vendor Response*

6.2.3.(M) The Vendor is responsible for ensuring that all Manufacturer Branded components, spare parts, system and application software, and ancillary equipment purchased under this contract are operable and installed in accordance with Manufacturer's specifications.

*Vendor Response*

6.2.4.(M) The Vendor is fully responsible for resolving any compatibility issues associated with interfacing a Manufacturer Branded system purchased under this contract with public or private networks or transmission facilities.

*Vendor Response*

### **6.3. (M) Installation Requirements**

Purchaser Installation Requirements shall be documented in a Service Level Agreement (SLA) between the Vendor and the Purchaser. At minimum, all Installation SLA's shall include the following requirements.

6.3.1.(M) System installation, system upgrades and system cutovers that may affect service or disrupt the user's daily operations shall not be conducted during Purchaser Business Hours without the consent of Purchaser.

*Vendor Response*

6.3.2.(M) The system must be programmed during installation according to Purchaser's specifications. Installation must also include modifications to any voice terminal faceplate to identify specifically programmed buttons.

*Vendor Response*

6.3.3.(M) All features, options, parts and wiring ordered by Purchaser under the contract resulting from this RFP must be installed by the Vendor before installation shall be considered complete.

*Vendor Response*

6.3.4. (M) The Purchaser shall frequently require that work be performed after normal working hours and on weekends. Such requirements shall be identified in the SLA and purchase/field order at bid rates

*Vendor Response*

6.3.5.(M) At the Purchaser's option, the Vendor shall be responsible for installation of terminal outlets, instruments, common equipment, including the backboard, and miscellaneous ancillary devices to ensure a complete and fully operational system. The Purchaser will be responsible for providing electrical power.

*Vendor Response*

6.3.6.(M) The absence of specifications shall imply that telecommunications industry standards shall prevail, that new materials of first quality shall be utilized and that all work will be performed in a workmanlike manner in accordance with industry best practices.

*Vendor Response*

6.3.7.(M) All station equipment must be totally functional, tested end to end, programmed, configured, and be accepted by the Purchaser prior to invoicing Purchaser for such equipment.

*Vendor Response*

6.3.8. (M) At the option of the Purchaser, all coordination with the local Telephone Company, relative to installation of the system, shall be the responsibility of the Vendor. All orders for installation, re-termination, or discontinuance of central office services must be processed through by the Purchaser.

*Vendor Response*

6.3.9.(M) The Vendor shall solely be responsible for replacing, restoring and/or returning to original condition all floors, ceilings, walls, grounds, pavement, etc., damaged by Vendor personnel. This shall be accomplished at no additional cost to the Purchaser.

*Vendor Response*

6.3.10. (M) The Vendor shall coordinate with the Purchaser, any specific needs or requirements, e.g., access and security.

*Vendor Response*

6.3.11. (M) Any Vendor personnel working with the installation of Purchaser-owned equipment must be Manufacturer certified, if required by the Manufacturer. Certification is defined as attendance and successful completion of certification requirements at the Manufacturer's school. The Vendor shall furnish a copy of such certification if requested by the Purchaser or the KCDA Contract Administrator.

*Vendor Response*

6.3.12. (M) The Vendor shall modify, as needed, existing equipment to ensure compatibility with all new equipment, e.g., line sensors, lead controls. The Vendor shall also advise the Purchaser if any existing equipment, ancillary equipment, for other affected components will not be compatible with the new equipment.

*Vendor Response*

#### **6.4. (M) Wiring/Cabling Support Services Requirements.**

If requested by the purchaser, Wiring/Cabling Support Services shall be documented in a Service Level Agreement (SLA) between the Vendor and the purchaser. At minimum, all Wiring/Cabling Support Services SLA's shall include the following requirements.

6.4.1. (M) As an option, the Purchaser may request that the Vendor install the wiring/cabling during the Telephone Communications System installation, as specified in the requirements below. Vendors must provide Purchaser a firm-quote for this service prior to installation.

*Vendor Response*

6.4.2.(M) All new cables, whether using pedestals, existing conduit, raceways or utility tunnels, shall be installed per city, county and state codes and building and wiring standards.

*Vendor Response*

6.4.3.(M) The Vendor shall keep wiring and cable records during installation. These records must, at a minimum, correlate station directory number, distribution cable number and station location, serving closet and termination rack location. A clean, legible copy of these records shall be given to the Purchaser upon project completion.

*Vendor Response*

6.4.4.(M) The Vendor shall provide Purchaser a complete set of as-built drawings following a project completion. These drawings must, at a minimum, show all distribution cable runs, number of pairs, all distribution frames and the location of all instruments and outlets labeled to correlate to drawings and the cable record.

*Vendor Response*

6.4.5. (M) There shall be no exposed cable or wiring. All wiring and cable shall be grouped by cable ties where various cables or wires meet and run parallel. Vendor shall label all installed cables.

*Vendor Response*

6.4.6.(M) Unless otherwise specified by the Purchaser, Telephone cables shall run to central locations designated by the Purchaser as Intermediate Distribution Frames (IDFs) or Main Distribution Frames (MDFs). This cabling shall be identified numerically at both ends. VoIP terminations shall be in accordance with current IEEE 802.3 Ethernet Standards at the time of installation.

*Vendor Response*

6.4.7.(M) All IDF/MDFs shall be coded and labeled according to standard telephone company coding (binder group labeling).

*Vendor Response*

6.4.8.(M) Telephone cable runs shall not be spliced or taped.

*Vendor Response*

6.4.9.(M) All between-floor feeder and distribution cabling shall be Air Core PIC cable, shielded and bonded. The Vendor shall be responsible for sleeving and packing all cable openings between floors.

*Vendor Response*

6.4.10. (M) The Vendor shall connect all floors to their respective IDFs and terminate them at the MDF. Adjacent buildings, within the scope of the contract, shall terminate at the MDF.

*Vendor Response*

6.4.11. (M) The Vendor shall terminate all pairs of inside TDM wire on jacks and station blocks. Industry approved Patch Panels shall be used for all Ethernet terminations.

*Vendor Response*

6.4.12. (M) The reuse of any existing cable shall require prior Purchaser approval and must detail the following information: cable sizes, location of cable reused, and total amount reused. The Vendor shall correct existing cable discrepancies when reusing existing cable. The Vendor may recommend the replacement of existing cable, if in the Vendor's opinion, it does not meet current industry standards.

*Vendor Response*

6.4.13. (M) Each new terminal location must be supplied with a jack. Each jack shall be labeled with the corresponding cable number.

*Vendor Response*

6.4.14. (M) Cable Acceptance:

The following shall be evaluated to determine TDM and/or VoIP cable/wiring acceptance:

1. Cable transmission requirements;
2. Cable routes;
3. Cable neatness;
4. Cable functionality;
5. Industry and Purchaser standards;
6. Bonding;
7. Splicing;
8. Terminations; and
9. Cable drawings/schematics.

*Vendor Response*

6.4.15. (M) Vendor Staff Qualifications:

Vendor personnel installing cable must meet all State of Washington Department of Labor and Industries requirements (or equivalent for the State in which the equipment is installed) for licensing and certification.

*Vendor Response*

**6.5. (M) Inspection/Testing/System Acceptance**

Purchaser Inspection, Testing and System Acceptance Requirements shall be documented in a Service Level Agreement (SLA) between the Vendor and the Purchaser. At minimum, Inspection, Testing and System Acceptance SLA's shall include the following requirements.

6.5.1.(M)The Purchaser shall have access to the work site at all times during installation.

*Vendor Response*

6.5.2. (M) Inspections, tests, measurements, or other acts or functions performed by the Purchaser shall in no manner be construed as relieving the Vendor from full compliance with contract requirements.

*Vendor Response*

6.5.3.(M) At a minimum, an installed system shall be tested as follows:

1. System must demonstrate the capability of providing the services specified in the Contract and SLA. The Vendor shall provide the test equipment required for demonstrations.
2. Terminal tests shall be conducted on all types of stations. If requested, the Vendor shall provide the Purchaser with copies of site testing procedures one week prior to conducting tests.

*Vendor Response*

6.5.4.(M) The acceptance period shall begin on the first full business day of operation after a system is cutover. Final acceptance of a system shall be based on the following criteria.

1. Thirty (30) continuous days of trouble free Telephone Communications System and ancillary equipment performance.
2. All installation, wiring, and cabling requirements identified in Section 6.3 and 6.4 have been completed.
3. Complete update of all as-built documentation per specifications.
4. Installation and programming requirements as specified by the Purchaser.

Should any of the above criteria not be fulfilled, the Purchaser may refuse to accept the system and request that the Vendor correct the deficiencies. The Vendor is requested to correct noted deficiencies as defined in the SLA with the Purchaser. The acceptance period may begin again following the Vendor's correction of the deficiency.

*Vendor Response*

6.5.5. (M) Should the system fail to pass acceptance testing two (2) consecutive times, or within sixty (60) days, it shall be the Purchaser's option to have the equipment removed or replaced, at no cost or penalty to the Purchaser.

*Vendor Response*

**6.6. (M) Final System Acceptance**

Final system acceptance shall be the responsibility of the Purchaser. The Purchaser is not required to make payment for the system until it has passed the acceptance tests in RFP Sections 6.4.14 and 6.5

*Vendor Response*

**6.7. (M) Useful Life**

The Telephone Communications System must have a minimum of five (5) years useful life without major modification, i.e., additional cabinets or major hardware change-out which renders installed equipment obsolete.

*Vendor Response*

## 7. Non-Mandatory Products and Services Requirements (Scored)

The requirements in this section are not mandatory; but are considered highly desirable by KCDA. Vendor's proposals shall be scored based on their ability to comply with or provide an acceptable alternative to these requirements.

Vendors must respond to each requirement listed in this section confirming one of the following:

- Vendor proposed system fully complies with the requirement
- Vendor shall not bid ("no bid") the requirement. A "no bid" on any of the desirable requirements in Section 7 does not disqualify the response.
- Vendor wishes to propose an alternative to the requirement. If an alternative is proposed, it must be fully explained. Proposed alternatives may be accepted or rejected by KCDA.

**Vendor must use RFP TAB 10 to respond to this section.** Additional sheets may be added to explain any proposed alternatives, or to provide any additional information or certification if requested in the requirement.

### 7.1. Single Manufacture's Equipment

Solutions should primarily use equipment of a single manufacturer.

### 7.2. Design and Infrastructure Requirements

Vendor shall develop a Needs Analysis report for the Purchaser that includes an assessment of current equipment/software and identifies what can be incorporated into the new design.

- The needs analysis report shall list all changes to the worksite that are necessary upon implementation.
- The needs analysis report shall determine the disruptions and inconveniences to the Purchaser likely to be encountered during the installation and testing of the new equipment.
- The report shall list the training needs of the Purchaser's staff.
- The needs analysis report shall list the appropriate LAN/WAN technology, equipment, software and services that are required.

### 7.3. Infrastructure for Departmental and Workgroup LANs Requirements

- 7.3.1. The cabling system shall be one that shall last at least fifteen years and be based on the structured cabling standard, ANSI/TIA/EIA-568- C.
- 7.3.2. All cable pathways shall be designed through conduit, cable trays, under-floor ducts, etc. Protecting the cable, easy installation of additional cable or to replacement are prime factors of these pathways.
- 7.3.3. Only horizontal cable types recommended by ANSI/TIA/EIA-568-C shall be installed.
- 7.3.4. Cabling density in a work area should be reasonable but with future needs in mind.
- 7.3.5. All LAN equipment shall be grounded as described in ANSI/TIA/EIA-607.
- 7.3.6. Copper-based cabling systems shall be protected from electromagnetic interference by being located a sufficient distance from power lines and other sources of EMI.
- 7.3.7. Equipment shall be protected from power fluctuations (spikes, surges, brownouts, blackouts) by surge suppressers and Uninterruptible Power Supplies (UPS).

#### **7.4. Infrastructure for Organizational LAN Requirements**

- 7.4.1. The connecting of two or more workgroup LANs of the same technology to form a backbone network shall be available in multiple configurations and use a variety of technologies, as described in ANSI/TIA/EIA-568-C.
- 7.4.2. Backbone distances shall be within industry standards.
- 7.4.3. The transmission technique should include, but not be limited to: ATM, switched Ethernet, FDDI, Frame Relay, Local Talk, TCP/IP or Token-ring technology. The backbone should be able to operate at speeds of up to 1 Gbps, with a migration path for 10 Gbps and up to 40/100 Gbps.
- 7.4.4. The backbone network shall connect various LANs to each other using hubs, repeaters, bridges and routers.
- 7.4.5. Backbone equipment should be installed in a central location for easier maintenance, greater security, and ease of operation.

#### **7.5. Infrastructure for Enterprise Networking Requirements**

- 7.5.1. Vendor shall provide to Purchaser plans and recommendations for the connecting of an organization over local and wide areas.
- 7.5.2. Vendor shall identify one or more private networks that shall be available for a telecommunications link, if needed.
- 7.5.3. Vendor shall identify access to switching and communications equipment that can be leased from a regulated carrier to a value-added carrier.

#### **7.6. Passive and Active Hub, Shared Media Hub, Concentrator Requirements Modules Requirements**

- 7.6.1. Passive, active and dual speed hubs, or concentrators, shall be available.
- 7.6.2. Workgroup hubs shall have the ability to connect multiple network devices and shall support at least one network technology and one type of transmission medium.
- 7.6.3. Intelligent hubs shall provide for management functions and be able to connect multiple technologies and media types.
- 7.6.4. Enterprise hubs shall support all the cabling and networking needs of the KCDA Member.
- 7.6.5. Modules that plug into the back pane of a hub may be provided. In addition, modules that provide bridging, routing and management functions may be offered.
- 7.6.6. Shared media hubs shall be scalable and modular in design, be OSI Layer 2 capable, allow for multiple LAN/WAN protocols, be ISDN BRI/PRI capable, be 56k/T1/DS-3 capable and be wireless 802.11 capable.
- 7.6.7. Shared media hubs shall allow for LAN/WAN modularity and scalability.
- 7.6.8. Shared media hubs shall allow for multiple topologies (10/100T, GbE, Token Ring, FDDI, etc.) and have adequate security and encryption protection.
- 7.6.9. Hubs shall be desktop models or rack mountable.

#### **7.7. Channel Bank and DAC Requirements**

- 7.7.1. Channel banks and DACS shall be 56k/T1/DS3/frame relay capable, be SNMP managed, shall support multiple LAN/WAN protocols, support integration of synch data and digital voice channels and provide in-band and out-band data management.

7.7.2. Channel banks and DACS shall be equipped with at least the following data cards: data multiplexer cards, inverse multiplexer cards, DS0 and DS1 cards and switched 56 cards.

7.7.3. Channel banks and DACS voice cards shall be available as 2-wire or 4-wire analog cards and DS1 cards.

#### **7.8. Repeater (Line Drivers) Requirements**

7.8.1. Repeaters, or line drivers, shall be used to connect distant stations to a LAN and/or within a single building. Signals shall be passed at network speeds.

7.8.2. Digital repeaters shall regenerate the signal, clean up and noise, and reshape the digital pulses.

7.8.3. Analog repeaters shall amplify the transmission.

7.8.4. Optical fiber repeaters shall extend the distance for optical transmissions

7.8.5. Vendor shall provide, as needed, the following types of repeaters: local repeaters to directly connect two closely connected LANs; remote repeaters using copper or fiber; multi-port repeaters; buffered repeaters (non-discriminating bridges); hub repeaters.

7.8.6. Repeaters shall be desktop models or rack mountable.

#### **7.9. Bridge Requirements**

7.9.1. To create a single logical network or to interconnect networks that have been extended using repeaters, a bridge (intelligent repeater) shall be offered.

7.9.2. Bridges shall permit stations on one segment to communicate with stations on another segment using a filtering system.

7.9.3. Vendor shall provide local bridges for back-to-back type connections and remote bridges for LANs separated by a large distance.

7.9.4. Vendor shall provide multi-port and switching bridges, as needed.

7.9.5. Bridges shall be desktop models or rack mountable.

#### **7.10. Routers and Bridge/Router (Brouters) Combination Requirements**

7.10.1. Routers shall be scalable and modular, shall be OSI layer 3 capable, shall allow for multiple LAN/WAN protocols, be encryption capable, VPN capable and firewall capable.

7.10.2. Routers shall allow for LAN/WAN modularity and scalability.

7.10.3. Access routers and router hubs that are full function routers that provide WAN and LAN interfaces and support many protocols are requested.

7.10.4. When necessary to have a central switching device in a star topology router network, boundary routers may be supplied.

7.10.5. Routing bridges, bridging routers, and brouters may be offered. Brouters that use proprietary technologies and do not operate with other brouters, bridges and routers are not acceptable.

7.10.6. Routers and brouters shall be desktop models or rack mountable.

#### **7.11. Gateway Requirements**

7.11.1. When a network needs a device to translate transmission between two often proprietary protocol stacks (such as SNA and DNA or AppleTalk to TCP/IP), a gateway device is requested.

7.11.2. LAN-to-host, LAN-to-LAN, LAN-to-WAN, IPX-to-SPX or X.400 standard gateways are requested.

**7.12. Channel Service Unit (CSU)/Data Service Unit (DSU) Requirements**

7.12.1. For analog communications, modems are needed; for digital a CSU/DSU is requested.

7.12.2. All CSUs offered shall keep a line connected if a failure should occur in other communications equipment.

7.12.3. DSUs shall convert signals from bridges, routers and multiplexers into bipolar digital signals. DSUs and CSUs should be mounted in the same box.

7.12.4. CSU/DSUs shall be 56k / T1 / DS3 / frame relay capable, shall support multiple LAN/WAN protocols, support integration of synch data and digital voice channels and provide in-band and out-band data management.

7.12.5. Units shall have a mean-time between failure (MTBF) rating of greater than 20 years.

7.12.6. DSU/CSUs shall be desktop models or rack mountable.

**7.13. Network Management System Requirements**

7.13.1. The Network Management System shall have a graphical user interface, allow for LAN/WAN topology discovery, allow for in-band and out-band transmission of network related data and allow for monitor and control to port level.

7.13.2. The Network Management System shall be available, at minimum, in either a UNIX, Windows or Linux based operating system.

7.13.3. The Network Management System shall allow for network traffic monitoring, provide network statistics, allow for multiple topologies (10/100T, GbE, Token Ring, FDDI, etc.) and shall have alarms that can be preset by Purchaser to monitor various system outages or problems.

**7.14. Dynamic Host Configuration Protocol Server (DHCP) Requirements**

7.14.1. The DHCP shall have a graphical user interface, be LAN/WAN protocol capable, check syntax of DNS records, automatically add reverse lookup records for new nodes, dynamically updates DNS records, support secondary IP address on single physical network and allow for multiple topologies (10/100T, GbE, Token Ring, FDDI, etc.)

7.14.2. The DHCP shall be available in either a UNIX, Windows or Linux based operating system.

**7.15. Remote Access Server (RAS) Requirements**

7.15.1. The RAS shall be scalable and modular in design, be OSI Layer 2/3 capable, allow for multiple LAN/WAN protocols, be ISDN BRI/PRI capable, be 56k/T1 capable and be encryption capable.

7.15.2. The RAS shall allow for LAN/WAN modularity and scalability.

7.15.3. The RAS shall allow for multiple topologies (10/100T, GbE, Token Ring, FDDI, etc.) and have adequate security and encryption protection.

**7.16. Frame Relay Access Devices (FRADs) Requirements**

7.16.1. The FRADs shall be scalable and modular in design, be OSI Layer 2/3 capable, allow for multiple LAN/WAN protocols, be 56k/T1/T3 capable and be encryption capable.

7.16.2. The FRADs shall allow for LAN/WAN modularity and scalability.

7.16.3. The FRADs shall allow for multiple topologies (10/100T, GbE, Token Ring, FDDI, etc.) and have adequate security and encryption protection.

**7.17. Cell Switch Device Requirements**

The Cell switches shall comply with all industry open-standards shall be OSI layer 2 and 3 capable, shall be interoperable for all specified LAN/WAN protocols, shall have a standards compliant (SNMP) network management system implementation plan.

**7.18. ATM Cell Access Multiplexer Requirements**

The ATM Cell access multiplexers shall comply with all industry open-standards shall be OSI layer 2 and 3 capable, shall be interoperable for all specified LAN/WAN protocols, shall have a standards compliant (SNMP) network management system implementation plan.

**7.19. Internet Gateway (Firewalls) Requirements**

7.19.1. Firewalls shall work at the Internet, intranet, department and workgroup level, depending on the Purchasers needs.

7.19.2. Firewalls shall be equipped with, but not be limited to the following features: address translator, packet filters, circuit gateways, application level gateway and provide a minimum through-put (in and out) of at least Ethernet packet size.

**7.20. Communication Gateway Requirements**

7.20.1. Communication gateways shall work at the intranet, department and workgroup level, depending on the Purchaser's needs.

7.20.2. Communication gateways shall allow for SNA-to-IPX or SNA-to-IP, allow for multiple WAN/LAN protocols, allow for voice over frame/cell, allow for video over frame/cell and wireless to wired.

7.20.3. Communication gateways shall allow for multiple topologies (10/100T, GbE, Token Ring, FDDI, etc.) and have adequate security and encryption protection.

**7.21. Power Monitoring and Uninterruptible Power Supply Requirements**

7.21.1. Power monitoring products shall monitor for power harmonics, high-speed voltage and current transients.

7.21.2. Power monitoring products shall have a graphics display that shall display peak/hold indicators and provide data logging.

7.21.3. Power monitoring products shall measure the power feed for true current, AC/DC voltage levels, EMF, harmonics, impulses demand vs. energy and cycle-by-cycle disturbances.

7.21.4. Uninterruptible Power Supply (UPS) products shall be rack mountable, and should be located in the equipment rack of the equipment being protected.

7.21.5. Any UPS unit supporting a server shall have at least 100% greater rating than the supported loads and have a minimum of eight (8) minutes of run-time at full speed. In addition, it shall warn the Network Management System that power has been lost when it is in the battery power operational mode.

**7.22. Network Monitor, Analyzer and Tester Requirements**

7.22.1. Network monitors shall monitor, analyze and test OSI layers 1-7.

- 7.22.2. Network monitors shall inventory and store data for all LAN/WANs connected, shall provide frame monitoring (real time), shall monitor peak, average and current network utilization, numbers of errors, stations and users, and traffic, protocol distributions.
- 7.22.3. Network analyzers shall analyze and store data for all LAN/WANs connected, shall provide frame monitoring (real time), shall analyze peak, average and current network utilization, numbers of errors, stations and users, and traffic, protocol distributions.
- 7.22.4. Network testers shall test and store data for all LAN/WANs connected, shall provide frame monitoring (real time), shall analyze peak, average and current network utilization, numbers of errors, stations and users, and traffic, protocol distributions.

### **7.23. General Communication Requirements**

- 7.23.1. Telephone system shall include speech recognition that permits a caller to reach a destination by speaking their name or by using their touch-tone phones to enter an extension, name, department or "0" to get a live operator
- 7.23.2. Telephone system shall include a voice attendant system that provides a 24-hour voice messaging communications to individuals and departments
- 7.23.3. Telephone system shall include hardware or software to route incoming calls to a particular extension, the operator, or other destinations
- 7.23.4. Telephone system shall include software that works in conjunction with a networked computing device to provide a phone line directory with first party call control functions including dial, transfer and conference
- 7.23.5. Telephone Communications System shall include a call center program that allows a caller to select options while waiting, including listening to music or a special message, leaving a message, or to request information. The caller shall be told of his or her place in line, the estimated waiting time, and then given the options
- 7.23.6. Telephone system shall allow a telephone system user to call in, enter a password or ID number, and activate his or her cell or home phone as if it were an organization extension
- 7.23.7. Telephone system with the ability to record Telephone voice digitally and store the messages as easily accessed files is preferred
- 7.23.8. Telephone system with a homework help line that provides 24-hour access by students and parents, is preferred
- 7.23.9. Telephone system shall provide outcalling to parents or the school community to announce school events is preferred
- 7.23.10. Telephone system with password protected voice mailboxes for students, parents, or teachers to enhance communications, is preferred
- 7.23.11. Fully digital systems (end-to-end) are required. Configurations shall be modular in design with universal ports. All hardware shall be North American Numbering Plan compliant. Configurations may be expanded to the full capacity by the addition of circuit card modules, voice terminals, station wiring and cabinets. None of the original equipment shall become obsolete through expansion
- 7.23.12. The unit shall contain all of the necessary printed circuit cards, power supply and other components necessary for line and intercom switching and feature operation. The system shall be of modular design for ease of expansion and replacement of defective components

- 7.23.13. Station instruments/voice terminals shall be multi-button, digital type, with modular connectors, and a built-in speaker for tone signals and intercom voice announcements. The instrument shall have the appropriate number of programmable buttons as required for normal operations. The instrument shall provide audible and visual signals to indicate ringing, call, and feature status. All instruments shall be hearing aid and amplified handset compatible
- 7.23.14. A headset and connector may be ordered for connection with a station instrument. The connector shall contain a volume control and an on/off switch to enable switching between headset and handset operation
- 7.23.15. The attendant console shall have access to all lines in the system with the ability to transfer any call to any and all voice terminals in the system. The console shall have alarm indicators to notify the attendant of potential system problems. The console shall use a loop key arrangement and have an alphanumeric LED display
- 7.23.16. Direct station selection/busy lamp field console with its associated features may be ordered for installation adjacent to the voice terminal serving as a main call answering point. The cost of the console shall include the required circuit card, installation, wiring, and programming. The DSS/BLF shall have the appropriate number of buttons and associated lights for the maximum number of voice terminals specified by the end user
- 7.23.17. Additional programming equipment does not have to be offered if equipment comprising the baseline system, the DSS/BLF, attendant console, or a voice terminal can be used for programming. The Vendor shall specify the equipment that is used to program the system being offered
- 7.23.18. Other peripheral equipment may be offered, and may include but not be limited to the following: music source (digital) recorded announcement machines (4 channel, digital), paging amplifier (100 W), speaker (indoor/outdoor), voice mail, terminal (minimum platform specification – Intel Core i5 (or similar) processor, 2.3 GHz, 6MB L2 cache, Windows 7 (or similar) operating system, 4GB RAM, 256GB hard drive, Integrated 10/100 Ethernet, 17” flat panel display, keyboard, Mouse, Printer (ink jet or laser depending on Purchaser requirements), battery backup (4 hour at the wired level, shall not require venting)
- 7.23.19. Within five (5) business days after cutover, the Purchaser shall be allowed changes up to fifteen percent (15%) of the features and line assignments at no additional cost. This shall be a onetime only change.

**7.24. Telephone System– Voice over IP (VoIP) Requirements Telephone systems**

- 7.24.1. VoIP systems shall allow voice-data to flow over a general-purpose packet-switched network
- 7.24.2. VoIP systems shall allow for the integration of various services, including but not limited to: video conversations, message and data file exchange in parallel with a conversation, audio conferencing, managing address books, passing information between users
- 7.24.3. VoIP systems shall allow Purchasers to make and receive calls, regardless of their location on the LAN/WAN
- 7.24.4. VoIP system shall reduce latency, dropout of voice and packet-collision problems , ensuring the audio stream maintains proper time consistency
- 7.24.5. VoIP system shall include an Uninterruptible Power Supply (UPS) to maintain VoIP services during a power outage

- 7.24.6. VoIP system shall provide for emergency call services. Indicate how, or if your system meets E911 standards. Include in the response supporting information of Vendor's proposed system's ability to provide for emergency call services.
- 7.24.7. VoIP system shall meet industry acceptable standards for allocating and assigning Telephone numbers. Indicate how, or if your system meets E.164 standards. Include in the response supporting information of Vendor's proposed system's ability to meet the E.164 standards.
- 7.24.8. VoIP systems offered shall meet either current applicable SIP or H.323 standards

**7.25. Telephone System– Non-VoIP Telephone System Requirements**

- 7.25.1. Non-VoIP systems shall allow voice-data to flow over a general purpose circuit-switched network
- 7.25.2. Telephone hardware switchers shall use PCM and/or ITU-T ISDN BRI
- 7.25.3. Telephone hardware switchers shall have duplicated components that operate independently as a hot standby with switching occurring spontaneously in a failure
- 7.25.4. Telephone hardware switches shall have remote service capabilities
- 7.25.5. Telephone hardware switchers shall support a wide number of interfaces, including X.25 dedicated links (for EDI), EIA RS-232 links, ISDN BRI; contact for connecting analog devices; auxiliary for analog trunk connections, networks
- 7.25.6. Telephone hardware switchers shall operate in temperatures between 40° to 120° F and in relative humidity as moist as 95% at 84° F
- 7.25.7. Telephone hardware voice terminals with a variety of features shall be offered, including ISDN user-friendly terminals, analog voice terminals, video capable terminals, headsets, adapters, and speakerphones

**7.26. Telephone System – VoIP/Non-VoIP Installation, Management and Administration Requirements**

- 7.26.1. Vendor shall provide for the installation of equipment, configuration of software, testing of the equipment, and establish a management capability for the administrators of the LAN
- 7.26.2. The Vendor must have a technician on-site during the first business day of acceptance. This time period may be negotiated between the Purchaser and Vendor. Vendor technician shall participate in acceptance to ensure that the installed system meets the minimum requirements as established by the RFP, the Vendor's Response to the RFP, and contract specifications, as well as provide training and system support.
- 7.26.3. The following cards shall be hot swappable without loss of the fiber optic hub's functionality or configuration: concentrator modules, management modules, interconnectivity device modules deployed within the hub, such as bridges and routers
- 7.26.4. The network management system shall be menu-driven and shall have a graphical user interface. The network management system hardware platform shall be fully configured, including all necessary interface hardware, software, and cabling
- 7.26.5. The network management system shall support SNMP and have an integrated database with the ability to provide hooks to outside software packages

- 7.26.6. The network management system shall provide multi-layered management of hubs, bridges, and routers with automatic recognition of all manageable elements; the network management system shall provide graphic reports, reporting network topology, traffic and statistics
- 7.26.7. The network management system shall be able to perform diagnostic tests at all nodes in the LAN. The network management system shall have the ability to gather and store information about the operation of the network and publish, from time to time, reports about the system, including information about major and minor alarms
- 7.26.8. Vendor shall specify that the network management system has the ability to distinguish context-sensitive and time-sensitive alarms (either major or minor) and shall have screens to display these alarm classifications. Users shall be able to set alarm thresholds
- 7.26.9. All update releases of network management system software shall be made available to the Purchaser without additional charge during the warranty period. Revisions that involve a change in the product shall be offered at prices consistent to RFP Response pricing at any time the Purchaser desires to make the purchase
- 7.26.10. Vendor shall coordinate all data cabling and termination requirements, including media converters, physical connectivity, impedance matching, and filtering. Vendor shall verify that any patch cords used are necessary and installed correctly
- 7.26.11. Vendor shall supply all necessary transient voltage surge suppression devices needed to assure compliance with applicable ANSI/IEEE C62.41.1 AC line-voltage requirements. Surge protection devices that have Manufacturer's guarantee of protection with an insurance package are preferred by KCDA.
- 7.26.12. Local code-approved fire-stop means shall be applied at each interface between floors and between all fire-rated spaces. All necessary drawings shall show fire-stop means and materials. Copies shall be provided to the Purchaser and to other authorities
- 7.26.13. In long pull-throughs, slack shall be obtained by the use of bending shoes or equivalent to avoid sheath damage. Cable shall be secured in a neat and organized manner with plastic tie-wraps. Any excess cable in splicing vaults shall be neatly coiled for storage prior to splicing. After splicing is completed, splice cases shall be properly secured to racks with plastic tie-wraps.
- 7.26.14. Cable-pulling lubricant shall be used per Manufacturer's instruction; Manufacturer's pulling tension limitations shall not be exceeded. No copper splicing shall be allowed within system
- 7.26.15. All cable and cable pairs shall be terminated according to industry standards; terminating blocks shall be grounded; only the minimum amount of sheathing required to obtain access for termination of individual pairs shall be removed (less than 1/2 inch). Extreme care shall be taken to maintain the native twist rate in all cable
- 7.26.16. All copper wiring shall be routed as closely as possible to the backboard and cable tray ground planes. Cable rings or another physical means shall be used to assure that all cabling shall permanently maintain correct position
- 7.26.17. Vendor shall provide physical support and cable management means for all copper runs and termination points, especially between floors, between cable tray and equipment racks, and on equipment racks. Proper bend radius to wire diameter shall be maintained. Cable run outside shall be suitable for runs buried in conduits and aerial runs. Cable performance shall not be degraded and the cable shall not be damaged in any way by long-term immersion in ground water. Aerial cable outer jacket shall be suitable for long-term exposure to sunlight

and weather, with a life cycle greater than 20 years. Outer jackets on all cables shall be fungus inert and crush resistant

- 7.26.18. If optical fiber is spliced, the loss per splice shall be 0.2db or less. The Vendor shall test the system to verify loss by splices are within specifications
- 7.26.19. The fiber network shall be tested and 100% of all fibers shall test within specifications. If any segment of cable is found to have unsatisfactory test results, that specific cable link shall be replaced with a new link, which shall then pass the test
- 7.26.20. The copper cabling network shall pass all tests for category 5/5e/6 wire. Where category 6 wire is not required, the Vendor shall be permitted to use category 5/5e. Cable used shall be standard color coded and UL listed
- 7.26.21. All internetworking devices provided by the Vendor shall interoperate with at least two (2) other Manufacturer's equivalent bridges and routers
- 7.26.22. All bridges and routers shall comply with industry open-standards and have documented interoperability with all related protocols. All remote bridges and routers shall be capable of adapting to either a full or partial T-3, T-1, fractional T-1, or 56/64 kbps bandwidth of their particular protocol

#### **7.27. Telephone System Standard and Optional Feature Requirements**

In Section 7.27 indicate if any of the following features are standard, or an option of the systems that that the Vendor is proposing.

- 7.27.1. Abbreviated Dialing, Station or System Level: This feature shall allow voice terminal users to store Station or System frequently called Telephone numbers or frequently used dial access codes in system memory and use a shortened dialing procedure to access those numbers
- 7.27.2. Account Codes: This feature allows the caller to input billing information (i.e. client account number) when placing/receiving a call
- 7.27.3. Alerting: This feature shall provide unique patterns of voice terminal alerting for all voice terminal users to distinguish between various types of incoming calls. The pattern should indicate various types of calls including, but not limited to: terminal-to terminal call, an attendant or incoming trunk call, or a priority call. Users of terminals serving both voice and data should be provided with the ability to transfer or cut off alerting patterns at their voice terminals
- 7.27.4. Alternate Console Position: This feature shall provide for the capability of an alternate attendant console position as well as the regular attendant console position(s). This position shall provide all regular attendant console functions. A lockout capability shall be affected from the main console to prevent unauthorized access
- 7.27.5. Attendant Manual Splitting: This feature shall allow the attendant to consult privately with one party on a call without a second party hearing
- 7.27.6. Attendant Call Waiting: This feature shall provide for calls completed by the attendant (to a busy series voice terminal line) to be held waiting while a tone indication of the waiting call is directed toward the busy voice terminal
- 7.27.7. Attendant System Control of Trunk Group Access: This feature shall allow for the restriction of terminal lines and incoming tie trunks from accessing selected trunk facilities. Calls to restricted facilities shall be routed to the attendant position

- 7.27.8. Attendant System Control of Voice Terminals: This feature shall provide for the restriction of selected lines or groups of lines
- 7.27.9. Attendant Direct Trunk Group Selection: This feature shall provide for an attendant to be able to directly access an idle-outgoing trunk by depressing a button associated with the desired trunk group
- 7.27.10. Attendant Display: This feature shall provide for an alphanumeric display to allow the attendant to visually identify: calling number, class of service, trunk identification or other important information
- 7.27.11. Authorization Code: This feature shall allow a terminal user or attendant to dial a code, which overrides the facilities, restriction level associated with the terminal
- 7.27.12. Automated Attendant: This feature shall automate the transfer of incoming calls to the particular voice terminal or voice message box that corresponds to the caller's inputs
- 7.27.13. Automatic Call Distribution: Automatic Call Distribution feature shall provide for a large volume of incoming calls to be answered by a group of Telephone s allocated for this purpose. Incoming calls are served on a first-in, first-out basis and are distributed among the available Telephone s (agent positions) such that the agent position that has been idle the longest is presented with the first call. A reporting package shall be included that provides, as a minimum, agent, and agent group and trunk activity reports
- 7.27.14. Automatic Callback: This feature shall provide for voice terminal users, calling a busy station, to be automatically connected to that line when the station becomes idle
- 7.27.15. Automatic Route Selection/Least Cost Routing: This feature shall provide routing of long distance calls over the most preferred route based on time of day and day of week. An access code and the public network Telephone number shall be utilized to select the least expensive route. At least 10-digit screening/routing capability is required. All digit translation required to conflate the call shall be performed automatically
- 7.27.16. Auxiliary Equipment Access: This feature shall provide (through an extension or trunk) for the auxiliary equipment access between the system and dictation, voice, or paging equipment
- 7.27.17. Call Forwarding - Internal: This feature shall allow calls (internal or external) destined for the attendant or a voice terminal to be routed to another voice terminal or to the attendant. This feature shall be activated or canceled by the user or the attendant
- 7.27.18. Call Park: This feature shall allow a voice terminal user to have the ability to place a call on hold without tying up the activating line
- 7.27.19. Call Pickup: This feature shall allow a voice terminal user to have the ability to answer any call directed to another terminal line within the users pickup group
- 7.27.20. Call Waiting: This feature shall allow any call attenuating to terminate on a user's voice terminal, when the user is busy on another call, to be held waiting while a tone indication of the waiting call is directed toward the busy terminal. The called terminal user may then be connected to the waiting call at the user's convenience
- 7.27.21. Caller Identification: This is an ISDN service feature. Caller ID provides out-of-band channel delivery of data about an incoming caller
- 7.27.22. Class of Service: For each station on the system, the proposed system shall have the ability to provide variable classes of service, alterable from an on-premise administration terminal. Service class shall define the specific calling privileges of the associated station

- 7.27.23.Computer Telephone Integration: The interconnecting of computers and Telephone systems wherein the computer directs the system to switch calls to various internal resources and also might forward stored data to various Internal resources. It is preferred to be compliant with TAPI and/or TSAPI
- 7.27.24.Conference, Three-Party: This feature shall allow a voice terminal user to have the ability to connect a third party to an existing 2-party call
- 7.27.25.Console Alarm Display: This feature shall allow system to provide audible and visual alarms at the attendant console, which signal major and minor system failures
- 7.27.26.Data Protection: This feature shall protect data calls from intrusion by the various bridge-on features, which may otherwise disturb data transmission
- 7.27.27.Dial Access to Attendant: This feature shall allow the attendant to be dial accessed by voice terminal users. Unique access codes can be assigned to individual attendant positions to allow dial access to a specific attendant position
- 7.27.28.Direct Department Calling: This feature shall provide a distribution service for selected high incoming call volume departments
- 7.27.29.Direct Inward Dialing: An incoming call from the exchange network shall be directed to the dialed voice terminal without attendant intervention
- 7.27.30.Direct Outward Dialing: A voice terminal user shall be able to access the public exchange network without attendant assistance
- 7.27.31.DTMF Service: This feature shall provide DTMF signaling for terminal and attendant console users
- 7.27.32.Hold: This feature shall allow terminal users to maintain a current call in a held state. Access to the held call shall be provided
- 7.27.33.Hunting: This feature shall allow an incoming call to a voice terminal to be routed to an idle voice terminal in a prearranged group when the called-terminal is busy. Circular and linear hunt groups shall be possible
- 7.27.34.Intercept Treatment: This feature shall allow calls that cannot be automatically completed, to be routed to either an attendant or a recorded announcement
- 7.27.35.Intercom: This feature shall allow voice terminal users to be connected to a conning intercom path with other voice terminals. An alerting signal shall be provided to audibly identify intercom calls
- 7.27.36.Last Number Redial: This feature shall allow voice and data terminal users to automatically redial the last number called by depressing a single terminal button
- 7.27.37.Line/Feature Status Indication: A status lap shall be provided with an indication of the call status for each call appearance on all digital voice and data terminals
- 7.27.38.Line Lockout: Intercept tone shall be provided to a voice terminal user who remains off-hook for 10 seconds without dialing
- 7.27.39.Loudspeaker Paging Access: This feature shall allow the attendant and voice terminal users access to voice paging equipment
- 7.27.40.Moves, Adds and Change Administration by Purchaser: This feature shall allow moves, adds, deletes and changes to extension numbers, service classes, and station and trunking arrangements to be accomplished by Purchaser via an on-premise phone/terminal

- 7.27.41. Vendor shall provide a description of system's administration capabilities
- 7.27.42. Message Waiting: This feature shall allow two modes of usage, manual and automatic. In the manual mode of operation, a voice terminal user shall have the ability to activate a status lap at another designated voice terminal to indicate there is a message for the designated terminal user. System shall also have the ability to automatically light a message-waiting lap at a user terminal in conjunction with various message services provided
- 7.27.43. Music-on-Hold Access: This feature shall allow music to be provided to the held party during any holds interval
- 7.27.44. Night Answer from Console: A feature, which automatically reroutes incoming, calls to an attendant position, in this case an executive station set, etc., after hours
- 7.27.45. Off-Premises Terminal: This feature shall provide access to the system by voice terminals located off-premises from the system location. Off-premises terminals shall be connected to the system via a line or trunk circuit, depending upon the application required
- 7.27.46. Override: This feature shall allow a warning tone shall be applied to a busy connection followed by bridge-on of the calling party, when activated by a calling terminal user on a call to a busy terminal line
- 7.27.47. Privacy: This feature shall prevent another user from entering into an established call
- 7.27.48. Queuing: This feature shall allow for calls to an all-busy trunk group to be placed in a queue while awaiting an idle trunk
- 7.27.49. Private Network Access: This feature shall provide connection to a tandem tie trunk network, a Connor control switching arrangement, and an enhanced private switched communications service network or an electronic tandem network. Private network access calls shall have the ability to tandem through the local or distant system or on-premises system without attendant assistance if this option is provided
- 7.27.50. Recall Signaling: This feature shall provide a unique audible signal, which indicates that the system has recognized a recall and is ready to receive a request for activation of a voice terminal feature
- 7.27.51. Remote Access: This feature shall provide users outside of the system access to the system via the public network for the purpose of using system services
- 7.27.52. Remote Maintenance System Access: This feature shall provide for accessibility to the system via the serving network, by a remote central facility for administration, maintenance and automatic reporting of system alarms
- 7.27.53. Serial Calls: This feature shall provide the ability for the attendant to extend a call to two or more voice terminals or trunks in succession without requiring the calling party to redial the attendant
- 7.27.54. Station Message Detail Recording/Call Recording: This feature shall provide a means to permanently record the completion time, call duration, dialed number and the trunk group used for outgoing and/or incoming calls. Any authorization code shall also be recorded. Records shall be available for extensions and the attendant(s) position(s)
- 7.27.55. Terminal Busy Indication: This feature shall provide a visual indication of the switch hook status of a particular voice and data terminal
- 7.27.56. Time Reminders: This feature shall alert the attendant after 30 seconds when a call on the console is waiting to be connected

- 7.27.57. Toll Restriction: This feature shall restrict voice terminals from completing toll calls or calls to the toll operator without attendant assistance
- 7.27.58. Transfer: This feature shall permit certain voice terminal users to transfer a 1-party call to another party. Voice terminal users shall be able to transfer a 1- or 2-party call to a third party
- 7.27.59. Trunk Group Busy/Warning Indicators: This feature shall alert the attendant (with visual warning indication) when a preset number of trunks in a group are busy, or a visual busy indication when the entire trunk is busy
- 7.27.60. Trunk-to-Trunk Connections: This feature shall allow an incoming trunk call to be extended to an outgoing trunk, or an outgoing trunk call is extended to another outgoing trunk
- 7.27.61. Uniform Call Distribution: This feature shall allow incoming listed directory number trunk calls shall be terminated, without attendant assistance, directly to a prearranged group of voice terminals
- 7.27.62. Visually Impaired Attendant Services: This feature shall enable a visually impaired person to operate the attendant position by augmenting the normal visual signals with special devices and audible signals
- 7.27.63. Voice Mail System: Voice mail system shall be fully integrated with the Telephone system

*Vendor must respond to Section 7 using TAB-10*

## **8. (M) System Support Requirements**

All requirements in Section 8 are Mandatory unless otherwise indicated. Mandatory requirements are indicated by a (M). Vendor's Response must indicate explicitly whether or not the Vendor's proposed Products/Services meet each requirement below. A statement, "(Vendor Name) has read, understands and fully complies with this requirement" is acceptable, along with any additional information or certification requested.

### **8.1. (M) System Delivery**

All Telephone Communications Systems purchased under any resulting contract must be completely installed and ready to begin acceptance testing (reference Section 6.5) at the Purchaser's site within 30 calendar days after Vendor's receipt of order or upon the date specified by the Purchaser. Extensions shall be granted at the sole option of the Purchaser.

The Vendor assumes responsibility for the delivery, installation and maintenance of all Vendor-supplied equipment, software and support service proposed. Unless otherwise indicated, all systems shall be cut over outside of normal working hours, or weekends.

*Vendor Response*

### **8.2. (M) Documentation**

The "Successful Vendor"(s) must provide a copy of the Manufacturer's documentation for all proposed equipment and software for each site where equipment is installed. There shall be no additional charge for these documents or any document updates.

*Vendor Response*

### **8.3. (M) Installation Overview**

#### **8.3.1.(M) Installation Minimum Services**

At a minimum, installation of a new Telephone Communications System shall include the following services at no additional charge:

1. Project planning and management;
2. Conducting site surveys;
3. Conducting station reviews to identify user requirements;
4. Installation and wiring as required;
5. Providing an on-site Manufacturer certified technician on the first day after the cutover until the Telephone Communications System features and instruments are working properly;
6. Providing on-site user training for Telephone Communications System, and;
7. Providing system administration training.

*Vendor Response*

#### **8.3.2.(M) Project Manager.**

A dedicated Vendor project manager for each Purchaser's project shall be provided. The Purchaser has right of refusal of the Vendor's project manager, or of any replacements for the original project manager. The project manager shall coordinate all Vendor activities. The project manager shall produce and maintain a complete plan for all Vendor-related activities concerning installation and training. The plan shall also clearly identify dependencies upon Purchaser activities.

*Vendor Response*

### 8.3.3.(M) Installation Support Plan.

The Vendor shall submit a typical Installation Support Plan (when requested by the Purchaser), which delineates the support to be provided to meet the installation requirements. The following areas must be specifically addressed when a plan is requested:

1. Site preparation;
2. Duration of Vendor set up and Vendor testing and acceptance period;
3. Number of Purchaser personnel required during installation;
4. Station review and data base collection, including meeting with individuals responsible for business planning, to aid in the design and development of system capabilities to match Purchaser needs;
5. Description of the procedures used to deem the system ready for acceptance testing;
6. A detailed training plan involving on-site systems administration and user training programs; and
7. A detailed resource allocation plan showing the number of Vendor personnel to be involved and the extent of Vendor commitment of these personnel to the project.

*Vendor Response*

### 8.4. (M) Facility Requirements

The Vendor must separately itemize all installation and environmental requirements for all proposed equipment. The Vendor must address the equipment requirements for all facilities considerations listed below:

1. Air conditioning;
2. Electrical requirements;
3. Special grounding;
4. All cabling requirements (MDF, IDF);
5. Space requirements;
6. Humidity and temperature limits;
7. Noise level, and;
8. Any other considerations critical to the installation.

*Vendor Response*

### 8.5. (M) Training

The Vendor must provide a minimum of four (4) hours on-site training to staff designated by the Purchaser. This training shall provide hands-on instruction to the Purchaser's staff regarding how to operate, administer, and support the equipment in the required fashion.

- 8.5.1.(M) Training must be provided using the acquired system. Training must be completed prior to acceptance.

*Vendor Response*

- 8.5.2.(M) User Guides. The Vendor must provide the Purchaser with detailed user guides.

*Vendor Response*

8.5.3.(M) Maintenance and repair classes on the system must be available to Purchaser employees; cost to be included in Vendor's *Schedule A- Price List*.

*Vendor Response*

8.5.4.(M) Systems Administration Training. The Vendor must offer systems administration training for personnel experienced with Telephone Communications System technology. This training must be conducted on-site and include:

1. An overview of the system including feature interactions;
2. A detailed review of the system design considerations and station review issues;
3. Detailed instruction on voice terminal moves, ads, and changes, and the administration of the voice mail system;
4. Detailed instruction on making feature changes;
5. Instruction on obtaining and analyzing call traffic and trunk utilization statistics, and;
6. Detailed instruction on identifying and responding to alarm conditions.

*Vendor Response*

8.5.5.(M) Maintenance/Administration Training. The Vendor must offer training on maintenance and administration terminals. Purchaser personnel managing the system may require this training one (1) month preceding the cutover.

*Vendor Response*

8.5.6.(M) Training Follow-up. The Vendor representatives must be available to provide support after system cutover. This support may include, but not be limited to, training, assist console operators, provide an on-site help desk, answer questions, and provide necessary assistance on system operation.

*Vendor Response*

**8.6. (M) Move/Add/Change Services**

8.6.1.(M) The Vendor must propose a Move/Add/Change service for any Telephone Communications System sold under this contract, which may be used at the Purchaser's option. The Vendor shall provide this service on a time and materials basis using the applicable rates quoted in the *Schedule A - Price List*.

*Vendor Response*

8.6.2.(M) Move/Add/Change service shall entail any additional work requested by the Purchaser after the installation of the Telephone Communications System. This work shall include, but not be limited to, purchase of additional equipment, programming, wiring, and relocation of existing equipment.

*Vendor Response*

8.6.3.(M) Vendors shall complete the requests for move/add/change service within three (3) business days of such requests.

*Vendor Response*

**8.7. (M) Warranty and Maintenance**

8.7.1.(M) Maintenance

8.7.1.1. (M) Maintenance Concept.

The Vendor must describe the overall maintenance concept that is proposed. This description must address, at a minimum, the following:

- A description of the local customer maintenance support that is available for the system. As part of this, the Vendor should describe the availability of certified technicians at locations within the KCDA membership geographic areas.
- A description of the remote maintenance capabilities of the system and the manner in which these are used by the Vendor's organization.

*Vendor Response*

8.7.1.2. (M) Maintenance Service Plan.

The Vendor must offer a maintenance service plan for the Telephone Communications System. The Vendor must describe each of the maintenance service plans available. At a minimum, the service plans available must include a 24/7 plan (reference 8.7.1.3), a business day 7 a.m. to 7 p.m. plan, and a business day 8 a.m. to 5 p.m. plan. Rates for out-of-hours service must also be included. Include the costs for each maintenance plan in the *Schedule A - Price List*, identified as "Maintenance Service Plans". The Purchaser may select the most appropriate plan for the equipment and software based on cost, and the performance and availability required.

*Vendor Response*

8.7.1.3. (M) 24 hour/7 day Support.

If required by Purchaser, the Vendor must provide maintenance support 24 hours per day, 7 days per week.

*Vendor Response*

8.7.1.4. (M) Certification of Repair Personnel.

Vendor personnel responding to maintenance calls, repairing or servicing Telephone Communications Systems must be certified by Manufacturer to provide service on that brand and model of Telephone Communications Systems.

*Vendor Response*

8.7.1.5. (M) Maintenance Service Availability.

The Vendor must warrant service availability during the life of the product, or for five (5) years, whichever is more.

*Vendor Response*

8.7.1.6. (M) Maintenance Log.

The Vendor must maintain a journal that details repair, preventive maintenance and upgrades to the system.

*Vendor Response*

8.7.1.7. (M) Notification and Escalation Procedures.

The Vendor must provide a copy of their maintenance escalation and notification procedures. These procedures must identify the specific time periods and levels of notification to be exercised in the event of a lengthy repair.

*Vendor Response*

8.7.2.(M) System Warranty

The Vendor must provide Purchaser one (1) full year warranty on the Telephone Communications System from the time of final system acceptance. This warranty must include all

common equipment, hardware, parts, labor, travel, software, and all other necessary ancillary equipment required to maintain the system in operation for the term of the warranty.

*Vendor Response*

8.7.3.(M) Emergency Maintenance.

Emergency maintenance/repair response time on site during warranty shall be within four (4) hours, twenty-four (24) hours a day, seven (7) days a week, including holidays. Time to correct an emergency situation shall not exceed eight (8) hours from time of notification. Emergency maintenance applies to the following conditions:

- Failure of the entire system or
- Failure of 50% or more of the system stations; or
- Failure of 50% or more of the system's trunks.

*Vendor Response*

8.7.4. (M) Routine Maintenance.

Non-emergency maintenance/repair response time during warranty shall be within eight (8) business hours after notification and shall be performed during normal Business Hours. When on site, the Vendor must report to the Purchaser's designated coordinator prior to and after each service call.

Routine maintenance and any maintenance or upgrade which may affect service must be coordinated with the Purchaser's coordinator a minimum of 48 hours in advance. Maintenance or upgrades, which might affect service, shall not normally be conducted during office hours.

*Vendor Response*

8.7.5.(M) Preventive Maintenance.

The Vendor must provide Purchaser a written description, a schedule, and perform the Manufacturer's recommended and required preventive maintenance for the system. The preventive maintenance must be available outside the Purchaser's normal business hours.

*Vendor Response*

8.7.6.(M) Trouble Reporting.

The Vendor must maintain a detailed trouble log which identifies the dates, times, problems, and resolution of trouble calls. This log must be available for inspection by representative of the Purchaser or KCDA on demand.

*Vendor Response*

8.7.7.(M) Parts Availability

- 8.7.7.1. (M) Long-Term Parts Availability. The Vendor must make available to Purchasers either a depot repair center and/or an availability guarantee of component parts and sub-assemblies necessary for ongoing maintenance and operation of the system(s). The Vendor must guarantee parts availability for a minimum of five (5) years subsequent to a Purchaser acceptance of the System.

*Vendor Response*

- 8.7.7.2. (M) Short-Term Parts Availability. The Vendor must have a complete "crash kit" of spare parts or a permanent maintenance facility with a full parts inventory within a distance that shall meet the specified emergency on-site response times.

*Vendor Response*

## 8.7.8.(M) Failure to Respond.

In cases where the Vendor is not able to respond within the required time, the Purchaser shall have the option of acquiring repair from another Manufacturer certified source with the Vendor (i.e., the Vendor failing to respond) responsible for full reimbursement of costs incurred by the Purchaser. Maintenance by another Manufacturer certified source when the Vendor fails to respond shall not constitute grounds to void the warranty.

*Vendor Response*

## 8.7.9.(M) Time and Material Maintenance

The Vendor must propose rates for services related to the installed Telephone Communications System, but not covered by Warranty, Maintenance Service Plan, or Move/Add/Change services.

*Vendor Response***8.8. (M) Purchaser Support**

In addition to any other support requirements defined in the RFP, Vendors must provide the following support services.

## 8.8.1.(M) Telephone-Based Support

Vendor must provide a 24-hour telephone-based support function for Purchasers to use for service questions, general Purchaser assistance and information. Vendor must include problem determination, tracking, reporting and follow-up with callers in the realm of the telephone-based support function. In addition, the Vendor must supply Purchasers with an Escalation List with individuals or functions of increasing levels of responsibility to resolve issues not addressed to the Purchaser's satisfaction.

*Vendor Response*

## 8.8.2.(M) Vendor Web Site

Within three (3) months of award notification successful Vendor(s) must establish an Internet Web site dedicated to the support of the Telephone Communications System Contract and designed to meet the needs of KCDA members that will provide product, service, and ordering information. Information listed on the website must include the following issues/topics:

- Identification of the KCDA Contract by title and number.
- Name and contact information for KCDA's Purchasing Agent.
- Vendor contact information.
- Vendor's single points of contact for E-rate assistance, problem resolution, service orders, product information and invoicing questions, and system support for software and integration problems.
- Contract equipment and product information.
- The Vendor's Manufacturer Brand Price List and net contract pricing for Contract equipment and service.

*Vendor Response*

## 8.8.3.(M) Vendor Support Functions

Vendor must provide the following:

- Single point of contact responsible for problem resolution
- Single point of contact for service orders, product Information and Invoicing Questions.
- Single point of contact for E-rate to assist in the timely compliance by the Purchasers

with all E-rate matters. System Support for software and integration problems.

These single points of contact (or designee in their absence), shall be available at all times during normal working hours throughout the term of the contract.

*Vendor Response*

#### 8.8.4.(M) Account Representatives

Vendor must provide a full-time account representative who shall be available to promote, market, and demonstrate the products and services to potential Eligible KCDA Purchasers.

*Vendor Response*

## 9. (M) PRICING

### 9.1. (M) Telephone Products and Services

The Vendor's Response must include a completed set of Financial Response Forms (TAB-4). For the Vendor to be responsive, all sections must be completely filled out. This document, along with the *Schedule A - Price List* (TAB-12) is the Vendor's price proposal.

A complete copy of the *Schedule A - Price List* must be included in electronic form on an MS Excel spreadsheet. This spreadsheet may not be locked or protected. Submitted electronic *Schedule A - Price List* must include the proposing Vendor's company name, name of the RFP, and date on the CD. Prices listed will be used to establish the extent of a Manufacturer's product lines, services, warranties, etc. that are available from a particular RFP Response and the pricing per item.

### 9.2. (M) Telephone Manufacturer Brand Price List (*Schedule A*)

#### 9.2.1. Manufacturer Brand Equipment

The Vendor shall identify by name the Manufacturer(s) Brand equipment that is being proposed [*Schedule A - Price List* (TAB-12), and Financial Response Forms (TAB-4)].

- 9.2.1.1. Manufacturer's Brand Price List: The Vendor must include in *Schedule A - Price List*, TAB-12, a complete and current Manufacturer's Brand Price List of all equipment the Vendor is proposing. (See Attachment A: Sample *Schedule A-Price List*)

*Schedule A - Price List* shall contain the following:

1. Manufacturer Name
2. Manufacturer part #
3. Vendor part # (if different from manufacturer part #)
4. Quantity (one [1], unless purchase quantity is required in units greater than one)
5. Description
6. Manufacturers Suggested List Price
7. Extended (Same as Mfr. Suggested List Price unless Quantity is greater than one)
8. Percent of Vendor Discount
9. Percent of E-rate (discount), if any
10. Net Price for Non-E-rate eligible parts (including KCDA Service Fee of 2%)
11. Net price to KCDA purchaser for Non-E-rate eligible parts (including freight, except for Alaska)
12. Net Price for E-rate eligible parts (including KCDA Service Fee of 2%)
13. Net price to KCDA purchaser for E-rate eligible parts (including freight, except for Alaska)

**NOTE:** For all items, both the E-rate eligible cost and the non E-rate eligible cost must be included in each line item. For example, a \$100 component that is 60% E-rate eligible would have an E-rate eligible cost component of \$60 and an E-rate ineligible cost component of \$40.

- 9.2.1.2. Vendor Discount: Vendor shall provide pricing based on a discount(s) from the Manufacturer's Brand Price List in *Schedule A - Price List*. Manufacturer's Brand Price List must be the regular, common available Catalog distributed to schools and/or government entities, or other independently verifiable source. Include in Response a copy of the most current Manufacturer's Brand Price List from which discount is calculated. Multiple percentage discount structure is also acceptable. Vendor shall specify where different percentage discounts apply.

The proposed Vendor Discount, when deducted from the Manufacturer's Brand Price List for any product or service, shall result in the "Net Price" (Vendor Price) for that product or service. This resulting price shall include the KCDA 2% Service Fee.

- 9.2.1.3. Price List Verifiable: Throughout the term of the resulting contract, the Manufacturer Brand Price List must be available to KCDA members directly from the Manufacturer as a catalog, or through other independently verifiable sources acceptable to KCDA.

#### 9.2.2.Maintenance Service Plan(s)

The Vendor shall include in *Schedule A - Price List* (TAB 12) proposed rates for all Telephone Communications System Maintenance Service Plans (reference Section 8.7.1.2).

#### 9.2.3.Move/Add/Change Services Pricing

The Vendor shall include in *Schedule A - Price List* proposed charges for any Telephone Communications System Move/Add/Change Services to be purchased under the resulting Contracts (reference Section 8.6)

#### 9.2.4.Time and Material Pricing

The Vendor shall include in *Schedule A - Price List* proposed charges for services related to the installed Telephone Communications System, but not otherwise covered by the Warranty, Maintenance Service Plans, or Move/Add/Change Services.

- 9.2.4.1. Labor rates -- for Purchaser On-Site Time and Material Support Services. These rates must be expressed in a unit of one (1) hour for each of the following work periods:

9.2.4.1.1. Regular Time: Monday through Friday (excluding State recognized holidays) between the hours of 8:00 AM and 5:00 PM.

9.2.4.1.2. Overtime: Monday through Friday, outside the hours of 8:00 AM and 5:00 PM and Saturdays.

9.2.4.1.3. Premium Time: Any hours worked Sundays and State recognized holidays.

- 9.2.4.2. Travel rate -- Vendors labor rates for actual on site work must include travel. KCDA or Purchaser shall not recognize invoice entries for travel. No trip charges shall be allowed.

- 9.2.4.3. Miscellaneous Expenses -- Expenses related to day-to-day performance under the Contract, including but not limited to travel, lodging, meals, and incidentals, shall NOT be reimbursed to the Vendor. Hourly rates proposed by Vendor must include these costs.

#### 9.2.5.Other Pricing

The Vendor may propose rates for other services that it considers appropriate to the scope of this acquisition. KCDA may, at its sole option, include these rates and services in the final contract.

#### 9.2.6. *Schedule A - Price List*

The *Schedule A –Price List* shall be submitted in both a printed copy in the Response as TAB-12, and on the Proposing Vendors accompanying CD in electronic format as a MS Excel spreadsheet. All elements of recurring and non-recurring costs required to complete a fully functional Telephone Communications System must be identified. This includes, but is not limited to, administrative fees, hardware purchase and maintenance, software license fees, manuals and documentation, shipping charges, and installation costs. If required components are missing from the Price List, Vendor shall provide these components to the Purchaser at no cost. Failure to identify all costs in a manner consistent with the instructions in this RFP is sufficient grounds for disqualification. The Price List must include all related:

- Products;
- Services;
- Installation and shipping fees if any;
- Extended Warranty and Maintenance.
- Time and Material Labor Rates.

All terms on the Price List must be compatible with the terms of this RFP and the subsequent Contract.

### **9.3. Telephone Financial Evaluation Model**

#### 9.3.1. Vendor Pricing Evaluation

The financial evaluation shall be based upon Vendor responses to TAB-4-FINANCIAL RESPONSE FORMS, Parts 1a, 1b, and 1c, (“Vendor Pricing Model” for small, medium and large systems)

Vendor’s response must include the completed TAB-4-FINANCIAL RESPONSE FORMS, Parts 1a, 1b, and 1c, in both an electronic format as an MS Excel spreadsheet, and printed as TAB-4. Do not include taxes in the Financial Response Form. Vendor must collect and report all applicable state taxes.

#### 9.3.2. Agreement with *Schedule A- Price List*

All Pricing used in the TAB-4 “Financial Response Forms” must be consistent with the pricing in *Schedule A- Price List* (TAB 12), less the Vendor’s proposed discount.

## 10. EVALUATION

### 10.1. Evaluation Methodology

The "Successful Vendor"(s) shall be the one or two (2) proposing Vendors of unique Manufacturer Brands of equipment who: (1) meet all the administrative requirements of this RFP; (2) meet all mandatory RFP requirements; and (3) receive the first and second highest Final Evaluation Points as described in Section 10.6. There shall be no more than two (2) "Successful Vendor"(s) awarded.

### 10.2. The Evaluation Process

#### 10.2.1. Basis for Evaluation

The Financial sections of the response shall be evaluated only on the basis of the Vendor's response. The Vendor Qualifications shall be evaluated based on the Vendor's response to Vendor Qualifications requirements (pass/fail) and Customer References (scored). The mandatory System Support and Product and Services sections of the response shall be evaluated on a pass/fail basis. The non-mandatory Products and Services section shall receive a weighted evaluation based on the information available in the Vendor's response.

#### 10.2.2. Evaluation Teams

The RFP Coordinator and Evaluation Teams of qualified personnel shall perform the evaluation procedures.

##### 10.2.2.1.1. RFP Coordinator

The RFP Coordinator shall verify that the response is complete, that all mandatory requirements have been met, and evaluate any Vendor proposed changes to the terms and conditions.

##### 10.2.2.1.2. Products, Services and Vendor Qualifications

The Evaluation Team shall review the Vendor's RFP Response, award technical points for RFP Section 7 , and shall evaluate and score Customer References.

##### 10.2.2.1.3. Financial Evaluation

The Evaluation Team shall validate all financial elements of the Vendor's RFP Response, and conduct the financial evaluation according to the predetermined Evaluation Criteria.

### 10.3. Administrative and Mandatory Screening

All responses shall be reviewed by the RFP Coordinator to determine compliance with Administrative and Mandatory Telephone requirements as specified in this RFP. Only responses meeting the Administrative and Mandatory requirements shall be further evaluated.

### 10.4. Products, Services and Vendor Qualifications Evaluation

#### 10.4.1. Products and Services

The Evaluation Team shall evaluate responses that successfully complete the Administrative and Mandatory Screening. The scored evaluation shall be based on the Vendors' response to the RFP Non-Mandatory (desirable) requirements in Section 70, with a total of 300 points awarded.

In those cases where it is unclear to what extent a requirement has been addressed, the Evaluation Team may, at their discretion and acting through the RFP Coordinator, contact a responding Vendor to clarify specific points in a response submitted. However, under no

circumstances shall the responding Vendor be allowed to make changes to the proposed items after the deadline stated for receipt of responses.

#### 10.4.2. Vendor Qualifications

Evaluation of the Vendor's Qualifications shall be based on the Vendor's response to RFP Section 5 mandatory requirements and the results of the Evaluation Team's contact with the Vendor's Customer References; with a total of 100 points awarded.

### 10.5. Financial Evaluation

The Evaluation Team shall evaluate all Responses that successfully complete the Administrative Screening and Products, Services and Vendor Qualifications Evaluation process. The evaluation team shall review all computations, verify that the pricing used on the Response Forms in TAB 4 is consistent with the prices provided by the Vendor in the *Schedule A - Price List* (TAB 12), and calculate the Adjusted Evaluation Points

In those cases where it is unclear to what extent a financial requirement has been addressed, the Financial Evaluation Team may, at their discretion and acting through the RFP Coordinator, contact a responding Vendor to clarify specific points in the Response submitted. However, under no circumstances shall the responding Vendor be allowed to make changes to prices quoted in their Response.

#### 10.5.1. Pricing Forms

The Vendor's response must include a completed copy of each form provided in TAB 4 or an identical format. These forms shall be used to evaluate Vendor price proposals. KCDA shall review all mathematical computations and shall calculate the final points.

These prices should not include sales taxes.

#### 10.5.2. Pricing Proposal Scoring

1) Equipment Pricing: Pricing for E-rate eligible goods and services will be evaluated separately from the pricing for non E-rate eligible goods and services. 350 points shall be awarded to the Vendor with the lowest overall E-rate eligible Total Price (sum of TAB 4; part 1a, 1b, 1c and 1d) on the RFP Equipment models in TAB 4. The remaining equipment quotes shall be assigned a score of 1 to 349, based upon the ratio of their overall price to the lowest overall price. (Example Vendor 1 has lowest overall price for E-rate eligible goods and services of \$10, Vendor 2's equivalent price is \$20. Vendor 1 receives 350 points. Vendor 2 receives 175 points, as the Vendor's price is 50% (\$10/\$20) higher. Similarly, 150 points shall be awarded to the Vendor with the lowest overall non-E-rate eligible Total Price (sum of TAB 4; part 1a, 1b, 1c and 1d) on the RFP Equipment models in TAB 4. The remaining equipment quotes shall be assigned a score of 1 to 149, based upon the ratio of their overall price to the lowest overall price.

2) Labor and Maintenance (System Support) Pricing: Pricing for E-rate eligible labor and maintenance (system support) will be evaluated separately from the pricing for non E-rate eligible labor and maintenance. 50 points shall be awarded to the Vendor with the lowest overall price on the E-rate eligible Labor and Maintenance (System Support) model. The remaining maintenance quotes shall be assigned a score of 1 to 49, based upon the ratio of their overall price to the lowest overall price. Similarly, 50 points shall be awarded to the Vendor with the lowest overall price on the non E-rate eligible Labor and Maintenance (System Support) model. The remaining maintenance quotes shall be assigned a score of 1 to 49, based upon the ratio of their overall price to the lowest overall price.

**10.6. Award of Points**

	<b>Section</b>	<b>Total Points</b>		
<b>Vendor Qualifications (Customer References)</b>	<b>5</b>	<b>100</b>		
<b>Products and Services</b>	<b>7</b>	<b>300</b>		
<b>Pricing of E-rate Eligible Goods and Services</b>				
<b>Products and Services</b>	<b>9</b>	<b>350</b>		
<b>System Support</b>	<b>9</b>	<b>50</b>		
<b>Pricing of Non E-rate Eligible Goods and Services</b>				
<b>Products and Services</b>	<b>9</b>	<b>150</b>		
<b>System Support</b>	<b>9</b>	<b>50</b>		
<b>Total Points</b>		<b>1000</b>		

**10.7. Final Evaluation Points**

The points for the Vendor Pricing Models shall be added for each type of equipment proposed. This score shall be added to the technical evaluation points, and the two Vendors with the highest point totals for each of two unique solutions (using largely, if not entirely, different brands of equipment) shall be named the “Successful Vendor”(s).