



**GOVERNING BOARD AGENDA ITEM FORM  
AMPHITHEATER UNIFIED SCHOOL DISTRICT NO. 10**

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**DATE OF MEETING: March 27, 2012**

**TITLE: Award of Contract for a Voice Mail System Based on Responses to Request for Proposal (RFP) 11-0030**

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**BACKGROUND:**

Request for Proposal (RFP) 11-0030 was posted to the District's Website and to the Universal Service Administration Company, (USAC) website. The USAC is a non-profit company which administers the School and Libraries Program of the Universal Service Fund (E-Rate). Voice Mail is one of categories eligible for E-Rate funding.

The RFP text asked responding vendors to provide their solution to replace the existing Nortel Option 81C with a new Avaya CS1000E-HA allowing migration of the current antiquated Meridian Voicemail to a Call Pilot 5.0 Voicemail system. Vendors were asked to provide as a part of their solution, the cost of migration, (new system) and their warranty & maintenance services for a 60 month period.

The two responding vendors, Century Link and Black Box were evaluated based on the evaluation criteria provided in the request for proposal and summarized below. Candice Ross, Technology Director, Steve Frost, Network Manager and Raul Bejarano, Network Administrator were the evaluators. Vendors were asked to provide:

**TOTAL COST EFFECTIVENESS: 35 Points Possible**

All proposals shall include initial and monthly costs. Scoring shall be based on total cost over a 60 month time period.

**SCALABILITY OF SOLUTION: 25 Points Possible**

Vendor shall provide detailed documentation on the scalability of the proposed solution. Details must be given on the timeframe necessary to upgrade connections if greater bandwidth is desired by the district, whether it is for one or all sites covered in the contract.

**SERVICE LEVEL AGREEMENT: 15 Points Possible**

Provide a specific Service Level Agreement (SLA) stating the MTBF (mean time between failures) of the proposed network services, express warranties of guaranteed "up-time" of the network services to be provided and response times in the event of any network issue experienced by the school.

**VENDOR SUMMARY: 10 Points Possible**

Write a brief history of your company that includes its philosophy of doing business.

**CUSTOMER REFERENCES: 5 Points Possible**

**IMPLEMENTATION INFORMATION & ONGOING MONITORING: 5 Points Possible**

Vendor shall provide detailed documentation of an example project.

**E-RATE CLAUSES: 5 Points Possible**

Vendor shall provide documentation on the position of the company if E-Rate funding were to no longer exist from the Schools and Libraries Program of the Universal Service Fund.

Century Link provided servers, (hardware necessary to support the new system) to include server specifications, quantity and pricing. The Black Box solution did not include servers, server specifications and/ or cost. The evaluation team awarded the Total Cost Effectiveness and the Scalability of Solution points based on each vendor's response to include servers.

RFP 11-0029 Network Voice & Data Services	Points Possible	Century Link	Black Box
Total Cost Effectiveness	35	35	25
Scalability of Solution	25	25	15
Service Level Agreement	15	15	15
Vendor Summary	10	10	10
Customer References	5	5	5
Implementation Information & Ongoing Monitoring	5	5	5
E-Rate Clause	5	5	5
Total Points	100	100	80

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**RECOMMENDATION:**

The Administration recommends the Governing Board approve the Award of Contract to Century Link for a Voice Mail System based on their responses to Request for Proposal 11-0030.

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**INITIATED BY:**

*Scott Little*

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**Scott Little, Chief Financial Officer**

**March 19, 2012**

*Vicki Balentine*

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**Vicki Balentine, Ph.D., Superintendent**