## **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:		
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:  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> <li>A. Procure product and services from Avaya or Distributors (as approved) for resale to end users;</li> <li>B. Extend Avaya software licenses and factory warranties to end users;</li> <li>C. Obtain technical support services from Avaya;</li> <li>D. Obtain and license Avaya Software Upgrades to end users;</li> <li>E. Access Avaya engineering, system configuration, pricing tools, and training courses (sales, technical, installation, and maintenance); and</li> <li>F. Participate in Avaya-sponsored marketing programs and product events.</li> <li>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).</li> <li>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.</li> </ul>		
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.

3.	From where will you purchase systems and parts?
4.	Do you have inventory of any parts or systems locally? If not, what is the average lead time? Does this vary by system?
5.	Discuss how your company monitors job costs. Describe your system for purchasing of materials, equipment and components. How are records kept to ensure that the correct costs are properly allocated to the appropriate project? If a job were to exceed the original estimate, how and when do you inform the Owner (APS)?
6.	How will systems and parts be priced to APS? Be specific. Will you provide a price list? If so, who generates this list? You may offer a discount from list if you have a "list" which you receive from the manufacturer. APS requires F.O.B. destination including cost, insurance and freight for all materials supplied. APS will reimburse freight charges if special handling has been authorized. Submit a sample of your pricing with your return bid with examples of part and systems clearly identified. Reminder: you may not offer a cost (i.e. invoice) plus a percentage (markup) arrangement as it is prohibited by the State of New Mexico Procurement Code (Article 13-1-149).

7.	How many people fully trained on repair and installation of Avaya systems are currently on your payroll? What experience/certifications do you require for your employees? All certified staff must be local staff. Submit Avaya certificates of training. APS requires on-staff ACSA (Avaya Certified Solutions Architect), ACIS (Avaya Certified Implementation Specialist), APDS (Avaya Professional Design Specialist) APSS (Avaya Professional Sales Specialist). Cisco CCNA and IX Messaging (ESNA) Certified Installer
8.	Detail the warranty you will offer on new installations – labor, hardware and software.
9.	Does your company provide Avaya technical training for APS staff (there are 5 APS staff positions). What will be the cost and availability of this training to the district? Where are these classes typically held?
10.	Does your company have a safety plan? If so, please attach copy of same whether or not you have done work for APS previously.
11.	Does your company have a drug-screening program for employees? Please explain how it works including what you test for and how often?

12.	does you expertise manager	r co that	looking for proof that proper licensing and/or certification is in effect. What licenses mpany hold? What certifications? Discuss training for your employees and the level of t will be used on APS projects. Can you comply with the requirements to have a project reseeing the site during the execution of the project? List the number of employees with ation/license and the per-hour labor rate for each.
12	ADS follo	Sun	der the Avaya classification of "self maintainer" when it comes to maintenance and repair
13.	services	once	e warranties expire. APS reserves the right to enter into a maintenance agreement on a swith an Avaya authorized maintenance provider if it is in the best interest of APS.
			at being said, please address the following:  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.
		S. O	rovide two pictures no larger than $8x10$ for work done by your firm for clients other than ne picture is to be of Telecommunications Switch Room and one to be of cross connect

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