



Voice over IP Upgrade

Request for Proposal

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1. General Specifications

Diné College is soliciting proposals from qualified vendors to procure, install, and configure a Cisco VoIP upgrade solution for its 7 College sites at 6 locations:

1. Tsaile Campus, AZ
2. Shiprock North Campus, NM
3. Shiprock South Campus, NM
4. Tuba City Center, AZ
5. Crownpoint Center, NM
6. Window Rock Center, AZ
7. Chinle Center, AZ

This system will upgrade the Cisco Unified Communication Manager 7.1.5 to the latest stable version. The solution must be designed to be scalable to satisfy future growth.

The equipment shall be new. Reconditioned, remanufactured or otherwise used equipment shall not be accepted.

1.1 Evaluation Factors

This request for proposal does not commit Diné College to award a contract, pay for any costs incurred in the preparation of a proposal or procure or contract the services or materials. Diné College reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any qualified source, or to cancel in part or in its entirety the RFP if it is in the best interest of the College to do so. Diné College may require the firm selected to participate in negotiations, and to permit such price, technical or other revision of their proposals as may result from said negotiations.

Proposals will be evaluated based on the following criteria:

- Ability of the proposed system(s) to meet the stated requirements;

- Vendor experience and qualifications related to delivering, installing and maintaining the telephone and voicemail system in a like environment;
- Vendor references for comparable installations;
- All associated costs for the proposed system;
- Vendor warranty, training, support and maintenance offerings;
- RFP response document completeness.

1.1.1 Vendor qualifications

Respondents shall be CISCO Certified partners with an Advanced Unified Communications Specialization or higher.

1.2 Schedule and Contacts

To be eligible for consideration by the selection committee, two (2) hard copies and one electronic copy of the proposal shall be submitted by **5:00 PM (MDT), March 27, 2017**.

All bidders must respond to each and every requirement and identify any exceptions.

Please include a proposed schedule of payments. A 10% Retention shall be applied to all payments. Retention will be paid after system acceptance (see section 5). Incomplete submissions will not be accepted.

1.2.1. Timeline

EVENT	DATE
Pre-Proposal Conference	March 09, 2017, 10 AM (MST)
Submission of questions	March 13 - 16, 2017
Proposal submission deadline	March 27, 2017 5 PM (MDT)
Contract Award (Moved forward because of Dine' College Inauguration)	April 05, 2017, 5 PM (MDT) – Dependent on Board of Regents Approval (tentative meeting schedule: April 14, 2017)
Project kick-off meeting	Within 2 weeks after board approval of the award

The pre-proposal conference will be held at the IT conference (**via Webex – the information will be forthcoming**), Diné College, Tsaile, AZ.

The anticipated deployment timeframe for all 7 locations is approximately two to three months with migration and cutover by site and very minimal disruption of services at the point of cutover. Please include complete proposed schedule in the RFP response.

Please direct all questions or requests for additional information and RFP to:

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2. Scope

2.1 Background

Diné College consists of seven physical sites. Tsaille, AZ is the main campus and has two Cisco Unified Communication Manager version 7.1.5 phone appliances, one is the Publisher and the other is the Subscriber; and with a predominantly Cisco network infrastructure, including a Cisco-based routed wide area network to each of the remote sites using carrier provided MPLS circuits. The secondary site is located in Shiprock North, NM and has a Unified Communication Manager version 7.1.5 Subscriber, which is integrated with the Unified Communication Manager version 7.1.5 at Tsaille. The Shiprock South campus is connected via a Redline wireless bridge to the Shiprock North campus, which in turns connects to Tsaille. Each of the four other centers have two local phone lines. Direct Inward/Out Dialing (DIOD) is currently used both in Shiprock and Tsaille.

The plan must allow for a phased implementation site-by-site with cutover scheduled per site with very minimal disruption and convenient scheduling of implementation.

2.2 Voice over IP System

The proposed VoIP servers will be implemented at the Tsaille campus data center and Shiprock North need to be designed for high availability use by all users at all campuses. The servers will be implemented as replacement to the existing system. Local survivability will be ensured at all locations.

2.3 Training

Selected key college staff and Network administrators will be trained on the upgraded phone system prior to cutover. Explain possible user training, tutorials, training credits and Continuing Education certificates.

2.4 Scope Boundaries

Project implementation will involve all Diné College locations:

1. Tsaille Campus
2. Shiprock North Campus

3. Shiprock South Campus
4. Tuba City Center
5. Crownpoint Center
6. Window Rock Center
7. Chinle Center

2.5 System Upgrade Requirements

These features are required unless otherwise stated.

2.5.1 General

- a. Ability to function as a centralized system and appear as a single system to the end user.
- b. Four-digit dialing to all sites on the network.
- c. Local survivability in case of WAN connectivity problems.
- d. DIOD at Tsaile and Shiprock campuses.
- e. Ability to connect to the local two phone lines at the Centers.
- f. Ability to transfer calls transparently to any location on or outside the network.
- g. Allow call privilege settings by extension, for example, enable/disable long distance and/or international calling.
- h. Ability to relay internal and external caller ID information to the phone set.
- i. The solution must not have any negative impact on current LAN/WAN data transmissions.
- j. Ability to add Unified Messaging at a later date with integration with MS Exchange
- k. Ability to define user groups by location, department etc.
- l. Ability to distinguish internal/external calls when a call is forwarded.
- m. Ability to create 'Hunt' groups.
- n. Minimum three-way conferencing.
- o. Ensure capability for future E.911

2.5.2 System/ Software administration

- a. Ability to administer all sites from a centralized location.
- b. Password protected administration privileges for multiple users at varying levels, e.g. directory information update/ MAC/View Only.
- c. Ability to track administrator activity in detail.
- d. Ability to perform call auditing.
- e. Ability to control user-level setting permissions, e.g. which users can change ring tones, voicemail settings etc.

2.5.3 System Monitoring/Diagnostics

- a. Provide system monitoring reports.
- b. Allow for remote diagnostics.
- c. System alarms and system notifications.

2.5.4 Availability and Reliability

- a. Redundancy at the core that also allows for growth.
- b. Ability to maintain basic telephone service in case of network and/or power outages.

2.5.5 Automated Attendant

- a. Three deep tree at a minimum
- b. Ability to define multiple authorized users who can record/change auto-attendant messages locally or remotely.

2.5.6 Voice Mail

- a. Ability to support distinctive no answer and busy messages.
- b. Ability to record/select multiple greetings.
- c. Ability to zero out to an attendant.
- d. Password protected mailbox.
- e. Users must be able to change their own passwords without administrative intervention.
- f. User notification when mailbox limit/threshold is met.
- g. Ability to access any mailbox with system administrator password.

- h. Date/Time stamp of messages
- i. Ability to access voicemail remotely from off-network.
- j. Ability to remotely change greeting and/or password (optional).
- k. Ability to transfer voicemail to another user's mailbox with appended comments.
- l. User-friendly voice prompts.

2.5.7 Emergency 911

- a. Anticipate 911 misdials and ensure proper 911 operation.
- b. Direct <911> to local emergency services dependent on location.
- c. Enable notification to College if 911 services are called.

2.5.8 Music or Messaging on Hold (Desired)

- a. Ability to provide music or prerecorded messages.
- b. Please provide any recommendations as regards bandwidth use with this feature.

2.5.9 Announcement/Paging system

- a. New version should integrate with our current SA-Announce software.

2.6 Project Options

The following should be quoted as added options.

- Centralized Audio/Text paging system.
- Multi-year support contract options.
- Maintenance contract on phone sets should be quoted as an option only.
- Video Telephony options with max 30 end points.
- Phone conferencing options.
- Buy back options for existing equipment (listing provided upon request).
- Phones:
 - Desk IP Phones
 - Desk Video IP Phones (12 units)
 - Receptionist IP Phones
 - IP Conference Phones

- SOFT Phones
- Webex services.
- Integrate with Polycom video system.
- Consideration of having DIOD service at Tuba City site.

3. Implementation

3.1 Project Management

- a) The selected vendor will provide support for an organized transition from the current system to the new one ensuring internal and external communications are maintained throughout.
- b) Vendor will assign a Project Manager whose name and credentials shall be specified in the RFP response. Copies of any relevant certifications shall be included in the bidding documents.
- c) Bidder is required to supply a complete description of the key activities and responsibilities required for the installation of the proposed system.
- d) Vendor will also provide a complete list of personnel involved in the installation and configuration of the systems. For each person, please provide a list of prior involvement in VoIP projects, and copies of relevant certifications.
- e) A project schedule must be included along with a responsibility matrix identifying the tasks to be performed by the vendor and the tasks that Diné College is expected to perform.

3.2 Space

- a) Provide the dimensions of the equipment with floor/wall and/or rack space needed for the equipment at each site
- b) All power requirements, including any special conditioning or grounding requirements should be included.

4. Warranty

- a. A complete maintenance and warranty agreement must be included as part of the bidder's proposal, including all options available for extended coverage and full pricing details for each level of coverage
- b. Telephone system and all associated equipment in the bidder's proposal must be warranted by the bidder and the manufacturer to be free of defects in equipment, software and workmanship for a period of at least one year following system cutover.
- c. During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to Diné College.
- d. All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization. Specify location of maintenance personnel with respect to the College.
- e. Maintenance contracts for phone sets shall be specified as an option and not included in the base bid.

5. Formal System Acceptance Guidelines

Diné College, at its sole discretion, will determine whether the vendor's product has successfully completed the acceptance period established at 30 days from installation completion.

The vendor shall provide information and perform acceptance testing at each site to verify the following areas of performance at the direction of the College:

- a. The Vendor will provide a complete physical inventory of all the equipment delivered.
- b. All equipment shall pass its initial on site POST without error. No equipment shall be placed into acceptance testing until it has successfully passed its POST (Power On Self Test).

- c. The Vendor will provide a complete copy of the programming and configuration sheets.
- d. The Vendor will test every station for dial tone, place and receive calls, label each phone, verify the extension number, and test all features.
- e. The Vendor will demonstrate and sign off on the functionality of all system features.
- f. The Vendor will conduct a service utilization test of all the voice services to determine that all ports and trunks are in working order.
- g. The College will generate a list of any hardware, software, maintenance, procedures, documentation, and training issues, questions, or problems. Acceptance approval is contingent upon resolution of all of the listed items.
- h. The Vendor will provide the College with a complete backup of the installed system software.
- i. The Vendor will provide written acknowledgement that the acceptance information and tests are successfully complete.

If the equipment does not meet the acceptance testing within the initial acceptance period, the acceptance period shall continue on a day-to-day basis until the requirements are met for 30 consecutive days.

6. Deliverables

Deliverables shall be submitted in print and electronic format

- a. Itemized physical inventory
- b. POST (Power On Self-Test) results
- c. Programming and configuration sheets
- d. Cut sheet
- e. Station documentation
 - i. Jack locations provided
 - ii. Extension numbers provided
 - iii. DIOD number assignments provided
 - iv. Room numbers provided

- v. Station type (phone model)
- f. Station testing
 - i. Dial tone tested
 - ii. Place and receive calls tested
 - iii. Phone label provided
 - iv. Extension number verified
 - v. Station features verified
- g. System feature functionality
- h. System management
- i. Service utilization test
- j. Power backup (duration) functionality
- k. List of unresolved issues completed
- l. System backup provided