Central Wyoming College

Request for Proposals

Voice over Internet Protocol (VoIP)

Due:
Friday, July 30, 2010
3:00 pm local Riverton, Wyoming time

Deliver to:
Mr. John Wood
Office of the Chief Information Officer
ATTN: VoIP RFP
Central Wyoming College
2660 Peck Avenue, MH220B
Riverton, Wyoming 82501

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Request For Proposal
Presentation Projection System
Central Wyoming College

ARTICLE I - General Conditions and Requirements

NOTICE IS HEREBY GIVEN that Fremont County Community College District, State of Wyoming, operating as Central Wyoming College (CWC), is requesting proposals for a Voice over Internet Protocol (VoIP) telephony system initially to function with our PBX based system, but within three years replace it entirely. We are seeking partner vendors to jointly design, install and support this system with CWC technical staff.

The Office of the CIO will receive proposals at Central Wyoming College, Room MH220B, 2660 Peck Avenue, Riverton, Wyoming 82501, until 3:00 pm, Friday, July 30, 2010. Late proposals will not be accepted. Proposals shall be sealed and be clearly marked “VoIP RFP”. Proposals will be opened and read publicly shortly after 3:00PM in Room MH220B located on the CWC Riverton Campus, Main Hall, 2660 Peck Avenue, Riverton, Wyoming. A contract will not be awarded until CWC or the CWC Board of Trustees (as appropriate and required by college policy) has reviewed the proposals and authorized negotiation of a contract.

Proposal documents can be requested by:
- Mail Central Wyoming College Office of the CIO, MH220 Main Hall, 2660 Peck Avenue, Riverton, Wyoming 82501;
- Phone: John Wood, CIO at (307) 855-2162;
- E-mail: jwood@cwc.edu
- Internet: www.findrfp.com/gov/list.aspx?id=57350

CWC reserves the right to reject any and all proposals and to waive any irregularities, formalities, or informalities in the RFP process, and to award the proposal as may be in the best interest of the college.

1. SUBMISSION OF PROPOSALS:
See ARTICLE III – Submission of Proposals below.

2. SURETY:
None required.

3. CONTRACTOR PREFERENCE: Proposers are advised that the resident contractor preference and State of Wyoming materials preference statutes contained in Wyoming Statutes Sections 16-6-102 and 16-6-106 and related statutes may apply to the submitted proposals to the extent required by law. Because of the nature of this RFP, the extent and the manner to which statutes apply will be considered and evaluated with respect to each
responsible proposal submitted. Those proposers claiming Wyoming residency shall include a copy of their Wyoming Certificate of Residency.

3. ACCEPTANCE PERIOD: All proposals shall be firm for a period of ninety (90) days from the date proposals are due (see Article VI, Notice of Intent Timeline).

4. AWARD OF CONTRACT:
Award of Contract for this project is contingent upon available funding and official approval.

CWC may enter into negotiations with the firm or individual whose proposal best meets the needs of the college. The successful company will be required to enter into and sign a formal agreement with CWC.

Minority business enterprises will be afforded full opportunity to submit a proposal and to contract with the college and will not be subject to discrimination on the grounds of race, creed, national origin, sex or handicap in consideration for an award.

By submitting a proposal, the firm certifies under penalty of perjury that it has not acted in collusion with any other firm.

5. CENTRAL WYOMING COLLEGE REPRESENTATIVES: Questions concerning the RFP document and process, acceptance and approval of proposals, contract requirements, and project parameters should be directed to:

   John Wood
   CIO
   307-855-2162
   jwood@cwc.edu

Questions concerning the installation and technical requirements should be directed to:

   Same.

6. PROPERTY OF THE COLLEGE: Proposals submitted as a response to this RFP shall become the property of the College. Such proposals, as property of the College, are subject to public disclosure as prescribed by Wyoming statutes. Proprietary information must be identified and will be protected to the extent allowable by Wyoming law.

7. PRE-PROPOSAL CONFERENCE: An optional pre-proposal conference is scheduled for Thursday, July 22, 2010, 2:00 pm local Riverton, Wyoming time, in MH 220B located on the CWC Riverton Campus. Proposers are strongly encouraged to attend, but attendance is not mandatory. Attendance via telephone conference can be arranged. Any proposers attending must notify the CIO by e-mail to jwood@cwc.edu by
Tuesday, July 20, 2010, 5:00 pm local Riverton, Wyoming time so that appropriate arrangements can be made.

8. MANDATORY PROPOSER PRESENTATION: After initial review of submitted responses, some vendors may be selected to come to the college’s Riverton Campus and make a one-hour presentation to the evaluation committee. The presentation to the evaluation committee will consist of a thirty-minute vendor proposal description followed by a thirty-minute period of responding to questions by the committee. These presentations will take place on Monday, August 16, 2010. All expenses incurred are the responsibility of the vendor, and will not be reimbursed by the college.

9. MANDATORY PROPOSER TRAINING AND SUPPORT PACKAGE: Vendor proposals must also contain a proposal for staff training in the technical administration and general staff use of the system. This proposal should include the cost of the recommended staff training.

The proposal should also list the types of support options that are available and the cost of such support for a period of three (3) years from initial purchase.

10. CONSIDERATION OF PROPOSALS: Pricing (including total cost of ownership over three years), functions and features, technical specifications, flexibility, quality, ability to easily integrate into existing college infrastructure, and support and maintenance requirements (including existing skill base of current CWC technical staff) will all be factors in the selection of the vendor that best meets the needs of the college for this project. Additional factors may also be considered.

ARTICLE II – Scope of Project:

Central Wyoming College (CWC) is requesting proposals for a Voice over Internet Protocol (VoIP) telephone system that will eventually replace the existing PBX telephone system described below. We anticipate a phased installation for the new phone system as follows:

Phase I: Installation of new phone system as described into:

1. The newly constructed Intertribal Education and Community Center (ITECC) building on our Main Campus located in Riverton, Wyoming; and

2. The CWC Lander Center, located in Lander, Wyoming, and an interior node on our campus-wide area network.

This phase includes installation of all infrastructure components necessary to support the rest of the phases without replacement – though certain licensing and other variable costs not needed for Phase 1 operation can be postponed to future phases. Examples are call managers, voice mail systems, etc. The system must continue to integrate with our existing PBX system, including 4 digit extension dialing between both systems. It is possible that all users (VoIP and PBX) will use the new voice messaging system at this phase.
Installation will include assisting CWC IT staff in implementing campus-wide networking of quality of service (QoS) mechanisms that prioritize VoIP traffic across the network. The network is a combination of Foundry and Cisco layer three routed CAN. This phase includes University of Wyoming Outreach School staff in Riverton coming into rented space in this building and their use of this new VoIP system. This phase (and Phase II) IS the subject of the pricing for this RFP, and should be completed by September 2010.

Phase II: Replacing the existing phone service with the VoIP system in college operations at the:
1. Sinks Canyon Center, in Lander, Wyoming;
2. Jackson Center, in Jackson, Wyoming; and
3. Thermopolis Outreach Center, in Thermopolis, Wyoming.
All three locations are interior nodes within the college’s CAN.

This phase includes toll-bypass between Riverton/Lander, Jackson, and Thermopolis calling areas. This phase (and Phase I) is scheduled to be completed October 2010 – July 2011 and IS ALSO part of the equipment purchasing of this RFP. The system must continue to integrate with our existing PBX system, including 4 digit extension dialing between both systems. It is possible that all users (VoIP and PBX) will use the new voice messaging system at this phase.

Phase III: Replacing the PBX system with the VoIP system for all Riverton campus users not already on the new system. At the end of this phase, all users will be using VoIP and the new voice messaging system. The PBX system will be powered down, and integration will no longer be required. This phase is scheduled to be completed July 2011 – December 2012 and IS NOT part of the equipment purchasing of this RFP.

Note: Phase I AND Phase II ARE to be priced as part of this RFP. Phase III is not to be included in vendor responses to this RFP.

Here is a description of our existing PBX phone system:
Avaya Definity switch is a system G3siV6
software version :G3V6i.03.2.239.7

263 handsets including fax machines

388 assigned ports. (These include places like student housing, so not all of these have handsets.)

Voicemail Avaya Audix
Unix system V release 4.2 version 1

There are 258 voice mail subscribers.
Providers:
  Qwest: two PRI lines and local phone service  
  WCS Telecom is our long-distance provider

In Jackson, CWC contracts with Qwest for three local phone lines. There is no 
phone system with extensions. These lines will continue to be used for local 
Jackson calls and toll-bypass.

In Lander, there is a Merlin phone system that will be completely replaced in 
Phase I of this project, and no integration with this system needs to be 
implemented. The Lander system has three local phone lines (Qwest) that may 
perhaps be abandoned as calling to and from Riverton to Lander is now in the 
same calling area, and the new system can use the Riverton local connectivity to 
make calls to Riverton.

In Thermopolis, CWC contracts with Qwest for one local phone line. There is no 
phone system with extensions. This line will continue to be used for local 
Thermopolis calls and toll-bypass.

Here is a comprehensive list of both required and desired characteristics and 
functionality for Phase I and II (as noted above).

1. **Required Characteristics and Functionality**
   a. Integration to existing PBX system described above, including 4 digit 
extension dialing.
   b. In Riverton, keeping all existing local direct phone numbers and 
   connecting incoming calls directly the extension assigned – by-passing the 
campus receptionist. And also incorporating the existing Riverton center 
of the University of Wyoming Outreach School local phone numbers into 
the new VoIP system and connecting incoming calls directly the extension 
assigned – by-passing the campus receptionist.
   c. In Jackson, incorporating the existing CWC Jackson Center local phone 
numbers into the new VoIP system and connecting incoming calls directly 
the extension assigned – by-passing the campus receptionist.
   d. In Thermopolis, incorporating the existing CWC Thermopolis Outreach 
Center local phone number into the new VoIP system and connecting 
incoming calls directly the extension assigned – by-passing the campus 
receptionist.
   e. Full functionality over our existing Campus Area Network (CAN) 
consisting of Foundry (now Brocade) and Cisco switches.
   f. Support for PS-ALI or equivalent. This is the ability to have college room 
numbers and specific location information display when college phones 
call the 911 Emergency Centers. This includes the local emergency center
given the location of the handset making the call (Once done with Phase II, distinction needs to be made between Teton County Emergency Center (Jackson location), Hot Springs County (Thermopolis), and Fremont County (all other handsets).)

g. Immediate notification of CWC Campus Security whenever a 911 call is initiated from a college phone.

h. Toll-bypass so that the system uses available local phone service purchased in the three calling areas (Riverton/Lander, Jackson, and Thermopolis) for any calls from the VoIP system to these areas, and thus avoiding any long-distance toll charges for the call.

i. Voice messaging with notification of message on all handsets (LED indicator, LCD screen notification, or something similar). This includes the ability for the user to set different messages for “no answer”, “busy”, and “out of business hours” situations, and the ability for identified personnel to make “broadcast” messages to all voice mail subscribers. This also includes the ability for users to remotely call the system and retrieve voice messages over the telephone.

j. All handsets capable of transfer, conferencing, speed dialing, etc.

k. Capable of setting up appropriate hunt groups for different departments.

l. Capable of monitoring “call center metrics” on some “service center” extensions like the campus receptionist and help desk. (Answer times, queue length, number of roll over, etc)

m. Capable of auto attendant on the receptionist, with support for last name staff directory look-up by incoming caller.

n. Video calling capable, including at least four video handsets as appropriate.

o. In the ITECC Center, support for at least approximately one building receptionist, ten (10) other office phones, four (4) public classroom phones, and two (2) public phones located in lounge areas. Also one fax machine.

p. In the Lander Center, support for at least approximately one building receptionist, six (6) other office phones, four (4) public classroom phones, and one (1) public phone located in lounge areas. Also one fax machine.

q. Long-distance authorization code. Users making a toll call must enter a long-distance code for billing purposes. The public phones must be toll-call restricted.

r. Caller-ID must be displayed – both for in-system calls as well as calls from off-campus.

s. High availability is required as telephone service is considered a critical infrastructure. Redundancy of critical infrastructure will be considered.

t. Infrastructure equipment capable of mounting into 19” square hole racks

u. Compliance with both SIP and H.323 standards

v. Auto-Discovery and Auto-Configure of handsets

w. Implementation and Installation: The vendor is expected to fully configure and install the systems purchased in Phase I, including all
handsets, fax machines, infrastructure equipment, voice mail systems, and configuring individual settings like departmental hunt groups, etc.

x. Training:
   i. Appropriate training of college personnel in “train the trainer” so that they can orient existing and new employees in use of the system.
   ii. Appropriate training of CWC technical staff in self-implementing future expansions and upgrades of the system “train the implementer”, including allowing CWC technical staff to participate with vendor staff in the initial implementation and installation of the system
   iii. Appropriate training of CWC technical staff in the ongoing maintenance of the system “train the maintainer”, including moving and installing new handsets, and configuring feature sets.

y. Support: For three years from date of purchase
   i. For critical infrastructure equipment, next business day replacement and on-site qualified repair technician to Riverton, Wyoming. Access to qualified, engineer level, technical call center 24/7/365. Software upgrades and support.
   ii. For end user devices (handsets, fax machines) on-site spares will be purchased.

2. Desired Characteristics and Functionality
   a. Unified Voice messaging that delivers attached sound files into recipients e-mail.
   b. “Soft-phone” capability to call (voice and video calls) using a computer equipped with microphone/speaker (camera) that integrates into the users Contact List in Microsoft Outlook.
   c. “Wireless phone” capability using the wireless campus-area network.
   d. Experience implementing the proposed solution on a layer-3 campus-wide network made-up of Foundry and Cisco switches.

The College seeks a partner vendor with expertise and experience in designing, installing, and configuring VoIP campus-wide telephony solutions for institutions of higher education. We welcome vendors expanding on this list of required and desired characteristics and functionality and value the expertise we expect you to bring to this project. In addition, the College looks at Total Cost of Ownership as paramount in evaluating competing vendors. This includes not only initial purchase price, but also on-going costs of supplies, support and training, valuable staff time in using and maintaining the system, reliable operation, vendor reputation of post-sale support, cost and effort of conversion of existing Avaya PBX system, and committed resources to on-going technical support and product development.
Finally, we require proposers to identify what purchase warranty services are provided, and to list and guarantee any on-going maintenance and support plans and costs.

**ARTICLE III – Submission of Proposals:** (See ARTICLES IV, V, and VI for Forms and Timeline)

It is the responsibility of the proposer to carefully examine the Request for Proposals document and be familiar with all of the requirements, stipulations, provisions and conditions. All changes, additions, or clarifications to the RFP documents will be done with a numbered addendum. Vendors are responsible for informing the college of an address to send any addenda to. No proposals will be considered in which any of the conditions or provisions have been modified. No oral or telephone interpretations of the proposal documents shall be binding upon the College. Proposals received after the time and date specified will not be considered and will be returned unopened to the firm. FAX AND EMAIL BIDS WILL NOT BE ACCEPTED.

Three (3) copies of proposal are to be submitted to:

Mr. John Wood  
Office of the Chief Information Officer  
ATTN: VoIP RFP  
Central Wyoming College  
2660 Peck Avenue, MH220B  
Riverton, Wyoming 82501

no later than 3:00 pm, local time, on Friday, July 30, 2010. Proposals shall be sealed and clearly marked “Response to VoIP RFP”. Proposals will be opened and read publicly shortly after 3:00 pm local Riverton, Wyoming time in Room MH220B located on the CWC Riverton Campus, Main Hall, 2660 Peck Avenue, Riverton, Wyoming. A contract will not be awarded until CWC or the CWC Board of Trustees (as appropriate and required by college policy) has reviewed the proposals and authorized negotiation of a contract.
ARTICLE IV – Cost of Proposal

CWC VoIP Telephone System

Central Wyoming College looks at Total Cost of Ownership as paramount in evaluating competing vendors. This includes not only initial purchase price, but also on-going costs of supplies, support and training, valuable staff time in training users, using and maintaining the system, reliable operation, vendor reputation of post-sale support, cost and effort of conversion of existing Avaya PBX system, and committed resources to on-going technical support and product development.

PURCHASE PRICE OF EQUIPMENT AND INSTALLATION: $_____________

COST OF RECOMMENDED TRAINING: $_____________

COST OF RECOMMENDED SUPPORT/MAINTENANCE PLAN YEAR 1: $_____________
Post initial warranty and thru June 30, 2011

COST OF RECOMMENDED SUPPORT/MAINTENANCE PLAN YEAR 2: $_____________
July 1, 2011 thru June 30, 2012

COST OF RECOMMENDED SUPPORT/MAINTENANCE PLAN YEAR 3: $_____________
July 1, 2012 thru June 30, 2013

TOTAL COST OF OWNERSHIP FOR 3 YEARS: $_____________

Description of the items, services, and other options included in proposal price: (We encourage vendors to list here or on attached pages a VERY SPECIFIC technical specification of the equipment and services they are proposing.)

SUBMITTED BY:

Signature

Company

As a representative of this company, I acknowledge the receipt of the RFP and all published addenda and agree to the terms listed in this Request for Proposal.
ARTICLE V – Proposer Information

VoIP Telephone System
Central Wyoming College

So that we can better evaluate this Proposal, please provide the following information pertaining to the Proposing Entity:

1. Company Name:____________________________________________________

2. Physical Address:____________________________________________________

3. Mailing Address:____________________________________________________

4. Phone Number ___________________    Fax: ____________________________

5. Email Address:  _____________________________ _________________________

6. Principals:_________________________________________________________

7. Legal Structure:_____________________________________________________

8. State of Incorporation (if applicable):_________________________________

9. Tax Identification or Social Security Numbers:__________________________

10. Authorized Representative (Printed):__________________________________

11. Authorized Representative’s Signature:________________________________

12. Date of Signature:___________________________________________________

13. Listing of sub-contractors and suppliers who will be involved with this project. Include company name, owner name, mailing address, email address, and phone number.

14. Proposer will attach a list of three clients for whom the proposer has designed and installed a similar VoIP telephone system, and for whom they continue to contract for support of the system – at least one of which must be institutions of higher education. Include a contact person and telephone number for each reference.
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>Thursday, July 15, 2010</td>
<td>Release <strong>Request For Proposals</strong> for advertisement</td>
</tr>
<tr>
<td>Tuesday, July 20, 2010, 5:00 pm</td>
<td><strong>Notification of Intent to Attend Pre-Proposal Conference</strong>&lt;br&gt;Proposers are strongly encouraged to attend, but attendance is not mandatory. Attendance via telephone conference can be arranged. Any proposers wishing attending must notify the CIO by e-mail to <a href="mailto:jwood@cwc.edu">jwood@cwc.edu</a> by this date/time so that appropriate arrangements can be made.</td>
</tr>
<tr>
<td>Friday, July 30, 2010, 3:00 pm</td>
<td><strong>Three copies of proposals due</strong> to: Mr. John Wood, Office of the Chief Information Officer MH220B, ATTN: VoIP RFP, Central Wyoming College, 2660 Peck Avenue, Riverton, Wyoming 82501</td>
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<tr>
<td>Friday, August 6, 2010</td>
<td><strong>Selection of Vendor Finalists Announced</strong> and invited to make a presentation regarding their proposal</td>
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<tr>
<td>Monday, August 16, 2010</td>
<td><strong>Mandatory Proposers Presentation by Invitation</strong></td>
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<tr>
<td>Friday, August 20, 2010</td>
<td><strong>Notice of Intent to Award the Contract</strong></td>
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<tr>
<td>August 23, 2010</td>
<td><strong>Phase I: Installation and Training</strong> Commences</td>
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<tr>
<td>By September 22, 2010</td>
<td><strong>Phase I: Testing</strong> Completed</td>
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<td>By September 23, 2010</td>
<td><strong>Phase I Completion</strong></td>
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<td></td>
<td><strong>October 2010</strong></td>
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<td><strong>Phase II: Installation and Training</strong> Commences</td>
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<tr>
<td>By June 15, 2010</td>
<td><strong>Phase II: Testing</strong> Completed</td>
</tr>
<tr>
<td>By June 30, 2010</td>
<td><strong>Phase II: Completion</strong></td>
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