

**REQUEST FOR PROPOSAL
AVAYA IP OFFICE PHONE SYSTEM**

April 3, 2018

The Marquette County Information Systems Department is issuing this Request for Proposal for a multi-site Avaya IP Office Phone system.

Interested parties may deliver their proposals via hard copy or electronic copy of their response to the following address:

**Paul Carley
Marquette County Information Systems Department
234 W. Baraga Ave.
Marquette, MI 49855**

**Due to the low number of bidders and the previous short timeline, we
are extending the deadline to the following:**

**The electronic copy must be sent via email by April 20, 2018, 5:00 p.m.
and the hard copy must be received by April 20, 2018.**

This submission should include the entire Request for Proposal document including any requested attachments.

Please direct any questions regarding this RFP to:

Paul Carley at IS_BIDS@MQTCO.ORG, (906) 225-8172

Thank you in advance for your time and effort.

RFP Information

Definitions

| | |
|----------|---|
| “Agency” | Marquette County |
| “Vendor” | One who contracts to perform services in accordance with a contract |

Terms

- A. The Agency reserves the right to reject any and all responses received as a result of this RFP. If a vendor is selected, it will be deemed the most advantageous regarding price, quality of service, the vendor’s qualifications and capabilities to provide the specified service, and other factors that the Agency may consider. **The Agency does not intend to award a contract fully on the basis of any response made to this RFP**; the Agency reserves the right to consider proposals at any time before a contract is awarded and negotiations will be undertaken with the vendor who is selected.
- B. The Agency reserves the right to waive or not waive informalities or irregularities and to negotiate cost, terms, or conditions of any response determined by the Agency to be in the best interests of the Agency.
- C. Responses should be prepared simply and economically, providing a straightforward, concise description of the vendor’s ability to meet the requirements of the Agency’s Phone System requirements. Responses should be type written and delivered in the specified format within the deadline set for submissions.

Specifications

Overview

The Agency is distributing this Request for Proposal (RFP). The purpose of this document is to provide interested Vendors with enough information to enable them to prepare a response detailing how their solution would meet the Agency’s long term needs. Responses will be evaluated based upon the criteria deemed to be most important to Agency. Quality, testing, references, availability or capability, may be overriding factors in the selection process, and price may or may not be determinative in the Agency’s final recommendation. The Agency will use the responses received from this process to help determine the best product, as well as, the best reseller / implementer of that suite to perform a series of services including but not limited to, installation of the new System, assistance in setting up existing integrations with the

new system. The Agency reserves the right to request additional information if needed from any vendor prior to making a selection. The Agency also reserves the right to select from the proposed solutions the one that meets the Agency's requirements, quality levels, and works within its budgetary constraints.

Support and Maintenance

The vendor shall be prepared to take responsibility for maintaining the supplied hardware and software following the initial warranty period under a separate maintenance agreement, which is renewable annually. Maintenance shall cover all new releases and updates of the software and correction of defects in the software, as well as, technical assistance in the identification and diagnosis of software problems. This maintenance may be either through the vendor or Avaya.

Delivery and Installation

The vendor shall propose a time schedule for delivery, which is designed to provide complete implementation as soon as possible, with the minimum disruption of production work. The Agency reserves the right to negotiate changes in the schedule prior to entering into any contractual agreements. Failure to complete the project within the allocated timeframes will render the contract null and void.

Refurbished Equipment

The vendor may propose Avaya certified refurbished equipment that meets the following criteria:

- A) Equipment is in a like new state.
- B) Equipment has the same manufacturer warranty as new.

Vendor Profile

| Company Information | |
|--|--|
| Vendor Name: | |
| Avaya Partnership Level: | |
| Headquarters Location: | |
| Number of Employees: | |
| Type of Ownership: | |
| Closest support facility (location the vendor would provide primary support from): | |

| Principal Contacts | |
|--------------------|--|
| Name: | |
| Title: | |
| Address: | |
| | |
| Phone Number: | |
| Fax Number: | |
| Email Address: | |

Vendor Questionnaire

| | | |
|----|--|--|
| 1. | Year started selling Avaya IP Office Systems: | |
| 2. | Are you a direct Avaya partner if so list level. If not are you a reseller under another partner if so list partner details: | |
| 3. | Does the vendor have in house Avaya support or utilize Avaya support for end user issues? | |
| 4. | What is the vendor's average response time (hours) for a telephone response to a service call? | |
| 5. | What is the vendor's guaranteed maximum response time (hours)? | |
| 6. | Can you remotely access installed systems to perform diagnostics (please describe | |

| | | |
|--|------------|--|
| | approach)? | |
| | | |

How many fully operational installations has the vendor completed by category?

| Category Type | Michigan | Nationally |
|---------------------------|-----------------|-------------------|
| Local Units of Government | | |
| County Government | | |
| Other Michigan Clients | | |
| Overall | | |

Advantages

Below, please briefly discuss what particular advantages your Vendor provides:

References

| Reference One | |
|-----------------------------------|--|
| Government/Company Name: | |
| Address: | |
| City, State and Zip | |
| Contact Person: | |
| Title: | |
| Email: | |
| Phone: | |
| Contract Period- Begin Date: | |
| Contract Period- Completion Date: | |
| Version Installed: | |

| Reference Two | |
|-----------------------------------|--|
| Government/Company Name: | |
| Address: | |
| City, State and Zip | |
| Contact Person: | |
| Title: | |
| Email: | |
| Phone: | |
| Contract Period- Begin Date: | |
| Contract Period- Completion Date: | |
| Version Installed: | |

| Reference Three | |
|-----------------------------------|--|
| Government/Company Name: | |
| Address: | |
| City, State and Zip | |
| Contact Person: | |
| Title: | |
| Email: | |
| Phone: | |
| Contract Period- Begin Date: | |
| Contract Period- Completion Date: | |
| Version Installed: | |

Hardware Quote Health Department Location

| Item Number | Refurb? | Description | Qty | Price | Extended Price | Annual Maint |
|-------------|---------|--|-----|-------|----------------|--------------|
| | | IP OFFICE IP500 TRUNK CARD PRIMARY RATE UNIVERSAL SINGLE | 1 | | | |
| | | IP OFFICE IP500 RACK MOUNTING KIT | 4 | | | |
| | | IP OFFICE 500 VERSION 2 CONTROL UNIT | 1 | | | |
| | | IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW | 1 | | | |
| | | IP OFFICE MEDIA CARD VOICE (VCM) CODING MODULE 64 V2 | 1 | | | |
| | | 9508 TELSET FOR IPO ONLY **R7.0 OR NEWER** MOQ105 | 60 | | | |
| | | IP500 EXP MOD DGTL STA 30 | 2 | | | |
| | | AVAYA IPO 500 EXP MOD PHONE 30 | 1 | | | |
| Subtotal | | | | | | |

Hardware Quote KI Sawyer Location

| Item Number | Refurb? | Description | Qty | Price | Extended Price | Annual Maint. |
|-------------|---------|--|-----|-------|----------------|---------------|
| | | POWER CORD 18AWG 10 Amp AC US/NORTH AMERICA | 1 | | | |
| | | IP OFFICE IP500 EXTENSION CARD PHONE 8 | 1 | | | |
| | | IP OFFICE IP500 RACK MOUNTING KIT | 2 | | | |
| | | IP OFFICE 500 VERSION 2 CONTROL UNIT | 1 | | | |
| | | IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW | 1 | | | |
| | | IP OFFICE MEDIA CARD VOICE (VCM) CODING MODULE 64 V2 | 1 | | | |
| | | 9508 TELSET FOR IPO ONLY **R7.0 OR NEWER** MOQ105 | 25 | | | |
| | | IP500 EXP MOD DGTL STA 30 | 1 | | | |
| Subtotal | | | | | | |

Hardware Quote Marquette Location

| Item Number | Refurb? | Description | Qty | Price | Extended Price | Annual Maint. |
|-------------|---------|---|-----|-------|----------------|---------------|
| | | IP OFFICE R10+ CTI ADI MIGRATION LIC:DS | 1 | | | |
| | | IP OFFICE R10+ VOICEMAIL PRO 2 ADI MIGRATION LIC:CU | 14 | | | |
| | | IP OFFICE R10+ 3RD PARTY IP ENDPOINT 1 ADI MIGRATION LIC:CU | 5 | | | |
| | | IP OFFICE R10+ TAPI WAVE 4 ADI MIGRATION LIC:CU | 1 | | | |
| | | IP OFFICE R10+ 3RD PARTY TTS ADI MIGRATION LIC:DS | 8 | | | |
| | | IP OFFICE R10 CONTACT RECORDER ADI MIGRATION LIC:DS | 1 | | | |
| | | IP OFFICE R10+ IP500 VOICE NETWORKING 4 ADI MIGRATION LIC:CU | 1 | | | |
| | | IP OFFICE R10+ IP500 T1 ADDITIONAL 2CHANNELS ADI MIGRATION LIC:CU | 16 | | | |
| | | IP OFFICE R10 POWER USER 1 ADI MIGRATION LIC:CU | 10 | | | |
| | | IP OFFICE R10+ AVAYA IP ENDPOINT 1 ADI MIGRATION LIC:CU | 13 | | | |
| | | IP OFFICE R10 ESSENTIAL EDITION MIGRATION ENTITLE UPGRADE LIC:DS | 1 | | | |
| | | IPO R10 PREFERRED VOICEMAIL PRO MIGRATION ENTITLE UPG LIC:CU | 1 | | | |
| | | IP OFFICE R9+ VIRTUALIZED APPLICATION SERVER TRACKING | 1 | | | |
| | | IP OFFICE R10 SERVER EDITION PLDS LIC:DS | 4 | | | |
| | | IP OFFICE R10 VIRTUALIZED SERVER EDITION PLDS LIC:DS | 1 | | | |
| | | IP OFFICE/IP OFFICE-SELECT R10.1 VIRTUALIZED LX INSTALL DVD | 1 | | | |
| | | IP OFFICE IP500 RACK MOUNTING KIT | 1 | | | |
| | | IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW | 1 | | | |
| | | AVAYA IPO 500 EXP MOD PHONE 30 | 1 | | | |
| Subtotal | | | | | | |

Scope of work:

Health Department Location:

Assist Agent IT staff in initial configuration of new hardware and connectivity to new IP Office Server Edition. Agent IT will be responsible for unboxing, racking and connecting new hardware.

Estimated cost On-SITE _____ or Remote _____

KI Sawyer Location:

Assist Agent IT staff in initial configuration of new hardware and connectivity to new IP Office Server Edition. Agent IT will be responsible for unboxing, racking and connecting new hardware.

Estimated cost On-SITE _____ or Remote _____

Marquette Location:

Assist Agent IT staff in initial configuration of new hardware, installation of new IP Office Server Edition on Agent supplied VMWare Farm. Migrate existing IP Office controller to Server Edition including licenses ensuring connectivity to existing VMPro server and call accounting software. Agent IT will be responsible for unboxing, racking and connecting new hardware. Agent IT will also be responsible for updating all controllers to latest firmware.

Estimated cost On-SITE _____ or Remote _____

Ishpeming Location:

Assist Agent IT migrate existing IP Office controller to Server Edition including licenses ensuring connectivity to existing VMPro server and call accounting software. Agent IT will also be responsible for updating all controllers to latest firmware.

Estimated cost On-SITE _____ or Remote _____

All Locations:

Agent IT Staff will supply all network connectivity including VLANs. These Locations are all interconnected via a minimum of 60mbps bi-directional fiber link.