

REQUEST FOR PROPOSAL

**BASIC MAINTENANCE OF INTERNAL CONNECTIONS:
NEC TELEPHONE SYSTEM**

E-Rate Year: July 1, 2012 – June 30, 2013

Open Meadow RFP #2012-a

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Services Desired

Open Meadow (OM) is soliciting quotes for basic maintenance services for the following eligible internal connections at its 3 Portland, Oregon sites: NEC SV8100 telephone system and related network components serving approx. 60+ users. (NEC components itemized in Appendix A)

Necessary basic maintenance services are defined as follows: “but for the maintenance at issue, the connection would not function and serve its intended purpose with the degree of reliability ordinarily provided in the marketplace to entities receiving such services without E-rate discounts.” Basic maintenance includes the following ERATE-eligible services:

- Repair and upkeep of eligible hardware (incl. operating software updates/revisions)
- Wire and cable maintenance
- Basic technical support
- Configuration changes

Contract Terms Desired

- OM prefers a one-year contract for E-Rate Eligible Equipment and Services with an OM option to extend the contract on an annual basis if determined to be in the best interest of the school. The contract shall begin on July 1, 2012 and can be extended on an annual basis for a maximum of five (5) years at the discretion of OM.
- OM will consider proposals for fixed annual amounts, as well as for a fixed number of hours per month or year at a specified rate.
- Contract terms must provide OM to cancel the contract with no penalty if quality of work is deemed unacceptable.
- Contract terms must allow OM to cancel or in any manner reduce the scope of this procurement in the event that the ERATE funding related to this RFP is not approved.

RFP Timeline

- Posted by OM: Jan 13, 2012
- **Proposals due to OM: Friday February 10, 2012, 5 pm PST**
- Bid review, Service Provider Selection and Contract Execution: on or before filing deadline for ERATE Form 471: Tuesday, March 20, 2012
- Service start date: July 1, 2012

NOTE: It is bidder’s responsibility to ensure that proposal is received by OM on time:

- If submitting hard copy, deliver to 7621 N. Wabash, Portland OR, 97217
- If submitting digitally, attach documents in a single email to: goat@openmeadow.org

Proposal Packet Requirements

- Typed proposed contract, specifying services and prices, and including all terms & conditions.
- Typed answers to Required Questions (Appendix C)
- Signed copy of Bidder Assurances (Appendix D)
- Bidders may also provide relevant recommendations for consideration

Bid Evaluation Criteria

Bids will be evaluated based on:

- Total cost
- Bidder's prior experience with OM and/or with networked NEC telephone systems located on multiple sites
- Client references, where equal services have been provided for projects of similar size
- Quote preparation, thoroughness, and responsiveness to the RFP requirements

Other Information about RFP Process

1. Any prospective bidder who attempts to unduly influence the competitive bidding process via contact with a representative of OM or other means during the RFP process will be disqualified from consideration for the RFP award.
2. OM reserves the right to reject any and all bids/proposals, or any or all items of any bid/proposal. Incomplete proposals may not be considered.
3. This RFP will be posted to the OM website under the "Contact Us" section. (www.openmeadow.org). Any additions or corrections will be addressed in the form of addenda posted to the same location on the website. It is the responsibility of the prospective bidder to check the website for updates or addenda.
4. All questions regarding this RFP should be directed to Ilene Moss at goat@openmeadow.org with the subject of "**ERATE RFP# 2012-a Question**".
5. Any portions of the submitted quote which are to be treated by the OM as proprietary and confidential information must be clearly marked as such.
6. The winning bidder will enter into a written contract with OM. These bid specifications and the bidder's proposal will be attached to, and become a part of, the final contract documents. OM reserves right to negotiate terms of contract proposed by winning bidder.
7. Opt-Out Clause: OM is participating in the Federal Universal Service Discount program for schools and libraries (ERATE), offered by the Federal Communications Commission (FCC), via the Schools and Libraries Division (SLD). The proposal and the contract negotiated implementing this proposal, are conditional and subject to full ERATE funding. OM reserves the right to cancel or in any manner reduce the scope of this procurement in the event the SLD does not completely fund the request for funding that is related to this RFP.
8. OM reserves the right to terminate this RFP and all documents associated with this RFP at its sole discretion at any time, with or without cause, upon written notice to the other party. In the event of termination, notice shall be deemed served on the date of mailing and shall be effective immediately. OM shall not be responsible for any costs to Bidder/Contractor prior to termination of the RFP.

Appendix A: Components to be Maintained

Quantity	Item	Components	Manufacturer	Location
1	NEC SV8100 System Chassis with CPU, Power Supply, and Solid State Drive		NEC	Crawford
		32 IP Channels		
		24 Digital Station Ports		
		4 Analog CO Caller ID Ports		
		4-Port Embedded Voicemail		
		Internal Back-up Battery		
1	NEC SV8100 System Chassis with CPU, Power Supply, and Solid State Drive		NEC	Wabash
		32 IP Channels		
		32 Digital Station Ports		
		4 Analog CO Caller ID Ports		
		1 PRI/T1 Interface Card		
		8 Single Line Station Ports		
		8 Port Unified Messaging Platform (unlimited voice users; 5 UM licenses)		
		Internal Back-up Battery		
1	NEC SV8100 System Chassis with CPU, Power Supply, and Solid State Drive		NEC	Emerald
		32 IP Channels		
		16 Digital Station Ports		
		4 Analog CO Caller ID Ports		
		4 Single Line Station Ports		
		Internal Back-up Battery		

PART#	QTY	MFR DESCRIPTION
670015	1	CHS2U-US
670023	3	SV8100 32 IP PACKAGE
670100	1	PZ-BS10
670101	1	PZ-BS11.
670103	1	PZ-VM21
670109	5	CD-16DLCA
670110	3	CD-4COTB
670112	1	CD-4LCA
670114	1	CD-8LCA
670118	1	CD-PRTA
670123	1	CD-VM00
670501	1	CHS2U JOINT BRACKET KIT.
670508	4	CHS2U RACK MOUNT KIT
670525	3	PZ-ME50-US
670535	5	INSTALLATION CABLE (MOD8 - 25
670601	4	CHS2U INT BATT KIT
670701	1	LK-SYS-UPG FM 65 TO 256 PORT-L
670703	1	LK-SYS-NETLINK2-LIC
670836	1	AKS UM-2G APP CF
670853	1	LKS-UMS-PORT 8 LITE-LIC
680002	59	DTL-12D-1 (BK) TEL
680006	2	DTL-32D-1 (BK) TEL
680652	3	DESI ITL/DTL-12D (PKG 25)
680660	1	DESI ITL/DTL-32D (PKG 25)
690006	1	ITL-32D-1 (BK) TEL

NOTE: Quantities and components listed are estimates only based on known information at the time of the RFP posting. Actual quantities and components may vary slightly from listed estimates. OM reserves the right to modify this list at anytime, by adding, modifying, or removing items and quantities within reason, maintaining the relative scope of the overall contract. Successful bidder is expected to provide service to any component that OM may add to this list, provided such service can be reasonably expected from a service provider.

Appendix B: Location of Internal Connections to be Maintained

- 7621 & 7633 N. Wabash, Portland, OR 97217
- 7654 N. Crawford, Portland, OR 97203
- 7602 N. Emerald, Portland OR 97217

NOTE: These are the school locations as of the time this RFP is posted. Locations subject to change during the course of the contract, but all future locations are expected to remain on the eastside of the Portland metropolitan area.

Appendix C: Questions for Bidders

1. Name the services that are included in basic maintenance. Explicitly itemize any related services that would fall *outside* the scope of a basic maintenance contract.
2. Cost of Services:
 - a. State the cost of covered services.
 - b. Indicate how charges will be incurred as services are implemented.
 - c. Clarify whether or not travel is included in these rates, and if not what the travel charge is.
 - d. Ensure that the total, *fixed* annual cost (or total *expected* annual cost, based on estimated weekly/annual hours) is clearly stated.
3. Provide hourly rate for maintenance services that fall *outside* of the maintenance contract (or annual rates, for coverage of non-ERATE eligible components such as 60-70 modular handsets).
4. Provide response times for emergency and also non-emergency calls.
5. State length of time your business has provided this type of service.
6. Provide at least 2 references for schools or businesses utilizing your services for 3 years or more. Ensure that at least one of the references is for a project of equal size and scope that has been completed within the past three years. References from school districts in Oregon and/or for NEC equipment are preferred. Reference list should include:
 - Name of school/business
 - Job Location
 - Contact name and telephone number
 - Date of contract/project
 - Project Description, incl. Equipment/Service Provided
7. Indicate any options available.

Appendix D: Bidder Assurances

1. Bidder is certified by NEC to provide basic maintenance for all telephone system and related network components
2. Bidder is a certified ERATE service provider, with a SPIN.
3. Bidder is not the subject of the FCC’s “Red Light” Rule – bidder does not have any obligations outstanding with the FCC, USAC, or any other federal agency.
4. Bidder maintains a staffed office and technician base within 50 miles of the Portland metro region.
5. Bidder generally provides NBD service, between the hours of 8 am and 5 pm for non-emergency issues.
6. Bidder offers an on-call emergency response capability to address system failures after hours and on the weekend. (OM will be able to call reach a technician capable of responding to the failure before the start of business on the next business day.)
7. Scheduled maintenance and service upgrades that will disrupt the network or phone system for three (3) hours or more will be performed after 4:00 PM on weekdays or during the weekend.
8. Prices will remain firm through SLD approval, execution, and duration of the proposed contract. In the event of a price decrease for service or from the manufacturer, said decrease shall be passed on to OM and documented with new price sheet sent to OM.
9. Bidder understands that this RFP and the services solicited are contingent upon OM’s receipt of ERATE funding, and that OM reserves the right to terminate a contract with the winning bidder in the event that ERATE funding is not awarded as expected.

As an authorized representative of _____ (bidding company),
I attest affirmatively to all of the above points.

Bidder Signature

Date

Print Name

Bidder SPIN number