

OWENS VALLEY CAREER DEVELOPMENT CENTER

*TUNIWA NOBI FAMILY LITERACY, FAMILY LITERACY, NUMMA YADOHA LANGUAGE PROGRAM,
TRIBAL TANF, CAREER EDUCATION, KERN INDIAN EDUCATION CENTER
2574 DIAZ LANE. (93514) - P.O. BOX 847 - BISHOP, CA 93515 - (760) 873-5107*

Request For Proposals 08-09-55 Added Specifications/Clarification May 14, 2009

DATE: May 5, 2009

PROJECT TITLE: OV CDC VoIP Communication Solution

PROPOSAL DUE DATE: Proposals must be received **by May 28, 2009 at 5 p.m. This RFP will remain open until awarded.**

SUBJECT/PURPOSE OF MEMO: Owens Valley Career Development Center is a Tribal Consortium located in California and organized under the Indian Self Determination Act. OV CDC receives and administers several Federal and State Grants including a Native American Career and Technical Education Program Grant, California Department of Education Indian Education Grant and Tribal TANF Grants for the benefit of Tribes and communities in Inyo, Kern, Tulare, Kings and Fresno Counties. **OV CDC is seeking bids from qualified vendors to provide a fully featured and integrated, centrally managed communication solution focusing on VoIP, messaging, conferencing, and email. OV CDC is seeking to employ a solution that is end-user friendly and effective at integrating multiple forms of communication. This project will not exceed \$300,000.00. This project will be funded entirely with Government Grant funds.**

All OV CDC Request for Proposals are subject to Section 7(b) of the Indian Self Determination & Education Act (25 USC 450e(b)) which provides to the greatest extent feasible, preference and opportunities be given to American Indians and American Indian owned business enterprises and OMB Circular A-102 (45 C.F.R Part 92.36(e)) requiring OV CDC to take all necessary affirmative steps to assure minority firms, women's business enterprises and labor surplus area firms are used when possible. For Indian Preference to be applied: proof of tribal enrollment and for a American Indian owned and controlled businesses, proof of American Indian business ownership with more than 50% control must be submitted with the proposal. Preferences may be given to vendors or products that are environmentally-friendly, use recycled materials, are recycled, use energy-saving technology or other ecologically beneficial techniques.

ACTION REQUIRED: You are invited to review and respond to the Request for Proposals. For questions on this RFP please contact OV CDC:

PROPOSAL:

Proposals should be sent to:
**Owens Valley Career Development Center
Purchasing/Contracts Administrator
P.O. Box 847 (93515)
2574 Diaz Lane (93514)
Bishop, CA
Telephone: (760) 873-5107 ext 275
FAX (760) 873-3231
Email: contracts@ovcdc.com**

CONTACT FOR FURTHER INFORMATION:

**Purchasing/Contracts Administrator
Telephone: 760-873-5107 Ext. 275**

**FAX: 760-873-3231
E-MAIL: contracts@ovcdc.com**

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I. DESCRIPTION/SPECIFICATIONS

A. STATEMENT OF WORK

1) Description of Organization and Project

The Owens Valley Career Development Center (OVCDC) was founded in 1977 by the Owens Valley Board of Trustees, a Tribal Government Board comprised of members of the Big Pine, Bishop and Lone Pine Tribes, in response to demonstrated adult basic education and vocational training needs of Tribal members. OVCDC provides educational and economic opportunities to the indigenous population of the communities in Inyo, Kern, Tulare, Kings and Fresno Counties to enhance lives by offering individuals and families opportunities for self-sufficiency through education, training and encouragement. OVCDC receives its funding through grants from various Federal and State funding agencies.

The Owens Valley Career Development Center is seeking bids (quotes) from responsible qualified vendors/independent contractors. The Owens Valley Career Development Center currently utilizes a centrally managed VoIP communication solution. The current system is ShoreTel. OVCDC is seeking bids/proposals on a fully featured and integrated, centrally managed communication solution focusing on VoIP, messaging, conferencing, and email. OVCDC is seeking to employ a solution that is end-user friendly and effective at integrating multiple forms of communication. The following are specifics concerning OVCDC's business needs:

- **200 Desktop VoIP Phones, 20 Wireless VoIP Phones and 20 conference phones over fourteen (14) sites/locations.**
 - o **The Bishop Site (93514/93515) should handle 75-100 desktop VoIP phones, 10 wireless VoIP phones and up to 5 conference phones with up to 100 end users and up to 10 POTS phone lines connecting into the communication system.**
 - o **The other large sites (Bakersfield-93309, Porterville-93257, Visalia-93277, Fresno-93755) should each handle up to 50 desktop VoIP phones, up to 5 wireless VoIP phones and up to 5 conference phones with up to 50 end-users and up to 10 POTS phone lines connecting into the communication system.**
 - o **The small sites (Big Pine-93513, Lone Pine-93545, Ridgecrest-93555, Lake Isabella-93240, Tule River-93258, Hanford-93249, Santa Rosa-93245, Big Sandy-93602, Cold Springs-93667) should each be able to handle up to 20 desktop phones, up to 3 wireless VoIP phones and up to 1 conference phone with up to 20 end-users and up to 5 POTS phone lines connecting into the communication system.**

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- o Large sites have 3.0mbps bandwidth and smaller sites have 1.5mbps bandwidth. In the future, these bandwidth capabilities will change – as OVCDC will go toward higher bandwidth at all sites.
- The VoIP system should be able to handle 200 simultaneous calls.
- The VoIP system should be able to handle conferencing phones at each site.
- Centrally managed VoIP Solution (software, router components, etc...). OVCDC plans to install software on one of its blade servers running Windows Server 2003 R2. OVCDC has thirteen (13) offices with the following equipment in place:
 - o Cisco 2811 Router (C2800NM-ADVIPSERVICESK9-M)
 - o Cisco 3750 Switch (WS-C3750-24P (PowerPC405) and
- The Bishop office has the following equipment in place:

 - o Cisco 3845 Router (C3845-ADVIPSERVICESK9-M)
 - o Cisco 4507r Switch (WS-C4507R (MPC8245)
- Fully integrated solution:
 - o End user PC application that will integrate Email, Instant Messaging, Virtual Meeting Conferences, Video Conferencing, etc.
- Fully featured solution that will allow maximum customization:
 - o Customizable Hold Music
 - o Customizable Menus
 - o Multiple Extensions per User
 - o Customizable dial plans, ring patterns, hunt groups, etc.
 - o Customizable redundancy and failover
- Installation services should include:
 - o Preconfigured Phones
 - o Onsite Server/Component Configuration Assistance
 - o Future and ongoing patches and upgrades/updates
 - o Training for end-users on PC Application

ADDITIONAL TECHNICAL SPECIFICATIONS AND CLARIFICATIONS

- **OVCDC Wireless Infrastructure:**

OVCDC has an Aruba wireless infrastructure. All Aruba equipment is configured by OVCDC staff and any modifications needed for Wireless IP Phones will be done by OVCDC staff. Currently, OVCDC's Aruba infrastructure consists of Aruba AP70s and Aruba 800 Controllers. OVCDC understands that with regard to wireless LANs that OVCDC is responsible for coverage and performance.

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- **OVCDC Cisco Switch QoS Configurations:**

Below is an example of the QoS that OVCDC is using currently. OVCDC is open to altering its QoS scheme to better support a communication solution.

```
mls qos map dscp-cos 40 to 3
```

```
class-map match-all voice  
match access-group 100  
class-map match-all signaling  
match access-group 101
```

```
policy-map qos  
class voice  
trust dscp
```

```
class signaling  
trust dscp
```

```
access-list 100 permit ip any any dscp ef  
access-list 101 permit ip any any dscp cs5
```

```
service-policy input qos
```

- **OVCDC Cisco WAN Routers:**

OVCDC manages all of its own WAN routers.

- **OVCDC Routing Protocols:**

All of OVCDC's LANs are currently routed with BGP/MPLS through OVCDC's ISP.

- **Implementation Cutover Schedule:**

OVCDC aims to cutover from its existing Shoretel VoIP system to the new VoIP communication system in as few cutovers as possible. The goal is to have as little interruption to service as possible.

- **Maintenance Agreements and Support:**

OVCDC will accept all bids regardless of the maintenance agreements and support levels offered. For example, one bid could have a 3 year maintenance agreement with 8x5xNBD and another bid could have a 3 year maintenance agreement with 24x7x4 Onsite. Both of these will be considered aspects of a bid to be considered.

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- **Microsoft Exchange:**
OVCDC currently uses Microsoft Exchange for all email messaging. The current version is Exchange 2003 and OVCDC will be upgrading to Exchange 2007 in the fall of 2009.
- **Active Directory:**
If integration with Active Directory is required, OVCDC staff will assist. OVCDC utilizes Microsoft Active Directory services through Windows Server 2003. In the fall of 2009, this will be upgraded to Windows Server 2008.
- **Redundancy:**
OVCDC would like to see as much redundancy as possible within the communications solution. At a minimum, OVCDC would like to see redundancy in the call processing and communication application components.
- **ISDN-PRI, Fax, Analog:**
OVCDC does not require that the new communication solution provide ports for ISDN-PRI, Fax, and Analog devices.
- **Dialing Plan:**
OVCDC currently uses a 3 digit extension plan and will implement a 4 digit extension plan with the new communications solution.
- **Inter-Office Calls:**
OVCDC's inter-office calls do not traverse the PSTN and do not use POTS. All inter-office calls traverse the WAN via BGP/MPLS.
- **Video Conferencing:**
OVCDC already possesses all of the video conferencing equipment necessary. For example, all OVCDC management have Logitech Webcams installed.
- **Power over Ethernet:**
OVCDC should have all of the PoE necessary for implementation.
- **Backup Power and UPSs:**
OVCDC will provide adequate UPS protection for implementation.

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- **Training End Users:**

OVCDC would like to see all end users trained. There will be approximately 180 end users needing training. Of that 180, OVCDC would like 21 should be trained as a “train-the-trainer”. Training locations will be Bishop, Bakersfield, Porterville, and Fresno.

2) Requirements

The contractor will furnish all qualified personnel, facilities, equipment, and supplies to perform the project unless otherwise negotiated and agreed to by OVCDC.

3) Reports Required

a) If required by Agreement only.

b) The reports will be submitted to OVCDC at the following address:

OVCDC
Attn: Purchasing/Contracts Administrator
P.O. Box 847 (93515)
2574 Diaz Lane (93514)
Bishop, CA

4) Entrance and Exit Conferences:

If required by Agreement entrance and exit conferences will be held with OVCDC and must be coordinated with the OVCDC Purchasing/Contracts Administrator or Agreement designee. Written notice will be given to the OVCDC to assure availability of appropriate staff for each of these meetings.

II. PROPOSAL PREPARATION INSTRUCTIONS AND INFORMATION REQUIRED IN YOUR PROPOSAL

In order to facilitate the evaluation of proposals and allow the best comparisons each proposal must include the following information presented in the order and format shown below:

A. SECTION I – PROPOSAL FORMAT (ALL COMPONENTS AND INFORMATION ARE REQUIRED)

- 1) Title Page: Please state Invitation for Bids/Request For Proposal (IFB/RFP) subject and IFB/RFP Number in your proposal. Please state your name and/or the business name including address, telephone number, fax number, name of contact person and name of person with authority to sign Agreements. Please place the date on your proposal. OVCDC will not be responsible for any change in this information unless notification in writing is received.
- 2) Cover Letter: Please provide a one or two page letter stating your understanding of the work to be done and making a positive commitment to

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perform the work within the time period required.

- 3) Table of Contents: If proposal contains more than 10 pages please provide a clear identification of sections and documents in the proposal listed by page number.
- 4) Profile: Please include location of office(s) and if applicable, number of partners, managers, supervisors, seniors, and other staff. If applicable, identify all subcontractors necessary to conduct the project. Describe the range of activities performed by you or your business/firm, including capability to fulfill the specifics of the project (ie. staff, equipment, workload etc.). Upon request, provide financial information which may include financial statements, audits and other information sufficient for OVCDC to determine the stability of your business. For agreements exceeding \$25,000.00 an employer ID or SSN must be provided for purposes of vendor clearance on the Excluded Parties List System.
- 5) Approach: Please provide a clear description of the approach and method to be used for implementing the statement of work.
 - a) Organization and Management: Please state tasks and work to be performed and identify the person or the project team that will complete the tasks and work identified. Subcontractors must be included if any will be used on the project and the tasks or work to be performed by the subcontractors must be stated.
 - b) Schedule: Please state the amount of time needed to complete the project in hours, days, months (as appropriate to the size of the project) and provide a milestone chart showing tasks and dates of anticipated completion. Any time to be used for preparation and submission of reports should be included in the schedule.
- 6) Qualifications and Experience: Include a list of personnel to be used on this project and the qualifications of each person. For yourself and any key personnel please provide: résumé, including education, background, accomplishments and any other pertinent information. If there are no key personnel, employees or sub contractors then please just state information requested about yourself and your business.
- 7) If key personnel, staff or subcontractors will be used on the project; please include a statement in the proposal to the effect that "the key personnel assigned to this project as described in this proposal will not be removed from the project without prior approval of the Owens Valley Career Development Center."
- 8) Specialized or Specific Qualifications and Experience: State professional and company experience which is relevant to the proposed project, i.e. experience working with OVCDC or other Government agencies and

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especially with other American Indian Tribal Governments or Tribal Organizations.

- 9) Additional Data: Since the proceeding sections are to contain data and/or information that is specifically requested, this section is for any additional information considered essential or important to the project. If there is no additional information to present, please state "None".

B. SECTION II - COST PROPOSAL (REQUIRED-PROPOSALS WILL BE DEEMED NONRESPONSIVE WITHOUT THIS INFORMATION)

- 1) Please state the total dollar amount you do not intend to exceed for completing the project. Please provide as much detail as you believe will assist OVCDC in evaluating your proposal. If requested by OVCDC, a detailed itemized cost statement must be submitted. The itemized cost statement must include all persons performing work on the project, various classes of staff, hours anticipated to be worked and rates. Expenses and fees for the project must be broken down by task to be completed and all expenses or fees that are anticipated must be itemized (ie materials, travel, etc.). A "not to exceed amount" is required by this section for all proposals.

III. EVALUATION PROCEDURES

A. EVALUATION CRITERIA

Proposals will be evaluated by OVCDC using the following criteria, in order of descending priority:

- A. Service/Past Performance; (20%-20 Points)
- B. Quality/Process Controls; (20%-20 Points)
- C. Cost/Price (if applicable, including expenses); (25%-25 Points)
- D. Indian Preference (Bids no more than 10% higher than the lowest bid or 10 additional points for preference or for statement regarding training and employment of Indians) (10%-10 Points)
- E. Warranties; (5%-5 Points)
- F. Schedule and ability to meet deadlines and operational requirements as requested/flexibility; (15%-15 Points)
- G. Use of Recycled Materials (5%-5 Points)
- Total 100%-100 Points

IV. INDIAN AND OTHER FEDERAL PREFERENCE APPLICABLE

All OVCDC Request for Proposals are subject to Section 7(b) of the Indian Self Determination & Education Act (25 USC 450e(b)) which provides to the greatest extent feasible, preference and opportunities be given to American Indians and American Indian owned business enterprises and OMB Circular A-102 (45 C.F.R Part 92.36(e)) requiring OVCDC to take all necessary affirmative steps to assure minority firms, women's business enterprises and labor surplus area firms are used when possible. For Indian Preference to be applied, proof of tribal enrollment or to American Indian owned

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and controlled businesses, proof of American Indian business ownership with more than 50% control must be submitted with the proposal. Preferences may be given to vendors or products that are environmentally-friendly, use recycled materials, are recycled, use energy-saving technology or other ecologically beneficial techniques.

V. TYPE OF AGREEMENT

A purchase agreement along with a minimum 3 to 5 year service and warranty Agreement is anticipated.

VI. PERIOD OF PERFORMANCE

Unless otherwise stated in the Agreement; any agreement let from this RFP is for a period of 3 to 5 years, ("Term"). OV CDC may negotiate an extension of any agreement awarded.

VII. TECHNICAL DIRECTION

The Owens Valley Career Development Center's primary contact for this agreement will be the OV CDC Purchasing/Contracts Administrator or designee.

- 1) OV CDC Purchasing/Contracts Administrator or designee is responsible for guiding the technical aspects of the project and for general monitoring of the work performed. The OV CDC Purchasing/Contracts Administrator or designee is authorized to fill in details or otherwise to complete the general description of the work set forth herein.
- 2) The OV CDC Purchasing/Contracts Administrator or designee is not authorized to make any commitments to any changes which constitute work not within the general scope of the Agreement, increase in total estimated cost or extension of the Agreement period of performance without the written approval of OV CDC Authorized person.

VIII. KEY PERSONNEL

The personnel specified in the Contractor's proposal are considered to be essential to the work being performed. Prior to changing any of the individuals specified in the proposal, the contractor will notify OV CDC Purchasing/Contracts Administrator or designee reasonably in advance and submit a justification for the proposed substitutions in sufficient detail (including names, titles and résumés) to permit the evaluation of the impact on the quality of work performed. No change will be made by the Contractor without the prior written consent of the Finance Director.

IX. PAYMENT

A. PAYMENT AND SUBMISSION OF INVOICES

- 1) Payment for work performed under this Agreement will not exceed the agreed upon amount, unless additional payments are agreed upon in advance and in writing, signed by both parties.

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- 2) Payment will be made to the contractor based on progress achieved. The contractor must submit each invoice in sufficient detail to document the project's progress.
- 3) Invoices may not be accepted on more frequent intervals than twice a month and once per month or less often is preferred. Invoices requesting payments will be prepared and submitted in duplicate and contain the following information: Agreement number, description of services, time spent on each task and total cost for services.

X. RIGHTS

OVCDC reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar IFB/RFPs in the future. This IFB/RFP is in no way an agreement or obligation and in no way is OVCDC responsible for the cost of preparing the responsive proposal. One copy of a submitted proposal will be retained for official files and may later become a public record. Only electronic and written responses will be accepted. Responses should be sent via email or in a sealed envelope, clearly marked with the IFB/RFP number, by registered, certified mail, overnight delivery with proof of delivery service, or by hand delivery to the name and address specified in the cover-letter to this IFB/RFP. Delivery to other than the name and address specified in this IFB/RFP may render the Bidder's proposal non-responsive.

XI. AGREEMENT TERMS AND CONDITIONS

The services requested will be provided under terms and conditions set forth in the OVCDC Standard Agreement. The Agreement will be provided upon request. The Agreement contains the Standard Provisions and Special Provisions applicable to the services anticipated in this IFB/RFP. If the person or business submitting a proposal is unable to agree to the terms and conditions set forth in the Agreement, the proposal must indicate the specific sections of the Agreement that are not acceptable and submit alternate language that is acceptable to the person or business submitting a proposal. In addition, the person or business submitting a proposal will reference each specific language change and provide a narrative explanation of each proposed change. Although OVCDC will consider alternate language proposed by a person or business submitting a proposal, OVCDC will not be bound by Agreement language received as part of the response. If the person or business submitting a proposal requires that OVCDC be bound by some or all of the alternate Agreement language, the proposal may be considered non-responsive and may be rejected.

OVCDC will make a reasonable effort to execute an agreement based on this solicitation document within fifteen (15) days of selecting a proposal that best suits OVCDC. The Agreement will be signed by the Contractor and returned within five (5) business days of receipt of the Agreement. The period for execution may be changed by mutual agreement of the parties. Agreements are not effective, and work must not be performed, until the Agreement is signed by a person holding the required authority for both parties and full approval by OVCDC including the OVCDC Human Resources and

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Finance Departments.

Failure to execute the Agreement within the time frame identified above will be sufficient cause for voiding the award of the Agreement. If a successful person or business submitting a proposal refuses or fails to execute the Agreement, OV CDC may award the Agreement to the next qualified person or business submitting a proposal.

XII. INTERVIEWS

An interview/presentation may be conducted with a person or business submitting a proposal(s) selected as finalists to offer an opportunity for the person or business submitting a proposal(s) to present the proposal and explain or clarify aspects of the proposal. The interview/presentations will be scheduled at the OV CDC offices in Bishop, California.

XIII. AWARD

Award will be made to the responsible and responsive bidder whose bid meets the requirements of the Invitation for Bids/Request for Proposals and offers the best value to OV CDC.