

Request for Proposal

Eligible Entity:	Butterfield Youth Services P.O. Box 333 1180 Hwy WW Marshall, MO 65340
General Description:	Phone System and Basic Maintenance
RFP Number:	BYS20091001114427
470 Number:	908130000774879
470/RFP Post Date	2009-12-23
RFP Due Date:	2010-01-20 at 2:00P.M. (PST)
Billed Entity Number:	76034
Email Address:	BYS@adsadsi.com

Butterfield Youth Services ("BYS") seeks proposals in accordance with the terms and conditions posted within. The awarded contract may cover both E-Rate eligible and non-eligible items. If eligible and non-eligible items or services are bid, bidders must break out the non-eligible items and list them as such. Contract award(s) shall be made in accordance with FCC Universal Service Administration Company E-Rate Program Rules.

Responses to this Request for Proposal that include a demonstration shall not be considered.

Questions and Service Provider Responses MUST be received via email at: BYS@adsadsi.com. Questions and Service Provider Responses received in any other format shall NOT be answered or accepted.

For consideration Bidder must submit a Sealed Bid. BYS shall not be responsible for the pre-opening of, post-opening of or failure to open, a RFP not properly addressed or identified. Sealed bids shall be delivered to Butterfield Youth Services.

SEALED BID MARKING: 908130000774879

PLACE OF SEALED BID RECEIPT: Butterfield Youth Services
P.O. Box 333 1180 Hwy WW
Marshall, MO 65340

METHOD OF BID RECEIPT: Personal delivery, courier, or mailed via United States Postal Service to above address. **Late offers shall not be considered.**

In addition, offers must be delivered to the BYS@adsadsi.com email address after the 2PM PST deadline on 2010-01-20 and before 6PM PST on the following day. There shall be no difference between the sealed documents and documents delivered by email. The documentation delivered in a sealed envelope shall be considered for proposal evaluation.

DO NOT UNDER ANY CIRCUMSTANCE PROVIDE CONFLICTING DATA. IF CONFLICTING DATA IS PRESENTED THE SUBMITTING BIDDER MAY BE DISQUALIFIED.

Note: Butterfield Youth Services MUST wait at least 28 days after the posting of the Description of Services Requested and Certification form (Form 470) on USAC's website before executing any contracts, selecting a Service Provider, or signing and submitting the Services Ordered and Certification Form (Form 471).

Service Providers are strongly encouraged to carefully read the entire solicitation document.

All or part of the potential award described within this document may be issued to one or multiple Service Providers. Equipment may be sourced from one Service Provider and Installed / Maintained by other Service Providers or one Service Provider may be awarded all of the requested products and services contained herein.

References: Bidder shall provide references that demonstrate successfully Funded E-Rate Projects from the 2009-2010 Funding Year. If none exist, please provide references from the 2008-2009 Funding Year that received positive Funding Commitment Decision Letters. Applicant Name, Entity Number, and Individual Contact Information is requested.

In addition, please provide the date and time of the Bidder's last reimbursement from the School and Libraries Division of the Universal Services Administrative Company.

Terms and Conditions

Definition of Terms as used in these instructions, the terms listed below are defined as follows:

"Attachments" means any item the Solicitation requires a Service Provider to submit as part of the Offer.

"Contract" means the combination of the Solicitation, including the Uniform and Special Instructions to Service Providers, the Uniform and Special Terms and Conditions, and the Specifications and Statement of Scope of Work; the Offer and any Best and Final Offers; and any Solicitation Amendments or Contract Amendments; and terms applied by law.

"Contract Amendment" means a written document signed by the Procurement Officer that is issued for the purpose of making changes in the Contract.

"Days" means calendar days unless otherwise specified.

"Exhibits" means any item labeled as an Exhibit in the Solicitation or placed in the Exhibits section of the solicitation.

"Gratuity" means a payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value present or promised, unless consideration of substantially equal or greater value is received.

"Offer" means bid, RFP, proposal or quotation.

"Service Provider" means a Service Provider who responds to a Solicitation.

"Executive Director" means the person duly authorized to enter into and administer Contracts and make written determinations with respect to the Contract or his or her designee.

"Solicitation" means an Invitation for Bids (IFB), a Request for Proposals (RFP), or a Request for Quote (RFQ).

"Solicitation Amendment" means a written document that is authorized by the Executive Director and issued for the purpose of making changes to the Solicitation.

"Subcontract" means any Contract, express or implied, between the Contractor and another party or between a subcontractor and another party delegating or assigning, in whole or in part, the making or furnishings of any material or any service required for the performance of the Contract.

Inquiries

Duty to Examine. It is the responsibility of each Service Provider to examine the entire Solicitation, seek clarification in writing, and check its Offer for accuracy before submitting the Offer. Lack of care in preparing an Offer shall not be grounds for withdrawing the Offer after the Offer due date and time nor shall it give rise to any Contract claim.

Solicitation Contact Person. Any inquiry related to a Solicitation, including any requests for or inquiries regarding standards referenced in the Solicitation shall be directed solely BYS@adsads.com. The Service Provider shall not contact or direct inquires concerning this Solicitation to any other employee unless the Solicitation specifically identifies a person other than the Solicitation contact person as a contact.

Submission of Inquires. The Executive Director or the person identified in the Solicitation as the contact for inquires requires that all inquiries to be submitted in writing via email. Any inquiry related to a Solicitation shall refer to the appropriate Solicitation number, page, and paragraph.

Timeliness. Any inquiry shall be submitted as soon as possible and at least seven (7) days before the Offer due date and time. Failure to do so may result in the inquiry not being answered.

No Right to Rely on Verbal Responses. Any inquiry that results in changes to the Solicitation shall be answered solely through a written Solicitation Amendment. A Service Provider may not rely on verbal responses to inquires.

Solicitation Amendments. The Solicitation shall only be modified by a Solicitation Amendment.

Pre-Offer Conference. If a Pre-Offer conference has been scheduled under this Solicitation, the date, time, and location appear on the Solicitation cover sheet or elsewhere in the Solicitation. A Service Provider should raise any questions it may have about the Solicitation or the procurement at that time. A Service Provider may not rely on any verbal responses to questions at the conference. Material issues raised at the conference that result in changes to the Solicitation shall be answered solely through a written Solicitation Amendment.

Persons with Disabilities. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the appropriate Solicitation contact person. Requests shall be made as early as possible to allow time to arrange the accommodation.

Offer Preparation

Forms: No US Mail, Third Party Shipper, Facsimile or Telegraphic Offers. An Offer shall be submitted via email. A facsimile, telegraphic or mailgram offer shall be rejected.

Evidence of Intent to be Bound. The offer and acceptance within the agreement must be submitted with the Offer and must include a signature by a person authorized to sign the Offer. The signature shall signify the Service Provider's intent to be bound by the Offer and the terms of the Solicitation and that the information provided is true, accurate, and complete. Failure to submit verifiable evidence of intent to be bound, such as an original signature, shall result in rejection of the Offer.

Exceptions to Terms and Conditions. All exceptions included with the Offer shall be submitted in a clearly identified separate section of the Offer in which the Service Provider clearly identifies the specific paragraphs of the Solicitation where the exceptions occur. Any exceptions not included in such a section shall be without force and effect in any resulting Contract unless such exception is specifically referenced by the Procurement Officer in a written statement. The Service Provider's preprinted or standard terms shall not be considered as a part of any resulting Contract.

Invitation for Bids. An Offer that takes exception to a material requirement of any part of the Solicitation, including terms and conditions, shall be rejected.

Request for Proposals. All exceptions that are contained in the Offer may negatively affect the proposal evaluation based on the evaluation criteria as stated in the Solicitation or result in rejection of the Offer.

Subcontracts. Service Provider shall clearly list any proposed subcontractors and the subcontractor's proposed responsibilities in the Offer.

Cost of Offer Preparation. BYS shall not reimburse any Service Provider the cost of responding to a Solicitation.

Solicitation Amendments. Each Solicitation Amendment shall be signed with an original signature by the person signing the Offer, and shall be submitted no later than the Offer due date and time. Failure to return a signed copy of a material Solicitation Amendment shall result in rejection of the Offer.

Provision of Tax Identification Numbers. Service Providers are required to provide their State Tax Number and/or Federal Tax Identification Number, if applicable, in the space provided on the Service Provider RFP Response and provide the tax rate and amount, if applicable, on the price sheet(s).

Identification of Taxes in Offer. BYS is subject to all applicable state and local taxes. If Service Providers do not indicate taxes on a separate item in the Offer, BYS shall conclude that the price(s) offered includes all applicable taxes.

Disclosure. If the Firm, business, or person submitting this Offer has been debarred, suspended, or otherwise lawfully precluded from participating in any public procurement activity, including being disapproved as a subcontractor with any federal, state, or local government, or if any such preclusion from participation from any public procurement activity is currently pending, the Service Provider must fully explain the circumstances relating to the preclusion or proposed preclusion in the Offer. The Service Provider shall include a letter with its Offer setting forth the name and address of the governmental unit, the effective date of this suspension or debarment, the duration of the suspension or debarment, and the relevant circumstances relating the suspension or debarment. If suspension or debarment is currently pending, a detailed description of all relevant circumstances including the details enumerated above must be provided.

Submission of Offer

Email. Each Offer shall be submitted to the submittal email address identified in this Solicitation that identifies its contents as an Offer and the Solicitation and FCC Form 470 Number to which it responds. The appropriate Solicitation number shall be identified in the Subject of the email.

Offer Amendment or Withdrawal. An Offer may not be amended or withdrawn after the Offer due date and time except as otherwise provided under applicable law.

Public Record. Under E Rate Program Rules, all Offers submitted and opened must be retained by BYS to maintain E Rate compliance. Offers shall be open to inspection by the FCC or its authorized agent(s) after Contract award, except for such Offers deemed to be confidential by BYS. If a Service Provider believes that information in its Offer should remain confidential, it shall stamp as confidential that information and submit a statement with its Offer detailing the reasons that information should not be disclosed. BYS shall make a determination on whether the stamped information is confidential pursuant to BYS's Procurement Policy.

Non-collusion, Employment, and Services. By signing the Service Provider Authorized Response, the Service Provider certifies that: it did not engage in collusion or other anti-competitive practices in connection with the preparation or submission of its offer; and It does not discriminate against any employee, applicant for employment, or person to whom it provides services because of race, color, religion, sex, national origin, or disability, and that it complies with all applicable federal, state, and local laws and executive orders regarding employment.

Evaluation

Unit Price Prevails. Where applicable, in the case of discrepancy between the unit price or rate and the extension of that unit price or rate, the unit price or rate shall govern.

Taxes. All applicable taxes in the Offer shall be considered by BYs when determining the lowest bid or evaluating proposals.

Late Offers. An offer submitted after the exact Offer due date and exact time shall be rejected.

Disqualification. The Offer of an Service Provider who is currently debarred, suspended or otherwise lawfully prohibited from any public procurement activity may be rejected.

If the Service Provider does not have a valid Service Provider Identification Number (SPIN), the offer shall be rejected.

If the Service Provider does not provide Item 21's, the offer shall be rejected.

Offer Acceptance Period. A Service Provider submitting an Offer under this Solicitation shall hold its Offer open for the number of days from the Offer due date that is stated in the Solicitation.

Payment. Upon receipt and acceptance of goods or services, the Contractor shall submit a complete and accurate invoice for payment within ninety (90) days.

Waiver and Rejection Rights. Notwithstanding any other provision of the solicitation, BYs reserves the right to:

- Waive any minor informality;
- Reject any and all offers or portions thereof; or
- Cancel a solicitation.

Award

Number or Types of Awards. Where applicable, BYs reserves the right to make multiple awards or to award a Contract by individual line items, by a group of line items, or to make an aggregate award, whichever is deemed most advantageous to BYs. If the Purchasing Manger determines that an aggregate award to one Service Provider is not in BYs's interest, "all or none" Offers shall be rejected.

Contract Inception. An Offer does not constitute a Contract nor does it confer any rights on the Service Provider to the award of a Contract. A Contract is not created until the Offer is accepted in writing by BYs's signature of the Service Provider Authorized Response. A letter or other notice of award or of the intent to award shall not constitute acceptance of the Offer. Contracts shall only be enforceable after the products/services have been approved for funding through E Rate and Form 486 has been submitted certifying use of the products/services being purchased.

Effective Date. The effective date of this Contract shall be the date that the Executive Director signs the Service Provider Authorized Response or other official contract form, unless another date is specifically stated in the Contract. Under no circumstances shall the equipment being sought be installed and put into use at its respective location prior to July 1, 2010.

Final Acceptance. Final acceptance for BYs shall be contingent upon the approval of the Executive Director, if applicable and the execution and submission of FCC Form 486.

Contract Interpretation

Local and State Law. All local and state law of Eligible Entity issuing this RFP applies to this Offer and any resulting Contract(s).

Implied Contract Terms. Each Provision of law and any terms required by law to be in this Contract are a part of this Contract as if fully stated in it.

Relationship of Parties. The Contractor under this Contract is an independent Contractor. Neither party to this Contract shall be deemed to be the employee agent of the other party to the Contract.

Severability. The provisions of this Contract are severable. Any term or condition deemed illegal or invalid shall not affect any other term or condition of the Contract.

No Parole Evidence. This Contract is intended by the parties as a final and complete expression of their agreement. No course of prior dealings between the parties and no usage of the trade shall supplement or explain any terms used in this document.

No Waiver. Either party's failure to insist on strict performance of any term or condition of the Contract shall not be deemed waiver of that term or condition even if the party accepting or acquiescing in the nonconforming performance knows of the nature of the performance and fails to object to it.

Contract Administration and Operation

Records. Contractor shall retain and shall contractually require each Subcontractor to retain all data and other records ("records") relating to the acquisition and performance of the Contract for a period of five years after the completion of the Contract. All records shall be subject to inspection and audit at reasonable times. Upon request, the Contractor shall produce a legible copy of any or all such records.

Nondiscrimination. The Contractor shall comply with all applicable Federal and State laws, rules and regulations, including the Americans with Disabilities Act.

Audit. At any time during the term of this Contract and five (5) years thereafter, the Contractor's and applicable Subcontractor's books and records shall be subject to audit by BYs and, where applicable, the Federal Government, to the extent that the books and records relate to the performance of the Contract or Subcontract.

Inspection and Testing. The Contractor agrees to permit access to its facilities, Subcontractor facilities and the Contractor's processes for producing the materials, at reasonable time for inspection of the materials and services covered under this Contract. BYs shall also have the right to test at its own cost the materials to be supplied under this Contract. Neither inspection at the Contractor's facilities nor testing shall constitute final acceptance of the materials. If BYs determines noncompliance of the materials, the Contractor shall be responsible for the payment of all costs incurred by BYs for testing and inspection.

Notices. Notices to the Contractor required by this Contract shall be made by BYs to the person indicated on the Service Provider Authorized Response submitted by the Contractor unless otherwise stated in the Contract. Notices to BYs required by the Contract shall be made by the Contractor to the Solicitation Contact Person indicated on the Solicitation cover sheet, unless otherwise stated in the Contract. An authorized Purchasing Manager and an authorized Contractor representative may change their respective person to whom notices shall be given by written notice and an Amendment to the Contract shall not be necessary.

Advertising and Promotion of Contract. The Contractor shall not advertise or publish information for commercial benefit concerning this Contract without the prior written approval of BYs.

Property of BYs. Any materials, including reports, computer programs and other deliverables, created under this Contract are the sole property of BYs. The Contractor is not entitled to a patent or copyright on those materials and may not transfer the patent or copyright to anyone else. The Contractor shall not use or release these materials without the prior written consent of BYs.

Costs and Payments

Payments. Upon receipt and acceptance of goods or services, the Contractor shall submit a complete and accurate invoice for payment from BYs within ninety (90) days. The RFP number must be referenced on the invoice.

Delivery. Unless stated otherwise in the Contract, all prices shall include delivery and unloading at the destinations.

Applicable Taxes (BYs is Tax Exempt).

Payment of Taxes by BYs. BYs shall pay only the rate and/or amount of taxes identified in the Offer and in any resulting Contract. Note: BYs is Tax Exempt.

State and Local Taxes. BYs is subject to all applicable state and taxes. Failure to collect taxes from the buyer does not relieve the seller from its obligation to remit taxes. Note: BYs is Tax Exempt.

Tax Indemnification. Contractor and all Subcontractors shall pay all federal, state, and local taxes applicable to its operation and any persons employed by the Contractor. Contractor shall, and require all Subcontractors to hold BYs harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation. Note: BYs is Tax Exempt.

IRS W-9. In order to receive payment under any resulting Contract, Contractor may be required to have a current I.R.S. W-9 Form on file with BYs.

Availability of Funds for the Next Fiscal Year. Funds may not presently be available for performance under this Contract beyond the current fiscal year. No legal liability on the part of BYS for any payment may arise under this Contract beyond the current fiscal year until funds are made available for performance of the Contract. BYS shall make reasonable efforts to secure such funds.

Contract Changes

Amendments. This Contract is issued under the authority of the Purchasing Manger who signed this Contract. The Contract may be modified only through a Contract Amendment within the scope of the Contract signed by the Purchasing Manger. Changes to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by an unauthorized employee or made unilaterally by the Contractor are violations of the Contract. Such changes, including unauthorized written Contract Amendments, shall be void and without effect, and the Contractor shall not be entitled to any claim and this Contract based on those changes.

Subcontracts. The Contractor shall not enter into any Subcontract under this Contract without the advance written approval of the Executive Director. The Subcontract shall incorporate by reference the terms and conditions of this Contract.

Assignment and Delegation. The Contractor shall not assign any right nor delegate any duty under this Contract without the prior written approval of the Executive Director. The Purchasing Manger shall not unreasonably withhold approval.

Risk and Liability

Risk of Loss. The Contractor shall bear all loss of conforming material covered under this Contract until received by authorized personnel at the location designated in the purchase order or Contract. Mere receipt does not constitute final acceptance. The risk of loss for nonconforming materials shall remain with the Contractor regardless of receipt.

General Indemnification. BYS shall be indemnified and held harmless by the Contractor for its vicarious liability as result of entering into this Contract. Each party to this Contract is responsible for its own negligence.

Indemnification - Patent and Copyright The Contractor shall indemnify and hold harmless BYS against any liability, including costs and expenses, for infringement of any patent, trademark, or copyright arising out of Contract performance or use by BYS of materials furnished or work performed under this Contract. BYS shall reasonably notify the Contractor of any claim for which it may be liable under this paragraph.

Force Majeure. Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes: acts of God; acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; flood; lockouts; injections-intervention-acts; or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence.

Force Majeure shall not include the following occurrences:

Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, or an oversold condition of the market; or

Late performance by a Subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition; or

Inability of either the Contractor or any Subcontractor to acquire or maintain any required insurance, bonds, licenses, or permits.

If either party is delayed at any time in the progress of the work by force majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practicable and no later than the following working day, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be delivered or mailed certified-return receipt requested, and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by Contract Amendment for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure.

Third Party Antitrust Violations. The Contractor assigns to BYS any claim for overcharges resulting from antitrust violation the extent that those violations concern materials of services supplied by third parties to the Contractor toward fulfillment of this Contract.

Warranties

Liens. The Contractor warrants that the materials supplies under this Contract are free of liens.

Quality. Unless otherwise modified elsewhere in these terms and conditions, the Contractor warrants that for one year after acceptance by BYS of the materials or services, they shall be:

Of a quality to pass without objection in the trade under the Contract description;
Fit for the intended purposes for which the materials or services are used;
Within the variations permitted by the Contract and are of even kind, quality, and quality within each unit and among all units;
Adequately contained, packaged and marked as the Contract may require; and
Conform to the written promises or affirmations of fact made by the Contractor.

Fitness. The Contractor warrants that any material or service supplied to the Eligible Entity shall fully conform to all requirements of the Solicitation and all representations of the Contractor, and shall be fit for all purposes and uses required by the Contract.

Inspection/Testing. The warranties set forth in subparagraphs A through C of this paragraph are not affected by inspection testing of or payment for the materials or services by BYS.

Exclusions. Except as otherwise set forth in this Contract, there are no express or implied warranties or merchant ability fitness.

Compliance with Applicable Laws. The materials and services supplied under this Contract shall comply with all applicable federal, state and local laws, and the Contract shall maintain all applicable licenses and permits.

Survival of Rights and Obligations after Contract Expiration or Termination.

Contractor's Representations and Warranties. All representations and warranties made by the Contractor under this Contract shall survive the expiration of termination hereof.

Purchase Orders. The Contractor shall, in accordance with all terms and conditions of the Contract, fully perform and shall be obligated to comply with all purchase orders received by the Contractor prior to the expiration or termination hereof, unless otherwise directed in writing by the Purchasing Offices, including, without limitation, all purchase orders received prior to but not fully performed and satisfied at the expiration or termination of this Contract.

BYS's Contractual Remedies

Right to Assurance. If BYS in good faith has reason to believe that the Contractor does not intend to, or is unable to perform or continue performing the Contract, the Purchasing Manger may demand in writing that the Contractor give a written assurance of intent or ability to perform. Failure by the Contractor to provide written assurance within the number of days specified in the demand may, at BYS's option, be the basis for terminating the Contract under the Uniform General Terms and Conditions.

Stop Work Order.

BYS may, at any time, by written order to the Contractor, require the Contractor to stop all or any part, of the work called for by this Contract for a period of up to ninety (90) days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage.

If a stop work order issued under this clause is canceled or the period of the order or any extension expires, the Contractor shall resume work. The Executive Director shall make an equitable adjustment in the delivery schedule or Contract price, or both, and the Contract shall be amended in writing accordingly.

Nonexclusive Remedies. The rights and the remedies of BYS under this Contract are not exclusive.

Nonconforming Tender. Materials supplied under this Contract shall fully comply with the Contract. The delivery of materials or a portion of the materials in an installment that do not fully comply constitutes a breach of Contract. On delivery of nonconforming materials, BYS may terminate the Contract for default under applicable termination clauses in the Contract, exercise any of its remedies under the Uniform Commercial Code, or pursue any other right or remedy available to it.

Right to Offset. BYS shall be entitled to offset against any sums due the Contractor, any expenses or costs incurred by BYS or damages assessed by BYS concerning the Contractor's nonconforming performance or failure to perform the Contract, including expenses, costs and damages described in the Uniform General Terms and Conditions.

Contract Termination

Cancellation for Conflict of Interest. BYS may cancel this Contract within three (3) days after Contract execution without penalty or further obligation if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract on behalf of BYS is, or becomes at any time while the Contract or an extension the Contract is in effect, an employee of or a consultant to any other party to this Contract with respect to the subject matter of the Contract. The cancellation shall be effective when the Contractor receives written notice of the cancellation unless the notice specifies a later time.

Gratuities. BYS may, by written notice, terminate this Contract, in whole or in part, if BYS determines that employment or gratuity was offered or made by the Contractor or a representative of the Contractor to any officer or employee of BYS for the purpose of influencing the outcome of the procurement or securing the Contract, an Amendment to the Contract, or favorable treatment concerning the Contract, including the making of any determination or decision about Contract performance. BYS, in addition to any other rights or remedies, shall be entitled to recover exemplary damages in the amount of three (3) times the value of the gratuity offered by the Contractor.

Suspension or Debarment. BYS may, by written notice to the Contractor, immediately terminate this Contract if BYS determines that the Contractor has been disbarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a Subcontractor of any public procurement unit or other governmental body.

Termination for Convenience. BYS reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the Eligible Entity without penalty recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all Subcontractors of the effective date of the termination and minimize all further costs to BYS. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to BYS. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed, and materials accepted before the effective date of the termination. Project completion is contingent upon E-Rate reimbursement.

Termination for Default. In addition to the rights reserved in the Uniform Terms and Conditions, BYS reserves the right to terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Purchasing Manger shall provide written notice of the termination and the reasons for it to the Contractor.

Upon termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to BYS.

BYS may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials and services to replace those under this Contract. The Contractor shall be liable to BYS for any excess costs incurred by BYS reproducing the materials or services.

Continuation of Performance through Termination. The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

Contract Claims

All Contract claims and controversies under this Contract shall be resolved according to the Eligible Entities applicable state law(s).

Installation Locations Specifics

This Proposal Response outlines Butterfield Youth Services (BYS) requirements for a voice communications system as outlined.

The proposed IP voice communications system recommended should support all required call processing, voice messaging, management and administrative features of the RFP. In addition, the proposed IP voice communications system should be capable of meeting the anticipated growth of BYS, without the need for major system cost (i.e. forklift upgrade).

BYS understands that the Request for Proposal is intended to provide a standard base from which to evaluate alternatives for communications systems and allows for flexibility in proposing the most appropriate and cost-effective system. Please understand that the acceptance of a proposal does not obligate BYS to purchase a system from any vendor. BYS reserves the right to reject all proposals and not make a decision. BYS understands that all costs for proposal preparation are the responsibility of the firm submitting the proposal and that after the receipt of the proposal and prior to signing the contract. BYS reserves the right to modify the system requirements by adding or deleting specific equipment or optional features.

BYS intends to award a contract to the vendor who submits the best overall Proposal, price and other factors considered. BYS expects a turnkey solution, including delivery, installation, implementation, and successful completion of BYS acceptance testing on equipment and software, training, and documentation.

Key System Functions

IP-based Voice capabilities and Intelligent Network Infrastructure: The proposed solution provides for integration of voice applications utilizing a converged Internet Protocol (IP) solution. The solution provides: a highly reliable and available switching system; a wide variety of interfaces to the PSTN and legacy TDM equipment; and a choice of analog or IP phones for endpoints including users, modems, fax machines, conference rooms, etc.

Reliability: The proposed solution should have no single point of failure and allow for outbound and inbound calls in the event the data network is down; and provides better than five-9's reliability. The proposed solution allows for all phones in remote locations to maintain all features in the event of a WAN outage.

Voice Quality: The proposed solution should provide for toll quality voice communications. The proposed solution should provide latency less than 35 milliseconds in one direction. QOS in support of the proposed solution should not require any infrastructure upgrades and separate VLAN's for voice and data.

Experience and Vision: The vendor should have a long history of building intelligent network infrastructures and implementing Internet technologies.

Support for Open System Standards: The proposed solution should utilize voice communication equipment which supports open system industry standards such as G.729, 802.1p and 802.1q, MGCP, SIP, RTP, TAPI, JTAPI, MAPI, QSIG, etc. All IP handsets recommended as part of the proposal response use the MGCP standard signaling protocol. Most of the system features should be available on analog sets. The proposed system should support and is certified to work with any Ethernet switch or router from any vendor.

Voice Messaging: The proposed solution should provide a scalable, cost-effective voice messaging solution that supports industry standards for both telephone and desktop access, and supports unified messaging with standard desktop email solutions such as Google Apps, Microsoft Outlook and multi-system voice mail networking using AMIS or SMDI.

System Administration: The proposed solution should provide a single point of management from any point on the network for all components including the PBX, voicemail, auto attendant, ACD and unified messaging. The proposed solution should provide for maximum flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface.

Support/Service Capabilities: The Vendor should provide for remote serviceability and technical support of the entire PBX system and applications.

Scalability: The proposed solution should provide for modular, cost-effective growth in both phones and applications over the next five years. Forklift upgrades should not be required under the proposed solution.

Simplicity of Installation: The proposed solution should provide GUI-based administrative tools for ease of installation and configuration. In addition, any future Moves, Adds, and Changes should be easily performed using the GUI interface. The solution should include a web-based project management tool for implementation planning.

Training and Usage: The proposed solution should provide for ease of use and intuitive user help features that make the system easy to learn and administer.

Training

Q-Describe the required or recommended training for system administrators and end users for the system including time required

Q-Does the bidder maintain a support call-in center for problems?

Q-Does the bidder provide on-site assistance if it is required?

Q-The vendor must submit three reference customers. Reference information must include company name, contact, telephone number and approximate size of system.

Requirements for BYS IP Voice Communications System

Q-BYS seeks a solution that integrates its communications system with a Voice over Internet Protocol (VoIP) integrated voice and data system. All existing telephones should be replaced with either equivalent new analog or IP phones that support basic telephony features. An employee should be able to log in anywhere on or off the company network (home phone or cell phone) and automatically receive calls without administrative intervention. Also, any system proposed should have a failover option to POTS lines should the PRI Service experience an interruption. And PSTN failover capabilities, trunk group access, should apply to all locations.

Q-Describe how the Solution delivers reliability for voice services including maintaining dial tone during WAN outages, failure of the system Windows based servers, and power outages.

Q-What redundancies are built into the system and design architecture?

Q-What happens in the event of a power failure?

Q-What happens in the event of a WAN failure?

Q-What happens in the event of PC failure?

Q-What happens if there is a complete power failure with no UPS backup?

Q-What monitoring capabilities are available onsite or remotely?

Q-Explain how the system will scale up to 30% additional user capacity and how additional sites are added to the system.

Q-Describe the required or recommended training for system administrators and end users for the system including time and costs.

Q-Does your IP station equipment provide for the following features?

Desktop Call Management

Q-Describe the system's desktop call manager and the call control features supported from the user's desktop computer.

Q-Does the desktop call manager provide call routing information for delivered calls and identify how the caller reached the user through the proposed system?

Q-Does the desktop call manager provide searching and dialing of the users configured contacts from standard desktop personal information managers such as Microsoft Outlook?

Q-Does the desktop call manager provide name match and display when received caller ID information matches the information in the user's personal information manager?

Q-Are the matched names also displayed on the user's telephone?

Q-Does the desktop call manager provide speed dialing of the user's configured frequently called numbers?

Q-Are the configured speed dial entries also available on the user's telephone?

Q-If emergency-911 municipal services are mandated for commercial systems, is your proposed system in compliance today? What is the longest identifiable distance?

System Administration

Q-Describe the system administration tool(s) available to provide integrated administration of the system across all locations.

Q-Automated Software Update Distribution

Q-Is the system administration application accessible from any workstation on the LAN/WAN?

Q-Is the system administration application accessed through a standard web browser?

Q-Can moves and changes be "batched", that is can block copy changes be made to a number of subscribers or class of service simultaneously?

Q-Can administration of multiple remote sites be done through a centralized workstation? Is there any limit to how many workstations are supported?

System Maintenance and Upgrades

Q-Explain the back-up procedures for the system configuration and information and how the administrator would reload the data if needed to restore a previous configuration?

Q-How are customers provided future software releases? How are software upgrades performed?

Q-When system or station software updates are performed, must the system be shut down, or can these types of activities take place in an online environment?

Q-During a system upgrade, explain how each component of the system is upgraded including estimate total time for upgrade for the proposed system and the estimated time each service or component of off-line.

System Monitoring and Diagnostics

Q-Describe the diagnostic tools available for monitoring and maintaining the system's performance.

Q-What remote diagnostics are available? Can administrators see and access any alarms or alerts on the system from remote terminals?

Q-Can the system be configured to notify the administrator of diagnostic events when they are remote or away from the system?

Q-For each of the following system monitoring items listed below, respond with a "Yes" if the proposed IP PBX monitoring features can support the feature. If the answer is "partly yes", then define exactly what is supported and what is not supported, and when you expect the IP PBX to be able to support this feature. If the answer is "No", then state when you expect the IP PBX to be able to support this feature.

Q-How many ports are proposed to support BYA voice mail system? If additional ports are required in the future, how are these added? Explain how the system scales beyond the number of proposed ports.

Q-Is the voice mail application centralized at a single site or distributed across the different locations in the system?

Q-If a caller does not know a particular subscriber's extension number, can they "look up" the subscriber by "spelling" the name via touchtone input? Explain how the system would resolve the situation where one name has multiple entries (E.G., "Jones")?

Q-Does the voice mail system support a "zero out" to the attendant feature? Is this feature configurable by class of service? Can the "zero out" destination be a station rather than the attendant? If the "zero out" destination is busy, or rings unanswered, will the call be re-directed?

Q-Does the voice mail system support multiple greetings? If yes, describe all available greetings.

Q-Does the system support automatic remote notification and delivery of voice mail messages to users?

Voice Mail System – User Features

Q-Can system subscribers conduct the following actions:

- Play, pause and replay messages.

- Record responses and reply to voice mail messages.

- Record messages, send and mark "urgent" etc.

- Forward messages to other users and append them with their own comments.

- Manage voice mail from their personal computer or inside their email inbox.

Scope of Work

Priority 2 Internal Connections – Equipment

Internal Connections are components located at BYs's site that are necessary to transport information to classrooms and to eligible administrative areas or buildings. Internal Connections include connections within, between or among instructional buildings that comprise a school campus, but do not include services that extend beyond the school campus. Components at BYs's site are eligible only if they are an essential element in the transmission of information within the school. The components must be necessary to transport information all the way to individual classrooms. Internal Connections do not include services that extend across a public right of-way beyond the school.

Using the provided requirements, specifications, and other information as needed, BYs is looking for Service Provider(s) to supply:

1. Labor, materials, tools, equipment and services for the installation and use of equipment as requested.
2. Completely coordinate with work of all other trades.
3. Supplementary or miscellaneous items, appurtenances and devices incidental to or necessary for a sound, secure and complete installation, whether or not specifically indicated in the Specification Documents.
4. Cabling pathways between equipment and buildings as needed, including conduit and/or trenching.
5. Weekly status reports on work progress.

Type of Installation: New Equipment

Installation Timeframe: FY13 (2010-11)

Installation Required: Yes

Type of Procurement: Purchase - final approval may be based upon receipt of a positive Funding Commitment Decision Letter and, or the governing board's approval.

Data Distribution Components and Cabling:

- As required for Deployment

Cable Plant:

- 1 Floormount Cabinet minimum 6'H (36U) x 36"D, accessible from front and rear to rack PBX.
- 1 Horizontal Cable Manager Systems to be installed in the Floormount Cabinet

Data Protection Equipment:

- 1 Rackmount Uninterruptible Power Supplies for PBX – minimum 750VA

PBX / Phone System

- Phone System with all licenses and configuration manager to support up to 200 users at all locations (ineligible locations shall be cost allocated from E-Rate request):

Butterfield Youth Service School

-Boys Intensive Care Facility

-Girls Intensive Care Facility

East Ranch

New Homestead

North Ranch

South Ranch

West Ranch

Priority 2 Internal Connections – Basic Maintenance

Internal Connections are components located at BYs's site that are necessary to transport information to classrooms and to eligible administrative areas or buildings. Internal Connections include connections within, between or among instructional buildings that comprise a school campus, but do not include services that extend beyond the school campus. Components at BYs's site are eligible only if they are an essential element in the transmission of information within the school. The components must be necessary to transport information all the way to individual classrooms. Internal Connections do not include services that extend across a public right of-way beyond the school.

Basic maintenance services are defined as follows: "but for the maintenance at issue, the connection would not function and serve its intended purpose with the degree of reliability ordinarily provided in the marketplace to entities receiving such services without E-rate discounts." Please provide a Basic Maintenance Contract to perform the following tasks on the equipment listed below:

1. Repair and upkeep of eligible hardware
2. Wire and cable maintenance
3. Basic technical support
4. Configuration changes

Bidder's Basic Maintenance Agreement must contain the Location, Product, and Make / Model number of the equipment to be covered by the proposed Basic Maintenance Contract (note the table below). This table (or a similar table with like data) must be included in with the Bidder's Basic Maintenance Agreement:

Location Deployed	Product / Service to be Covered	Make/Model Number

Note: The above worksheet is available for download – please visit: http://www.adsadsi.com/rfp_fy13.htm.

Basic Maintenance for Proposed New Equipment:

Coverage: Provide options for 1, 3 and 5 year Basic Maintenance on hardware only with next business day onsite support.

Maintenance Logs are required to be kept by the service provider and sent to school quarterly (please include a sample log).

Please note: The following products and services **are NOT eligible:**

1. On-site technical support (*i.e.*, contractor duty station at the applicant site) when off-site technical support can provide basic maintenance on an as-needed basis.
2. Services such as network management and 24-hour network monitoring.
3. Help desks that provide a comprehensive level of support beyond basic maintenance of only eligible components.
4. Technical support contracts that are more than basic maintenance.
5. End User Equipment (PCs and Phones).

Eligible basic maintenance does not include services to maintain ineligible equipment, to enhance the utility of equipment beyond the transport of information, or to provide diagnostic services in excess of those necessary to maintain the equipment's ability to transport information.

Required: 8x5xNBD service on all proposed hardware
 A block of hours for general Basic Maintenance – minimum of 10 hours per month requested.

Proposed agreements or contracts offered **must** specifically identify the eligible components covered, including location deployed, product name, and make/model number.

Existing Equipment for which Basic Maintenance is requested:

Location Deployed	BEN	Product / Service to be Covered	Make/Model Number
BYS Main Building	76034	HP Server	ML350
BYS Main Building	16040972	HP Server	ML350
BYS Main Building	16040972	HP Switch	Procurve 4000M
BYS Main Building	16040972	HP Switch	Procurve 4000M
BYS West building	16040972	HP Switch	Procurve 2524
BYS Main Building	16040972	HP Tape Drive	Ultrium 200/400

Coverage: Provide options for 1, 3 and 5 year Basic Maintenance on hardware only with next business day onsite support.

Maintenance Logs are required to be kept by the service provider and sent to school quarterly (please include a sample log).

Please note: The following products and services **are NOT eligible**:

1. On-site technical support (*i.e.*, contractor duty station at the applicant site) when off-site technical support can provide basic maintenance on an as-needed basis.
2. Services such as network management and 24-hour network monitoring.
3. Help desks that provide a comprehensive level of support beyond basic maintenance of only eligible components.
4. Technical support contracts that are more than basic maintenance.
5. End User Equipment (PCs and Phones).

Eligible basic maintenance does not include services to maintain ineligible equipment, to enhance the utility of equipment beyond the transport of information, or to provide diagnostic services in excess of those necessary to maintain the equipment's ability to transport information.

Required: 8x5xNBD service on all proposed hardware
A block of hours for general Basic Maintenance – minimum of 10 hours per month requested.

Proposed agreements or contracts offered **must** specifically identify the eligible components covered, including location deployed, product name, and make/model number.

Two proposals are sought for Basic Maintenance, one for existing network equipment, and one for new equipment requested or proposed by this RFP.

Service Provider Instructions

Service Provider RFP Response Cover Sheet:

Service Provider must complete the Service Provider Authorized Response on the following page and include it as the first page of the Service Provider response. Bids submitted without a Service Provider Authorized Response Cover Sheet may not be evaluated.

In addition to the Service Provider Quote Cover Sheet, please include all relevant documentation to include, but not limited to: Scope of Work, Authorized Master Service Agreement, Detail Line Item Pricing, Taxes, Surcharges, and/or Maintenance Service Agreement, etc.

A proposed agreement or contract **must** specifically identify the eligible components covered, including product name, model number, and location.

Service Provider Evaluation:

Factor	Value (1-5)	Weight	Score
Price of the ELIGIBLE goods and Services		30%	0.00
Prior Experience		20%	0.00
Personnel and Management Qualifications and Cabability		20%	0.00
Other Cost Factors (Ineligible Goods and Services)		20%	0.00
Local Vendor		10%	0.00
Total		100%	0.00

Note: The above worksheet is available for downloaded – please visit: http://www.adsadsi.com/rfp_fv13.htm.

Service Provider RFP Response:

Item 21s, by location or entity number, must be included with the Service Provider response. All Service Provider responses without Item 21 attachments shall be considered incomplete and NOT considered. A sample and interactive worksheet is attached on the next page. Make and Model Numbers must be included on the Item 21 Attachments for Eligible Products and Services. Eligible Products and Services must be clearly separated from any and all Ineligible Products and Services.

Successful Bidder shall provide a complete inventory upon project completion. All Invoices must cross reference the Inventory Documentation provided.

All bids must be submitted in sealed envelopes (appropriately marked) and sent via email to: BYS@adsadsi.com with the 470 Number in the subject line. Please submit bids in either Microsoft Office Format (.doc, .xls, etc.) or Adobe .pdf files. Facsimile, telegraphic or mailgram offer(s) shall be rejected and not considered.

By submitting a response, Service Provider Agrees to all Terms and Conditions contained within. If Service Provider's response is selected, Butterfield Youth Services shall award BY20091001114427 to Service Provider and authorize this cover page - creating a contract. If required, an authorized and dated Service Provider Contract is encouraged to be submitted with the Service Provider's response. All signatures MUST be original.

Service Provider Terms, Conditions and/or additional Contracts:

In order to be considered for award any and all terms, conditions and, or contracts required by the Service Provider must be signed, dated and submitted with the RFP Response.

All Priority 2 Basic Maintenance agreements or contracts must specifically identify the eligible components covered, including product name, model number, and location.

Invoicing the Universal Services Administrative Company (USAC):

The Service Provider will be responsible for invoicing USAC by using the Service Provider Invoice (SPI) methodology. Butterfield Youth Services shall be responsible for their share.

Contracts:

FCC rules require that an applicant sign a contract with the service provider before signing and submitting a completed *Services Ordered and Certification Form* (Form 471). Consequently, all Contracts, Statements, of Work, and/or Service Agreements must be submitted with this response with a handwritten signature and date. Countersigned documents may be provided after the Funding Commitment Decision Letters are issued by the Schools and Libraries Division of the Universal Services Administrative Company.

Butterfield Youth Services
Item 21 for 470 908130000774879

Location: _____
 Category of Service: Internal Connections Basic Maintenance of Internal Connections Both

Narative:	
Additional Information:	

Quantity	Product Description (please include Make and Model when appropriate)	Unit Cost	Extended Eligible Pre-discount Cost		Extended Ineligible Pre-discount Cost	
			Eligible Recurring Cost	Eligible Non-Recurring Cost	Ineligible Recurring Cost	Ineligible Non-Recurring Cost
Totals:		\$ -	\$ -	\$ -	\$ -	\$ -

Note: The above worksheet is available for downloaded – please visit: http://www.adsadsi.com/rfp_fy13.htm.

Service Provider Authorized Response

This form must be completed and returned with RFP response.

Form 470 Number:	908130000774879
General Description:	Phone System and Basic Maintenance
RFP Number:	BYS20091001114427
RFP Due Date:	2010-01-20 at 2:00P.M. (PST)
Allowable Contract Date:	<u>2010-01-20</u>
Term:	Funding Year 2010 (July 1, 2010 thru June 30, 2011)

Service Provider Name:	
Service Provider Address:	
Service Provider City, State and Zip:	
Service Provider Contact Name:	
Service Provider Contact Phone Number:	
Service Provider Contact FAX Number:	
Service Provider Contact Email Address:	
State Tax Number(s):	
Federal Tax Identification Number:	
Service Provider SPIN:	

By submitting an authorized response, Service Provider Agrees to all Terms and Conditions contained within. If additional Terms, Conditions or contracts are required please submit a signed copy within the RFP Response.

If Service Provider's response is selected, Butterfield Youth Services shall award BYS20091001114427 to Service Provider and authorize this cover page - creating a contract. If required, an authorized and dated Service Provider Contract is encouraged to be submitted with the Service Provider's response. All signatures MUST be original.

Internal Connections (including Basic Maintenance) Pricing must be included with the Bidder response in the form of an ITEM 21 – by location. All Service Provider responses without Item 21 attachments shall be considered incomplete and may NOT be considered. Make and Model Numbers must be included on the Item 21 Attachments and all agreements. Eligible Products and Services must be clearly separated from any and all Ineligible Products and Services.

All invoices must cross reference the Bidder provided Inventory Documentation.

The Schools and Libraries Program of the Universal Service Fund, commonly known as "E-Rate," is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). To qualify as a Service Provider, your organization must be able to produce a valid SPIN (Service Provider Identification Number). If your organization does not currently have a valid SPIN and wishes to submit a response to this RFP, please visit: <http://www.universalservice.org/sl/providers/step01/> and obtain a SPIN prior to submitting a bid for consideration.

 Service Provider Authorized Signature (Original)
 Please do not submit with an electronic signature

 Date of Service Provider Signature

 BYS Authorized Signature

 Date of BYS Signature