

January 9, 2012

REQUEST FOR PROPOSALS
For

Avaya enterprise Phone System Upgrade & Maintenance

Full Employment Council, Inc.
1740 Paseo Blvd.
Kansas City, MO 64108
(816) 471-2330

January 6, 2012

REQUEST FOR PROPOSAL FOR

Avaya enterprise Phone System Upgrade & Maintenance

BID DEADLINE 2:00 p.m., Friday January 27, 2012

PROPOSALS SHOULD BE ADDRESSED TO:

**Tirhas Kidane
CHIEF FINANCIAL OFFICER
FULL EMPLOYMENT COUNCIL, INC.
1740 PASEO, SUITE D
KANSAS CITY, MISSOURI 64108
TELEPHONE: (816) 471-2330 EXT. 258**

REQUEST FOR PROPOSALS

Avaya enterprise Phone System Upgrade & Maintenance

This is an invitation to submit a proposal to provide an Avaya enterprise Phone System Upgrade & Maintenance for the Full Employment Council, Inc. (FEC). The FEC is a not-for-profit Missouri Corporation.

PROPOSAL DEADLINE

Sealed proposals must be received no later than **2:00 p.m., Friday January 27, 2012** by the FEC at 1740 Paseo, Kansas City MO 64108. Late proposals will not be considered.

PROPOSAL SPECIFICATIONS

Proposals must be submitted according to bid specifications contained in **STATEMENT OF WORK**.

The contract awarded to a successful bidder will be for the duration of project completion.

This request for proposal is not to be construed as a contract or commitment of any kind. The Full Employment Council, Inc., reserves the right to accept, reject or negotiate the terms of any proposals submitted in response to this request.

Sincerely,

Tirhas Kidane
Chief Financial Officer

I. GENERAL INFORMATION

A. Purpose

This "Request for Proposal" is to solicit proposals for the Avaya enterprise Phone System Upgrade & Maintenance for the Full Employment Council, Inc.

B. Who May Respond

Established **Communication Systems Companies or Contractors** may respond to this RFP.

C. Instructions on Proposal Submission

1. Request for Proposal Opening
January 6, 2012
2. Pre-Proposal Conference –Walk thru
January 20, 2012
3. Closing Proposal Date
January 27, 2012

Proposals must be submitted no later than **2:00 p.m., Friday January 27, 2012.**

2. Conditions of Proposal

All costs incurred in the preparation of proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed by the Full Employment Council, Inc.

3. Instructions to Prospective Contractors

Your proposal should be addressed as follows:

Tirhas Kidane
Chief Financial Officer
Full Employment Council, Inc.
1740 Paseo, Suite D
Kansas City, Missouri 64108

It is important that the Offeror's proposal be submitted in a sealed envelope clearly marked in the lower left-hand corner with the following information:

Request for Proposal

2:00 p.m., Friday January 27, 2012.

SEALED PROPOSAL-Avaya enterprise Phone System Upgrade & Maintenance

The proposal should include the following:

- 1) Scope of Services
- 2) Ability to meet specifications of project
- 3) Past experience and two references
- 4) Budget and payment requirements
- 5) Maintenance and System Management
- 6) Current E-Verify documentation

WAGE RATES AND LABOR STANDARDS

The below projects are federally funded and must comply with all State and Federal requirements for prevailing wage rates and labor standards in compliance with the prevailing wages as established by the United States Department of Labor.

Insurance Requirements

WORKERS' COMPENSATION INSURANCE:

Insurance sufficient to discharge its obligations under all applicable workers' compensation laws in the states that work is to be performed, including any of the federal or maritime laws.

EMPLOYER'S LIABILITY INSURANCE:

Insurance to be provided with minimum limits of:

- Bodily Injury by Accident \$500,000 Each accident
- Bodily Injury by Disease \$500,000 Policy limit
- Bodily Injury by Disease \$500,000 Each employee

COMMERCIAL AUTOMOBILE LIABILITY INSURANCE:

Coverage to include contractual liability insurance for the indemnities set forth in this contract covering all owned, non-owned, and hired automobiles.

- Combined Single Limit (each accident) \$1,000,000

COMMERCIAL GENERAL LIABILITY INSURANCE:

Insurance to protect against claims for bodily injury and property damage arising out of premises operations, products, and completed operations; and advertising and personal injury liability.

- General Aggregate (per project) \$2,000,000
- Products/Completed Operations: \$2,000,000
- Personal and Advertising Injury: \$1,000,000
- Each Occurrence: \$1,000,000
- Fire Damage: \$50,000
- Medical Expense: \$5,000

Failure to follow instructions may be cause to judge the proposal non-responsive.

It is the responsibility of the Offeror to ensure that the Full Employment Council, Inc. receives the proposal by the date and time specified above.

Dated this _____ day of _____, 2012.

Offeror's Name _____ Firm _____

Signature Offeror's Representative _____

Printed Name and Title of Individual Signing _____

STATEMENT OF WORK

Avaya Enterprise Phone System Upgrade & Maintenance RFP

The Full Employment Council is requesting for a Proposal to Integrate and Upgrade its current Phone System.

The majority of the buildings and sites under FEC already has implemented a VoiP Avaya Solution and would like to expand Avaya's solution enterprise wide with additional features like extension to extension dialing, call flows to groups. FEC currently has first generation Avaya IP Office 500's and will need to replace existing cabinets to version 2 and firmware to the latest release in order to complete the integration of the systems over their Data network. In addition to the Hardware upgrades, FEC will be seeking a maintenance agreement for the long term upkeep of these systems. These are the current location and systems currently at the sites:

1740 Paseo, Kansas City, MO 64108

IPO 500 w/5.0(8), 4 PRI's (3 for AT&T, 1 for internal Polycom System)

Voicemail Pro 5.0(21) with 16 port license

Avaya 5610SW IP phones are the main handsets

103 E. North Main, Richmond, MO 64085

IPO 500 w/4.2(11), 2 Analog lines

Voicemail Pro 4.2 with 4 port license

Avaya 5610SW IP phones are the main handsets

3100 NE 83rd St. Suite 2100, Gladstone, MO 64119

Toshiba Strata DK 424-S w/ Load 5 Stratagy IVP8 Voice Mail

45 phones on site

11724 NW Plaza Circle Suite 500, Kansas City, MO 64153

IPO 500 w/5.0(8), 4 Analog lines

Voicemail Pro 5.0(8) with 4 port license

Avaya 5610SW IP phones are the main handsets

6801 Longview Rd, Kansas City, MO 64134

IPO 406 w/4.1(21), 16 analog, 8 digital lines

Voicemail Pro 4.1 with 4 port license

Avaya 5610SW IP phones are the main handsets, with some 5610 digital handsets

15301 E 23rd St, Independence, MO 64055

Nortel System in supported by State of MO

Would like to replace unit with an Avaya Solution 45 handsets

The goals for the upgrade is for the Full Employment Council to be able to leverage its data network for extension to extension dialing, consolidate Voicemail systems, reduce analog pots for PRI's, and simplify day to day management of the system. All systems will need to be upgraded to same firmware code and voicemail configured for failover to onboard voice mail in the event the network should be unavailable. Additional licensing for Small Community Networking will be necessary for the integration as well as additional SIP endpoint or power user licenses. FEC would also like the response to be broken down by site, labor cost (standard and overtime) with hours to complete, hardware and licensing pricing. The call flow for the entire system will be adjusted for centralized operator press off and hunt group by departments. Greetings for each site will also be adjusted for the New Press off menu. A statement of work to be done and project documentation upon completing the SOW will be required. All warranties and additional warranties will need to be stipulated with the proposal.

The second part of the RFP is for the Annual Maintenance Agreement for the support of these systems. The maintenance will include SLA's for call to repair, escalation, after hours and weekend support, and over the phone support. The maintenance agreement will include the ongoing upkeep of software updates to the phone system on a quarterly checkup with the manufacturer. The SLA will also state what actions will and can occur if the SLA is not met. This maintenance agreement will be in effect for one year and up for optional renewal for year two. The vendor will notify FEC 60 days before the end of the first year term.

Proposal Requirements

- Price of installation and Configuration indicate project hours and rate
- Price of Materials
- Price of Software Licensing.
- Upon Completion, provide FEC Setup Configurations, Call Flows, Directory of extensions, all licensing information, any other documentation, and backups of system on CD.
- Deliver Install, Program, Test, and Train Customer on New System.
- All Equipment must come with 2yrs minimum warranty.
- Provide the time line for project implementation; indicate when you could start work and how long it will take to complete project