

SOLICITATION

FOR

**Oakwood University Broadband Network Consortium
(OUBNC)**



Network Infrastructure For WIFI, VoIP/Voice & Fiber or Equivalent

CONTRACT INFORMATION:

Solicitation Number: HCP #51456
Solicitation Issue Date: 5/19/2017
Interested Bidders Letter (Intent to Bid Letter)
Pre-Bid Conference Black Center
Offer Due Date: **June 19, 2017 (2:00 PM) CST**

ISSUED BY:

OAKWOOD UNIVERSITY
Attention: OUBNC Leader
7000 Adventist Blvd
Huntsville, AL 35896
256-726-7000

OUBNC CONTACT INFORMATION:

Kirk Nugent
Consortium Leader
7000 Adventist Blvd.
Huntsville, AL 35896
256-726-7000
krnugent@oakwood.edu

John Jones
Consultant
1300 Meridian Street, Suite #33
Huntsville, AL 35801
(256) 945-7799 (Main) / (256) 924-5715 (Cell)
johnjones@efibernet.org

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SECTION A: ABOUT US AND THE WORK

For 120 years Oakwood University, has prepared young people for Medical School, Health Care Professionals and to lead Christ centered lives in a variety of Academic disciplines. As a University, we recognize the need of the 21st Century student and faculty member to pursue learning in a connected world.

Oakwood University Broadband Network Consortium (OUBNC) goal in issuing this RFP is to provide our faculty, administration medical student and Consortium Members with a State of the Art network infrastructure in support of this strategic Rural Healthcare Connect Fund (RHCF) and is applying with the Universal Service Administrative Company (USAC), for program support funding through the RHCF) This process requires a RFP to be posted on the USAC Web site for a minimum of 28 days in order for vendors to respond to the RFP.

OUBNC Consortium Leader supervises the bidding, evaluation and awarding of the contract(s). Consortium Leader is responsible for any moves/add/changes/installs/disconnects orders, facilitator for vendor(s) for USAC form 463 requests for disbursement, and will ensure appropriate monitoring throughout the contract term. Consortium Members will be limited to entities owned and operated by Oakwood University or until such time as the Consortium Leader will accept members from other health care practices, agencies, and schools outside of the Oakwood University ownership.

OUBNC is the FCC USAC designated Oakwood University Consortium Leader HCP#51456.

Project Overview

<http://www.usac.org/rhc/healthcareconnect/tools/search-posted-services/default.aspx>

Oakwood University on behalf of Consortium Leader, through this RFP is soliciting bid pricing for network broadband connectivity, network equipment and associated warranties, managed services, VoIP, professional services for Consortium Members. The Consortium Members are all entities owned and operated by Oakwood University on or off campus rural or urbanely located.

This RFP seeks:

1. Broadband connectivity for rural and urban health educational sites and other USAC RHCF eligible organizations connecting to consortium hub aggregation locations located within Oakwood University campus and Oakwood University off campus sites.
2. Wi-Fi Mapping and Access Points Predictability Surveys for the following Oakwood University Broadband Consortium Member Sites: Cooper Science Complex, Blake Center, McKee Business & Technology Bldg., Mosley Complex, Bradford Cleveland Brooks Leadership Center, Wade Hall, Edwards Hall, Holland Hall, Cunningham Hall, Peterson Hall, Carter Hall, Ford Hall, Physical Plant, OU Industries Bldg., West Oaks Apartments, Media Center, Regional Ministries, Eva B. Dykes Library, East Hall, Green Hall, Grounds Department, Moran Hall, Anna Knight Hall, Millet Activity Center, Ashby Auditorium, Natatorium, Faculty Road Housing, Chaplains of Spiritual Life Office, Burrell Hall, Public Safety Offices, New Beginnings, LETC, Morning Star Alumni House, University Market/Bookstore, and Art Annex.
3. Vendor cost effective broadband connectivity alternatives to current network design aggregation.
4. Redundant optical network aggregation options for connecting Consortium Members to Internet, Wi-Fi/Ethernet networks, and Internet.
5. Managed services, network technology, for consortium member connected to the HUB.
6. Professional services staffing for moves, adds, changes, installs and management of consortium member sites and connection to the hub.
7. Network equipment, technologies, VoIP/PBX and associated warranties.
8. The bidder will be expected to supply services and detailed information regarding the hardware and software requirements of their proposed network connectivity.

SECTION B: SPECIFICATIONS AND REQUIREMENTS

RFP shall remain open for competitive bidding for 28 days after initial posting to the USAC Website.

Oakwood University Broadband Consortium (Oakwood) is seeking multiple contractors or a single contractor to

provide professional services for Oakwood University Network Infrastructure, WIFI, Voice Services, Dedicated Internet and VoIP/PBX.

B.I. Type of Contract

This is a firm-fixed price contract for the professional services to Oakwood University Network Infrastructure: Access Points, Switches, Routers, Wiring, Telephones Handsets, Dedicated Internet, VoIP, PRI, SIP Trunk Lines, and Managed Services ("Contract"). The firm-fixed prices for this work (total project and all line items) can be found on the Bid Sheet, see **Attachment1**. The firm-fixed price includes all direct and indirect costs, including equipment, product support, supplies, general and administrative expenses, overhead, materials, travel, labor, taxes, shipping, and profit.

B. II. Contract Term

The term of the Voice, Dedicated Internet and Managed Services contract is for 5 years. The term of the contract shall commence as soon as a contract is executed by both parties, which should be within 30 days after official award notification.

B.III. Pre- Bid Information

Pre-Bid Conference

An optional pre-bid conference shall take place 14 days after posting of the RFP to the USAC website. The location of the conference will be in the auditorium of the McKee Business and Technology Building, 7000 Adventist Boulevard NW, Huntsville, AL 35896.

NOTE: All bidders must submit **Attachment 2** – Interested Bidders Letter no-later-than 12 days after the posting to the USAC website. Failure to respond may result in elimination from bid consideration.

B. IV. Company Profile

Oakwood University Broadband Consortium (OUBNC) is the FCC USAC designated Oakwood University Consortium Leader HCP#51456

OCBC Consortium Leader supervises the bidding, evaluation and awarding of the contract(s). Consortium Leader is responsible for any moves/add/changes/installs/disconnects orders, facilitator for vendor(s) for USAC form 463 requests for disbursement, and will ensure appropriate monitoring throughout the contract term. Consortium Members will be limited to entities owned and operated by Oakwood University or until the Consortium Leader will accept members from other health care practices, agencies, and schools outside of the Oakwood University ownership.

B.V. Performance Requirements

The successful bidder must furnish as a guarantee for performance a \$2 million general liability insurance policy; provide a current business license, 3 references of projects of similar scope and size and a capability statement. The successful bidder will also provide a master service agreement with an escalation list for contacting and troubleshooting.

Scope of Work # 1

Bldg.	Building Name	Address	Data-Ethernet Connections	Access Points Needed	POE Switches Needed	Total Price Per Building
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1	*Blake Center	5017 Oakwood Rd NW	288	20	7	
2	Eva B. Dykes Library	5002 Campus Dr NW	280	15	7	
3	Peters Hall	5019 Oakwood Rd NW	48	15	2	
4	East Hall	5023 Oakwood Rd NW	60	8	2	
5	Carter Hall	5021 Oakwood Rd NW	144	60	5	
6	Cunningham Hall	5035 Oakwood Rd NW	480	23	10	
7	Green Hall	5040 Campus Dr NW	72	10	2	
8	Ford Hall	5029 Oakwood Rd NW	216	6	5	
8	Ford Hall (OU Broadcasting Network)	5029 Oakwood Rd NW unit A	192	8	5	
9	Moran Hall	5042 Campus Dr NW	168	29	5	
11	Knight Hall	5055 Academy Way NW	72	3	2	
12	Millet Activity Center	5310 Oakwood Rd NW	96	8	3	
13	Natatorium	5062 Oakwood Rd NW	12	6	1	
14	*Ashby Gymnasium	5060 Oakwood Rd NW	12	8	1	
15	*University Market Square & Bookstore	5058 Oakwood Rd NW	48	10	2	
16	Burrell Hall	5041 Campus Dr NW	48	6	2	
17	Physical Plant, P.O., Purchasing and Copy Ctr.	5039 Campus Dr NW	48	6	2	
	Cooper Science Complex	5037 Campus Dr NW unit A	192	14	5	
	Cooper Science Complex	5037 Campus Dr NW unit B	144	14	4	
	Cooper Science Complex	5037 Campus Dr NW unit C	120	14	3	
19	*Edwards Hall	5102 Edwards Rd NW	336	45	8	
20	*Holland Hall	5010 Oakwood Rd NW	336	40	8	
21	*Wade Hall	5001 Campus Dr NW	240	71	7	
23	*Moseley Complex	5500 Adventist Blvd NW	48	10	2	

24	Bradford Cleveland Brooks Leadership Center	5500 Adventist Blvd NW	48	10	2	
26	*McKee Business and Technology Complex	5050 Adventist Blvd NW	568	26	14	
27	West Oaks Apartments	5140 Millennium Dr NW	12	50	2	
29	OU Industries Building	4920 University Sq. NW	168	9	4	
	*Home Depot Pavilion	4951 Oakwood Road NW		2	1	
30	University Church Lobby	5500 Adventist Blvd		3	1	
36	Grounds Workshop	5052 Academy Way NW	12	1	1	
39	Regional Conference	5001 Oakwood Rd NW	0	0	0	
41	Morning Star	5005 Oakwood Rd NW	0	0	0	
42	*Pumps/Silo	5065 Oakwood Rd NW unit A	0	1	1	
	*Pumps/Silo	5065 Oakwood Rd NW unit B	0	1	0	
43	Public Safety Main Entrance	5000 University Way NW	12	1	1	
44	Campus Office	5054 Faculty Rd NW	12	1	1	
46	Faculty Road Housing	5040 Faculty Rd NW	6	1	1	
	Faculty Road Housing	5042 Faculty Rd NW unit A, B	6	1	1	
	Faculty Road Housing	5044 Faculty Rd NW unit A, B, C, D	6	2	1	
	Faculty Road Housing	5046 Faculty Rd NW unit A, B	6	1	1	
	Faculty Road Housing	5047 Faculty Rd NW unit A, B	6	1	1	
	Faculty Road Housing	5048 Faculty Rd NW unit A, B	6	1	1	
	Faculty Road Housing	5050 Faculty Rd NW unit A, B	6	1	1	
	Faculty Road Housing	5052 Faculty Rd NW	6	1	1	

47	Campus Offices	5020 Oakwood Rd NW	6	1	1	
	Campus Offices	5022 Oakwood Rd NW	6	1	1	
	Campus Offices	5024 Oakwood Rd NW	6	1	1	
	Campus Offices LETC	5026 Oakwood Rd NW	6	1	1	
	Campus Offices	5028 Oakwood Rd NW	6	1	1	
	Campus Offices	5030 Oakwood Rd NW	6	1	1	
	Campus Offices	5032 Oakwood Rd NW	6	1	1	
	Campus Offices	5034 Oakwood Rd NW	6	1	1	
	Campus Offices	5036 Oakwood Rd NW	6	1	1	
	Campus Offices	5038 Faculty Rd NW	6	1	1	

Additional Requirements:

1. Basement area for Carter Hall, Wade Hall, Holland Hall, and B&T needs signal boosters for cell phones. Strong reception can help keep all students, faculty, staff and prospective students connected and safe across a wide campus, while also promoting improved access to digital resources and campus wide learning application.

Please provide a solution and cost for boosting the cell phone signal.

2. *Outdoor Wi-Fi to support campus wide learning activities and access to digital resources listed:

- a. Pumps/Silo
- b. Home Depot Pavilion
- c. McKee Business and Technology Complex
- d. *Moseley Complex
- e. Ashby Gymnasium
- f. Wade Hall
- g. Holland Hall
- h. Black Center

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*Device: Willson Pro 4000R: Works with all carriers. Up to 100,000, cell phone signal booster

B.VII. Services and Deliverables

INSTRUCTIONS TO PROPOSERS

Qualified vendors are invited to submit proposals in response to this request. Proposers are required to follow the following guidelines when submitting their responses to this RFP.

- All Companies are to submit one original bid proposal and two copies. All proposals should be signed by an authorized officer or employee of the bidder. Telephone bids will not be accepted. Bids submitted by "fax" machine will not be accepted. All bids are to be mailed or delivered in a sealed envelope stating the RFP number and name of the Responding Company.
- All bidders shall base their proposals on the exact schedule of equipment, material or service specifications herein.
- Pictures, descriptions, and specifications should accompany all bids when required or desirable. Samples may be required and, if so, shall be furnished free of cost to the University.
- Reference to manufacturers, suppliers, catalog numbers, etc., is intended to set quality standards and does not preclude bids from others as long as quality standards are met. Offers of equal items shall state the brand and number or level of quality. Alternates will not be considered unless they conform to the specifications.
- All bidders are required to submit unit prices and extended prices, where applicable, for each item bid. Where the unit price and the extended total price do not agree, the unit price shall prevail.
- (Oakwood University) reserves the right to accept any or all items on any bidder's proposal at the unit price submitted. The Consortium leader reserves the right to reject any and all bids, waive informalities and act in the best interests of the University.
- All prices submitted on the proposal are to be delivered prices to Oakwood University and shall not include any state or local sales tax.
- Bidders should sign & return all pages of the complete bid to imply complete understanding and compliance with all bid requirements.
- All questions should be directed to the (insert applicable authority here "eFibernet or Technology office or Purchasing Office).
- Should a bidder find discrepancies in or omissions from the bid documents or should he be in doubt as to their meaning, he should at once notify the Consortium Leader, who will send written instructions to all bidders.
- Bids received after the bid opening date and time, or any authorized postponement thereof, will not be considered.

SECTION C: OUBNC TERMS & CONDITIONS

Definitions

"Contractor" means the Offeror whose proposal was selected for award of this Contract and who signature is included in the Contract Cover Sheet, hereof. "Data" means recorded information, regardless of form or the media on which it may be recorded, and includes, but is not limited to, technical data and Software. "Deliverables" means the deliverables, goods, items, products, and material that are to be prepared by Contractor and delivered to OUBNC as described in Section B. "Offeror" means an entity submitting a formal proposal in response to this Solicitation. "Services" means the tasks, services, functions and responsibilities described in Section B and in the task orders issued hereunder. "Software" means computer programs that allow or cause a computer to perform a specific operation or series of operations, together with all modifications to, or enhancements (derivative works) thereof.

Terms & Conditions

Consortium Leader objects to, and shall not consider, any additional terms or conditions submitted by a bidder, including any appearing in documents attached as part of a bidder's response, that conflict with mandatory terms and conditions required by law. In signing and submitting his bid, a bidder agrees that any additional terms or conditions, whether submitted intentionally or inadvertently, shall have no force or effect. Failure to comply with terms and conditions, including those specifying information that must be submitted with a bid, shall be grounds for rejecting a bid.

The method of award after vendor selection will be the purchase of broadband connectivity, services, products, and warranties through 65% funding support provided by USAC RHC and 35% paid directly to the vendor from Consortium Members.

Offeror should submit their standard agreement for services along with their response. This RFP and the Offeror's response will be incorporated into the resulting contract between the parties.

Filings: (FCC RN: 0025911918, HCP Number: HCP#51456, Telehealth Wi-Fi RFP)

This RFP does not commit the Consortium Leader to pay any cost incurred in the preparation of bids.

Consortium Leader reserves the right to reject any and all bids and to waive any formalities.

All Bidders must comply with the rules and guidelines of Oakwood University and regulations of the FCC, USAC, and RHCF

<http://www.usac.org/rhc/healthcare-connect/default.aspx>

Interested Bidder(s) must complete an attached Intent to Bid form and submit it to: OUBC Consortium Leader, within 12 days after posting.

All questions must be in written form and will be responded to in writing to all contracts that have completed a letter of intent to bid.

Changes

The terms of this Contract shall not be modified other than in writing signed by the parties. OUBNC may modify the Contract as necessary to fulfill its requirements.

Assignment / Subcontracting

Contractor shall not enter into any subcontracts for the performance of the Services, or assign this Contract or transfer any of its rights or obligation under this Contract, without obtaining OUBNC's prior written consent. Any proposed subcontractor or assignee must agree to the terms and conditions of the Contract, must not be debarred or proposed for debarment, must not be listed on the Excluded Parties List System in the System for Award Management, and must be determined by OUBNC in its sole discretion, to have adequate financial, technical and organizational resources, and a satisfactory record of integrity and business ethics. OUBNC's consent shall not relieve Contractor of any of its obligations under this Contract. Contractor shall indemnify and hold OUBNC harmless from any liability or claim made by its subcontractors. Contractor shall not enter into any subcontract with a company or entity that is debarred, suspended, or proposed for debarment or suspension by any Federal executive agency unless there is a compelling reason to do so. Contractor shall review the System for Award Management (SAM) for suspension or debarment status of proposed subcontractors. See <https://www.sam.gov>.

Termination / Rescheduling / Stop Work

OUBNC may terminate this Contract, in whole or in part, for convenience for any reason or no reason, upon written notice, effective when sent, provided such notice is sent at least one day (1) day prior to such termination date. OUBNC shall compensate Contractor for all services performed in accordance with the terms hereof prior to the date of termination for convenience. OUBNC may terminate this Contract in whole or in part at any time for cause by written notice, effective when sent or, if OUBNC decides, effective after a reasonable opportunity to cure, in the event of any default by the Contractor, including Contractor's failure to comply with any term or condition of this Contract. In the event of termination for cause, OUBNC shall not be liable to Contractor for any amount for Deliverables or Services not accepted. The Contractor shall be liable to OUBNC for any and all rights and remedies provided by law. If it is determined that OUBNC improperly terminated this Contract for cause, such termination shall be deemed a termination for convenience. Upon receipt of notice of termination, Contractor shall immediately take the following actions as specified in the notice: (a) stop all work on the Contract; and (b) transfer and deliver to OUBNC all Deliverables, Data, Software, OUBNC/Confidential Information, Deliverables, whether partially or fully delivered, and any other Deliverables or items, including all interest in, and title, ownership and possession of the foregoing, produced in connection with ,or acquired for, the work terminated.

Independent Contractor

Contractor acknowledges and agrees that Contractor is an independent contractor to, not an employee of, OUBNC. OUBNC shall not withhold taxes or provide employee benefits to Contractor. Contractor shall not hold herself/himself out as an employee of OUBNC and Contractor has no authority to bind OUBNC except as expressly permitted hereunder.

Invoices

All invoices must be received by USAC within six (6) months of the end date of the USAC funding commitment year. All RFP awarded vendors per USAC regulations, are required to submit FCC Form 463 for 65% reimbursement from USAC.

Oakwood University will be responsible for consortium member's 35% eligible cost payments to vendor.

The vendors will be responsible for billing and collecting the 35% of "eligible costs" from Oakwood University. USAC RHCF support will reimburse vendors 65% of "eligible costs" by submitting FCC Form 463 in conjunction with the Consortium Leader. Consortium Members that are "ineligible" for USAC RHCF support will reimburse vendor for 100% of "fair share costs" for Procurement Services, equipment, managed services, professional services, warranties, etc.

USAC RHCF invoicing is a joint process between Consortium Leader and vendor.

Vendors shall provide Consortium Leader invoices with an itemized list of charges per Consortium Member. Purchase Order Number or other reference account number, and USAC Funding Reference Number (Healthcare Provider Number "HCP") should be referenced on each invoice. Upon receipt of a vendor's bill, the Consortium Leader creates and approves the USAC invoice for services received on behalf of Consortium Members, certifying that the invoice is accurate and that each consortium member has paid its 35% RHC contribution. The Consortium Leader then sends the invoice to the vendor. The vendor certifies the invoice accuracy and submits FCC Form 463 to USAC to complete the payment process.

Potential vendors should be aware of basic invoice practice of the RHCF Program. Additional Billing/Invoicing requirements are referenced in Section 2.11 "Billing Requirements"

Guidelines and Sample Invoice can be found at:

http://www.usac.org/_res/documents/rhc/pdf/forms/FCC-Form-463-Form-andInstructions.pdf

All USAC RHC invoices shall be forwarded to:

Payments

All respondents to this RFP bid must be a registered vendor with USAC and have a Services Provider Identification Number (FCC SERVICE PROVIDER IDENTIFICATION NUMBER (SPIN)). Information on obtaining a FCC SERVICE PROVIDER IDENTIFICATION NUMBER (SPIN) is found at:

[http://www.usac.org/sp/about/obtain-FCC-Service-Provider-Identification-Number-\(SPIN\)/file.aspx](http://www.usac.org/sp/about/obtain-FCC-Service-Provider-Identification-Number-(SPIN)/file.aspx)

Respondents are required to confirm Healthcare Connect Fund certification in Blocks 10 -15 of their FCC Form 498 as referenced below.

Insurance

If any part of this Contract involves Contractor's performance at any place where OUBNC conducts operations, or involves material or equipment furnished to Contractor by OUBNC, Contractor shall take all necessary precautions to prevent injury to persons or property. Contractor shall maintain sufficient insurance in amounts required by law or appropriate for the industry, whichever is greater, to protect and compensate OUBNC from all risks and damages/injuries that may arise under this Contract, including as appropriate, public and commercial general liability, personal injury, property damage and employer's liability and worker's compensation insurance. Contractor shall produce evidence of such insurance upon request by OUBNC. Commercial liability insurance naming OUBNC as an additional insured shall be procured in an amount not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

Waiver

Any waiver by either party of a breach of any provision of this Contract shall not operate or be construed as a waiver of any subsequent breach by either party.

Severability

The invalidity or unenforceability of any provisions of this Contract shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect.

Record Retention

During the term of this Contract and for three years following final payment, the Contractor shall maintain and make available at its offices at all reasonable times, the records, materials, and other evidence relating to this Contract for examination, audit, or reproduction.

Public Statements

Neither the Contractor nor its subcontractors shall issue any public statement relating to or in any way disclosing any aspect of this Contract without the prior written consent of OUBNC. Both the Contractor and any subcontractors must refrain from advocating policy positions with respect to Oakwood University.

Information Security

In addition to the specific system and data security requirements of this Contract, the Contractor shall establish and maintain safeguards to protect the confidentiality, integrity, and restricted availability of Oakwood University Confidential Information, including PIA (Program Integrity Assurance), in its possession according to industry best practice standards. This includes all information that is sent to and received from Oakwood University and Oakwood University Stakeholders. The Contractor and its subcontractors shall ensure that their respective local area networks, servers, and personal computers are secure from unauthorized access from within or outside their respective organizations. The Contractor shall not store or otherwise maintain any Oakwood University Confidential Information in the Cloud without first obtaining Oakwood University written consent, which may be granted or withheld is Oakwood University sole discretion.

Notices

- i. All notices, consent, approval or other communications required or authorized by this Contract shall be given in writing and shall be: personally delivered,
- ii. Mailed by registered or certified mail (return receipt requested) postage prepaid,
- iii. Sent by overnight delivery service (with a receipt for delivery), or
- iv. Sent by electronic mail with a confirmation of receipt returned by recipient's electronic mail server to such party at the following address:

Oakwood University, Office of Information Technology, Attn: Kirk Nugent, 7000 Adventist Blvd, Huntsville, AL 35896

Survival

All provisions that logically should survive the expiration or termination of this Contract shall remain in full force and effect after expiration or termination.

SECTION D: ATTACHMENTS

D.I. Attachment List

Attachment 1 – Bidder's Sheet

Attachment 2 – Bidder's Intent Letter

Attachment 3 – Oakwood Map

Attachment 4 – Network Speed

Attachment 5 – Technical Requirements for VoIP

SECTION E: INSTRUCTIONS & EVALUATION CRITERIA

E.I. General

OUBNC provides the following instructions as a roadmap for Offeror's wishing to be considered for this opportunity. It is crucial that Offerors strictly adhere to the instructions in this section because adherence to instructions becomes a part of OUBNC evaluation process.

E.I.A. Contractor Terms and Conditions

The Contract awarded as a result of this RFP will be governed by, and subject to, the requirements, terms and conditions set forth in RFP sections A, B, C, and D and any attachments listed in section D (hereafter collectively referred to as the "Terms and Conditions"). Offeror's submission of a proposal constitutes its agreement to the Terms and Conditions and their precedence over any other terms, requirements, or conditions proposed by Offeror.

The Offeror's proposal may identify deviations from, or revisions, exceptions or additional terms (collectively "exceptions") to, the Terms and Conditions, but only if such exceptions are clearly identified in a separate section within each proposal volume entitled "Exceptions to RFP Terms." Proposals that include material exceptions to the Terms and Conditions may be considered unacceptable and render Offeror ineligible for award unless the Offeror withdraws or modifies any unacceptable exceptions prior to OUBNC's selection of the successful offeror for award. OUBNC will only consider changes or additions to the RFP terms and conditions that are included in Offeror's proposals. After selection of the awardees, OUBNC will not consider or negotiate any exceptions to the Terms and Conditions.

E.I.B. Period for Acceptance of Offers

The Offeror agrees to hold the prices in its offer firm for 120 calendar days from the date specified for receipt of offers, unless another time is specified in an addendum to the solicitation.

E.I.C. Proposal Requirements

All questions must be emailed to Kirk Nugent at knugent@oakwood.edu and John Jones at johnjones@efibernet.org by **the 20th date after the posting of the Form 461 to USAC's website.**

Bidders' Letter of Intent must be emailed to Kirk Nugent at knugent@oakwood.edu by 12 days after posting to the USAC website, by 2:00 PM CST.

Proposals must be submitted in a sealed envelope marked RFP HCP #51456

- Concisely address OUBNC's requirements, as set forth in the statement of work for services and deliverables, and should not contain a significant amount of corporate boilerplate marketing information.
- Be submitted to the address below no later than **2:00 PM CST, 28 days after posting to the USAC's website. ("Proposal Due Date")**.

Regular Mail

OAKWOOD UNIVERSITY

Efibernet Attn: John Jones

P.O. BOX 30068

7000 Adventist Blvd.

Huntsville, AL 35896

Express Mail:

OAKWOOD UNIVERSITY

IT Department

Kirk Nugent, CIO

7000 Adventist Blvd

Huntsville, AL 35896

To be timely, proposals must be received by OUBNC by the Proposal Due Date at the locations specified above. Any offer, modification, revision, or withdrawal of an offer received at the OUBNC office designated in the

solicitation after the Proposal Due Date and Time is "late" and will not be considered by OUBNC, unless OUBNC determines, in its sole discretion, that circumstances beyond the control of Offeror prevented timely submission and consideration of the offer is in the best interest of OUBNC, or the offer is the only proposal received by OUBNC.

E.I.D. Amend, Revise, or Cancel RFP

OUBNC reserves the right to amend, revise or cancel this RFP at any time at the sole discretion of OUBNC and no legal or other obligations are assumed by OUBNC by virtue of the issuance of this RFP, including any commitment to procure the services sought herein.

E. II Contract Award

OUBNC will evaluate and award a contract resulting from this solicitation to the responsible Offeror whose offer conforming to the solicitation will be most advantageous to OUBNC. OUBNC may reject any or all offers if such action is in the public's or OUBNC's interest; accept other than the lowest offers; and waive informalities and minor irregularities in offers received.

E.III. Identification of Confidential Information

The proposal shall clearly and conspicuously identify information contained in the proposal that the Offeror contends is confidential information.

E. IV. Proposal Cover Page

Each proposal volume must contain a cover page. On the cover page, please include:

- The name of the Offeror's organization,
- The Offeror's contact name,
- The Offeror's contact information (address, telephone number, email address, website address),
- The Offeror's DUNS number,
- The Offeror's FCC SERVICE PROVIDER IDENTIFICATION NUMBER (SPIN) number,
- The date of submittal,
- A statement verifying the proposal is valid for a period of 120 days, and
- The signature of a duly authorized Offer or representative.

E.V. Proposal Content

The proposal shall be comprised of the following four volumes as further discussed below.

E.V.A. Corporate Information (Volume I)

This volume must include:

- A cover page, as outlined above.
- Executive Summary – Not to Exceed 5 pages. An executive summary summarizing all key features of the proposal, including the identification of any subcontractors and affiliated individuals or firms that will assist the Offeror in performing this contract. Pricing information should not appear in the Executive Summary.

E.V.B. Technical (Volume II)

This volume must include:

- Cover Page – as outlined above.
- Section 1 – Introduction – Not to Exceed 2 pages summarizing your overall approach
- Section 2 – Technical Approach – Not to Exceed 15 pages. An in-depth discussion of Offeror's technical approach to implementation services, along with a clear statement of whether or not the Offeror's technical approach will comply with all requirements, terms and conditions set forth in the RFP.
- This technical proposal should not only provide detailed information about how the requirements of the RFP will be fulfilled, but

also how the Offeror intends to partner with USAC to accomplish the goals set forth in Section A and B of this RFP. Any deviations from, or exceptions to, the requirements contained in this RFP must be clearly identified in a separate section entitled "Exceptions to RFP Terms and Conditions."

- Technical proposals that merely repeat the requirements set forth in the RFP and state that "Contractor will perform the statement of work" or similar verbiage will be considered technically unacceptable and will not receive further consideration. OUBNC is interested only in proposals that demonstrate the Offeror's expertise in performing engagements of this type and commitment to partnership with OUBNC, as illustrated by the Offerors description of how it proposes to perform the requirements set forth in this RFP.
- Section 3 – Management Approach – Not to Exceed 10 pages. Discussion of Offeror's program management approach to complete all work as proposed to include risk management, quality control, and adherence to proposed schedule.
- Section 4 – Related Experience – Not to Exceed 5 pages. A discussion of the Offeror's capabilities for performing this Contract, including resource and project management capabilities. This should address the following:
 - Your firm's experience in performing upgrades and assessments relevant to the services and deliverables as required by Section B.
 - A short narrative regarding projects, similar in scope to this one, performed in the last three years.
 - A narrative of your firm's ability to successfully manage a project of this scope and meet schedule constraints in performing similar projects.
- Section 5 – Key Personnel – Not to Exceed 10 pages, as follows: Up to 5 key personnel with a 2-page limit for each person. For each key person, provide a resume that includes his/her educational background, job and related experience, a list of specific efforts he/she has supported, and references. Resumes must include experience similar in scope and size to this requirement.

E.V.C. Past Performance Information (Volume III)

This volume must include:

- A cover page, as outlined above.
- A list of up to three current or recently (3 years) completed contracts for services similar in scope to those required by this solicitation. Each entry on the list must contain the client's name, the project title, the period of performance, the contract number, the contract value, a primary point of contact (including the telephone number and email address for each point of contact if available), and a back-up point of contact. If a back-up point of contact is not available, please explain how OUNBC may contact the client and provide an escalation list in the event the primary point of contact fails to respond.
- For each past performance, provide a description of the relevant performance and the name and telephone number for OUNBC to contact for past performance information for each project discussed. A past performance description will consist of an overview of the engagement, a description of the scope of work performed, its relevance to this effort, and the results achieved. This is the time to identify any unique characteristics of the project, problems encountered, and corrective actions taken. Each overview shall not exceed one page.
- OUNBC will attempt to contact past performance references identified in the proposal for confirmation of the information contained in the proposal and/or will transmit to past performance questionnaire to the contacts identified in the Offerors proposals. Although OUNBC will follow-up with the contacts, the Offeror, not OUNBC, is responsible for ensuring that the questionnaire is completed and returned by the specified date in OUNBC's transmittal. If OUNBC is unable to reach or obtain a reference for the project, OUNBC may not consider the contract in an evaluation of past performance.

E.V.D. Price Proposals (Volume IV)

This volume must include:

- A cover page, as outlined above.
- Completed pricing information in Attachment1: Bid Sheet.
- The proposed firm-fixed price must be sufficient to achieve the objectives and deliverables set forth in Section B, and must include all direct and indirect costs, including travel, profit, and overhead.

E.VI. Proposal Format

Offeror shall submit each Volume in printed form with 3 sets of each volume – 1 Master and 2 Copies and shall be labeled as such on the proposal cover. Offeror shall additionally submit as master electronic version on CD ROM or DVD that includes files in MSWord, 7.0 or later and an Acrobat version using pdf 10.0 or later

Format of the Proposal –The proposal must be clear, readily legible, and conform to the following four requirements: (1) a font size of 8 points or larger shall be used in graphics and tabular data and Times New Roman at a font size of 11 points or larger shall be used in document text; (2) the margins must be at least one inch on all sides; (3) no more than 6 lines of type within a vertical space of 1 inch. A standard, single-column format should be used in the body of the proposal. **Failure to submit all required sections of the proposal may result in the proposal being returned without review. In addition, for collaborative proposals all components must meet established deadline or risk being returned without review.**

E.VII. Evaluation

Any and all costs incurred by Vendor(s) in preparing and submitting a proposal are the Vendor(s) responsibility and shall not be charged to OUBNC or reflected as an expense of the resulting contracts.

OUBNC will award a contract resulting from this solicitation to the responsible Offeror whose offer conforming to the solicitation will be most advantageous to OUBNC, price and other factors considered.

- Prior experience, including past performance (10 Points)
- Management capability including solicitation compliance (10 Points)
- Cost (30 Points)

Technical: The technical sub factors listed below in descending order of importance:

- Technical Support (20 Points)
- Reliability of Service (10 Points)
- Project Management Plan (10 Points)
- One Vendor solution (10 Points)

Past Performance: Past performance information will be evaluated to assess the risks associated with an Offeror's performance of this effort, considering the relevance, recency and quality of the Offerors past performance on past or current contracts for the same or similar services. The Offerors past performance will be evaluated based on the Offerors discussion of its past performance for similar efforts, information obtained from past performance references (including detailed references for the Offerors proposed teaming partner(s) and/or subcontractor(s), as applicable) and information that may be obtained from any other sources (including government databases and contracts listed in the Offeror's proposal that are not identified as references).

Price Evaluation: OUBNC will evaluate price based on the total of the extended prices in the Bid Sheet (Attachment 1). The Contract may or may not be awarded to the lowest priced Offeror. Price may become a more important selection factor if the ratings for the non-price factors are the same or very close to the same. In addition to considering the total prices of the Offerors when making the award, OUBNC will also evaluate whether the proposed prices are realistic (i.e., reasonably sufficient to perform the requirements) and reasonable. Proposals containing prices that are determined to be unrealistic or unreasonable will not be considered for award.

The selection will be based on all factors indicated in this section, and may not go to the lowest bidder if cost is outweighed by a combination of other features in the winning vendor's bid. The point scale listed above will determine the most cost-effective solution for OUBNC members.

OUBNC reserves the right to select bid proposals, which, in the sole judgment of OUBNC and OUBNC Leader most nearly conforms, to the specifications set forth herein.

OUBNC / Oakwood University reserves the right to waive any and all issues of form or presentation in considering bid presentations for acceptance or rejection, if, in the sole opinion of the

OUBNC / Oakwood University, such waiver is in the best interests of the project.

OUBNC is not responsible for any costs incurred by a vendor related to the preparation or delivery of the bid proposal, or any other activities carried out by the vendor as it relates to this RFP.

Changes in applicable laws and rules may affect the award process or any resulting contracts. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Vendors are encouraged to visit the official FCC website pertaining to the Healthcare Connect Fund, at: <http://www.fcc.gov/encyclopedia/rural-health-care#HCF>

The selection decisions made by OUBNC / Oakwood University and reported to USAC under this RFP are final, and appeals or re-submissions will not be considered.

Kirk Nugent, Consortium Leader, representing OUBNC facilities reserves the right to issue any resulting order with the vendor(s) whose proposal, in the judgment of the group, most nearly conforms to the specifications and will best serve the needs of the [Consortium] participant members included in this request. Kirk Nugent, Consortium Leader, on behalf of OUBNC is not obligated to accept any proposal received. OUBNC may accept proposals in whole or in part, or may reject all proposals.

E.VI.A. Down-Select Process

OUBNC may determine that the number of proposals received in response to this RFP are too numerous to efficiently conduct a full evaluation of all evaluation factors prior to establishing a competitive range. In such case, OUBNC may conduct a down-select process to eliminate Offeror's, prior to discussions, from further consideration based on a comparative analysis of Offeror's price proposals. Proposals that include proposed prices that is significantly higher than the median proposed price for all Offerors may be excluded from the competition without evaluation under the other evaluation factors Proposals that contain price that are unrealistically low in terms of sufficiency to perform the Contract may also be excluded from the competition.

E.VI.B. Responsibility Determination

The OUBNC Leader will make a responsibility determination based on any available information, including information submitted in an Offeror's proposal. In making a responsibility determination OUBNC will consider whether:

- The Offeror has sufficient resources to perform the Contract;
- The Offeror has a satisfactory record of integrity and business ethics;
- The Offeror has the accounting systems and internal controls, quality assurance processes and organizational structure and experience necessary to assure that contract work will be properly performed and accurately invoiced; and
- The Offeror has the facilities, technical, and personnel resources required to perform the contract.

ATTACHMENT

A.1 Intent to Bid

**VENDOR LETTER
INTENT TO BID**

Oakwood University Broadband Consortium

We are pleased to submit a proposal to OUBC Consortium Leader, HCP #51456.

NOTE: This Letter shall be received via email by Kirk Nugent no-later-than 12 days after posting to the USAC's Website by 2:00 p.m. CST. Email to krnugent@oakwood.edu.

COMPANY:	_____
REPRESENTATIVE:	_____
ADDRESS:	_____ _____
TELEPHONE:	_____
FAX:	_____
EMAIL:	_____
AUTHORIZED SIGNATURE	_____
DATE:	_____
FCC Service Provider Identification Number (SPIN):	_____

FCC Registration Number
(FCCRN):

A.2 Bidder's Sheet

This quote is submitted by the undersigned company ("Company"), who agrees to provide the items as the prices set forth, in accordance with the terms and conditions of Contract No.

_____ This bid sheet is valid for 120 days from the date set forth below.

Submitted by:

Company Name: _____

Company FCC SERVICE PROVIDER IDENTIFICATION NUMBER (SPIN) #

Authorized Representative: _____

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Materials	Description	Type of Materials	Qty	Unit	Unit Price	Extended Price
17101524PF 1	28 Ports Managed Layer 3 Lite Gigabit Ethernet Switch. Includes 24 -10/100/1000Base-T access ports, 4SFP+ 10GigE uplink Ethernet Ports capable of 1 Gbps and 10 Gbps... Features include 16 Static Routes, 802.1Q VLANs, GVRP, 802.1p QoS, 802.1w Rapid Spanning Tree, 802.3ad Link Aggregation, Auto MDI/MDI-X, CLI, HTTP GUI, SSH, SSL, RADIUS, SNMP. Provides up to 25.5 watts/port (370 watts maximum for entire switch) of 802.3af (PoE) and 802.3at (PoE+) compliant power. 19" Rackmount 1U housing. Supported SFP modules include 1000Base-SX (1200480E1); 1000Base-LX (1200481E1) and SFP interconnect cable (1200484Gx). Supported SFP+ modules include 10GBase-SR (1700485F1), 10GBase-LR (1700486F1) and SFP+ interconnect cable (1710484Fx)	Adtran or Equivalent	1			
17101548PF 1	52 Ports Managed Layer 3 Lite Gigabit Ethernet Switch. Includes 48 -10/100/1000Base-T access ports, 4SFP+ 10GigE uplink Ethernet Ports capable of 1 Gbps and 10 Gbps. Features include 16 Static Routes, 802.1Q VLANs, GVRP, 802.1p QoS, 802.1w Rapid Spanning Tree, 802.3ad Link Aggregation, Auto MDI/MDI-X, CLI, HTTP GUI, SSH, SSL, RADIUS, SNMP. Provides up to 25.5 watts/port (370 watts maximum for entire switch) of 802.3af(PoE) and 802.3at(PoE+) compliant power. 19" Rackmount 1U housing. Supported SFP modules include 1000Base-SX (1200480E1); 1000Base-LX (1200481E1) and SFP interconnect cable (1200484Gx). Supported SFP+ modules include 10GBase-SR (1700485F1), 10GBase-LR (1700486F1) and SFP+ interconnect cable (1710484Fx)	Adtran or Equivalent	1			
1700952F1	BlueSocket Access Point 1940 (BSAP 1940) for vWLAN; rated for outdoors and harsh environments, concurrent dual band (2.4 GHz/5 GHz) 802.11a/b/g/n, 3x3:3 MIMO (450Mbps per radio) with 6 Type N jack antenna connectors. No internal antenna. Requires external antennas sold separately. Includes wall/pole mount kit. Includes built-in surge protection on Ethernet interface and antenna connectors. Requires IEEE 802.3at PoE sold separately. (Note: ADTRAN recommends POE Injectors and/or PoE Injectors with surge protection with all 1940 outdoor deployments, not PoE Switch ports.)	Adtran or Equivalent	1			
1700945F1	BlueSocket Access Point 2020 (BSAP 2020) for vWLAN; concurrent dual band (2.4 GHz/5GHz) 802.11a/b/g/n/ac, 2x2:2 MIMO (867 Mbps for 5GHz and 300Mbps for 2.4 GHz) with internal Omni-directional antennas. No external antenna connectors. Includes wall/ceiling mount kit and T-bar mount kit for ceiling panels. Requires IEEE 802.3af PoE or 12-volt AC/DC power adapter, both sold	Adtran or Equivalent	1			

	separately.				
1700948F1	BlueSocket Access Point 2030 (BSAP 2030) for vWLAN; concurrent dual band (2.4 GHz/5GHz) 802.11a/b/g/n/ac, 3x3:3 MIMO (1.3 Gbps for 5 GHz and 450 Mbps for 2.4 GHz) with internal Omni-directional antennas. No external antenna connectors. Includes wall/ceiling mount kit and T-bar mount kit for ceiling panels. Requires IEEE 802.3af PoE or 12-volt AC/DC power adapter, both sold separately.	Adtran or Equivalent	1		
1700949F1	BlueSocket Access Point 2035 (BSAP 2035) for vWLAN; concurrent dual band (2.4 GHz/5GHz) 802.11a/b/g/n/ac, 3x3:3 MIMO (1.3 Gbps for 5 GHz and 450 Mbps for 2.4 GHz) with 6 RP-SMA jack antenna connectors. No internal antenna. Requires external antennas sold separately. Includes wall/ceiling mount kit and T-bar mount kit for ceiling panels. Requires IEEE 802.3af PoE or 12-volt AC/DC power adapter, both sold separately.	Adtran or Equivalent	1		
1700930F1	A set of three 2.4 GHz and three 5 GHz Type N Omni-directional antennas with 5/7 dBi gain respectively for the BSAP 1940, 2125 and 2135.	Adtran or Equivalent	1		
1700957F1	A set of three 2.4 GHz and three 5 GHz RP-SMA Omni-directional antennas with 5 dBi gain for the BSAP 2035.	Adtran or Equivalent	1		
1101101N3	ProStart Remote telephone support of customer installation of NetVanta 1234, 1234 P, 1531, 1531P, 1534, 1534 P, 1544, 1544 P, 1544F, 1550-24, 1550-24P Enhanced Install (includes VLAN, Mgmt, SNMP, and QoS).	Adtran or Equivalent	1		
1100ALR10028N	ProStart Remote telephone support of customer installation of NetVanta 1238, 1238 P, 1550-48, 1550-48P, includes programming for VLAN, Mgmt., SNMP, CoS	Adtran or Equivalent	1		
1102ALR2101SW1	ProStart Remote installation per ADTRAN Ethernet Switch including 1234, 1234P, 1235P, 1238, 1238P, 1531, 1531P, 1534, 1534P, 1535P, 1544, 1544P, 1544F, 1638, 1638P (excludes 123X 1st gen). Includes remote configuration, testing, and turn up support of a switch with ProCloud service. Does not include customer specific network configurations, only ProCloud connections and dashboard access. For a full switch installation including ProCloud use the appropriate switch installation SKU. ADTRAN ProStart support is delivered during normal business hours, 8 am -5pm site time, Monday through Friday.	Adtran or Equivalent	1		

2	1100ALR100 1WIF1	ProStart Remote installation for BlueSocket vWLAN, including: dedicated project management, data gathering, dedicated project engineer for configuration and support during test and turn up, access to training via online recorded webinars. This part number must be purchased in conjunction with the per access point remote installation. Includes 14 calendar day labor warranty. ADTRAN ProStart support is delivered during normal business hours, 8 am -5pm site time, Monday through Friday. If you require ProStart Installation support for AP expansion of an existing network, contact prostart@adtran.com for a custom quote. Used for installations of greater than 15 APs and in conjunction with 1100ALR2101WIF1.	Adtran or Equivalent	1		
3	1100ALR210 1WIF1	ProStart Remote installation for a BlueSocket Access Point (1920, 1925, 1930, 1935, 1940, 2020, 2030, 2035, and 2135). This part number must be purchased in conjunction with either the ProStart Remote Installation for BlueSocket vWLAN or the ProStart Remote Installation for BlueSocket vWLAN with ProCloud Wi-Fi. Part number includes remote configuration, testing, and turn up support of a BSAP. Includes 14 calendar day labor warranty. ADTRAN ProStart support is delivered during normal business hours, 8 am -5pm site time, Monday through Friday. If you require ProStart Installation support for AP expansion of an existing network, contact prostart@adtran.com for a custom quote. Per AP charge used with 1100ALR1001WIF1 for installations of greater than 15 APs.	Adtran or Equivalent	1		
4	1100ALS099 WIFSV	EDU WIFI OST Assessment	Adtran or Equivalent	1		
5	1100EDUM2 00160	ProCloud.edu Service for an indoor vWLAN access point, which provides: centralized cloud infrastructure services, 7x24 proactive monitoring and alerts, customized reporting, configuration changes, access to technical support at 1 hour priority response, 5 years *No AP or HA licenses are required when under an active ProCloud Plus or ProCloud service plan.*ProCloud.edu is for education customers only.	Adtran or Equivalent	1		
5	1100EDUM2 10160	ProCloud.edu Service for an outdoor (BSAP 1940, 2135) vWLAN access point, which provides: centralized cloud infrastructure services, 7x24 proactive monitoring and alerts, customized reporting, configuration changes, access to technical support at 1 hour priority response, 5 years *No AP or HA licenses are required when under an active ProCloud Plus or ProCloud service plan. * ProCloud.edu is for education customers only.	Adtran or Equivalent	1		
7	1100EDUM2 3060	ProCloud.edu Service for a twenty four port ADTRAN switch, including NetVanta 1234, 1234P, 1235P, 1534, 1534P, 1535P, 1544, 1550-24, 1550-24P, which provides: centralized cloud infrastructure services, 7x24 proactive monitoring and alerts, customized reporting, configuration changes, access to technical support at 1 hour priority response, 5 year. *No ProCare Maintenance is required when switch is under an active ProCloud Plus	Adtran or Equivalent	1		

	or ProCloud service plan.*ProCloud.edu is for education customers only.					
3	1100EDUM2 4060	ProCloud.edu Service for a forty-eight port ADTRAN switch, including NetVanta 1238, 1238P, 1638, 1638P, 1550-48, 1550-48P, which provides: centralized cloud infrastructure services, 7x24 proactive monitoring and alerts, customized reporting, configuration changes, access to technical support at 1 hour priority response, 5 year. *No ProCare Maintenance is required when switch is under an active ProCloud Plus or ProCloud service plan.*ProCloud.edu is for education customers only.	Adtran or Equivalent	1		
3	Wiring & Cabling	Budget for Cat6 Wiring and Cabling All locations		1		
TOTAL						

Accepted by OUBNC:

A.4 Network Speed

Speed	NRC	List/1 Year	2 Year	3 Year	5 Year
5 Mbps					
10 Mbps					
20 Mbps					
30 Mbps					
40 Mbps					
50 Mbps					
60 Mbps					
70 Mbps					
80 Mbps					
90 Mbps					
100 Mbps					
200 Mbps					
300 Mbps					
400 Mbps					
500 Mbps					
600 Mbps					
700 Mbps					
800 Mbps					
900 Mbps					
1 Gbps					
2.5 Gbps					
10 Gbps					
Static IP (61 Usable)					
Static IP (1 Usable)					
30 MB MetroE Circuit P2P Monte Sano					
30 MB MetroE Circuit P2P Eva Dykes Library Data Room					

Qty	Description	1 Year MRC	2 Year MRC	3 Year MRC	4 Year MRC	5 Year MRC
25	PRI - DIDs (Block of 100) With Long Distance					
5	PRI - 23 Voice Trunk Call Path Plan					
1	SIP Trunk Back Up (Block of 100)					
58	Fax Lines					
30	Alarm Lines					
10	Elevator Lines					
1	ATM Line					
500	Handsets - Model D62 Digium or Equivalent					
9	Conference Phones - Model IP7000 Digium or Equivalent					
1	Switchboard/Operator Interfaces Digium or Equivalent					
1	Group LD 2,500 Minute Plan					
1	PRI - Battery - Adtran 924/908e					

**A.5 Technical Requirements for VoIP System
(DIGIUM OR EQUIVALENT)**

MODEL NAME/#	QUANTITY	UNIT PRICE	EXTENDED PRICE
D65 IP PHONE	500		
IP7000 PHONE	6		
SWITCHBOARD/OPERATOR INTERFACES	1		
ANALOG PHONES/ EMERGENCY SHELTERS/BASEMENTS	15		
LABOR COSTS (WIRING & OUTLETS)			
		TOTAL PRICE	

Technical Requirements: VoIP

a. System Capabilities

- a. "Site Survivability" is defined below in Section 3.
- b. Installation of the system should be in phases.
- c. Desired capacities for proposed system:
 - i. Overall system phone set quantities should be a mix as follows (these numbers are also included in the individual site breakdowns listed below)

b. System Architecture

- a. Identify the manufacturer, make, and models of the proposed solution, including a brief overview of the proposed solution
- b. Provide a network diagram that shows the system elements of the proposed solution including all locations.
- c. The proposed solution must provide termination for PRI and SIP Trunks at the indicated locations.
- d. The solution must support the ability to integrate additional standards-based applications and devices with the base system.
- e. The configuration method used by the solution should be browser based. (Chrome, Firefox, Safari)
- f. The proposed system must support connectivity of analog phones, fax machines, modems, and other analog devices
- g. Phone sets must be provisioned, configured, and maintained from the telephony server.
 - i. Items managed by the telephony server:
 - 1. User extension/identity

2. Contacts/BLF keys
3. Firmware upgrades
4. Applications
- h. Music on hold input should be available at each location as well as system wide.
- i. 911 local routing is required at each location with analog or PRI trunks.
- j. Telephony system must have open API standards to allow for future integrations and customization.
- k. All main telephony feature and functions must be included without additional cost.
 - i. IVR
 - ii. Voicemail w/ VM to email
 - iii. Call Queues
 - iv. Switchboard/operator panel
 - v. Converged phones
- c. Remote Sites and Local/Remote Survivability
 - a. The proposed solution must support the deployment at selected remote locations of full call processing feature functionality with redundancy to the central system.
 - b. The proposed solution must support the deployment of full voicemail, unified communications, and auto-attendant feature functionality at remote locations
 - c. "Main Site Survivability" is defined as the ability for specific connected devices to continue making and receiving calls via a local PRI, SIP, or analog trunk in the event the main system goes down.
 - d. "Remote Site Survivability" is defined as the ability for remote sites to make or receive calls via a local PRI, SIP, or analog trunk in the event that the remote site loses its internal connection back to the main site.
- d. Remote employees
 - a. The proposed solution must support the ability for remote employees to use IP phones from a location that is remote to connect to the main PBX.
 - b. The proposed solution must support the ability for workers to use their IP phones at any location connected to the corporate network with their own extension and their own telephony configuration.
 - c. The proposed solution must support the ability for remote employees to use IP phones from remote networks.
 - d. The proposed solution must provide some method for users to place calls through the system from personal or University owned cellular device in such a way that the cellular numbers is masked with the user's extensions on the outgoing or incoming call.
- e. Scalability
 - a. The proposed solution must be able to scale number of IP Phones, voicemail boxes, and other features, as required over the next 5 years.
 - b. The proposed solution must be able to scale messaging mailbox and auto-attendant capacity.
- f. Maintenance and Support
 - a. Please include details of the warranty for the system proposed.
 - b. All major and minor software upgrades, break-fix hardware support (including time and materials), and manufacturer technical support (including telephone, web, and email access) must be included for the duration of the maintenance contract.
 - c. Cost of maintenance and support shall be reasonable when compared to other bidder's amounts relative to the cost of the system. Maintenance cost of level amounts for periods 1, 2, and 3 are preferred.
- g. Call Accounting
 - a. The administrator system must be able to easily search for a record of calls placed through the system whether incoming, outgoing, or internal. Reports of these calls with all digits included (unmasked) must be available as an ad hoc or scheduled report.
- h. Interoperability
 - a. The proposed solution must be architected on open standards with ability to support other vendors' SIP-based devices (SIP telephones, SIP ATAs, etc.)
- i. Training

- a. Onsite training (the University will provide a central training location) is required for all available users of the system on live instruments in as many sessions as needed.
 - i. Training should include basic call/voicemail functionality as well as collaboration functions such as instant messaging, presence, and scheduling a conference bridge.
- b. Additional training for Call Center Agents and Supervisors is required
- c. Onsite training for System Administrators is required.
- j. Call Center/Contact Center
 - a. The system must be able to allow agents to monitor multiple call center queue types (telephone call, chat window, email, etc.) and be available or unavailable for each type as selected by the agent or the supervisor.
 - b. The system must allow a caller to put in a call center queue based on several factors.
 - i. Telephone call: the pilot number called a selection from an ACD menu, plugin that would reside on the University website, dedicated support web interface, etc.
 - c. Supervisor must have customizable application for web interface panel that would allow them to view agent status for agents that are responsible for, including queue depths, average/longest hold times, available/unavailable agents, number of calls/chats in progress, etc.
 - d. The call center application must have the ability for a supervisor to Barge-in, Whisper-in, and Listen-in.
- k. Collaboration
 - a. The proposed solution must allow click-to-dial from Google Apps within the Chrome or Firefox browser
 - b. All users must have the ability from a desktop application or smartphone set presence information (in the office, away, in a meeting, etc.) as well as define custom call routing for their extension.
- l. Phone System Features
 - a. The IP Phone system must have features to enable customizable views for users and administrators, allowing for individual access to calling, conferencing, recording, call queues, reporting and troubleshooting capabilities.
- m. Detailed Feature List
 - a. Select from the detailed feature list below the list of available features. Each item listed as **Mandatory** must be included for the proposal to be considered (Pass/Fail)
 - 1. Calling Methods
 - a. VoIP
 - b. Analog trunks
 - c. T1/PRI phone trunks
 - d. SIP trunking
 - e. PRI/T1/SIP 4-digit dialing to existing system
 - 2. Call Control
 - a. Hold
 - b. Assisted Transfer
 - c. Blind Transfer
 - d. Call Parking
 - e. Do Not Disturb
 - f. Send Calls
 - g. Directed and Group Pickup
 - 3. Unified Communications
 - a. Voice Over IP
 - b. Chat (instant messaging)
 - c. IMAP Mailbox/Microsoft Exchange Integration for voicemail-to-email
 - d. Fax
 - 4. Extensions
 - a. IP Phone/ ATA extensions
 - b. Analog phone extensions

- c. Phone feature packs
 - d. User Profile (hot seating)
 - e. Call Queue Extensions
 - f. Virtual extensions
 - g. Find Me/ Follow Me Rules set by admin and/or user, including “twinning” to a cellular or other external number
 - h. Extensions Templates
 - i. Control permissions for each extension
 - j. 3,4,5,6 or more digit extensions
 - k. Extension/Hunt groups with multiple ring patterns
 - l. Masking of outbound Caller ID on a per call basis or permanent (Executive extensions masked with Secretary’s, etc.)
- 5. Conferencing
 - a. Standard ad hoc conferencing (up to 8 participants) via any handset
 - b. Meet Me Conferencing
 - c. Ability to record voice
 - 6. Music on Hold
 - a. Custom Music on Hold
 - b. Music on Hold included
 - c. Queue specific Music on Hold
 - 7. Voicemail
 - a. Multiple Custom Greetings (main greeting, extended absence, etc.)
 - b. Custom Message Notification
 - c. Voicemail to your Email Inbox
 - d. Automatic Mailbox Creation
 - e. Zero out of voicemail
 - 8. Switchboard Panel (Operator panel)
 - a. Profile Panel
 - b. Chat Panel
 - c. Company Directory
 - d. Centralized presence
 - e. Queue Member
 - f. Click-to-call
 - g. See who else is on the phone
 - h. Drag and drop transfers
 - i. Current call control
 - j. ad hoc recording
 - k. Record other’s calls
 - l. Pickup other’s calls
 - m. Monitor, Whisper, Barge
 - n. Queue supervisor view
 - o. Call Parking Lot Panel
 - p. Presence information
 - 9. Recording and Monitoring
 - a. Call Recording (ad hoc or always on)
 - b. Call Monitoring
 - 10. IVR / Auto Attendant
 - a. Record Sound/message
 - b. Play Recorded Sound/message
 - c. Email Recorded Sound
 - d. Dial Extension
 - e. Send to Voicemail
 - f. Send to external number
 - g. Go to another IVR menu
 - h. Send an Email

- i. Store Recorded message
 - j. Upload Recorded message
 - 11. Call Center / ACD
 - a. Log in/Log out/Unavailable from set or by administrator
 - b. Supervisor Barge-in/Listen-in/Whisper
 - c. Multiple Call Queues
 - d. Route when max queue length reached
 - e. Route when no members logged in
 - f. Custom caller message per queue
 - g. Announce Position in Queue
 - h. Announce Estimated Hold Time
 - i. Announcement Frequency Control
 - j. Log-in queue members
 - k. Permanent queue members
 - l. Real Time Queue Status
 - m. Historical Queue Logs
 - n. Historical Queue Statistics
 - o. Advanced Queue Information Charts
 - p. Auto Log Off
 - q. Queue Member Presence
 - r. Round Robin/Fewest Calls/Least Recently/ Called/ Random Call Patterns
 - 12. Paging and Intercom
 - a. 2-way Intercom
 - b. 1-way Paging
 - c. Overhead Paging
 - d. Direct Paging and Intercom
 - 13. Online Tools
 - a. User's Desktop presence/chat application
 - b. Administrator's Web interface
 - c. Switchboard Web Interface (Operator Console)
 - 14. Administration
 - a. Phone Setup
 - b. Disk-space quotas
 - c. Bulk import for extensions
 - d. Access Control
 - e. Comprehensive Monitoring
 - f. Distinctive Ringtones
 - 15. Logging and Reporting
 - a. Scheduled reports
 - b. Current Calls
 - c. Real-time views of SIP and PRI channel activity (whether in use or free)
 - d. Call Logs
 - e. Call Reporting
 - f. Queue Status
 - g. Queue Reports
 - h. Error Log
 - 16. More Features
 - a. Dial by Name Directory
 - b. Upgradeable Hardware
 - c. VOIP Provider Diagnostic Tool
- Oakwood University Map / Legend

Attachments 3

