

Nadaburg Unified School District  
32919 Center Street  
Wittmann, Az 85361

## Request for Quote – E-Rate Eligible Services Scope of Work – Hosted Voice over IP

**DATE:** February 19, 2016

**DUE DATE:** March 22, 2016

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The Nadaburg Unified School District is requesting quotes for a Hosted Voice over IP Service to support existing and anticipated future voice traffic for the District Office locations and campuses identified in the specifications below. The District is seeking a high reliability solution. It is the intent of the District to award a 3-year contract. The contract term shall begin on July 1, 2016. If the service acceptance date is after July 1, the contract term may be reduced to expire with the end of the fiscal year at the discretion of the District.

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

Quotes should be delivered electronically to email address [erate@nadaburgsd.org](mailto:erate@nadaburgsd.org) no later than the posted due date. Quotes can be mailed or delivered in person to the address above. Extensions may be requested up to three days prior to the posted due date. Extensions will be granted at the District's discretion. It is the prospective vendor's responsibility to deliver the requested quote on or prior to the posted due date and time.

The submission of a quote will indicate that the prospective vendor understands the requirements and specifications and that the services and materials requested can be supplied, and the required delivery time line can be met as specified.

Please direct all questions and requests for information to Demi Hurwyn via email at [erate@nadaburgsd.org](mailto:erate@nadaburgsd.org).

### **Additional Instructions:**

1. The pricing quoted must be compliant with the prospective vendor's State Master Contract or Cooperative Purchasing Contract pricing structure. A copy of any and all contracts that the district will be expected to sign must accompany the quote provided.
2. Submitted quotes must clearly identify the prospective vendor's State Master Contract or Cooperative Purchasing Contract number, if applicable, and E-Rate SPIN.
3. All original contracts offered that are less than a 36-month term should include specifications that allow for annual one year extensions and/or month to month extensions at the discretion

of the applicant; not to exceed a total of 36 months.

4. Submitted quotes must identify the cost for all equipment, supplies, and labor, including any costs for campus assessment, project management, documentation, travel, taxes, etc.
5. All taxes, including sales taxes, must be identified separately. Sales tax will not be included in the competitive evaluation of the quote but will be included in the E-Rate Funding Application.
6. The services quoted must be eligible for E-Rate under the Category 1 provision compliant with the Schools and Libraries Division Eligible Services List for the current funding year. The costs for services not eligible for E-Rate must be clearly itemized and separate from eligible services.
7. Any pricing proposed must comply with the FCC Lowest Corresponding Price Rule as required by the Universal Service First Report and Order, and restated in the FCC E-Rate Modernization Report and Order, adopted July 11, 2014. The FCC Lowest Corresponding Price rule prohibits an E-rate services offeror from offering or charging E-rate applicants a price higher than the lowest price that the offeror charges to non-residential customers who are similarly situated to a particular school, library, rural health care provider or consortium that purchase directly from the offeror.
8. Provide a minimum of three references; preferably Arizona school districts.
9. The District will evaluate all compliant quotes received, and reserves the right to select the quote that is the most cost effective, compliant with FCC Fair and Competitive Bidding Rules.

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

### **Scope of Work:**

The District is currently using a hosted VoIP system with Polycom IP 331, 450 and 650 handsets.

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

If feasible, the District would prefer **not** to replace the existing telephone handsets. If the telephone handsets must be replaced, the quote must include the cost of a sufficient number of telephone handsets to meet the requirement for each campus, including the District Office.

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

The District consists of approximately 1000 students. There is a District Office and 2 school locations with the anticipated number of lines/seats required, as listed below:

Campus Name	Number of Lines/Seats Required
NUSD District Office	30
Nadaburg Elementary	60
Desert Oasis Elementary	60

## **System Specifications:**

1. The system will provide call processing, signaling, call control and connection services to the telephony devices and voice applications. The service provider will provide programming services to program the system to meet the Owner requirements; including setup and configuration operations dial plan configuration, and Public Switched Telephone Network (PSTN) interface configuration. The cutover will be completed during non school hours.
2. The Service Provider must specify the circuit requirement for outbound/inbound voice traffic to be provided by the local Telco/ISP. If circuit is included with proposed solution, the Service Provider must identify the type and cost of the circuit.
3. The system must provide a back-up database.
4. The system must provide 4-digit dialing between all campuses.
5. The system must support traditional telephony devices, both analog and digital.
6. Systems must have simple GUI interface and plain English commands for administration.
7. The system must have a reliability of “3 nines of reliability” in terms of up-time experience (8.7 hours of down-time per year).
8. An option for call recording should be provided.

## **Voice Mail Specifications:**

1. Must be a centralized voicemail/unified messaging system.
2. Must support traditional voice mail and automated call attendant
3. Must integrate with District’s existing email (Microsoft Exchange) and fax machines.
4. Must support multiple language formats
5. Must include a complete call accounting system.

## **Automated Attendant System:**

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

## **System Implementation:**

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

6. Upon substantial completion of the telephone system, the service provider will test entire system including each system port, telephone wall plate and telephone premise wire run for the functional requirements as specified. The service provider will document, on a contractor generated form; the compliance of each circuit and the individual performing the test will initialize and date the results of each location.
7. The service provider will provide sufficient training for this system and individual (one on one) training as needed.

### **Evaluation Criteria:**

Evaluation of the offers will be based on but not limited to the following criteria, in order of priority:

1. **Cost of ELIGIBLE Services** – Primary evaluation factor.
2. **Cost of INELIGIBLE Services**
3. **Equivalence of Technical Design/Meets Scope of Work** – Conformance with general and technical specifications.
4. **Vendor Qualifications/Level of Partnership with OEM** – Vendor’s experience, level of partnership with the original equipment manufacturer, and strength of references.
5. **Acceptable Delivery or Completion Date**

Nadaburg Unified School District  
32919 Center Street  
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OFFER

Hosted Voice over IP

TO Nadaburg Unified School District:

The Undersigned hereby offers and agrees to furnish the material, service or construction in compliance with all terms, conditions, specifications and amendments in the Request for Quote Solicitation and any written exceptions in the Offer.

Arizona Transaction (Sales Privilege) for clarification of this offer, contact:

Tax License No.: \_\_\_\_\_ Federal Employer Identification: \_\_\_\_\_

Name \_\_\_\_\_ Phone/Fax \_\_\_\_\_

\_\_\_\_\_  
Company Name Authorized Signature

\_\_\_\_\_  
Address Printed Name

\_\_\_\_\_  
City State Zip Title

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**ACCEPTANCE OF OFFER AND CONTRACT AWARD (FOR DISTRICT USE ONLY)**

Your Offer is hereby accepted. The Contractor is now bound to sell the materials, services or construction listed by the attached award notice based upon the Request for Quote Solicitation, including all terms, conditions, specifications, amendments, etc.

This Contract shall henceforth be referred to as Contract No. \_\_\_\_\_.

The Contractor is hereby cautioned not to commence any billable work or provide any material, service or construction under this Contract until Contractor receives an executed purchase order or Contract release document from Nadaburg Unified School District.

Date of Award: \_\_\_\_\_

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AUTHORIZED SIGNATURE NAME & TITLE