

VOIP PBX replacement with Asterisk

MAIL OR DELIVER BID TO:
Albany Unified School District
Attn: Heather Carver
904 Talbot Ave.
Albany, ca. 94706

Competitive Sealed Bids for the specified material and/or service shall be received by the District, until the time and date cited.

Bids must be mailed or otherwise delivered, properly marked and executed. Bids must be submitted in a sealed envelope as specified herein. The Request for Quotation number, Bidder's name and address, should be clearly indicated on the outside of the envelope. All Bids must be completed in ink or typewritten.

Bids must be in the actual possession of the District at the location indicated above, on/or prior to the exact time and date indicated below and herein. Late Bids shall not be considered.

Bids transmitted by facsimile, email or other electronic communication equipment will not be accepted. It is the Bidders responsibility to confirm receipt with the District Purchasing Department. The District will not be responsible for Bids not received.

BID DUE DATE & TIME

February 5th, 2010 - 2:00 p.m.

To ensure the integrity of the Request for Quotation ("RFQ") process, Bidders are advised not to contact anyone other than the Purchaser indicated in this solicitation for questions and explanations.
Albany Unified School District

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Bid Time-line Date

Issue Date	January 22, 2010
Mailing Date	January 22, 2010
Public Posting, SFUSD Website	January 22, 2010
Question and Explanation Deadline Date	February 3, 2010
Question and Explanation Response Date	February 5, 2010
Bid Due and Opening Date (2:00pm)	February 5, 2010
Purchase Order Award Date (approximately)	February 15, 2010

Bid Response Requirement

Bidders are required to submit the below documents, properly executed, in the order listed and on forms provided or referenced herein:

Bid Form	Bidder
Acknowledgment Statement	Bidder
Criminal Background Check Form (Attachment - A)	Bidder
Items Specified in Condition (1) Special Conditions (if applicable)	Bidder

The successful bidder will be required to submit the below information, properly executed, upon award and prior to the issuance of the Purchase Order.

Original Certificate of Insurance (Original)	Awarded Contractor
Certificate of Insurance Endorsement (Original)	Awarded Contractor

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INTRODUCTION

The Albany Unified School District is seeking a qualified Bidder who can provide and install a fully functional VoIP solution that will be able to handle 19 phones in the first phase for the central district office. Although this first phase targets a small number of phones, the solution provided must be able to eventually scale to the whole school district.

Asterisk VoIP solution (<http://www.asterisk.org/>) is the software that was chosen to do the VoIP deployment in Albany Unified School District.

Bidders are advised that they must respond to all of the requirements/instructions stated in the bid. Failure to do so will result in the bid being deemed non-responsive and the bid will be rejected.

BACKGROUND/EXISTING ENVIRONMENT

This is a new location and doesn't have existing wiring, phones or telcom equipment. The bidder will not need to provide servers . Albany Unified School District will provide the servers.

SPECIAL CONDITIONS

As indicated previously, the overarching functionality that the District requires is the ability to use IP handsets and the existing legacy handsets on the same platform. The architecture of the proposed system should allow the ability to overlay applications such as unified messaging, interactive voice response and others in the future. In addition to the standard telephone features, the system must include voice mail . The proposed system must be rack-mountable, with terminations for both stations and Cos (telephone numbers) on patch panels mounted in the same 19" floor equipment. The proposed solution must meet the following requirements. The solution proposed:

- has to provide a Web interface for managing the Asterisk Server;
- has to be setup to connect with PRI digital lines;
- has to be able to support the addition of up to 800 phones without any additional license fee;
- has to be able to provision phone configuration with a TFTP server and DHCP (possible to propose a central DHCP with PXE and TFTP boot);
- must include services to setup a dial plan , extensions , menu and DIDs
- must include services to help integrate the solution in the school district's network with user account services and provisioning and with the digital lines phone provider.
- must be able to be installed on an existing server provided by the school district.

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1.) If the Bidder is proposing equivalent equipment the following information must be included in their bid response:

- A. Make and model number of proposed system.
- B. Software version.
- C. Specifications for proposed handsets.
- F. Description of how the proposed system accommodates the existing legacy handsets.
- G. Description of how the proposed system handles VoIP services.
- H. Description of the installation process and time lines from initial surveys to close out.
- I. Description of the training to be provided to end-users.
- J. Description of power failure cut over

2.) **FCC/SLD E-RATE REQUIREMENT**

The District receives partial funding for some of its Telecommunication Equipment and Services from the Federal Communications Commission (FCC), School and Libraries Division (SLD) ("E-Rate program").

A. Proof those technicians are factory-certified to install and maintain the proposed system. Bidder is required to have a valid spin number and a thorough knowledge of the rules and regulations governing the FCC/SLD E-Rate program.

B. In compliance with FCC/SLD E-Rate submission guidelines for fiscal year 10/11, the E-Rate contract start/end date will be July 01, 2010 to June 30, 2011

4.) **BIDDER RESPONSE**

Bidders who do not respond to all of the requirements/instructions stated in the bid document will be deemed non-responsive and the bid may be rejected.

5.) **COST OF BID PREPARATION**

Cost of preparation for the response to this invitation to bid is solely the responsibility of the Bidder. The District accepts or implies no liability in the cost of preparation.

6.) **BID FORM**

The Bidder will complete the bid form indicating a price per unit for items one (1) and two (2), the estimated hours and rate per hour for items three (3) and four (4). The Bidder will extend quantity/hours times (x) the price/rate, enter the values and total the bid form.

- A. The bid form will be evaluated as an aggregate, all or nothing, based on the bid form total.
- B. Bids must be returned on the bid form(s) provided and the completed bid form must be in ink or typed without interlineations, alterations, or erasures. Mistakes may be crossed out and corrections made adjacent, corrections must be initialed in ink by the individual signing the bid. All information on the bid form must be filled out completely.
- C. Bidders who do not respond to all of the requirements/instructions stated in the bid document will be deemed non-responsive and the bid may be rejected.

7.) **BID SIGNATURES**

All bids must show the Bidder's name and must be signed by a responsible officer or employee fully authorized to bind the organization to the terms and conditions herein. Obligations assumed by such signature must be fulfilled.

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8.) **DELIVERY & TRANSPORTATION**

Bidder must quote prices FOB destination, to the delivery location designated by the District for all transactions against this agreement.

9.) **STANDARD COMMERCIAL USE**

The contractor, whether manufacturer, distributor or retailer, hereby certifies that the products offered under this bid have been placed in regular commercial use and that adequate spare parts exist in the marketplace for the items sold. All items purchased against this solicitation will be new, delivered in the manufacturer's unopened packaging. Re-manufactured, reconditioned and otherwise used items will not be accepted.

10.) **PREVIOUS PERFORMANCE**

Bidder is advised that the Albany Unified School District reserves the right to reject a bid from a Bidder who cannot demonstrate the ability to provide the services required. Past service and delivery performance with an organization of similar size and scope of work is a factor in the determination of award against this bid. Bidders' past performance practices and service to the District will be examined. Bidders who have demonstrated unsatisfactory performance will be subject to disqualification as a responsible Bidder, thereby disqualifying the Bidder from contract award.

11.) **TECHNOLOGY CLAUSE**

As technology advances, it is understood that improved or enhanced products may supersede existing products in both price and performance and yet be essentially similar. This request for bids seeks to address the rapid advances in technology by allowing functionally similar or identical products that may be introduced in the future, during the term of this bid, to be included under the general umbrella of compatible product lines and are thus specifically included in this bid document.

12.) **INSURANCE REQUIREMENTS**

Within (10) days of notification, the successful contractor(s) must furnish the District a Certificate of Insurance with companies acceptable to the District.

13.) **INSURANCE COMPLIANCE**

Original Certificates of Insurance (with insurance companies admitted in California) are required as follows:

- General Liability limits should be \$1,000,000 (Occurrence Form CG0001).
- Professional Liability limits should be \$ 1,000,000. (For professionals only)
- Worker's Compensation coverage limits should be \$1,000,000 (as required by the State of California and Employer's Liability Coverage).
- Builder's Risk with District named as Loss Payee at 100% of contract amount.

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- Certificate of Insurance should be faxed to (510)559-6609 and the original certificate mailed to Albany Unified School District, Attn: Heather Carver, 904 Talbot Ave., Albany, CA 94706
- The SPECIFIC project(s) should be identified in the description.

15.) **CRIMINAL BACKGROUND CHECK**

Contractor agrees to comply with Education Code Section 45125.1, ET. Seq. concerning fingerprinting employees and conducting criminal background checks through the California Department of Justice. (See attached form to be executed with contract.) The District is extending this requirement to all types of contractors if they are deemed to have more than limited contact with the District students. The Contractor shall assume all expenses associated with these background checks and shall immediately remove any employee or agent from District property who has been arrested or convicted of any serious or violate felony, as defined by the California Penal Code Sections 667.5 and 1192.7.

The District shall be the final arbiter of what constitutes "limited contact". The District may also, in its sole discretion, waive these provisions if it determines that emergency or exceptional circumstances exist, which threaten student or staff safety, if the work is delayed pending clearance.

16.) **QUESTION AND EXPLANATION**

The preference for the District, in regards to Questions and Explanations, for this solicitation, shall be communicated through the District Website via email, as addressed below. In the event that email is not available, the District will accept a fax transmission. The Bidder must notify the District prior to transmittal of such fax transmission.

Please keep in mind the preferred communication is email.

- **The link for Question & Explanations, pertaining to this solicitation can be found at:**

Related correspondence shall reference the Purchaser's name and the RFQ number in the email subject line, as below. The bidder will include in the body of the email; the reference to the appropriate paragraph, section, condition, etc; also include Bidders Company and contact information.

- **Subject Line:**

Attn: Heather Carver, Q&A, Bid No. 37-24411039

- Technology Department:
Albany Unified School District
904 Talbot Ave.
Albany, CA 94706
Fax: 510/559-6609

The Bidder shall not contact or ask questions of the department for whom the solicitation is being procured. The request for questions and explanations must be received by the District no later than the close of business day, February 3, 2010. Request received after the deadline date and time will not receive a response.

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17.) **RESPONSE / QUESTION AND EXPLANATION**

Response to inquiries for question and explanation shall be a single posting, PDF file, on the District Website as addressed in Section (16), not later than the end of business day, February 5, 2010. Responses will be available through the District Website . To the extent practicable, the District shall make such notice available to all interested parties, but shall not be responsible to those parties for

receipt of the information. It is the Bidder's responsibility to ascertain, prior to submittal that; he/she is in receipt of any or all correspondence to the solicitation.

If a Bidder fails to notify the District prior to the submittal deadline of an error in the Bidder's Bid, such Bid shall be submitted at the Bidder's own risk, and if a contract is awarded as a result of such Bid, the Bidder shall not be entitled to additional compensation by reason of the error or its later correction.

18.) **MODIFICATION OR WITHDRAWAL OF BID**

Modifications to or withdrawal of Bids may be allowed only if received prior to the due date and time for receipt of Bids. No changes to or withdrawals of Bids will be permitted after the date and time for receipt of Bids specified in the solicitation.

19.) **ERRORS AND AMBIGUITIES**

Bidders must read the Request for Bid thoroughly. Any ambiguity, conflict, discrepancy, omission or other errors in the RFQ must be reported in writing to the Purchasing Department as addressed in Section (16), Questions & Explanation.

20.) **ADDENDA**

Any interpretations, changes, additions, or deletions to this solicitation shall be made only by addendum duly issued. Addendum (s) shall be by written notice, posted on the District Website. It is the Bidder's responsibility to ascertain prior to submittal that he/she is in receipt of any or all amendment(s) to the solicitation. The issued addendum (s) must be initialed, by the signer of the proposal, and returned with the Bidder's RFQ response by the due date and time indicated. If an Bidder fails to notify the District prior to the submittal deadline of an error in the Bidder's submission, such submission shall be submitted at the Bidder's own risk, and if an award is issued as a result of such submission, the Bidder shall not be entitled to additional compensation by reason of the error or its later correction.

GENERAL CONDITIONS, INSTRUCTIONS AND INFORMATION FOR BIDDERS

DEFINITIONS

21.) "Purchaser" means Albany Unified School District, "District"
"Contractor" means bidder to whom award is made.

22.) CONTRACT-INTERPRETATION

Articles and services covered by this quotation must comply with applicable laws, ordinances and other legal requirements.

A written purchase order or other acceptance mailed or otherwise furnished to the successful bidder within specified acceptance time results in a binding contract without further action by either party.

Should any questions arise as to the meaning and intent of the contract, the matter shall be referred to the Purchaser, who shall decide the true meaning and intent of the contract, and his decision shall be final and conclusive.

23.) ALTERNATES

When the name of a manufacturer, brand or make, with or without model number, is used in describing any item, bids for equal articles will be considered unless otherwise stated, but the Purchaser shall be the sole judge as to whether such alternate articles are acceptable. Unless the bidder states to the contrary, articles offered will be assumed to be the specific articles named. If not offering the specific article named, bidder should enclose with bid full information, specifications and descriptive data on items offered.

The Purchaser reserves the right to permit deviations from the specifications if an article offered is substantially in accord with the specifications and is deemed by the Purchaser to be of as good quality and as fully satisfactory for its intended use as an article fully meeting specifications. Unless bidder notes exceptions, the article offered will be assumed to be in accord with specifications.

24.) INFRINGEMENTS-INDEMNIFICATION

The Contractor shall assume the defense of all claims and suits against the District, its officers and agents, for infringement of the patents, copyrights, or trademarks of any person arising out of the use by the District, its officers or agents, or any article supplied under this quotation. And the Contractor shall indemnify and hold harmless the District, its officers and agents, from any and all liability loss, or damage arising from such claims or suits.

The Contractor agrees to hold the City and county of Albany and/or Albany Unified School District harmless from any and all claims and liabilities for damage to all persons including but not limited to employees of the Contractor, arising out of and in the course of the performance of this agreement.

25.) CONDITION OF ARTICLES

Articles offered and furnished must be new and previously unused, and of manufacturer's latest model, unless otherwise specified herein.

26.) INSPECTION

All articles supplied shall be subject to inspection and rejection by the Purchaser.

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27.) **AWARD**

Purchaser may make awards on separate items or in any aggregate and bidder may offer for award in aggregate of several or all items.

28.) **FAILURE TO DELIVER**

When contractor fails to deliver and article or service of the quality, in the manner or within the time called for by his contract, such article or service may be bought from any source by the Purchaser and if a greater price than that named in the contract be paid for such article or service the excess price will be charged to the contractor or sureties on his bond if bond has been required.

31.) **FIRM PRICE**

Price/quotations must be firm and shall be in effect for a period of not less than 45 days.

32.) **BID OPENING**

Bids will be opened publicly at the time stated on this bid and be available for inspection after award is made.

Bids will be considered offering discounts from a price list other than specified provided the alternate price list can be readily compared on an over-all basis with specified price list.

33.) **CASH DISCOUNTS**

- a. Cash Discounts will be taken into consideration in determining the low bids.
- b. Discounts, if offered, must be for at least a 30-day period from receipt of materials or services in order to be considered in awarding bids. This does not preclude suppliers from offering discounts for lesser periods to expedite payments.
- c. The discount period will start upon date of completion of delivery of all items on any order or other authorization certified by the Purchaser, or upon date of receipt of properly prepared invoices covering such deliveries, whichever is later.
- d. Payment is deemed to be made for the purpose of earning the discount, on the date of mailing the District warrant or check.
- e. Whether or not the discount is taken into consideration in determining the low bid, it will be deducted from the payment in accordance with the provision of "c" and "d" above, unless otherwise provided by bidder.
- f. It is understood and agreed that no additional charge shall accrue against District in the event that District does not make payment within any time specified by bidder.

34.) **TAXES**

District is exempt from Federal Excise taxes except on articles for resale. Do not include sales or excise taxes in bid prices.

35.) **UL and CAL-OSHA**

UL and CAL-OSHA required, if applicable

36.) **DELIVERIES**

FOB destination in Albany unless otherwise specified.

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Polycom Sound Point IP 430

Features

- Basic Features
- Making and Receiving Intercom Calls
- Making and Receiving Outside Calls
- Making Emergency Calls
- Using Call Waiting
- Placing Calls on Hold
- Placing Conference Calls
- Transferring Calls to Another Extension
- Transferring Calls to Voice Mail
- Transferring Calls to an Outside Number
- Reverse Transferring Calls (Call Pick Up)
- Manual Call Forwarding
- Redirecting Calls
- Redialing a Number
- Using the MSG Button - Leaving
- Using the MSG Button - Retrieving
- Accessing Your Mailbox
- Un-Deleting Voice Mail Messages
- Sending Voice Mail Messages
- Canceling Unheard Messages
- Using the Voice Mail Directory
- Using Do-Not-Disturb
- Using Reminder Messages
- Advanced Features
- Changing Volume Levels
- Selecting a Ring Tone
- Enabling Background Music
- Enabling Automatic Call Answer
- Changing the Display Language
- Returning to Default Operation
- Changing Mailbox Password
- Changing Message Envelope
- Programming Station Speed Dial
- Using System Speed Dial
- Using Record-A-Call
- Enabling Paging
- Making a Page
- Programming Feature Buttons
- Programming DSS Keys
- Programming Secondary Extension Keys

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- Using Accounting Codes
- Using the Directory
- Remote Access Password
- Remote Feature Access

PLANNING AND BUDGET Services

Planning and pre-configuring

Network and VLAN planning with AUSD IT team included

Network performance monitoring included

Setup of a DHCP and TFTP Server on a physical server provided by AUSD (that will also be able to handle DHCP for computers in the whole school district eventually)

Asterisk Server setup

Asterisk Server setup on a physical server provided by AUSD, including

Asterisk GUI for graphical configuration

Configuration and testing of ISDN card

Configuration and integration

Configuration following AUSD phone plan (Dial Plan, extensions, menu, DID, ...)

Telecom integration for digital lines, testing and setup with Telco provider (AT&T or other)

Remote Training & Coaching

Network back-end to operate phones (VLAN, DHCP/TFTP) 1/2d

Operating Asterisk through Asterisk GUI 1/2d

Bank of hours – RFC and support – 10 hours

Annual software maintenance cost for security updates

Included in the first year, \$ a year after

Hardware and external costs (estimated cost based on list prices)

2 physical servers Existing servers, provided by AUSD

Digium 1TE122BF Digital telephony card with Echo cancellation – good for up to 23 digital lines

19 classic phones with speakerphone (Polycom SoundPoint IP 430 - Professional menus and greeting messages

Requirements in the project proposal

The proposed solution must meet the following requirements. The solution proposed:

- has to provide a Web interface for managing the Asterisk Server;
- has to be setup to connect with PRIdigital lines;
- has to be able to support the addition of up to 800 phones without any additional license fee;
- has to be able to provision phone configuration with a TFTP server and DHCP (possible to

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- propose a central DHCP with PXE and TFTP boot);
- must include services to setup a dial plan , extensions , menu and DIDs
- must include services to help integrate the solution in the school district's network and with the digital lines phone provider.
- must be able to be installed on an existing server provided by the school district.

The proposal must include

- pricing for professional services related to the requirements;
- pricing for 19 phones;
- pricing for Digium 1TE122BF Digital telephony card (PRI for up to 23 digital lines);
- training for technical team;
- option for security updates and support;

Qualification of the applicant

The applicant

- must prove experience in deploying and managing VoIP with Asterisk with at least 50 phones
- must prove experience with Open Source technologies and infrastructure in K-12
- has the ability to work on site or remotely
- ISO 9001:2000 or ISO 9001:2008 certification is a plus
-

BUYER: QUOTE #: DUE DATE:

8.50% CA. Sales tax

Heather Carver

Terms

Shipping & Handling

Other

RFQ TOTAL

Subtotal

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- *** THIS IS NOT AN ORDER * * ***

THIS QUOTATION WILL BE USED FOR A SCHOOL PURCHASE ORDER FOR THOSE ITEMS ON WHICH YOUR FIRM IS THE SUCCESSFUL SUPPLIER.

BID FORM

QUOTE NUMBER:

DUE DATE: February 11, 2010

QUOTATIONS ARE INVITED BY THE BUYER TO BE RECEIVED NOT LATER THAN 2:00 PM OF THE SPECIFIED DUE DATE, COVERING THE ARTICLES OR SERVICES UNDER CONDITIONS STATED.

12 / 18 14 / 16

ACKNOWLEDGEMENT STATEMENT

Please review all bid documents carefully; the District will not be responsible for any error or omission on

the part of the supplier in submitting a Bid.

The undersigned hereby proposes and agrees to furnish and deliver the goods and or services as quoted in the accordance with the terms, conditions and prices herein quoted. The invoice payment is subject to a cash discount of _____ % and _____ days. Prompt payment discount for payments made within thirty (30) days after receipt of invoice, may be considered in the award of bid as addressed in Section (33).

By signing below, I attest that I am an authorized representative/agent and that I am authorized by my signature to bind the organization to the terms and conditions herein. By signing, the Bidder represents

that all of its statements, certifications, current cost or pricing date, representations, and other information

supplied herein are true and correct as of the date of submittal of this Bid/offer. Obligations assumed by

such signature must be fulfilled.

Company: _____

Address: _____

City, State, Zip Code _____

Telephone Number: (_____) _____

Fax Number: (_____) _____

Email Address: _____

(Punctuate Accordingly if Case Sensitive)

Name: _____

(Please Print)

Title: _____
Signature: _____

(Hand Written Signature)

Date: _____

The Acknowledgment Statement must be completed and submitted with the supplier's Bid otherwise the Bidder's submission will be considered non-responsive.

**Albany Unified School District
Contractor/Independent Contractor Agreement
Criminal Background Check**

Name of Independent Contractor/Contractor:

Services performing under the Agreement:

Schools/Locations where services are being performed: District Office and Albany High School

fill in blanks.

1. I certify that none of my employees will have more than limited contact (as defined by the District) with District students during the term of the Agreement

2. The following employees will have more than limited contact (as defined by the District) with District students during the term of the Agreement (attach and sign additional pages, as needed):

I certify that the employees noted in above have been fingerprinted under procedures established by the California Department of Justice, and the results of those fingerprints reveal that none of these employees have been arrested or convicted of a serious or violent felony, as defined by the California Penal Code.

Certification by Contractor/Contractor

"I certify that the information provided herein is true and accurate. I further acknowledge that during the term of my Agreement with the District, if I learn of additional information which differs from the responses provided above, I promise to forward this additional information to the District immediately."

Contractor's Signature Date Administrator's Signature Date

Printed name of Contractor Printed name of Administrator