

Middlesex County College
2600 WOODBRIDGE AVENUE
EDISON, NEW JERSEY 08818

Bid # 18-15 - TELEPHONE SYSTEM SERVICE CONTRACT

1. PURPOSE

These specifications are the basis for the award of a service contract for one (1) twelve month period beginning July 1, 2017 through June 30, 2018. The College shall have the option to award two renewable (12) month periods beginning July 1, 2018 and July 1, 2019. After the award of the contract and at the commencement of the first period, the contractor shall provide emergency, maintenance, and system modification services as defined by these specifications.

2. DESCRIPTION OF FACILITIES

The campus of Middlesex County College consists of thirty (30) buildings (plus six (6) residences) on a 170 acre campus. The facilities owned by Middlesex County College related to this contract include, but are not limited to, a Nortel Option 81C/CS 1000M release 4.5 telephone switch with 1412 ports in use and associated peripherals, including an Nortel Networks CallPilot release 4.04.04 (26 ports), an Infortel Select (ISI) release 8.1.0 Call Accounting System, an Interallia MMU2 Digital Voice Announcer, an Telephone Manager release 3.0, Five (5) Fiber Remotes, (3) M2250 Attendant Consoles and outside plant facilities and other phone system equipment typical for residence, educational and office buildings. The UPS is Astec Helius 6000/48 containing 3 Helius 50/48 Rectifier's with 24 Absolyte GP Type 90G09 Batteries. The Blue Light Emergency Phones used outdoors and Emergency Phones utilized throughout the buildings located on campus. The Nortel Option 81C/CS 1000M switch is located in the Johnson Learning Center, room 141A located at the Middlesex County College, Edison, NJ campus, located at 2600 Woodbridge Ave., Edison NJ. Fiber remotes are installed at the following locations: Main Hall Mechanical Room, in rear of room 128, Billy Johnson Hall wiring closet room 126, Crabiel Hall wiring closet room 115, South Hall wiring closet room 225 and West Hall wiring closet room 114.

Most stations are jacked (data and voice) using enhanced category 5 and 6 cable and terminated on the cross-connect frames or patch panels in various telephone closets throughout the campus.

3. WORK LOCATION

The intended work will be performed within both the buildings and the underground utilities systems at the Middlesex County College campus in Edison, New Jersey. The telephone systems at the College's Perth Amboy and New Brunswick Centers are specifically excluded from this contract.

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4. SCOPE OF WORK

The contractor shall provide all the necessary labor, materials, tools, and equipment required to provide total system service from the Telco demark to the telephone stations and all sub-systems and wiring in between without interruption. This will consist of the following services for the monthly per port cost stated in the contractor's bid:

1. Provide the College with unlimited routine and emergency service calls as required to correct system troubles including those caused by weather conditions. Weather conditions are defined as, but not limited to, temperature, rain, snow, and ice, but specifically exclude lightning and the items defined as a disaster in section 11 – Disaster Plan.
2. Provide 24 hour monitoring of the telephone switch by a Trouble Service Bureau, 7 days a week, 365 days a year.
3. Perform preventative maintenance to the 81C/CS 1000M switch such as, but not limited to, cleaning, replacing filters, maintaining battery backup system, and as otherwise recommended by the equipment manufacturer.
4. Maintain a maintenance dispatch and detailed trouble and performance history. Provide the College with a detailed analysis of all trouble history once per month. This report shall also include a detailed time, reporting, and escalation hierarchy for significant system troubles.
5. Provide a formal semi-annual visitation program by Service Management with the College to review the systems operation and service.
6. Provide a yearly written sourcebook audit on the Option 81C/CS 1000M telephone switch similar to the product put out by InfoPlus showing telephone switch information during the Month of March of each contract year. The audit will contain switch information as shown in Attachment #1.
7. Maintain a strategically located Vendor owned spare parts and replacement component inventory from which required components will be delivered to the College within twenty-four (24) hours at no additional cost.

The contractor shall also provide all the necessary labor, materials, tools, and equipment required to provide system modification services as requested. The contractor shall perform a survey of the request as required by the complexity and size of the request and provide a written cost estimate at no cost to the College. The cost for the system modification will be based on actual time and material used to complete the modification at the unit costs stated in the

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contractor's bid. These activities will typically be scheduled for Wednesdays unless otherwise needed to meet the colleges schedules. The contractor will work along with the Colleges Telecom Technician and or management for these scheduled activities.

5. QUALIFICATIONS

The contractor must be an **authorized** AVAYA Service Expert Partner status.

The contractor shall submit, with his bid, verification that certified technicians, trained by the equipment manufacturer, will perform the work. This verification shall include, as a minimum, the names of three (3) technicians who are qualified to work on the Northern Telecom Option 8IC/CS 1000M switch and its components. Copies of the training certificates for all the technicians in this qualification section are to be included as part of the verification. This list shall be updated and replaced as necessary after the award of this contract. Only these qualified technicians shall be acceptable to service the College's telephone system.

The contractor shall submit, with his bid, a listing of five (5) service contracts similar in scope to this contract, which have been satisfactorily completed or are currently in existence. The listing should include the firm(s) for which the services are performed, a description of the services, and the names and telephone numbers of references that may be contacted by the College.

The failure of the contractor to provide this information with his bid may be cause for rejection of the contractor's bid.

6. EMERGENCY SERVICE CALLS – DEFINITION

Service calls are designated as either Routine or Emergency and shall be specifically responded to within the time frame specified in Time Constraints – Section 10 of these specifications. All service calls will be classified as routine, except for emergency calls, which will be so classified if any one of the following criteria is met:

1. 20% or more telephones are inoperable
2. 20% or more trunks are inoperable
3. One or more attendant consoles are inoperable
4. At least one network loop is inoperable
5. Any alarm system (Emergency Phones, Fire, Burglar or Panic) whose failure is related to a portion of the College's telephone switch, peripherals, cable or wiring.
6. Any other failure of the system that severely hampers the College's operations

7. SERVICE CALLS – PROCEDURE

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The contractor shall specifically respond to service calls in the following manner:

1. Receive the College's initial call for all telephone system related troubles either through telephone dispatch call or "phone home" remote monitoring.
2. Use remote access into the College's 8IC/CS 1000M system and perform diagnostic and troubleshooting work. If the trouble can be resolved remotely, the contractor shall resolve the trouble, then contact the College with the resolution and close the trouble ticket.
3. Technician(s) shall be dispatched to the College to correct troubles that cannot be resolved by remote access. The contractor shall determine if the trouble lies with the College's equipment, the local Exchange Company, or long distance carrier's circuit(s) and/or on premise equipment. The contractor shall repair the trouble in the College's equipment. If the trouble is in the local Exchange Company or long distance carrier's equipment, the contractor shall report this to the Network and Technical Services Supervisor or his representative by telephoning 732 906-4163. The College will then notify the local Exchange Company or long distance carrier's repair facility.
4. The contractor shall determine if it is necessary to place the affected circuit(s) temporarily in a "test route" until it is repaired. The contractor shall notify the Network and Technical Services Supervisor of this fact. The contractor shall update the trouble ticket and it should remain open until affected unit is operational.
5. The Network and Technical Services Supervisor will verify that the circuit(s) is back in service and operating satisfactorily (i.e. use of barge-in feature from the console attendant, etc.) when a call back is received from the local Exchange Company or long distance carrier. If the affected circuit(s) is in a "test route", the Network and Technical Services Supervisor will call the contractor and request circuit(s) be placed back in the original route(s).

8. SYSTEM MODIFICATIONS – DEFINITION

At the request of the College, the contractor shall perform additions, deletions, moves, and other changes of equipment, materials, or software for the unit costs stated in the contractor's bid. The contractor shall maintain complete and proper hard copy documentation of all system modifications. A copy of this documentation shall be supplied to the College on a quarterly basis.

The College may elect to perform system modifications with its own staff such as, but not limited to, adds, moves, or software changes. The College will maintain records of these changes that will be available to the contractor upon request. The contractor shall correct problems with the telephone system caused by the College's system modifications upon request. The cost for this

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corrective work shall be based on the unit costs stated in the contractor's bid. Hourly rates will apply for actual time worked on campus.

9. SYSTEM MODIFICATION – PROCEDURE

System modifications shall be initiated in the form of a request for a cost estimate from the College's Department of Information Technology. The contractor shall review any plans that may be provided and inspect the job site in order to provide a written estimate of the costs based upon the unit cost in the contractor's bid. The contractor shall be ready to staff this type of work with sufficient forces to complete the work in a timely and efficient manner after the notice to proceed has been issued by the Network and Technical Services Supervisor.

The contractor shall submit for the College's approval any subcontractors that may be used to complete any system modifications before the start of any work. This submittal shall include the information required of the contractor in these specifications under Qualifications – Section 5. The contractor shall report to the Network and Technical Services Supervisor, Johnson Learning Center, JLC-130, prior to beginning work.

The contractor's representative shall submit for acknowledgement signature daily worksheets during the progress of any and all system modification work to the Network and Technical Services Supervisor or his/her representative. These worksheets will be the basis for computing and approving the labor portion of work concerned.

10. TIME CONSTRAINTS/SERVICE LEVEL AGREEMENTS (SLAs)

The contractor shall respond in the time constraints listed below and mobilize and staff the job with sufficient forces to complete the work in a timely fashion.

A. Emergency Service Calls (as defined in section 6)

Emergency work requires a specific response, 24 hours a day, 7 days a week, 365 days a year, to the Network and Technical Services Supervisor via phone message and E-mail, JLC 130, within 30 minutes of notice by telephone to the contractor's emergency numbers.

B. Routine Service Calls

Routine work requires a specific response to the Network and Technical Services Supervisor via phone and email, JLC 130, within twenty four (24) hours of notice by

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telephone to the contractor's service numbers excluding Saturday, Sunday, and Holidays.

C. System Modifications

The contractor shall complete all changes affecting five (5) or fewer voice terminals within five working days and changes affecting six (6) to sixteen (16) voice terminals within ten (10) working days of receiving the approval to proceed from the College's Network and Technical Services Supervisor. Changes involving more than sixteen (16) voice terminals shall be completed within a time frame mutually agreed upon between the College and the contractor.

D. Time to completion following receipt of a valid, Customer-approved Services request from the Customer help desk:

- Soft MAC – within one (1) business day after receipt of an executable order.
- Hard MAC (no cable or hardware) – within three (3) business days after receipt of an executable order.
- Hard MAC (cable and jack required) – within three (3) business days after receipt of an executable order and notification of cable readiness.
- Hard MAC (with equipment) – within three (3) business days after receipt of an executable order and notification of equipment availability.

Completion Time Commitments

Weekends and holidays will not be included in the determination of completion times, except where a job was already started during business day hours. (Appropriate overtime/holiday charges to apply. ("Services Fee Schedule").

11. PARTNER ASSURANCE SUPPORT SERVICES

The contractor shall enroll the College in Avaya's Partner Assurance Support Services (PASS) program. The PASS program will allow access to Avaya software, service and support, including access to level 3 technical support, patches and updates. The basic package includes technical support and corrective software content through latest software patches, maintenance releases, minor software system updates and bug fixes as well as hardware repair and return offerings. Technical support services for issues associated with operational needs are to be provided 7x24x365.

12. DISASTER AND RESTORATION PLAN

The contractor shall make every reasonable effort to restore telephone service in a timely manner in case of disaster. A disaster is defined as a sudden, catastrophic event, such as fire, flood, explosion, earthquake, or act of God, which causes damage to the College's 8IC/CS

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1000M Telephone equipment beyond repair. If such a disaster occurs, the contractor shall ship a basis replacement for the College's Nortel model 81C/CS 1000M switch within twenty four (24) hours from the call for system disaster request. The contractor shall provide the College with a written Disaster Recovery Plan outlining the procedures to be followed for the College's approval and use. Hourly labor and material charges shall not exceed costs stated in the bid.

13. MATERIALS

The contractor must also provide, or have ready accessibility to, all necessary circuit packs, CPUS, power supplies, rectifiers, batteries or any associated equipment with respect to emergency or normal operating procedures.

The materials used under this contract shall be of quality acceptable to the College's Network and Technical Services Supervisor and meet existing code and equipment manufacturer's specifications.

14. SAFETY

The contractor shall be required to follow the rules and requirements of the Middlesex County College contractor Guide. Copies of this guide are available from the Office of Safety, Middlesex County College, during normal business hours.

15. WORKMANSHIP

All work shall be performed by skilled technicians in a workmanlike manner typical of the trades involved. No work shall be performed under conditions unsuitable for best results.

Proper care should be taken to protect all areas surrounding the work area(s) so as not to cause any damage. Following completion of work in each area, the contractor must return the work area(s) and surrounding area(s) to their original condition.

16. PAYMENT

Payment will be made quarterly within 30 days of submission of invoice for quarterly per port cost. Payments for system modification work shall be based upon the unit prices bid for actual work performed and the submittal of an invoice to the Network and Technical Services Supervisor indicating all applicable labor, and materials, and/or subcontractor costs incurred including copies of time records and invoices.

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17. GUARANTEE

The contractor is required to guarantee all materials and workmanship for a period of twelve months beginning at the satisfactory completion of each system modification.

18. HOURS OF WORK

Regular working hours are from 8:00am to 4:30pm, Monday through Friday; all other hours are considered overtime. If the contractor's regular hours differ from this, the contractor shall indicate them with the bid for approval by the College.

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System Summary
Information as of March 21, 2017

MCC Telephone Switch Information			
Obtained from PBX 3/21/2017			
Switch Hardware : Meridian Option 81C/CS-1000M			
Port Type	Equipped	Working	Spare
Analog Station	1,152	742	410
Digital Stations	664	444	220
Console's	32760	3	32757
IP Phones	64	18	46
TNs	32,760	1412	31,348

Additional Switch information available upon request.