

**LEE/OGLE
REGIONAL OFFICE OF
EDUCATION**

**- Telecommunications System -
And/Or
Cabling**

REQUEST FOR PROPOSAL

January 26, 2012

Table of Contents

A.	INTRODUCTION AND INSTRUCTIONS TO VENDORS.....	1
A.1	Introduction	1
A.2	Background Information.....	1
A.3	General Conditions.....	2
A.4	Proposal Instructions and Time Frames	7
A.5	Proposal Preparation	8
A.6	Evaluation Criteria.....	8
B.	EXISTING ENVIRONMENT	9
B.1	Telecommunication System and Network.....	9
C.	MINIMUM REQUIREMENTS FOR PROPOSALS.....	9
C.1	Technical Requirements.....	9
C.2	Design Configuration.....	11
C.3	Cabling and Infrastructure.....	11
C.4	IP Private Branch Exchange (IP PBX) Voice System.....	11
C.5	Centralized (Hub Site) Distribution PBX(s).....	11
C.6	Telecommunications Equipment Specifications.....	12
C.7	Lee/Ogle ROE Cabling Project	13
1.	EXECUTIVE SUMMARY.....	15
2.	CORPORATE PROFILE	15
2.1	Company Background.....	15
2.2	Financial Information.....	15
2.3	Reference Accounts.....	15
3.	SUPPORT	15
3.1	Implementation.....	15
3.2	Customer Support & Problem Resolution.....	16
4.	PRICING INFORMATION.....	16

A. INTRODUCTION AND INSTRUCTIONS TO VENDORS

A.1 INTRODUCTION

Lee/Ogle Regional Office of Education has developed a project to replace the existing telephone system with a new VOIP telephone system. The ROE is seeking a vendor who will also install the system and provide associated training, support and maintenance. Buildings included within this request for proposal are:

- Lee/Ogle ROE located in Grand Detour, IL.
- Nachusa Campus School located in Nachusa, IL

The ROE's objective is to replace an obsolete telephone system with up-to-date, cost effective advanced technologies to improve the overall telephone communications system. In addition to updating the existing telephone equipment for the ROE's administrative and support service functions, the ROE desires to deliver the following types of communication:

1. Broadcast page from a telephone handset or microphone to all classrooms for daily announcements
2. Direct intercom communications from a telephone handset to a telephone in an individual classroom
3. Public access to services via DID numbers or automated attendant

The ROE is also accepting bids for the replacement of the cabling system at the Grand Detour location. This is a separate bid from the telecommunications system.

The ROE invites vendors to submit proposals for a telecommunication system and/or cabling system in accordance with the requirements, terms, and conditions of this Request for Proposal (RFP).

This RFP sets forth the requirements for all services and solicits a detailed response from vendors to include pricing and service descriptions in the specified format.

A.2 BACKGROUND INFORMATION

The Lee/Ogle ROE is a regional office of education located in Grand Detour, Illinois. It provides support for the school districts in Lee and Ogle counties and administers the Nachusa Campus School in Nachusa, Illinois.

A.3 GENERAL CONDITIONS

This RFP is not an offer to contract. The successful proposer shall be responsible for determining specific equipment required to provide a complete and functional system meeting the requirements identified herein. The proposer shall field-verify all dimensions before submitting the proposal. Form of agreement shall be a signed ROE purchase order including specifications and accepted proposal.

Failure to answer any question in this RFP may subject the proposal to disqualification. Failure to meet a qualification or requirement will not necessarily subject a proposal to disqualification.

A.3.1 Valid Period of Offer

The pricing, terms, and conditions stated in your response must remain valid for 90 days from the date of delivery of the proposal to our ROE.

A.3.2 Right of Rejection

We reserve the right to accept or reject any or all responses to this RFP and to enter into discussions and/or negotiations with one or more qualified vendors at the same time, if such action is in the best interest of the ROE.

A.3.3 Best and Final Offer

We reserve the right to request a best and final offer.

A.3.4 Cost of Proposals

Expenses incurred in the preparation of proposals in response to this RFP are the vendor's sole responsibility.

A.3.5 All Inclusive

The proposal is to include the furnishing of all labor and materials required, including transportation and handling, in accordance with specifications herein.

A.3.6 Taxes

The Lee/Ogle ROE is exempt from Illinois Sales Tax. Necessary tax exemption certificates as applicable to public schools will be furnished upon request.

A.3.7 Insurance

All insurances and any other necessary costs shall be included in the proposal.

A.3.8 Performance Bond and Payment Bond

The successful proposer shall be required, prior to the award of contract, to furnish a bond covering the faithful performance of the contract and the payment of all obligations arising there under in the amount of 100% of the

proposer's contract and with such sureties secured through the proposer's usual sources as may be agreeable to the ROE. The cost shall be included in the proposer's base bid.

The bonds shall be written in the form of AIA Document A312, Performance Bond and Payment Bond, latest edition and shall be issued by a surety satisfactory to the ROE and shall name the ROE as a primary co-obligee.

A.3.9 Installation Requirements

The successful proposer is responsible for all cutting, fitting or patching of any existing surfaces as required for this installation. All patching is to match the existing surface. The contractor shall exercise every precaution to protect ROE property and structures. Fire caulking of floor corridor and other firewall penetrations will be required. All rubbish, debris, and dirt resulting from the contractor's work shall be cleaned up as required and removed from the building. The premise shall at all times be kept in a clean, safe and professional manner. If drilling is required, contractor is required to cover existing electronic equipment, servers, computers, etc. with dust covers and ensure that it remains dust-free.

A.3.10 Existing Conditions

In all cases the contractor is responsible for verifying the existing conditions at the job site and the successful proposer's submission of a proposal is evidence that the successful proposer has made the necessary field verifications and additional claims or costs will not be considered unless items are found to be clearly in addition to the contract or are determined to be an unforeseen condition.

A.3.11 Indemnification

The successful proposer shall hold the Regional Office of Education harmless from damage or accident to the building or occupants, to workers or persons engaged in or about the building or passing the same, resulting either from contract work or extra work under this charge.

A.3.12 Illinois Human Rights Act

All vendors and contractors must comply with the public contract provisions under the Illinois Human Rights Act, including the sexual harassment provisions. This bill amends the Illinois Human Rights Act to require every party to a public contract and every proposer to a public contract to have a written sexual harassment policy, post a notice of the policy, and provide training on sexual harassment prevention as a part of a new employee training program. The policy must, at a minimum, include the illegality of sexual harassment, the definition of sexual harassment under State law, a description of sexual harassment utilizing examples, the contractor's internal complaint process, including penalties, the legal recourse, investigative and

complaint process available through the Department of Human Rights, directions on how to contact the Department, and protection against retaliation.

A.3.13 Prevailing Wages

The proposer (contractor) shall comply in all respects to Chapter 820 Act 130 Prevailing Wage Act of the Illinois Compiled Statutes. The current prevailing rate of wages has been established by the Lee/Ogle ROE. These rates are available from the Lee/Ogle ROE. The proposer (contractor), and any subcontractor working under such proposer (contractor), shall pay not less than the specified rates to all laborers, workers and mechanics employed in the execution of the work. Additionally, the proposer (contractor), and any subcontractor working under such proposer (contractor), shall pay not less than the specified rates for legal holiday and overtime work. This requirement applies to the proposer (contractor) and all subcontractors. It is the proposer's (contractor's) responsibility to notify all subcontractors of this requirement. Failure to do so will make the proposer (contractor) liable for any interest, penalties or fines that would have been owed by the subcontractor had notice been provided. In case it shall become necessary for the proposer (contractor), or any subcontractor working under such proposer (contractor), to employ any laborer, worker or mechanic to execute the work and there is no prevailing rate of wages provided by Lee/Ogle ROE, then the proposer (contractor) shall so notify the ROE and request a determination of the prevailing rate of wages.

The prevailing rate of wages shall be such rate in effect at the time the work is performed.

The proposer (contractor) shall submit certified payroll records to the Lee/Ogle ROE for his/her personnel and personnel of any subcontractor. The payroll records shall be submitted with invoices for payment. Payment will not be made without the accompanying payroll records.

The Lee/Ogle ROE is located in Ogle County. The prevailing wage for Ogle County is located at <http://state.il.us/agency/idol/rates/evenmo/ogle9999.htm>

Nachusa Campus School is located in Lee County. The prevailing wage for Lee County is located at <http://state.il.us/agency/idol/rates/oddmo/lee99999.htm>

A.3.14 Compliance with Regulations

All proposers have responsibility for reviewing the scope of work to determine their compliance with all appropriate codes, laws, and other regulations having jurisdiction over this type of installation. If a discrepancy is found, proposer shall notify the ROE immediately who can then respond by issuing written addendum providing clarification. Once proposals have

been received, it is expected that proposers have quoted on a complete functional system meeting all rules and regulations that would govern this type of installation and that their proposal would include all costs for same. Any changes required to meet codes, rules and regulations after proposals have been submitted will be expected to be the full responsibility of the proposer.

A.3.15 New and Unused Equipment

Products provided under this proposal shall meet all federal, state and local statutes, rules, regulations, codes, ordinances and requirements which are applicable to Illinois public schools. The ROE will accept only new originally manufactured contract equipment, materials and/or goods. The ROE will not accept any equipment, materials or contract goods that have been refurbished, rebuilt, restored, or renovated in any manner. In addition, the ROE will not accept experimental materials. Experimental materials shall be defined as contract equipment, materials or goods not produced by regular production methods and/or which have not been offered for sale to the public through accepted industry trade channels for a reasonable period of time prior to the offering of the proposal. Proposer acknowledges and agrees to the terms explained above.

The equipment proposed must have PBX functionality using stored program control. Proposed system must comply with state regulations regarding E911; including, but not limited to, an automated process to pass necessary information to the PSAP. The system must provide an open architecture interface supporting IP Telephony and must provide flexible line access capability, i.e., capable of accessing OPX, DID, Loop Start, Ground Start, T1, and ISDN PRI CO facilities.

As described above, all common equipment and sets must be new. Analog instruments must utilize single-pair wiring and be capable of being plugged into a standard modular jack, so that sets may be inter-changed throughout the system. Digital instruments must use IP networking protocols over the 10/100BaseT Ethernet network.

The successful proposer must repair or replace, at its expense, any equipment or material found to be defective within one (1) year from the date of system acceptance. The prospective suppliers must guarantee that the systems proposed will be supported for a minimum of five (5) years from the date of installation.

A.3.16 Scope, Quality of Work

The successful proposer shall furnish all labor, materials and equipment necessary to perform and complete the work called for in the specifications, plans or other instructions attached to or referred to in the resultant contract. All work shall be done in a professional manner by technicians and others skilled in their respective trades. All materials furnished shall be new and the

best of their respective kinds, unless otherwise specified. The work shall be completed within the time stated in the contract, but the successful proposer shall not be liable for delays due to causes beyond its reasonable control. The successful proposer will comply with the ROE's performance schedule unless the ROE formally declares and approves an extended time interval for work completion and system acceptance.

A.3.17 Safety

The successful proposer shall be responsible for initiating, maintaining, and supervising all safety precautions in connection with the performance of the contract.

A.3.18 Warranty

The successful proposer shall provide a one-year warranty for all fixtures, equipment materials and workmanship, except as noted herein. The warranty period will begin on the date of written final acceptance of the work.

A.3.19 Nondiscrimination Practices

The Lee/Ogle ROE does not discriminate against employees, students or the general public in its programs or practices, including vocational education opportunities, on the basis of race, color, religion, gender, disability, age, marital status, citizenship status, military status, unfavorable discharge from the military services, national origin or ancestry in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. In accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, any individual who is in the need of assistance or reasonable accommodations to be able to participate in a ROE-related activity, including the employment application or interview process, should contact the Regional Superintendent at the ROE administrative offices. Any individual who wishes to file a complaint of unlawful discrimination should contact the Regional Superintendent at the ROE administrative offices, 7772 Clinton St., Dixon, Illinois 61021.

A.3.20 Employee Background Check

All employees that will be working at Nachusa Campus School must have a background check. A background check for those workers at the ROE will not be required. The cost of the background check will be paid for by the proposer.

A.3.21 E-rate SPIN number

All service providers must include their E-rate SPIN number with their proposal.

A.4 PROPOSAL INSTRUCTIONS AND TIME FRAMES

This section contains instructions governing the proposal to be submitted.

A.4.1 Proposal Delivery

Proposals must be submitted in a sealed envelope clearly marked “Telecommunication System Request for Proposal” in the lower left-hand corner or electronically submitted to **derdmann@leeogle.org**. Faxed documents will not be accepted. Late proposals will not be accepted. Deliver your proposal to the following address not later than 10:00 a.m. (local time) on February 29, 2012

Don Erdmann
Technology Coordinator
Lee/Ogle ROE
7772 Clinton St.
Dixon, IL 61021

A.4.2 RFP Questions

Questions regarding this RFP are encouraged and should be submitted in writing to:

Don Erdmann
Technology Coordinator
Lee/Ogle ROE
7772 Clinton St.
Dixon, IL 61021
Phone: 815-652-2054 x226
Email: derdmann@leeogle.org

Questions received before February 13 will be answered by e-mail within three working days. Answers to questions from any vendor will be provided to all vendors. No further questions will be accepted after February 20, 2012.

A.4.3 Oral Presentation

As part of the evaluation process, we may require an oral presentation by the vendor.

A.4.4 Schedule of Events

Dates	Activity
January 26, 2012	RFP distribution
February 13, 2012	All questions due
February 23, 2012	Responses to questions due to vendors
February 29, 2012	Proposals due
March 9, 2012	Vendor selection announcement
July 1, 2012	Implementation begins
September 28, 2012	Implementation complete

A.5 PROPOSAL PREPARATION

This section provides specific instructions on preparing your proposal.

A.5.1 General Preparation

- Number pages consecutively within a section using section and page numbering (e.g., Page 3-30).
- Follow the proposal outline in Section A.5.2. For each response, identify the RFP item to which you are responding.
- Provide succinct responses. Extraneous/superfluous information will be detrimental to proposals.

A.5.2 Required Proposal Outline

The following chart details the required proposal outline and specifies the content of the proposal sections.

Required Proposal Outline		
Section Number	Section Title	Section Content
1	Executive Summary	Information requested in Section 1 of RFP; limit to five pages.
2	Corporate Profile	Responses to Section 2 of RFP
3	Support	Responses to Section 3 of RFP
4	Pricing	Responses to Section 4 of RFP

Sections A and B of this RFP do not require responses.

A.6 EVALUATION CRITERIA

Factors used to evaluate proposals and their weighting is listed below in descending order of importance:

Vendor Evaluation Criteria	
Cost of eligible services	40%
Vendor has direct local support within 125 miles	20%
Price of ineligible Items	15%
Prior experience	10%
Understanding of needs	5%
SPIN Number	5%
Comprehensive implementation designed to minimize disruption of business activities	5%
	100%

B. EXISTING ENVIRONMENT

B.1 EXISTING SYSTEM

B.1.1 Voice Network

The Lee/Ogle ROE has a digital telephone. In addition, the ROE has 8 POTs lines; three are for a fax machine, postage meter and a credit card machine. All routers and switches are managed by the ROE.

B.1.2 Cabling and Power

Category 5e cable bids are being accepted for the Lee/Ogle ROE location at the same time as the telephone system bid.

Switches and electrical power is available, however, the ROE acknowledges that upgrades will be required to support a VoIP solution.

Category 5e cable and electrical power is available in all rooms at the Nachusa Campus School.

B.1.3 Local Area Network

Lee/Ogle ROE's local area network consists of one data center located in the technology office. The network type is a star network. Currently the network has D-Link unmanaged switches. None of the switches in the building are PoE.

Lee/Ogle ROE will also consider adding a wireless connection to the Nachusa Campus School if it will be more cost effective. This connection will be made with a point to point Motorola wireless solution and we are accepting bids for this project as well.

C. PROPOSED ENVIRONMENT MINIMUM REQUIREMENTS

C.1 TECHNICAL REQUIREMENTS

Proposer acknowledges and agrees that they have all the components necessary to complete this project, including, but not limited to, technology, systems, equipment, materials, licenses, specifications, as well as engineering, design, support and training resources.

Proposer must submit a descriptive summary of its system, including manufacturer, model or series number, physical dimensions, weight, power consumption, BTU output and type of programming memory retention. Proposer must describe general and specific features of its systems, including system capacities, blocking factors, and optional characteristics. System capacity limitations for all features and functions must be stated

and described in detail. These capacities must include, but are not limited to, quantity of hunt groups, ACD/UCD groups, restriction tables, account codes, T1 circuits, system speed dials, CO lines, and stations.

Proposer must identify the features impacted in the event the connection between the Lee/Ogle ROE and the Nachusa Campus School is down.

Proposer must provide logical schematic diagrams.

Proposer must supply an itemized list of proposed system equipment including all common, station and auxiliary equipment necessary for the successful operation of the proposed system, such as equipment cabinets, and distribution frames.

Proposer must furnish all labor, equipment and materials necessary for a complete installation of systems, in accordance with recommendations of the equipment manufacturers. Proposer must agree to employ procedures and practices for design and installation that meets or exceeds the ROE's and industry standards for such work.

Proposer must provide project management for coordination and scheduling of a walk-through, site surveys, installations and inspections. Proposer must provide resumes of all proposed project management resources. Project management will also include development of a plan to eliminate previous vendor's equipment (may mean migrating off Centrex lines) to maximize savings and coordination of installation/disconnection of Voice circuits as needed.

Proposer must ensure that equipment and systems are operational through a demonstration of functions and compliance with standards prior to acceptance by the ROE. Proposer may be asked to sponsor a site visit to one of the Proposer's currently installed clients operating a solution similar to this requested solution.

Successful proposer must provide guidance in making the ROE's current network(s) voice/data-ready. Any and all engineering assistance and time required prior to implementation will be at no cost to the ROE.

Proposer will include a suggested internal support model for its proposed solution that will detail appropriate staffing levels for all aspects including, but not limited to, help desk, field technical support, systems administration and on-going training. Model must include skills sets required for specific functions, recommended qualifications/experience of staff and training recommendations.

Successful proposer will fully test all systems and equipment to ensure satisfaction of functional requirements and that systems are free of short circuits, ground loops, hum, RF interference, instability and noise beyond published specifications of the equipment. All Proposers will also provide a method to track testing results and supply a sample report.

C.2 DESIGN AND CONFIGURATION

C.2.1 Network Design and Configuration

Proposer must include specific information about the design and configuration of the proposed network. Proposer must also include network diagrams that clearly and logically show the proposed network design concept. If the proposed solution includes multiple central distribution points, they must be able to provide failover redundancy. Proposer must also include network diagrams depicting anticipated failure points and failover paths.

C.2.2 Capacity

Proposer must provide the size or scale to which the system can be increased without the necessity for a model change or field upgrade. Proposer must also provide the configuration requirements at which additional cabinets, shelves, DTMF receivers, and power supplies will be needed. Initial installation of all PBXs, cabinets, shelves, wiring, cross-connects, and other equipment must be sized such that inclusion of any additional equipment up to the capacity limit can occur solely by the addition of sets, station wiring and jacks, and appropriate card insertion. A separate electronic spreadsheet or table titled "Equipment Capacity" should be included with proposal.

C.2.3 Retention of Current Numbering System

The ROE requires the retention of its current numbering system. Successful Proposer must provide details for retaining the ROE's established number system with current service provider.

C.3 CABLING AND INFRASTRUCTURE

All station wiring shall be four-pair twisted cable (Category 5e minimum for data/VoIP) installed by others. It is the responsibility of the Proposer to inter-connect all service from the local exchange carrier to proposed equipment.

C.4 IP PRIVATE BRANCH EXCHANGE (IP PBX) VOICE SYSTEMS

All proposed PBXs must have the capacity of supporting ISDN Primary Rate Interface (PRI) Services and/or DS-1, POTS, Centrex and Ethernet services. If this is not included, please provide a detailed costing for this option to be added to the total solution.

All PBXs must be SNMP manageable and must have the capability of sending traps to a central network management system and/or log server.

C.5 CENTRALIZED (HUB SITE) DISTRIBUTION PBX(s)

The Proposer shall provide a detailed design on PBX System interfaces and connectivity. The centralized distribution PBX(s) shall be capable of distributing DID and DOD lines.

Proposer will configure the PBX with appropriate call routing and Messaging System functions as designated by the ROE.

C.6 EQUIPMENT SPECIFICATIONS

Lee/Ogle ROE Site

Quantity	Item	Note
1	Telephony Server (VOIP)	Include paging, music-on-hold
3	HP ProCurve 24 port switches	POE, managed, 10/100, gig uplink
96	1ft. Patch Cables	
1	PRI Termination	23 Talk paths, Caller ID
4	Analog Station Ports	Support Analog Equipment/Stations (Fax Machines, Modems, Single Line Telephones)
Optional	SIP Trunk Termination Support	
30	10 Button (Self Labeling) Display Speakerphone w/patch cable	
50	Voice Mail Users / 8 port VM	1 Voicemail server to service both sites
2	Software based switchboard	Include click-to-dial, monitor phone status, and drag and drop transfers
Include	Automated Attendant to Answer ROE Main Number and another one for Nachusa School	
50	Unified Messaging Seats	View and Manage Voice Messages from your email in-box and to Synch with Outlook.
5	Fax Messaging User Seats	Inbound Fax Traffic delivered to email in-box "Print to Fax" from any desktop application
50	Mobility Seats	Twin Desk and Mobile Phone 2 Way Hand Off between Desk and Mobile.
Optional	Cell Phone App	Support for Blackberry, iPhone, and Android phones
50	CTI Seats	"Click to Dial" from Outlook Contact List
1	UPS	15 Minutes Hold Over For phone system and POE switches
By Others	Station Wiring	Being replaced under separate bid.

Nachusa Campus School Site

0	Telephony Server (VOIP) –Nachusa School will NOT be getting a telephony server.	In the event of a WAN failure cell phones will be used.
1	HP ProCurve 24 port switches	POE, managed, 10/100, gig uplink
24	1ft. Patch Cables	
20	10 Button (Self Labeling) Display Speakerphone w/patch cable	
	Voice Mail Users	Included at other location.
1	UPS	15 Minutes Hold Over For phone system and POE switches
By Others	Station Wiring	Reuse Existing

C.7 LEE/OGLE CABLING PROJECT

***** Note*****

The cabling project is separate from the phone system project and should not be included in the Telecommunications System quote.

Install and terminate seventy-seven Category 5e lines for phones and computers. The scope of work is listed below.

Two lines will be installed in thirty-four locations. Four lines will be installed in one other location.

All lines will originate from a new 7' rack and ladder assembly. The rack will be installed 3' from the wall with a ladder rack running from the top of the rack to the wall. Four 24-port patch panels will be installed in the rack.

All cables will be supported every four to five feet above the ceiling in cable management. The lines will be housed in raceway upon leaving the ceiling.

All lines will be labeled and tested to meet Category 5e EIA/TIA certification.

Must include a three year minimum warranty on all materials and labor upon completion of the project.

1. EXECUTIVE SUMMARY

Briefly describe the key elements of your proposal. Highlight any major features, functions, or areas of support that differentiate your service offering from your competitors' offerings.

2. CORPORATE PROFILE

2.1 COMPANY BACKGROUND

Provide a brief overview and history of your company. Describe the organization of your company and include an organizational chart.

2.2 FINANCIAL INFORMATION

Provide financial information on your company (e.g., annual report, 10-K).

2.3 REFERENCE ACCOUNTS

Provide a minimum of three references from VoIP implementation programs of similar scope and magnitude. Proposer must include name, title, address and telephone number of the contact person.

3. SUPPORT

3.1 IMPLEMENTATION

3.1.1 Implementation Plan

Provide a sample implementation plan that details the smooth transition from our current environment to your proposed services. Include the following information.

- A brief description of the major steps in the implementation process.
- Any major activity that involves our employees or premises (e.g., end-user surveys, delivery dates for equipment, data base loading, etc.)
- Time frames for critical activities and other tasks required of our company.

3.1.2 Implementation Support

Identify the individual in your organization who will act as a focal point for implementation. Include an organizational chart depicting your proposed implementation team, including titles and functional roles, and any subcontractors.

Describe your escalation procedure for addressing problems during implementation.

3.2 Customer Support & Problem Resolution

3.2.1 Account Team Support

Provide an overview of your account team support structure. Indicate the support level offered and identify the account team members and responsibilities.

3.2.2 Customer Support

What customer support services do you offer?

3.2.3 Trouble Reporting and Problem Resolution

What are your procedures for trouble reporting, escalation and problem resolution 24 hours a day, seven days a week?

3.2.4 Mean Time to Repair

How will you ensure a minimal Mean Time to Repair (MTTR)?

3.2.5 Ongoing Optimization

How will you provide proactive network management of your telecommunications environment through evolving network design and improvements? These services should be available to develop and maintain our telecommunications network, incorporate improvements and new technology and provide visibility into the status of trouble points.

4. PRICING INFORMATION

PROPOSALS SHOULD INCLUDE THE FOLLOWING DETAILED INFORMATION:

- Cost of equipment
- Installation or setup fees
- Equipment and supplies necessary for implementation
- Training hours and fees
- The final proposal must include any and all expenses associated with the project. It is expected that the service be fully configured, installed, and functional at the start of the contract with no expenses not addressed in the contract.