



University Of Missouri  
**BID REQUEST AND BID**  
***THIS IS NOT AN ORDER***

Procurement Services  
University of Missouri-Columbia  
113 Heinkel Building  
Columbia, Missouri 65211-1700

Bid Request Number

C235-9-1

Dated

7/9/08

**BID MUST BE IN PROCUREMENT SERVICES  
OFFICE NOT LATER THAN**

Date and Time

07/23/08 03:00 PM CT

**THE CURATORS OF THE UNIVERSITY OF MISSOURI**

By James Crossley (573) 882-5066

FOR MANAGER, PROCUREMENT SERVICES

You are invited to submit bids on the items or services specified. All bids must be made on this form and shall be subject to the terms and conditions on the reverse side hereof for furnishing items or services of the description listed below. All deliveries shall be made **FOB DESTINATION** with freight charges fully included and prepaid. The seller pays and bears the freight charges.

| Items | Quantity | Units | Description                                                                                                                                                                                                                                                                                                                                                                       | Unit Price | Total |
|-------|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------|
|       |          |       | <p>PER ATTACHED SPECIFICATIONS:</p> <p>-----</p> <p>Bids are to be contained in a sealed envelope, plainly marked:</p> <p>"SEALED BID FOR BID REQUEST NUMBER C235-9-1,<br/>DUE 03:00 PM CT, 07/23/08"</p> <p>Address Sealed Bids To:</p> <p>Manager, MU Procurement Services<br/>University of Missouri - Columbia<br/>113 Heinkel Building<br/>Columbia, Missouri 65211-3100</p> |            |       |

In compliance with this bid request and subject to all of the terms and conditions thereon, bidder offers and agrees to furnish or deliver the items or perform the services upon which prices are quoted herein, such items or services to be provided within the number of days indicated after receipt by bidder of University Purchase Order. Only cash discounts having a period of thirty (30) days or more will be taken into account in determining the lowest bid. Discount time is compiled from day of delivery and acceptance of items or services or receipt of correct invoice, whichever is later.

**Bid Firm for 60 Days Unless Otherwise Stated:**

|                                        |                |            |                                          |                   |
|----------------------------------------|----------------|------------|------------------------------------------|-------------------|
| Days completion After Receipt of Order | Discount Terms | Bid Dated  | Bidder E-Mail Address                    |                   |
| Name of Bidder                         |                |            | Bidder Telephone Number                  | Bidder FAX Number |
| Address of Bidder                      |                | City/State |                                          | Zip               |
| By (Signature of Authorized Agent)     |                | Title      | Printed or Typewritten Name of Signatory |                   |

## BID REQUEST AND BID CONDITIONS

This Bid Request and Bid is made upon and subject to the following conditions, all of which are accepted by bidder. Upon acceptance by University, this Bid Request and Bid and the University Purchase Order issued thereon shall constitute the contract for furnishing the items described in the bid in strict conformity with the contract instruments.

1. No oral explanation in regard to the meaning of the specifications will be made, and no oral interpretation will be given before the award of the contract. If any person contemplating submitting a bid for this contract is in doubt as to the true meaning of any part of the specifications or any other proposed contract documents, he may submit to the University a written request for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery. Any interpretation of the proposed documents will be made by addendum duly issued or delivered to each person receiving a set of such documents. The University will not be responsible for any other explanation or interpretations of the proposed documents.
2. The University reserves the right to reject any and all bids and to waive any informality in bids.
3. Whenever the name of a manufacturer or vendor is mentioned on the face hereon and words "or equal" do not follow, it shall be deemed that the words "or equal" shall follow such designation unless the context specifies "no substitution". University assumes that items bid as equal are equal. University reserves the right to return at the bidder's expense all items that are furnished which are not acceptable as equals to items specified by the Bid Request and Specifications, and vendor agrees to replace such items with satisfactory items at the original bid price.
4. All items bid shall be new unless otherwise specified by the University.
5. Bidder agrees to unconditionally guarantee all items bid upon against defects in material and workmanship for a period of one year from the date of acceptance by the University unless otherwise specified.
6. Unless it is so noted on the bid it will be deemed that the article furnished is that designated. If the vendor proposes to furnish an item of a different manufacturer or vendor other than the one specified on the face hereof, the manufacturer or vendor of the substituted items shall be noted and complete descriptive literature describing the items to be substituted must accompany the bid.
7. Materials and services furnished the University are not subject to either Federal Excise Taxes or the Missouri Sales Tax. Exemption certificates will be furnished on request.
8. Prices quoted are to be firm and final and prices shall be stated in units of quantity specified with packing and drayage charges included.
9. Shipments shall be marked as directed on the Purchase Order.
10. C.O.D. shipments will not be accepted. All shipping charges must be PREPAID. No packing or drayage charges will be allowed.
11. The University will not be responsible for articles or services furnished without a Purchase Order.
12. Risk of loss or damage to the goods prior to the time of their receipt and acceptance by the University is upon the vendor.
13. All invoices and correspondence shall show the Purchase Order Number. All invoices must be rendered in duplicate and contain full descriptive information on items or service furnished. Separate invoices shall be rendered for each order and forwarded to the University.
14. Vendor agrees to defend, protect and save the University harmless from all claims and actions arising out of patent infringement.
15. University reserves the right to cancel all or any part of orders if shipment is not made as promised. Vendor shall notify the University if shipment cannot be made as promised. Time of proposed delivery must be stated in definite terms in the space provided.
16. The bidder hereby guarantees that no article listed herein is adulterated or misbranded within the meaning of the Federal Food, Drug and Cosmetic Act or an article which may not, under the provisions of Federal Law, be introduced into interstate commerce.
17. Samples, when required, are to be furnished prior to the date specified for receipt of bids.
18. In case of any doubt or difference of opinion as to the items to be furnished hereunder or the quality thereof, the decision of the UM Chief Procurement Officer shall be final and binding upon both parties.
19. The University reserves the right to award an order to the lowest aggregate bidder for all items or on an item basis, or a group of like items, whichever is found to be in the best interest of the University. If a split award is not acceptable to a bidder, it must be stated in the bid response.
20. In awarding the contract, the University may take into consideration the skill, facilities, capacity, experience, ability, responsibility, previous work, the financial standing of the bidder or bidders; the amount of other work being carried on by the bidder; the quality, efficiency, and construction of the equipment proposed to be furnished; the period of time within which the equipment is to be furnished and delivered; and the necessity of prompt delivery of the items herein described. The inability of any bidder to meet the requirement mentioned above may be cause for rejection of his bid.
21. In the event that time and materials are a portion of this bid, the University reserves the right to audit vendor's records concerning this bid.
22. All items or services to be furnished hereunder shall meet all applicable State and Federal requirements of the Occupational Safety and Health Standard. All alleged violations and deviations from said State and Federal regulations or standards of the items of services to be furnished hereunder, must be set forth on the Bid Form at the time of submission of the bid. Or if at any later date the items or services contained herein shall not meet all applicable state and federal requirements after the bidder is awarded the contract hereunder the bidder must notify the Campus Purchasing Manager, immediately by certified mail, return receipt requested.
23. The University serves from time to time as contractor for the United States Government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules, and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.
24. The Curators of the University of Missouri have adopted a policy which is binding upon all employees and departments of the University, and which by contract shall be binding upon independent contractors and subcontractors with the University, whereby all other things being equal, and when the same can be secured without additional cost over foreign products, or products of other states, a preference shall be granted in all construction, repair and purchase contracts, to all products, commodities, materials, supplies and articles mined, grown, produced and manufactured in marketable quantity in the State of Missouri and to all firms, corporations or individuals doing business as Missouri, firms, corporations, or individuals. By virtue of the foregoing policy, preferences will be given to materials, products, supplies, or provisions, and all other articles produced, manufactured, mined or grown within the State of Missouri, and to all firms, corporations or individuals doing business as Missouri firms, corporations or individuals. Each bidder submitting a proposal agrees to comply with and be bound by the foregoing policy.

\*\*\* BID NUMBER : C235-9-1

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| ITEM | QTY. | UNITS | DESCRIPTION | PRICE | TOTAL |
|------|------|-------|-------------|-------|-------|
|------|------|-------|-------------|-------|-------|

NIGP CLASS-ITEM: Refers to National Institute of Governmental Purchasing Codes

|    |   |     |                                                                         |       |       |
|----|---|-----|-------------------------------------------------------------------------|-------|-------|
| 1. | 1 | JOB | NIGP CLASS-ITEM: 725-57<br>Phone system per attached<br>specifications. | _____ | _____ |
|----|---|-----|-------------------------------------------------------------------------|-------|-------|

THE SUCCESSFUL BIDDER WILL BE  
REQUIRED TO HAVE ON FILE IN THE  
PROCUREMENT/MATERIALS MANAGEMENT  
OFFICE A CURRENT CERTIFICATE OF  
INSURANCE PRIOR TO PERFORMING ANY  
WORK. THE CERTIFICATE MUST SHOW  
COVERAGES AND LIMITS IN ACCORDANCE  
WITH THE ATTACHED "INSURANCE  
REQUIREMENTS" SHEET. IT IS IMPORTANT  
THAT THE "CURATORS OF THE UNIVERSITY  
OF MISSOURI" BE NAMED AS AN  
ADDITIONAL INSURED.

All deliveries shall be made FOB Fort  
Leonard Wood, MO with freight charges  
fully included and prepaid. The  
seller pays and bears the freight  
charges.

The University of Missouri-Columbia  
will not accept return of this bid by  
FAX.

Vendors may view bid tabulations on  
the University of Missouri  
Procurement Web Page at  
<http://www.pmm.missouri.edu>

# REQUEST FOR BIDS

Introduction: The Business Center at the University of Missouri Technology Park, Fort Leonard Wood, located in St. Roberts, Missouri, request bids for the equipment and installation of a digital telephone system, voice mail system and maintenance, service and training contract.

- It is imperative that the telephone vendor understands the nature of this business (shared/multi-tenant business center).
- Unlike most businesses, an Office Business Center requires more voice mail options, memory storage and telephone and software features.
- The telephone system must work with a **Call Answer** (Call Classifier) software so that when calls come into the switchboard, the operator knows what DID was called and can easily add different answer phrases based on DID dialed.
- Assume that the system will need to handle 100-200 direct-in-dial numbers, plus potentially 50 different company identifications.
- The center will have an on-site administrator to do basic telephone moves, changes, input answer phrases, switch phones when tenants relocate or move out. It is important that the administrator is trained to handle these basic functions.

Below are the requirements for the type of telephone system the center requires.

## REQUIREMENTS FOR NEW PHONE SYSTEM

PBX Licenses for 150 users

### Hardware ports:

1 T1 port  
96 Digital Station ports  
12 Analog ports

### Voice Mail system

- Local and remote access
- Real-time message screening and retrieval
- Automatic call-back from voicemail
- e-mail/pager notification
- automatically e-mail voicemail and recordings as a .wav file

### Features

#### Automated Attendant:

- multi-level menus
- dial by name directory
- automated business hour and holiday scheduling

## Unified Messaging

### Advanced Call Handling:

- follow-me call forwarding
- caller announcing and screening
- user call-conferencing capabilities
- customized call routing

### Computer Telephony Integration

- Point and click call handling (transfer, drag and drop to VM, outside numbers)
- Online phone directory

## **System Management**

- Easy to administer moves, adds, changes
- Remote administration
- Call logs and reporting
- Graphical User Interface administration and management tools

## **Call Classifier** (call answer software)

- Ability to route and classify calls based on DID dialed
- Ability to include pertinent information about the DID (company) – notes section and multiple numbers

## **Handsets**

- 24 button digital phones, quantity: 88
- Analog cordless phones, quantity: 4
- IP phone, quantity: 32

## **PRICING SHOULD INCLUDE:**

- System design, server configuration and testing
- Delivery and installation
- Connecting to existing wiring in existing phone closet
- System configuration
- Software installation
- Minimum of 12 hours of on-site end-user and administration training

## **Hourly/yearly fees for:**

- Additional on-site labor and training
- Support agreement
- Software maintenance

## SERVICE VENDORS

(Low Risk)

### Insurance

Coverage to be provided as follows by a carrier with A.M. Best minimum rating of A- XI:

| Coverage                                                                                                                                                                                                      | Minimum Limits                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Workers' Compensation<br>Employers' Liability                                                                                                                                                                 | Statutory<br>\$500,000                                                                  |
| Auto Liability<br>(To include Owned, Hired, and<br>Non-Owned coverage)*                                                                                                                                       | \$1,000,000<br>Combined Single<br>Limit, per<br>Occurrence and<br>Aggregate             |
| Commercial General Liability Coverage<br>(Comprehensive Form, MUST include<br>Premises & Operations, Contractual,<br>and Products/Completed Operations<br>Exposure). Occurrence Base coverage<br>is required. | \$1,000,000<br>Combined Single<br>Limit, Per<br>Occurrence and \$2,000,000<br>Aggregate |

\* Required only if vehicles are to be operated on University premises during the contract period.

### **University of Missouri Contract Language**

The Curators of the University of Missouri, its officers, employees and agents are to be Additional Insured with respect to the project to which these insurance requirements pertain. A certificate of insurance evidencing all coverage required is to be provided at least 10 days prior to the inception date of the contract between the contractor and the University. The University must receive at least 10 days advance notice in the event of policy cancellation or material change to the policy.

The University reserves the right to require higher limits on any contract provided notice of such requirement is stated in the request for proposals for such contract.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Contractor fails to maintain and keep in force the required insurance, the University shall have the right to cancel and terminate the contract without notice.

The insurance required by the provisions of this article is required in the public interest and the University does not assume any liability for acts of the Contractor, any Subcontractor, or their employees in the performance of the contract.

**Indemnification**

The Contractor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, their Officers, Agents, Employees and Volunteers, from and against all loss or expense from any cause of action arising from the Contractor's operations. The contractor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the Contractor, or at the option of the University, agrees to pay to or reimburse the University for the defense costs incurred by the University in connection with any such liability claims, or demands.

The parties hereto understand and agree that the University is relying on, and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the University, or its officers, employees, agents or volunteers.

(service specs);jf 8/06