

Appendix B

Contractor Base Mandatory Requirements

Mandatory Requirements – Successful Contractor Must Have:	Pass	Fail
The Contractor shall be a New Mexico licensed Contractor		
Avaya Authorized Diamond Partner/Avaya Certified Dealer, authorized by Avaya to provide products and services in the State of New Mexico		
Solution Expert Specializations in: <ul style="list-style-type: none"> A. Enterprise Unified Communications B. Enterprise SIP Communications C. Enterprise Contact Center D. Mid-Market Unified Communications, E. Mid-Market Contact Center F. Data Networking, and Video 		
Avaya Support Select Designation: <ul style="list-style-type: none"> A. Enterprise Unified Communications Support Select B. Enterprise Contact Center Support Select C. Mid-Market Unified Communications Support Select D. Mid-Market Contact Center Support Select. 		
Must be able to offer Avaya Design services		
As an Avaya-authorized partner, Contractor must be authorized to provide, in the State of New Mexico <ul style="list-style-type: none"> A. Procure product and services from Avaya or Distributors (as approved) for resale to end users; B. Extend Avaya software licenses and factory warranties to end users; C. Obtain technical support services from Avaya; D. Obtain and license Avaya Software Upgrades to end users; E. Access Avaya engineering, system configuration, pricing tools, and training courses (sales, technical, installation, and maintenance); and F. Participate in Avaya-sponsored marketing programs and product events. 		
Successful Contractor must employ Avaya certified technicians and Avaya/Cisco Certified Network Engineers, Project Manager, and staff residing locally in the Albuquerque, NM area and be capable of supporting 24/7 Albuquerque Public School’s large Enterprise Avaya VoIP multisite system consisting of 150+ sites , (see 1.2 and attached drawing for APS’s current system architecture).		
Contractor must have a 24/7 NOC State side that would monitor APS’s Avaya system and communicate with key APS personnel to be determined.		
Commit to a 2 hour minimum response time on catastrophic outages locally		

Must have and support spare parts locally for these outages		
Be capable of offering a one year warranty on all parts sold at the time of installation		
Authorized to provide refurbished Avaya phones and related equipment with a one year warranty		
Provide an ongoing year-to-year or multiyear maintenance contract on our existing Avaya system with software upgrades where and when needed and tech support to APS Telecom Department		

Contractor Base Desirable

Desirable Requirements	Yes	No
Contractor shall be familiar and certified or make themselves familiar and certified with supporting 3rd party peripherals.		
Working knowledge of headsets and other station or system peripherals		
SIP endpoints – Axis, Algo and other compatible SIP endpoints.		

Questions

1. Provide a short company profile to include number of years in business, size, number of employees, name of the Owner (APS) (APS)(s) and location(s). Is this your primary line of work? Also include your federal identification number and CRS number, if applicable. Provide New Mexico State Preference #, if applicable.

2. Are you an authorized AVAYA business partner in the State of New Mexico? How long? Submit certificates: Avaya certified VOIP installation and certified installs. Provide listing of installs.

12. APS will be looking for proof that proper licensing and/or certification is in effect. What licenses does your company hold? What certifications? Discuss training for your employees and the level of expertise that will be used on APS projects. Can you comply with the requirements to have a project manager overseeing the site during the execution of the project? List the number of employees with each certification/license and the per-hour labor rate for each.

13. APS falls under the Avaya classification of “self maintainer” when it comes to maintenance and repair services once warranties expire. APS reserves the right to enter into a maintenance agreement on a per-site basis with an Avaya authorized maintenance provider if it is in the best interest of APS.

That being said, please address the following:

a. Are you an authorized reseller of Avaya branded maintenance?

b. Does your company provide an Avaya approved maintenance program? If so, please provide details of your offer.

c. Does your company provide support on third party products associated with our Avaya Communications Manager Network? This would include, but not be limited to, products provided by Cisco, Extreme, HP, 3Com, ESNA and Microsoft.

14. Please provide two pictures no larger than 8x10 for work done by your firm for clients other than APS. One picture is to be of Telecommunications Switch Room and one to be of cross connect room.

15. Enclose a sample of the deliverables for a project outside APS, approximately equivalent to a 40,000 square foot school or business. Use Visio or AutoCad