REQUEST FOR PROPOSAL

0120-01

IP Telecommunications System

MACC
the college for you.

101 College Avenue
Moberly, Missouri
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NOTICE TO CONTRACTORS

Moberly Area Community College, 101 College Avenue, Moberly, MO 65270 is accepting sealed bids for the purchase and installation of a VoIP telephone and voice mail system for the College’s five locations. A mandatory pre-bid meeting will be held at the Main Campus (101 College Avenue, Moberly) in the Main Building Blue Room, at 10:00am on February 13, 2020. Attendance at the pre-bid meeting is required for a bid to be accepted. For specifications and site visits, please contact the Office of Plant Operations at 660-263-4100 extension 11206.

Questions will be received via email (EricRoss@macc.edu) until 5pm, February 20, 2020, with all responses given by close of business February 21, 2020. Sealed bids are due in the Office of Plant Operations, room 136 of the Main Building, by February 28, 2020 at 3pm. A public bid opening will be held in the Board Conference Room located in Komar Hall immediately after bids are due. Bids shall be signed and submitted on the Proposal Form, included in the specification documents.

Contractor’s attention is directed to the requirement that prevailing wages are to be paid on this project. A copy of the Prevailing Wage Order for Randolph County will be provided with the specifications. Payroll records and an affidavit of compliance will be required from the Contractor by the Owner. This project is exempt from Missouri sales and use taxes.

The Owner reserves the right to accept or reject any and all bids, and to waive all informalities in bids. Likewise, the Owner reserves the right to select the lowest and best bid which is in the best interest of the Owner. No bid may be withdrawn for a period of 60 days subsequent to the specified time for receipt of bids.
INSTRUCTIONS TO BIDDERS

A. Bids are subject to the terms and conditions of this request for proposal.

B. Three (3) sealed copies of the bid proposal must be delivered to:

Moberly Area Community College
Attention: Eric Ross, Director of Plant Operations
Sealed Bid: VoIP Telephone System
Main Building, Room 136
101 College Avenue
Moberly, MO 65270

C. Bid Award: Bid will be awarded to successful contractor, upon the approval of the Moberly Area Community College Board of Trustees at the meeting scheduled for March 16, 2020.

D. Bid Submission: Bid must be submitted on the attached proposal form pages, sealed and mailed or hand delivered. No facsimile or email bids shall be accepted.

E. Bid Preparation:
1. Bidders are responsible for examination of drawings, specifications, schedules and instructions.
2. The bidder shall sign all required documents - any changes shall be initialed.
3. Bidder shall state a definite time for delivery of goods and for performance of services.
4. When specified, samples must be submitted in a timely manner and at no expense to Moberly Area Community College.

F. Bid Modification or Withdrawal: Bids may be withdrawn or modified prior to the exact time and date specified for receipt of bids, provided the modification or withdrawal is in writing and is delivered in the same manner as the bid submission.

G. Bid Deposits: A bid deposit is required. Each bid shall include a bid deposit in the form of a bond for the amount of 5% of the amount of the bid, made payable to Moberly Area Community College. The bidder further agrees that Moberly Area Community College will have the right to retain the bid deposit for sixty (60) days from the date of opening of the bids.

H. Performance Bond: The undersigned Bidder agrees to furnish a properly executed performance and payment bond from a surety company satisfactory to Moberly Area Community College in the amount of 100% of the total contract price. The premium for the bond shall be paid by the Bidder, the cost itemized and included in the contract. No contracts subject to a bond will be considered in effect until such has been delivered to Moberly Area Community College after the contract has been signed.

I. Material Availability: Bidders must accept responsibility for verification of material availability, product schedules and other pertinent data prior to submission of bid and delivery time. It is the responsibility of the bidder to notify Moberly Area Community College immediately if the materials specified are discontinued, replaced, or not available for an extended period of time.

J. Alternate Bids: Where required, bidders must submit complete specifications on all alternate bids with the bid form. Alternate bids without complete specifications may be rejected. Alternate bids
and exceptions to bid clauses must be clearly noted on the bid form. Moberly Area Community College may accept or reject alternate bids.

K. **Insurance:** The Contractor shall be responsible for maintaining insurance coverage in force for the anticipated life of this contract. The insurance company must have an A.M. Best rating of A or better and be licensed to write such insurance in the state of Missouri. Prior to commencement of services to Moberly Area Community College, certificates of insurance verifying the coverage must be provided. The insurance carrier shall give Moberly Area Community College a thirty (30) day written advance notice of any termination, expiration, and of any and all changes in coverage. Deductibles and self-insurance retentions shall be declared in the certificate of insurance. Payments of all deductibles/retentions are the sole responsibility of the Contractor.

Certificates shall verify the following coverage:
1. Moberly Area Community College is named as additional insured under Contractor’s Commercial General Liability.
2. Worker’s Compensation & Employer’s Liability in amounts to comply with State of Missouri statutory requirements.
3. Employer’s Liability - $500,000.
4. Commercial General Liability (including contractual, product and completed operations coverage) providing coverage on a personal injury basis with a single limit for bodily injury and property damage of $1,000,000. All coverage should provide protection on an “occurrence” basis rather than a “claims made” basis.
5. Comprehensive Automobile Liability insurance providing coverage with limits as specified for the Commercial General Liability Insurance policy.
6. The Certificate of Insurance shall provide that no change in or termination of coverage will be made without thirty (30) days prior written notice to Moberly Area Community College.

L. **Evaluations:** Moberly Area Community College may request the recommended respondent to provide a demonstration of the product offered. The demonstration will occur at a location that is presently using the proposed system. Preference is given to other colleges or universities in Missouri. The performance characteristics and components of the demonstration system must be a representative model of the equipment proposed and intended for delivery.

M. **Interview:** If a presentation or interview is requested of the respondent by Moberly Area Community College, the bidder shall make their personnel available within 7 calendar days of request. No cost allowance shall be permitted for this requirement.
JOB SITE MANAGEMENT PROCEDURES

A. General Conditions and Requirements: Specifications are considered design development and are used to indicate design intent and may not necessarily reflect exact conditions. Verification of existing site and actual conditions is necessary by the Contractor. Field modifications may be required for actual and final installation. Changes to materials and design intent shall be submitted to Owner for approval before proceeding. Contractor shall be responsible for complete and finished installation of all detailed and specified systems, including minor items not specifically shown, detailed, or specified. All exterior building construction shall be installed weather-tight.

B. Project Crewmembers: The employees of the successful bidder must be professional in behavior and appearance. Strict behavior standards are expected of crew members at all times.

C. Communications: Upon commencement of work, a list of phone numbers must be provided to allow necessary contact between the contractor and the College.

D. Utilities: Use of the Owner's electricity, water, and sanitary facilities will be permitted without metering, provided the utilities are not abused and facilities are maintained in a proper working order.

E. Owner's Occupancy Requirements: Full Owner Occupancy - Owner will occupy site and adjacent existing buildings during entire installation period. Contractor will cooperate with Owner during installation to minimize conflicts and facilitate Owner usage. Contractor will perform the Work so as not to interfere with Owner's day-to-day operations. Maintain existing access and exits, unless otherwise indicated.
   1. Maintain access to existing walkways, corridors, and other adjacent occupied or used facilities. Do not close or obstruct walkways, corridors, or other occupied or used facilities without written permission from Owner and authorities having jurisdiction.
   2. Provide not less than 72 hours' notice to Owner of activities that will affect Owner's operations.

F. Work Restrictions: Existing Utility Interruptions - Do not interrupt utilities serving facilities occupied by Owner or others unless permitted under the following conditions and then only after arranging to provide temporary utility services according to requirements indicated:
   1. Notify Owner not less than 72 hours in advance of proposed utility interruptions.
   2. Do not proceed with utility interruptions without Owner's written (email is acceptable) permission.

G. Project Start-up Meeting: On the first day of the project a meeting will be held to discuss parking, access to electrical outlets and water, as well as general scheduling of the crew's workday.

H. Project Progress Meetings: Informal meetings during the course of the project are essential. The crew supervisor shall be available to answer any questions that may arise at any time during the project.

I. Waste Removal: Upon completion of the work, all trash, waste materials, rubbish, tools, and equipment shall be removed from the job site. Any cost associated with trash removal and landfill charges will be the responsibility of the Contractor. All work areas shall be clean and left in the same condition as they were found. Any costs associated with damage repairs and/or waste removal will be billed to the Contractor in the amount necessary to perform the necessary clean up or repairs.
PROPOSAL FORM AND CONTRACT

A. **Bidder Representations:** The Bidder, by executing the Bid form certifies that the bid complies with the Invitation for Bid and bid specifications.

B. **Prevailing Wage:** Not less than the prevailing hourly rate of wages shall be paid to all workers performing under this contract in the area according to the rates determined by the Department of Labor and Industrial Relations of the State of Missouri.

C. **Compliance with Applicable Laws:** Supplier warrants it has complied with all applicable laws, rules and ordinances of the United States, Missouri, or any other Governmental authority. Employees of the supplier must comply with all applicable labor laws of the United States and Missouri.

D. **Definitions:** The term “Moberly Area Community College” or “MACC” means Moberly Area Community College and its designated representatives. The term “Supplier,” “Contractor,” “Bidder” or “Respondent” means Vendor and Seller and includes designated representatives.

E. **Inspection, acceptance and approval:** Goods shall at all times and places, including the period of manufacture, be subject to inspection and test by Moberly Area Community College. Moberly Area Community College will accept or give notice of rejection of goods delivered within a reasonable time after receipt. Acceptance shall not waive any warranty. All goods supplied are subject to final inspection and acceptance by Moberly Area Community College notwithstanding payment, prior inspections or approvals. Moberly Area Community College may require prompt replacement or correction of rejected goods at Supplier’s expense, including a reduction in price for rejected goods. Supplier shall not resubmit rejected goods to Moberly Area Community College without prior written approval and instructions from Moberly Area Community College. In addition, Supplier shall identify resubmitted goods as previously rejected. Supplier shall provide and maintain a quality assurance and control system acceptable to Moberly Area Community College.

F. **Warranty:** Unless otherwise agreed to in writing by the parties, Supplier warrants that items ordered to specifications will conform thereto and to any drawings, samples or other descriptions furnished or adopted by Moberly Area Community College, or if not ordered to specifications, will be fit and sufficient for the purpose intended and that all items will be new, merchantable, or good material and workmanship and free from defect for a period of three years. Except for latent defects, Moberly Area Community College shall give notice of any nonconformity to the Supplier within one (1) year after acceptance. Moberly Area Community College may return for credit or require prompt correction or replacement of the defective or non-conforming goods or have the defective goods corrected or replaced at Supplier’s expense. Defective or non-conforming items shall not be corrected or replaced without written authorization by Moberly Area Community College. Goods required to be corrected or replaced shall be subject to the provisions of this clause and the clause hereof entitled “Inspection, Acceptance and Approvals” in the same manner and to the same extent as goods originally delivered under this contract.
G. **Payment:** Payments for the system shall be directly related to the phase of implementation. Payment schedule shall be as follows, unless otherwise agreed to by Moberly Area Community College.

1. 25% Contract Signing
2. 25% Receipt of Materials
3. 40% Final Cutover
4. 10% Project Completion/Acceptance

H. **Change Orders:** Moberly Area Community College may make changes within the general scope of this contract. If any such changes cause an increase or decrease in the cost of, or the time required for the performance of, any part of the work, whether changed or not changed by any such order, an equitable adjustment shall be made in the price or delivery schedule or both and any change order shall be in writing. Any claim by a Supplier for adjustment under this clause shall be asserted within fifteen (15) days from the date of receipt of the written order directing the change, provided; however, Moberly Area Community College, if it decides that the facts justify such action, may receive and act upon such claim asserted at any time prior to final payment.

I. **Responsibility for Supplies:** Except as otherwise provided, Supplier shall be responsible and bear all risks for loss and damage to goods, regardless of F.O.B point, point of inspection or acceptance until project is complete and final acceptance has been made.

J. **Termination:**

1. **General:** Performance of work may be terminated by Moberly Area Community College in whole, or from time to time in part, whenever Moberly Area Community College shall determine that such termination is in the best interests of Moberly Area Community College. Termination shall be affected by delivery to Supplier of a Notice of Termination specifying the extent to which performances of work is terminated and the date upon which such termination becomes effective. Moberly Area Community College shall have the right to so indicate within thirty (30) days. If no notice is delivered within the thirty (30) day period, or such longer periods as is mutually agreed to by the parties, the original Notice of Termination shall be deemed to be issued pursuant to the paragraph.

2. **Bankruptcy or Insolvency:** In the event bankruptcy proceedings are commenced by or against Supplier or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustees or a general assignment for the benefit of creditors or either party, Moberly Area Community College shall be entitled to terminate without further cost or liability.

3. **Default:** Moberly Area Community College may terminate the whole or any part in either of the following circumstances.
   a) If supplier fails to deliver the items required by the contract within the time specified; or
   b) If supplier fails to perform any of the other provisions of the contract, or so fails to make progress as to endanger performance of the contract in accordance with its terms, and in either of these two circumstances does not cure such failure within a period of ten (10) days after notice from Moberly Area Community College specifying such failure. In the event of termination, Moberly Area Community College shall have the right to procure, on such terms and in such manner as it may deem appropriate, items similar to those terminated, and to recover from Supplier the excess cost of such similar items provided; however, Supplier shall not be liable for such excess costs where the failure upon which the termination is based has arisen out of causes beyond the control of Supplier
and without the fault or negligence of Supplier. Such causes shall be deemed to include fires, floods, earthquakes, strikes, and acts of the public enemy.

K. **Discounts:** The same discount applied at award of contract (from standard factory quotation) shall be extended to any reconfiguration during the period from award of contract to one-year post cutover.

L. **Acceptance:** Acceptance of the proposed systems shall also be priced in the proposal. The Vendor shall be responsible for all engineering, parts, labor and all other associated equipment necessary to completely install the proposed equipment and turnover for acceptance to Moberly Area community College. Acceptance will occur no sooner than thirty (30) days after cutover. Final payment of ten percent (10%) of total system cost shall be withheld until acceptance. Moberly Area Community College shall accept the system when:
1. All equipment has been provided and all services are complete, OR
2. Mutually agreed upon date has been arranged between Moberly Area Community College and the Vendor for the completion of any outstanding RFP items and resolution of any outstanding problems, AND
3. System meets customer satisfaction, AND
4. All lien waivers are received.

M. **Format of Bid Response:** Each section must state compliance from the vendor. If the vendor takes exception, the explanation must be typed on an “exception page” with the reason. The format of the response should be assembled as follows:

1. Section 1 – Background and Overview
2. Section 2 – Telephone System Technical Requirements
3. Section 3 – Voice Mail System Technical Requirements
4. Section 4 – Station Equipment and Configurations
5. Section 5 – Warranty, Training and Service
6. Section 6 – Statement of Bidder Qualifications
7. Section 7 – Proposal Form
8. Section 8 – Proposed Configurations – Quantities Form
9. Section 9 – Evaluation and Pricing

N. **Response:** Bidders are requested to complete each item/paragraph in this section by inserting: Comply (Yes or No) or Not Applicable (N/A), and may offer additional description where appropriate.
SECTION 1 – BACKGROUND AND OVERVIEW

A. Moberly Area Community College was founded in 1927 and has a current enrollment of nearly 5000 students on five locations including Moberly, Columbia, Mexico, Hannibal and Kirksville.

B. The current telephone system on the main campus was installed in 2010 and is a Mitel 5000. It currently serves all five campuses. The College is seeking the installation of a VoIP telephone system that will integrate all five of the College’s locations, obtain one centralized voicemail system and utilize SIP phone lines in order to have all calls routed to one central auto attendant and for all campuses to use the same SIP lines, therefore reducing the need for all but one POTS line at each location. The current Mitel 5300 series IP telephones must be compatible and used on the new system.

C. The new telephone system will support the following buildings (see pricing separation in Section 9):
   1. Main Campus (101 College Avenue Moberly)
      a) Main Building
      b) Andrew Komar Jr. Hall
      c) Career Center
      d) Multimedia Center
      e) Entrepreneurship and Business Development Center
      f) Bookstore
      g) McCormick Commons and Residential Center
      h) Activity Center
   2. Columbia Higher Education Center (Parkade Center 601 Business Loop 70 West – Columbia)
   3. Mexico Higher Education Center (2900 Doreli Lane Mexico)
   4. Hannibal Area Higher Education Center (190 Shinn Lane Hannibal)
   5. Kirksville Higher Education Center (2105 East Normal Drive Kirksville)

D. Objectives for replacing the current system include:
   1. Implement Voice over IP Technology to integrate all buildings and locations.
   2. Use of SIP trunks to replace the current PRI at Moberly.
   3. Implement Caller ID name and number.
   4. Implement Automatic Call Distribution group.
   5. Connectivity between locations will be provided by MORENET circuits. The following is currently being delivered to each campus:
      a) Moberly – 250 mb fiber Ethernet
      b) Columbia – 250 mb fiber Ethernet
      c) Mexico – 30 mb fiber Ethernet
      d) Hannibal – 50 mb fiber Ethernet
      e) Kirksville – 50 mb fiber Ethernet
   6. The following are the existing available phone lines at each campus. It is the intention of MACC to have 25 SIP lines installed in Moberly and have all inbound/outbound calls routed through these SIP lines for all locations. Each of the off-campus sites will maintain one POTS line for survivability. Each campus will also maintain their local phone number:
      a) Main Campus currently has one PRI span from Socket and a bank of 100 DID numbers. We are under contract until March of 2020.
      b) Columbia location currently has 7 analog lines.
      c) Mexico location currently has 9 analog lines.
d) Hannibal location currently has 1 analog lines.

e) Kirksville location currently has 5 analog lines.

7. Implement a voice mail system at the Main Campus for use at all campus locations. The system must include the following:
   a) The system will need five hundred (500) mailboxes.

8. All incoming calls will be answered by an Automated Attendant. When all agents are busy, the telephone operator will receive the incoming call. The telephone operator will require a PC-based console and Busy Lamp Field appearances of all extensions for all buildings in the network.

9. The following features are desired; directory search through the phones and call logs.

10. The existing cable infrastructure will be reused in existing condition. MACC will provide a minimum Category 5 cable for each IP telephone. Where a PC exists, the telephone must share the connection. Any new or existing cables to be installed or replaced will be done by Moberly Area Community College. It is the College’s intent to provide a separate network for the phones.

11. The successful vendor will work with the College’s IT staff for a seamless installation using the College’s current data infrastructure. No topology drawing is currently available, but full assistance from the IT staff will be available during the installation.

12. Power over Ethernet (POE) switches are currently installed. These data switches are currently supporting the current Mitel IP Telephones.

13. Proposals must include all costs incidental to the successful implementation of the systems. Price quotes must be valid for a minimum of 60 days after the date that bids are due.

14. All proposed equipment and components must be new and unused with full U.S. manufacturer’s warranty. Prospective suppliers must guarantee that the systems proposed will be supported for a minimum of seven (7) years from the date of installation. Any new replacement equipment must be compatible with the proposed telephone system. Please describe your maintenance support after the seven-year period and at the End-of-Life of the product.

15. Contact Information: All questions regarding this RFP shall be made via email and be directed to the following. All questions will be answered and any addenda issued by no one else but those listed below:

   Eric Ross
   Director of Plant Operations
   Moberly Area Community College
   660-263-4110 extension 11258
   Email: EricRoss@macc.edu
SECTION 2 – TELEPHONE SYSTEM TECHNICAL REQUIREMENTS

Mandatory Requirements: The Respondent must meet all requirements in this section. If any of these requirements are not met, the proposal will be declared non-responsive and will not be evaluated further. The College is requesting bids for the following system.

   - Mitel Communications Director, acting as the main call control for the College, supporting SIP call paths from the chosen provider.
   - Mitel MiCollab Server to support user applications to include voicemail, voicemail-to-email, multi-party audio, video and web conferencing and the MiCollab PC/Web/Mobile Client.
   - Mitel Border Gateway
   - Reuse of all current Mitel 5300 series telephones at all locations.
   - All new systems to reside on College’s existing VMWare infrastructure. Bidder to provide necessary specifications in bid and to ensure that MACC infrastructure can support the installation and use of the system.

2. Design criteria.
   - User licensing to include 300 entry users
     - Multi-device license
     - Voicemail license
     - Unified messaging license
     - Desktop application license
   - User licensing to include 52 standard users
     - Multi-device license
     - Voicemail license
     - Unified messaging license
     - Desktop application license
     - Mobile client
     - Mobile or PC softphone
     - Teleworker capability
     - Ability to create audio web conferences
   - Reuse up to 352 existing Mitel IP 5300 series telephones
   - An additional 150 voice mailbox licenses with unified messaging
   - 16 hours of training for user trainer
   - 6 hours of administrative training for 2 MACC employees
   - 5 years of premium software assurance (24x7 coverage)
   - 1 year parts and labor warranty and OPTION a 4 year service warranty. Also option PROACTIVE monitoring through your service organization through Marwatch.
   - Reuse all existing network wiring

3. Failover call control and failover SIP connectivity provided by an additional instance of virtual Mitel Communications Director and MiVoice Border Gateway, running on existing MACC virtual infrastructure at a secondary site.
4. Failover call control at each of the 4 remote campuses, provided by Mitel CXII controller with analog loop-start ports and connected to existing analog telephone lines.
5. Fax to email through carrier services.
6. MACC will select the Internet/SIP provider and will set specific requirements regarding bandwidth per SIP trunk, uptime, QoS, etc. for the Internet/SIP service. The PBX selected will be required to integrate to the SIP trunks provided by the Service Provider MACC chooses. The awarded PBX vendor will not require any specific certifications or any other requirements that will increase the cost of the Internet/SIP service unless these costs are paid for solely by the PBX vendor. Any associated certification requirements and associated costs must be included in the phone vendors RFP response.

A. **Voice over IP telephone systems:** The vendor shall provide an IP telephone system, not digital or hybrid.

B. **Software programming:** The vendor shall program all software and other features into the IP system before delivery to Owner’s premises.

C. **Diagnostic maintenance:** Software shall be provided within the IP system for use by maintenance personnel to identify and associate a malfunction with an individual component. In addition, the system will have the capability to allow diagnostic and maintenance testing of IP components from a remote location. Costs of the maintenance port and necessary ancillary equipment will be a part of the Vendor’s submission.

D. **Memory protection:** The total system memory, including generic software and customer database, shall be permanently protected in the event of a primary power failure. Upon restoration of primary power, the reload shall be accomplished automatically without external intervention. Also, the system proposed shall have the capability to copy the Owner’s database on tape, disk or other available PC or network storage. The system shall automatically back up itself to local storage on a scheduled basis. An on-board rechargeable battery should preserve this back up. Also, in the event that power is lost to the handsets, all telephones must be automatically brought back to their original state. This means that each telephone must have its program captured on the server.

E. **Memory capability:** The memory shall have the capability of supporting the maximum capacity of the IP system proposed at cutover.

F. **Alarm/Error Logging:** As an ongoing internal function of the IP system, a self-test routine must identify faults within the system. When faults are located, a log will be created which will be accessible either locally or remotely, for later use.

G. **Class of service:** The system shall allow independent programming features per telephone to be defined. Individual programming shall specify the features and timer options that may be accessed by a station or a DISA trunk. It shall be possible to change the features at any station without changing the numbers assigned to that station.

H. **Routing class of service:** When a station user dials a number, the system shall check the Routing Class of Service (RCOS) value assigned to the user against the available routes. If the user’s RCOS permits access to the number dialed, the call proceeds. If the RCOS value does not permit access, the call shall be barred and routed. A station shall have the capability of being assigned two RCOS’s, one associated with a Day Mode and the other associated with a Night Service mode. RCOS shall have the capability to allow or deny calls differently depending on the mode selected. Also, describe how switch can prevent fraud after hours from any telephone on the system.
I. **Call forwarding:** The IP system shall provide the capability of forwarding trunk or internal calls to another station/external phone number to satisfy the following conditions:
1. Calls to an Unattended Station.
2. Calls to a Busy Station.
3. All Calls to a Station.
4. Must be able to differentiate between internal and external calls.

J. **Conference arrangements:** Each station shall have a dial-up conference or add-on capability that will allow adding at least three other parties (4 total), either internal or external, to a call in progress. The IP system must provide gain on conferences. System should provide conference capabilities for up to 6 parties on one bridged call. Describe the limitation of number of six party audio conferences the system can support as a standard. Describe a solution that could expand on the amount and type of bridges available.

K. **Call transfer and station consultation:** The IP system shall allow the station user the capability for call transfer and station consultation on all trunk calls and/or station calls either incoming or outgoing, with an inbound toll restriction for long distance calls.

L. **Group hunting:** Sequential and/or non-sequential number hunting shall be available for all stations allowing up to a minimum of thirty stations to be placed in a single hunt group.

M. **Five digit extension dialing:** Include 5-digit extensions to all phones in the network.

N. **Line lockout off-hook condition:** Any station seizing the common equipment of the IP system for a programmable number of seconds without dialing shall be blocked from further access to the system resources until the station is restored to the on-hook condition.

O. **DSS/BLF Attendant Console:** Direct station selector/busy lamp fields software or hardware is required for the Attendant.

P. **Night service:** Night service shall permit the programming of alternate answering points for individual trunks. The answer point used shall depend on the operational mode of the system. Incoming calls to the main listed number will normally be routed to the automated attendant.

Q. **Paging access:** All phones shall have the capability to access the external paging system and/or paging through the phones. The vendor may use XML applications to accomplish the feature. The system must have the capability of integrating with XML 3rd party applications to be displayed on the phones.

R. **Restrictions:** The provision for providing restrictions from particular types of trunks as well as other services shall be provided. Minimum degrees of restriction must include the ability to:
1. Restrict stations from direct access to central office trunks.
2. Restrict stations from direct-in-dial.
3. Restrict stations from direct long distance toll dialing.
4. Restrict stations from initiating a dial-up conference.
5. Restrict stations from external paging system.
S. Call waiting: Call waiting shall permit a station user, when engaged in a call, to receive a tone indicating a call is waiting. Only the called party shall hear the waiting tone. Conversation with the waiting party shall be private. If the called party goes on-hook and a call is waiting, the station shall ring immediately.

T. Network administrative package: Administrative software shall be provided by the vendor on the owner’s PC’s for use by Moberly Area Community College. The software must be compatible with Moberly Area Community College’s operating systems (Windows). Also, the software must be able to run with other applications. The administrative software will, at a minimum, provide for the following:
1. Maintenance of both telephone and voice mail systems.
2. Provide for database backup and restore.
3. Changing telephone numbers.
5. Be able to connect to systems at all remote sites via network connection.
6. Administrative training for two (2) Moberly Area Community College employees shall be provided at a time mutually agreed upon by Owner and Vendor and the cost for training shall be included in the base bid. This training is in addition to the user training on the telephones.

U. Automatic route selection: The system shall provide automatic routing for network calls. Two arrangements will be required for Public Switched Network access. As a minimum, the ARS proposed shall provide:
2. Digit screening for twenty-six digits for routing and restriction applications.
3. Digit modification (absorption or insertion) to support different routing scenarios.
4. Capability to dial “911” and “9-911” from any station set to directly access the emergency service provider.

V. Outgoing trunk queuing: The system shall be equipped to allow the station user, upon encountering a busy condition for a trunk group, to queue upon the trunk group by dialing an appropriate code or depressing a key on a multiline set. The station user shall then be allowed to go on-hook and the system shall automatically ring that station when a trunk in the individual trunk group which the station user is in queue for becomes available and the call shall proceed without the user having to redial the number.

W. Station message detail recording: The IP system shall be equipped to capture external station message detail recording information. The information to be captured shall as a minimum provide:
1. Date of call
2. Calling station number
3. Called number
4. Time
5. Duration of call
6. Calls abandoned

X. E911 Service: Moberly Area Community College also requires that the new IP phone system include Emergency 911 (E911) capabilities. Emergency 911 will allow the college to successfully and accurately pass phone extension number and location details for alerting purposes. The system
should be configured to notify both campus authorities and the local PSAP integrating with PS911 services. Below are some of the e911 requirements:

- **Emergency Calls Routed by Location**
  - Routes calls to a PSTN gateway capable of reaching the responsible PSAP for the caller's location

- **Identification of Caller Location**
  - Centralizes and automates the initial administration of Emergency Location Identification Numbers (ELINs) and Emergency Response Locations (ERLs) for on-premises users
  - ERL (Emergency Response Location) Zones – Minimum of 50 Zones and must provide testing and verification of at least 2 phones per zone.
  - Eliminates the need to update the Automatic Location Information (ALI) database when an IP phone is relocated through Dynamic Tracking of Phones

- **Emergency Callback**
  - Facilitates PSAP callback to reach the most recent callers from each location, including callers from stations without direct-inward-dialing (DID) numbers

- **Emergency Call Alerting**
  - Helps onsite security to assist emergency callers immediately, and to direct fire, police, or ambulance services when they arrive

- **Simplified Support of E911**
  - This functionality allows customer to assign ERL’s to every desktop in their organization without having to reconfigure their network’s IP address deployment as the system should be capable of collecting information about the IP Phones dynamically regardless of where they are moved in the network.

Y. **Product life cycle:**
1. What is the mechanism for hardware upgrades? *Describe*
2. How will hardware upgrades be implemented? *Describe*
3. What is the mechanism for software upgrades? *Describe*
4. How will software upgrades be implemented? *Describe*

Z. **Analog phones and devices:** The system must be able to support analog devices and services such as; phones, fax machines, modems and paging.

AA. **Maintenance alarms:** The system should define an alarm as an event that takes place when an anomaly is detected and corrective action is required. If an alarm is detected, the system must be able to send a message to the management system, or log events for later review.

BB. **Caller ID history:** The system should provide easy access for individual users to access their caller ID history.

CC. **Selectable ring tones:** Each user should have the ability to choose their individual ring tone.
DD. **Network diagram:** The vendor must provide a simple network diagram (Visio or PDF) along with their bid proposal for each location to include both the phone system (servers, voice gateways, phone counts, etc.) and the data network (switches, routers, closets, etc.). Vendor must provide a complete total network diagram after installation.

EE. **Redundancy:** Provide pricing for an optional component of a redundant server, as a “hot standby server” that can immediately function as the communication server should the main server have an issue. These servers should have memory shadowing capabilities that are not scheduled but constant and real time.

FF. **Survivability:** At each location, provide for survivability of the centralized phone system, in the event of a core phone system outage, circuit problems, or WAN cuts. Each remote location must be able to make calls internally and externally in the event of a loss of connectivity to the primary campus centralized phone system in Moberly. When in failover mode each remote site should utilize at a minimum one local analog lines for PSTN connectivity. Also insure the use of 911 services in the event of circuit problems.
SECTION 3 – VOICE MAIL SYSTEM TECHNICAL REQUIREMENTS

A. Basic voice mail system
   1. Automated attendant functionality
      a. All software and hardware necessary to interface with the proposed telephone system
         will be provided under the bid. This will be a centralized voice mail system for all sites.
      b. The system must be equipped with 500 mailboxes equipped with unified messaging and
         a minimum of 24 ports.
      c. The automated attendant must provide a company directory that uses extension
         numbers or names as the dialing method.
      d. It must allow single-digit option dialing.
      e. It must support pre-recorded holiday greetings to automatically take effect on the day
         established and revert to normal operation on the designated date.
      f. Off-premise routing – the system must allow callers to be transferred to an outside
         number.
      g. Scheduling – time of day and day of week scheduling for the automated attendant must
         be included.
      h. Voice mail prompts must be displayed on the executive display sets.
   2. Subscriber mailboxes
      a. Must support up to a maximum of 500 voice mailboxes with unified messaging.
      b. Information mailboxes. Callers requesting specific information can be routed to a
         mailbox that plays a message.
      c. The system must provide mailboxes that are password protected.
      d. The system must provide a tutorial that assists new subscribers with mailbox set up.
      e. It must provide subscribers the ability to send urgent, private or certified messages.
      f. It must provide a message waiting light notification of waiting messages in the office.
      g. Beeper notification. The system must include out dial to a cell phone and voice pager
         for message notification and indicate the status and number of messages.
      h. Users must be able to retrieve voicemails remotely.
SECTION 4 – SYSTEM COMPONENTS

Primary System

- 1 MiVoice Business Console Bundle
- 25 MiVoice Business SIP Trunk License
- 25 SIP Trunk Proxy Channel License
- 1 Mitel Border Gateway Virtual Appliance
- 1 MiCollab Applications Suite 3.0 Virtual Appliance
- 25 Mailbox Only Licenses
- 1 Virtual MCD Software Appliance
- 1 MiCollab Client Presence for MiVBC Operator
- 300 UCCv4.0 Entry User for MiVoice Business
- 52 UCCv4.0 Standard User for MiVoice Business x1

Failover System

- 1 Mitel Border Gateway Virtual Appliance
- 1 Virtual MCD Software Appliance
- 25 MiVoice Business SIP Trunk License
- 25 SIP Trunk Proxy Channel License

SECTION 5 – WARRANTY, TRAINING AND SERVICE

A. **Warranty:** The Vendor shall provide one year parts and materials warranty against defects in material and workmanship from time of system acceptance for the installed system. Warranty shall include all parts, hardware and software required to honor the warranty. Implementation services will be requested on a time and materials basis, if required.

B. **Maintenance:**

1. Maintenance is to be provided on a complete service basis. Maintenance costs, other than those covered under warranty, shall be listed separately from the cost of equipment and shall include the costs of all parts and materials. The initial maintenance contract will be for a three-year period. The three-year maintenance cost must be included in the basic offering and must include all components of the system. Warranty will commence on day one following final acceptance of the phone system.

2. The Vendor’s response shall indicate if Vendor plans to provide total system maintenance or subcontract the system maintenance or any part thereof. In the event the use of subcontract maintenance is planned, the Vendor shall indicate what portion(s) of the system maintenance will be provided by the subcontractor, and shall furnish proof of an agreement (or a tentative agreement) has been negotiated with the subcontractor to provide maintenance on the proposed system. The Vendor shall also provide sufficient documentation that indicates the
A subcontractor is properly trained and has been certified by the equipment manufacturer to provide maintenance on the proposed system or any part thereof.

C. **Guaranteed Service Response:** It is requested there be a 24x7 remote response for all emergency calls, defined as:
   1. Complete system failure
   2. Complete voice mail system failure
   3. Failure of 20% or more trunk circuits
   4. Failure of a power supply
   5. Failure of 20% or more stations
   6. Failure of main answering points within each building
   7. Voice gateway

D. **Routine maintenance:** Routine maintenance response time shall be 8x5xnb (8am to 5pm by next business day) after receipt of a routine maintenance call from Owner’s designated representative. Routine maintenance is defined as any occurrence that does not meet the criteria of emergency maintenance.

E. **User training:** The Vendor shall provide two (2) training sessions and observe two (2) training sessions performed by the College representative designated for training for Moberly Area Community College personnel, with additional training provided for those serving in attendant functions. Class scheduling shall be coordinated with Moberly Area Community College’s designated representative and will be conducted at the Moberly Campus.
   1. Training classes for telephone-users shall be conducted according to the type of telephone instrument purchased. User training will cover telephone features, voice messaging features, and telephone and voice messaging courtesy. Classes will be conducted with “live” instruments, as they will be used by Moberly Area Community College.

F. **System administration training:** Administrative training for two (2) Moberly Area Community College employees shall be provided at a time that is mutually agreed upon by the College and the Vendor. The cost for training must be included in the base bid. This training is in addition to the user training on the telephones.

G. **Training material:** The Vendor shall provide customized training materials to serve as a quick reference for system users. The material shall be relevant to the department and user. Moberly Area Community College may, at its option, record or video tape these training sessions.

H. **Absence of specifications:** The absence of specifications regarding system installation details implies that best general practices will prevail and that first quality material and workmanship will be applied. Certification standards, when available, for the to-be-installed equipment and materials will prevail.

I. **Coordination with Telephone Company:** All carrier coordination of the system installation shall be the responsibility of the Vendor. This is to be accomplished by working with Moberly Area Community College personnel.

J. **System cutover:** The system shall be installed and tested for acceptance upon the date set forth in the contract. Vendor shall be available on the Premises for a minimum of two working days after
telephone system cutover to clear any malfunction which may develop; costs associated with this requirement shall be considered a part of the base bid.

K. Testing of the installed telephone system: The system shall, as a minimum, be tested as follows: The installed telephone system must demonstrate its capability of providing the services enumerated in the contract. Test equipment required for demonstration will be Vendor provided. Vendor will also provide documented test results. Testing shall also be conducted at each location and for 2 phones in each zone location to ensure that E911 is reporting properly.

L. Exceptions: The vendor must cite specific paragraph terms and conditions to which the Vendor takes exception. The Vendor shall state the exact requirement to which exception is taken. Any cost impact associated with an exception must be identified and included in the pricing section.

M. Money back guarantee: Moberly Area Community College is requesting a 90-day money back guarantee. If the system does not perform as stated in this Request for Proposal, Moberly Area Community College has the option to return the system for a full refund within 90 days of cutover.

N. Upgrades: Software upgrades, major and minor patches and version upgrades shall be a part of the total system price for five (5) years upon final system acceptance and must include the labor to implement/install the upgrade.
SECTION 6 - STATEMENT OF BIDDER QUALIFICATIONS

Each bidder for the work included in the specifications and drawings and the Contract Documents shall submit with their bid the data requested in the following schedule of information. This data must be included in and made a part of each bid document and be contained in the sealed envelope. Failure to comply with this instruction may be regarded as justification for rejecting the Contractor’s Proposal. Bidder Qualifications are to be included in all three (3) bid copies and one (1) electronic copy. The Owner reserves the right to request additional information concerning the qualifications of the Bidder or any of his subcontractors prior to award of Contract.

1. Name of bidder (and Missouri office locations)
2. Business address
3. When organized
4. When incorporated
5. Number of years engaged in contracting business under present firm name
6. Have you ever failed to complete any work awarded to your company? If so, where and why
7. Have you ever defaulted on a contract?
8. Number of factory certified technicians of proposed system whose office is located in Missouri. Please include resumes for a minimum of three technicians, including qualifications, tenure and certifications.
9. List of completed similar projects (include size and scope of project) within last four years, including cost of each:
10. List a minimum of three references for which you have provided installations in the same size and scope as Moberly Area Community College:
11. Please provide financial reports for your organization and for the manufacturer of the proposed system.

Note: Attach additional sheets giving information required, if necessary.
SECTION 7 - PROPOSAL FORM

BID TIME: 3:00 PM
BID DATE: February 28, 2020
FROM: __________________________________________
                      __________________________________________
                      __________________________________________
                      (hereinafter called the Bidder)

TO:   MOBERLY AREA COMMUNITY COLLEGE
       101 College Avenue
       Moberly, Missouri 65270
        (hereinafter called the Owner)

FOR:  Telecommunications System RFP
       Moberly Area Community College
       Moberly, Missouri
        (hereinafter called the Work)

1. The undersigned, having examined and being familiar with the local conditions affecting the Work and
   with the contract documents including the Notice to Contractors, Instructions to Bidders, Statement of
   Bidder Qualifications, Job Site Management Procedures and the body of technical specifications,
   including all addenda and appendixes, as issued by the Owner, hereby propose to furnish all labor,
   materials, equipment, services, etc., required for the performance and completion of the
   aforementioned Work as follows:
   TOTAL BASE BID: The sum of ________________________________ Dollars ($__________).

   NOTE: This project is exempt from Missouri Sales and Use Tax.

2. The Contractor agrees to substantially complete the Work in the number of working days listed below
   from the Owner’s Notice to Proceed.
   CONTRACTOR’S ANTICIPATED PROJECT DURATION: ____________________________.

3. The Bidder agrees to pay not less than the hourly rate of wages as determined by the Department of
   Labor and Industrial Relations, State of Missouri, in accordance with Section 290.210 to 290.340 as
   amended RSMo. 1978.

4. The Bidder hereby certifies: That this Proposal is genuine and is not made in the interest of or on
   behalf of any undisclosed person, firm or corporation and is not submitted in conformity with any
   agreement or rules of any group, association or corporation; That he has not directly or indirectly
   induced or solicited any other bidder to put in a false or sham proposal; That he has not solicited or
   induced any person, firm or corporation to refrain from bidding; That he has not sought by collusion or
   otherwise to obtain for himself any advantage over any other bidder or over the Owner; and That
   discrimination against any employee or applicant for employment because of sex, race, creed, color or
   national origin is not practiced in connection with the performance of this Work.

   Dated this ______________________ day of __________________________, 2020

Initials_____  Date_____
**IF AN INDIVIDUAL:**

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**IF A CORPORATION:**

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<tr>
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<td>(If a corporation organized in a state other than Missouri, attach Certificate of Authority to do Business in the State of Missouri)</td>
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| Missouri, Signature of Officer | |
|-------------------------------|-
|                               | |

(Attest Seal) Secretary

(Each bidder must complete the Proposal Form by signing in the proper signature line above and by supplying the required information called for in connection with the signature.)
SECTION 8 – PROPOSED CONFIGURATIONS

A. Provide a detailed bill of materials for all parts and components that will be a part of the complete proposed system installation.
B. Provide a network diagram for the proposed system installation.
C. Telephone System Configuration:

CURRENT CONFIGURATION – QUANTITIES FORM

Moberly Campus – Main Building

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Moberly Campus – Multi-Media Center

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**PROPOSED CONFIGURATION – QUANTITIES FORM (continued)**

Moberly Campus – Entrepreneurship and Business Development Center

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Moberly Campus – Activity Center

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Moberly Campus – McCormick Commons and Residential Center

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**PROPOSED CONFIGURATION – QUANTITIES FORM (continued)**

Moberly Campus – Bookstore

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Columbia Higher Education Center

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Mexico Higher Education Center

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Hannibal Area Higher Education Center

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Kirksville Higher Education Center

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SECTION 9 – EVALUATION AND PRICING

A. Evaluation criteria:
   1. Vendor requirements: Vendor shall respond to each paragraph and subparagraph.
   2. Maintenance staffing/technical support: Vendor shall provide information on the number of certified technicians on its staff to service the type of IP system being proposed and the total number of that type of IP system in Vendor’s local service area.
   3. System implementation schedule: Vendor shall provide a telephone system implementation schedule for the project and its ability to meet the required deadlines.
   4. Training: Vendor shall provide proper training on the system, as indicated.
   5. Adherence to technical requirements and the availability of additional features.
   6. Voicemail system, features and ease of use.
   7. System warranty.
   8. Durability and features of station equipment.

B. Procurement options: Moberly Area Community College reserves the right to accept or reject all bids in whole or by line item and to waive any informalities in the bid process.
   1. Total base bid for telephone system purchase, including equipment and installation.
   2. Bid for each of the alternate items.