

## **GENERAL INFORMATION**

Erate Year 8 Phone Switch Application      Revised 12/9/05

Three of our school campuses are targeted at the 80% Erate funding level for phone switches. These three campuses are Citrus Elem, Rosedale Elem and Chapman Elementary.

We utilize Iwatsu ADIX (or equivalent, at sole discretion of the District) systems, including voice mail, auto attendant, & UPS. For questions about these specifications, email [vgillett@chicousd.org](mailto:vgillett@chicousd.org). If you wish to submit a quote, please print specifications/forms below and submit the quote electronically to [vgillett@chicousd.org](mailto:vgillett@chicousd.org). Ineligible items must be quoted separately. Iwatsu vendors must have offices and technicians located within 100 miles of Chico, California. (The quote must include applicable taxes and CMAS fees on behalf of the District.)

## **IWATSU (ADIX) - TELECOMMUNICATIONS SOLUTION**

The Chico Unified School District will accept proposals for a telecommunications system in accordance with the instructions and specifications of the Request for Proposal (RFP); under the terms and conditions of ERATE and CMAS. Vendor must provide Spin number with proposal, see **vendor requirements** and specifications.

<http://www.ocesd.org/erate/year9/>

## **ON-SITE SURVEY**

No on-site survey is needed since the cabling is already in place.

**DUE DATE:** The 29th day of 470 posting, by 12:00pm.

**SUBMISSION:** Copies of the proposal shall be submitted to:

Vikki Gillett -submit electronically to [vgillett@chicousd.org](mailto:vgillett@chicousd.org)

All forms contained in this RFP shall be completely filled out and all related documentation submitted with your response. Failure to use the forms provided or answer all questions will disqualify your proposal. The inability to meet specific features or capabilities will not be a cause for rejection. Alternate features or capabilities will be considered. You may include any additional information in the form of a proposal addenda that you deem advantageous to your proposal.

Requests for clarification of requirements outlined in the RFP should be submitted via email to Vikki Gillett ([vgillett@chicousd.org](mailto:vgillett@chicousd.org)).

Vendors must include with their proposals product brochures describing system features and operations.

Vendors must include information on any ongoing costs and projected maintenance fees for the next three (3) years.

Vendors must submit a complete inventory list of all hardware and software.

## **PROJECT DESCRIPTION**

### **OVERVIEW**

The Chico Unified School District is requesting a proposal for an Iwatsu ADIX Telecom Solution. The system should have an Automated Attendant that will answer all business lines for the school, voice mail, and 4 hour battery backup. This system must be district-wide networked-capable to allow for all CUSD school site system capability.

## **System Features**

~~Quote must include ALL conduit, surface raceway and cabling required for Voice System.~~  
**System to be equipped to handle:**

Citrus Elem	16 C/O lines	32 classroom phones	16 admin phones	200 voice mailboxes
Chapman Elem	24 C/O lines	32 classroom phones	24 admin phones	200 voice mailboxes
Rosedale Elem	24 C/O lines	32 classroom phones	24 admin phones	200 voice mailboxes

All phones must have a “message waiting” light, with no audible signal.

**Separate out classroom phones on quote as ineligible.**

**Quote to include 1 sect phone and receptionist console as Eligible**

**Quote to spell out admin phones as Ineligible**

**Include all eligible e-rate components.**

**Separate out clearly eligible and ineligible.**

**The Automated Attendant must have the following features:**

- Callers will need to be able to dial an extension or make a 3 digit selection to be transferred to the appropriate location or extension.
- The caller **must** have the option of selecting a single digit to receive an actual person at any time at each site.
- Certain users must be able to intercom anyone or everyone (in an all call/paging/public broadcast mode) in the school just by dialing a code and an extension number.
- The caller should be routed to voice mail automatically in the event that the party they are trying to reach is busy or there is no answer.
- Personal boxes must answer calls with a personalized user’s greeting, record messages from incoming callers, and activate available LCD Display or message waiting light with a message waiting notification.

- Voice Storage should have a minimum of 50 hours of voice storage, configured with appropriate number of ports (specify quantity included with proposal and maximum expansion) or channels, and have growth capabilities. Programming of voicemail will need to be done through administrative type telephones as well as through P.C. type computer based programming.

The proposed **system must be a fully integrated digital system** which incorporates a hierarchical, distributed processor architecture. It must be software controlled, non-blocking on all ports, and modular in design. The system must support standard Loop Start and Ground Start service provided by SBC or telecommunications provider.

The system and all telephones will be provided with a 4 (four)-hour **OPERATIONAL** battery back up on all system components. The system and all telephones must be able to fully operate for 4 hours without utility grid electrical power (P.G.&E.).

The vendor shall provide protection to the system from power surges spikes and voltage transients with adequate regulators, filters, and isolators. **Vendors response to the RFP should describe in detail the protection devices proposed.**

Vendors must provide and describe the method of memory retention of all specified system features if there is a commercial power failure. The capacity and type of memory shall be stated, with any time limits. **Quote should include a separate line item for an automatic voice mail backup system.**

### **TRAINING**

Vendor shall provide comprehensive on-site training (minimum 6 hours) in system use at the discretion of the District. Training will include System Administrator training for the telecommunications system. End users will receive "Users" Manuals for all equipment which has been installed.

## **WARRANTY AND MAINTENANCE**

All system components (hardware and software) must be new, in current production, currently eligible for maintenance coverage, and have guaranteed availability for a minimum of 10 years from the date of completed installation. A 2-year parts and labor warranty shall be provided. Provisions for maintenance, installation services, upgrades for hardware and software for a minimum of 10 years from the date of installation shall be described and provided.

Define extended warranty options and costs \_\_\_\_\_

Will bidder provide a written guarantee for the provision of maintenance and installation services for hardware and software for a minimum period of ten years from the date of acceptance?

What are the charges for routine moves, adds and changes?

-Rate per hour \_\_\_\_\_

-Minimum hours or fraction \_\_\_\_\_

-Rate from port to port? \_\_\_\_\_

-Location of service shop \_\_\_\_\_

-Time to Chico, California \_\_\_\_\_

### **EMERGENCY RESPONSE**

CONDITIONS CONSTITUTING AN "EMERGENCY RESPONSE" ARE DEFINED AS FOLLOWS:

-25% or more of any TIE/T-1 lines, central trunk lines, etc. are inoperative through fault or failure in the switching system.

-20% or more of the telephone instruments are unable to either call out, receive calls, distribute calls or receive or transmit interoffice calls (Phone switch issue; not related to # of C.O. lines existing at school sites.)

-Consoles are unable to process calls in a normal manner.

Are these terms acceptable? Yes \_\_\_ No \_\_\_

Is on-site maintenance available 24 hours a day, 7 days a week on a two hour emergency response basis?

If not, describe what on-site emergency services are available and identify associated costs and time frame.

NAME OF COMPANY PROPOSING SYSTEM:	
Name of manufacturer of proposed system:	
Proposed System:	
Date Introduced:	
Model Number:	
FCC Registration Number:	
Software Revision:	
Date Released:	
Is this the latest release?	
If no, list latest release and date:	
Next Announced Release?	
Is there a charge for software updates?	
Cost:	

Feature	Standard	Optional	If Optional, Cost
Account Codes (user added codes to SMDR) (# of digits available?) (outgoing and incoming calls?)			
ADA Compliant telephone Sets (include brochure describing ADA compliant features)			
Aggregation (Does the system as proposed have the ability to aggregate equipment at one site to service the entire district with centralized services and voice mail.)			
Alarms			
Alternate Dialing			
Analog cards (ability to hook up analog lines for alarms etc)	Quantity?		
Automated Attendant (see spec)			
Auto Answer			
ACD (if there are different feature sets of ACD provide info and cost for each)			
Background Music (Integral to system or add-on?)			
Call Accounting			
Call Forward			
Computer Port Interface			
Conference Calling (# of parties?)			
Cost Restriction			
Data Option			
Direct Inward Dialing			

Disa			
Discriminating ring			
E&M Tie Lines			
External Page Zones			
E-911			
Flexible Numbering			
Hunt Groups			
Hunt Pick			
I/O Ports			
Least Cost Routing			
Loop/Ground Start Lines			
Management Reporting			
Message Waiting Light			
Music On Hold (Integral or add-on?)			
Operator's console			
Outside Line Access			
Paging (Describe features)			
Password Protection			
Remote Programming and Maintenance			
Remote Silent Monitor			
SMDR Output			
Square Group			
System Backup			
System Reset Timer			
System Speed Dial			
System Reports			

T- I Capability			
Tenant Night Groups			
Toll Restriction			
Transparent Intercom Dialing			
Verified/Forced Account Codes			
Voice Mail Integration			
Alternative listening systems (ADA req'd)			

## Station Features

Feature	Standard	Optional
Auto Answer		
Auto Second Path		
Add-On Conference		
Bad Line Key		
Barge In		
Busy on DID		
Busy on TIE		
Call Back (Station)		
Call Coverage Keys		
Call Forward		
Call Forward to ACD		
Call Forward to VMS		
Call Transfer		
Camp-On		
Conference		
Dial By Name		

Direct Call Pickup		
Direct Line Appearance		
Display Phone Messages		
DSS/BLF Key		
Do Not Disturb		
Exclusive Hold		
Flash Operation		
Group Keys		
Group Pickup		
Hands free Originate		
Hands free Receive		
Hands free Camp-On tone		
Handset Barge-In		
In/Out Key		
Last Number Redial		
Message Waiting		
Microphone Mute		
Monitor		
Night Answer		
Orbit		
Patch		
Pilot Key		
Prime Line		
PBX Feature Key		
Ring Type		
Ringing Group Pickup		
Save/Repeat		

Serial Key		
Single Line CO Conference		
Single Line Station Conference		
Speakerphone		
Split Key		
Station speed dial		
Tap On Extension		
Tie Key		
Trunk Queuing		
Unsupervised Conference		
Universal Key		
Volume Control		
Speed Dialing		
Number of Cabinets as Proposed: (Break out per site)		
Cabinet Dimensions:		
Space Required: (Per site)		
Environmental Requirements:		
Power Requirements:		
Operating Temperature Range:		
Proposed System Configuration:		
Port Capacity:		
CO Lines:		
Equipped:		
Active:		
Multi-line Stations:		

## REFERENCES

Please provide three references for similar systems you have installed in the area.

1.

Company	
Contact	
Telephone Number	
Installation	
System Installed	
Size	
Number of Actual Telephone Sets	
Date of Installation	
Duration of Installation/turn up	
Price	

2.

Company	
Contact	
Telephone Number	
Installation	
System Installed	
Size	
Number of Actual Telephone Sets	
Date of Installation	
Duration of Installation/turn up	
Price	

3.

Company	
Contact	
Telephone Number	
Installation	
System Installed	
Size	
Number of Actual Telephone Sets	
Date of Installation	
Duration of Installation/turn up	
Price	

## **PRICING**

### **GENERAL FINANCIAL REQUIREMENTS**

#### **ATTACH A DOCUMENT DELINEATING THE FOLLOWING**

The response to this section must provide detailed pricing for the proposed system. The pricing must delineate those components that are and are not e-rate eligible.

All prices quoted must be valid for a period of 60 days from the date of bid submission. Contracts will be signed in January but since these projects are contingent upon e-rate funding the earliest possible start date will be July 1, 2006. See contract for further details.

Provide an optional equipment list which includes circuit cards and telephone terminals needed to expand the proposed system to its maximum capacity. Guarantee pricing of optional equipment for one year.

**Provide a per unit cost for telephone sets, control units, expansion cards, additional minutes of voice mail memory or boxes, etc. for all equipment specified.**

**Provide brochures and pricing on the various choices of handsets for classroom use, administrator use, or secretary use. The district after choosing the system will decide which phones will be used in which locations using the pricing provided.**

