REQUEST FOR PROPOSAL
Proposal Number 110306-001 Evaluation and Implentation of Newbridge 3600 & Siemens PBX Phone System

REQUEST FOR PROPOSAL

Monday, November 20, 2006 at 4:00 P.M. CST

Middle Rio Grande Development Council

307 West Nopal
Carrizo Springs, TX 78834
830-876-3533

Leodoro Martinez, Executive Director

INVITATION FOR BIDS

RETURN BIDS TO: **RAMON S. JOHNSTON, DEPUTY EXECUTIVE DIRECTOR**
ATTN: FISCAL DEPARTMENT
MIDDLE RIO GRANDE DEVELOPMENT COUNCIL
P.O. BOX 1199 - 307 W. NOPAL ST.
CARRIZO SPRINGS, TEXAS 78834

The enclosed Request for Proposals (RFP) packet and attached SPECIFICATIONS are for your convenience in submitting an offer for the enclosed referenced products, services and/or materials for the MIDDLE RIO GRANDE DEVELOPMENT COUNCIL.

COMPETITIVE BIDS SHALL BE RECEIVED NO LATER THAN:

Friday, November 17, 2006 at 4:00 P.M. CST

MARK ENVELOPE: **110306-001**

The Middle Rio Grande Development Council (MRGDC) appreciates your time and effort in preparing this proposal. Please note that all proposals **must be received at the designated location by the deadline shown.** Proposals received after the deadline **will not be considered** for the award of the contract, and shall be considered void and unacceptable. Please submit your bid to the attention of:

Ramon S. Johnston, Deputy Executive Director
Attention Fiscal Department
Middle Rio Grande Development Council Central Office
307 W. Nopal St. - P.O. Box 1199
Carrizo Springs, Texas

RFP #110306-001 Evaluation and Implementation of Newbridge 3600 and Siemens PBX Phone System

If you do not wish to submit a proposal at this time, but wish to remain on the agency's bidders list, please submit a **"No Offer"** by the same time and at the same location as stated above. If a response is not received in the form of a **"BID" or "No Offer"** for three consecutive RFP's, your firm shall be removed from the bidder's list. If you wish to be removed from the bidder's list, or changed to the bidder's list for another commodity, please let us know.

MRGDC is very conscious and extremely appreciative of the time and effort you have expended to submit an offer. We would appreciate if you would indicate on any "No Offer" response any requirement of this RFP, which may have influenced your decision to respond with a "No Offer".

Evaluation and Implementation RFP for (1) Replacing one (1) Newbridge 3600 and six (6) 3624 Multiplexers and (2) Upgrade or Replace a Siemens PBX Phone System

Scope of Services

Phase I. Evaluation of Multiplexers and recommend Replacements. Evaluation of PBX Phone system and recommend an upgrade and a replacement phone system.

Based on MRGDC existing network services (voice, video and data through multiplexing technology) other network technologies, existing network setup and configuration, develop 1) a written detailed and technical specifics of new multiplexer devices and 2) develop a written detailed and technical specifics for the upgraded and a new phone system..

The Phase I – Multiplexers and Phone System Evaluation project requirements must include at a minimum:

- ✓ Analysis of the effective and efficient functioning, and compatibility and scalability of the new multiplexers and upgrade or new phone systems with all other existing and remaining MRGDC WAN Nodes and components in quantitative and qualitative terms.
- ✓ Evaluate existing LAN/WAN setups (physical and logical) including types of networking technologies, network devices life span and capabilities, all network nodes and pertinent devices (cabling, Multiplexers, dynamic multiplexing of channels, CSU/DSU, Routers, Switches, Firewalls, Servers, WAN links, etc.), communications components, and their relevant interfaces and configurations. Through network monitoring, site visits, and MRGDC designated IT staff surveys WAN node devices and their interfaces. Vendor must assess network architecture, technologies used, scalability, performance, bandwidth capacity, physical environment, network costs.
- ✓ Identify possible causes of unexpected and sporadic multiplexer's channel disconnections, mostly on the video and phone services.
- ✓ Written detailed and technical specifics for the new recommended multiplexers (hardware and software), method and measures for optimizing performance, and a maintenance plan.
- ✓ Written detailed and technical specifics for the upgraded and new recommended Phone system (hardware and software), method and measures for optimizing performance, and a maintenance plan.
    - Current Phone Systems Specifications:

- Central Switch in Carrizo Springs office with remote PBX attached via Cornet (T1) between fix other remote sites, including a shelf to one of the Uvalde sites housed in the Carrizo switch
- Full T1 connectivity between sites with three distinct divisions of the 24 channels for data, voice and video with multiplexers providing dynamic allocation of bandwidth
- Each user has an Optiset E Standard phone set with one receptionist in each center having an Optiset E Advance with optional keymodule. Total users is under 200 for all centers.
- Current cabling is Cat3 in all centers for voice, with Cat5 Ethernet for data.
- Phonemail system is presently a stand-alone unit interfaced to the switch for single-mailbox access for each user.
- LCR provides toll free calls to otherwise long-distance locations by routing such calls through the closest center to the destination which then go out as local calls.

✓ Evaluate WAN Links cabling, topology, interfaces, transmission connectivity, traffic speed performance, and related specifications.

✓ The evaluation report must result in a still open architecture and scalable network system including the new multiplexers and phone systems as recommended with an acceptable level of performance..

✓ To document the evaluation effort, the vendor must develop and deliver a detailed written Evaluation Report. The report will be accompanied by a presentation to MRGDC designated individuals describing the Phase I evaluation work and its recommendations. The Evaluation report must provide itemization of costs of all services rendered and also itemized cost of the proposed hardware and software composing the recommendation(s).

✓ Costing of Phase II will be submitted in Phase I report upon completion of the evaluation phase.

✓ The evaluation report shall include reviews conducted on each MRGDC location, including test results, discussions with IT personnel, hardware and software communications components, and identified deficiencies with current multiplexers' operations.

✓ The vendor shall propose a priority of implementation based on operational needs of MRGDC.

✓ Vendor shall suggest a suggested implementation schedule and detailed complete costs for this phase of the project.

✓ After completion of Phase I , MRGDC reserves the right to request vendor to implement the MRGDC desired recommendations.

Phase II. Setup, configure and demonstrate phase I indicated performance of the new Multiplexers. Vendor must setup, configure and demonstrate phase I indicated performance of the Upgraded or New Phone system.

The Phase II project requirements must include also at a minimum:

- ✓ Vendor shall suggest schedule for implementation and provide a detailed and complete costs report for this phases of the project.
- ✓ All work will meet the requirements of the present system and add other features to be discussed in detail with the vendor during negotiation. Such features include a voice-mail system, the ability to receive DID calls into the Carrizo Office, Cornet calls between offices without toll charge, Low Cost Routing and Cost Of Service implementations, the ability to receive Caller ID information on all in-bound calls, and the ability to monitor traffic flow between and into each site.

See Resource Exhibit "A" for list of existing Hardware and Software and an overview of the MRGDC WAN.

GENERAL TERMS AND QUALIFICATIONS REQUIRED:

A. Individual or firm must, at a minimum, possess the following qualifications:

1. MRGDC is seeking vendors that have experience with design, installation, and implementation of Wide Area Networks; therefore, individuals experienced in network design, implementation, and administration at an expert engineering level must provide the analytical services. In addition, vendors must have experience and expert level support with Nortel/Baynetworks and CISCO routers, Newbridge Multiplexers, and Siemens Phone Switches and CISCO routers and ADTRAN CSUs equipment.. Preference will be given to companies or individuals that have certified network engineers in telecommunications and WAN technologies. and WAN engineering services. Experienced technical level individuals under the direction of master or "expert level" engineers is authorized only under the express approval of MRGDC.

2. References must be provided on a least three equivalent or more complex WAN installations; referenced work must be within the last five years.

3. Phase I of the project must be substantially started (if requested by MRGDC) by December 1, 2006.

4. All work performed must be warranted in writing for a specific period of time from date of completion of each phase of the project. The warranty details (limitations, response items, effective period, commencement, etc.) Must be documented in the vendor's response to this RFP.

5. The vendor must have the ability to provide on-site technical support within four hours to any and all MRGDC locations. The vendor must be able to readily demonstrate this capacity.

6. M.R.G.D.C. specifically reserves the right to vary the provisions set forth herein anytime prior to the execution of a contract or purchase order where such variance is deemed necessary and in the best interest of the MRGDC.

7. The vendor must specify, in writing, how the professional services will be implemented; outlining the cost per hour of telephone and on-site support, the terms of warranty for implementation services on the MRGDC WAN/LAN systems, and in addition to the vendor's response time to support requests.

8. The MRGDC. shall have the right to terminate the contract or purchase order, in whole or in part at any time before the date of completion specified whenever the MRGDC. has determined that services are inadequate.

Notwithstanding the hardware or software failure, all support must end with desired results and must be warranted in writing when appropriate for a specific period from date of completion of the service. The warranty details (limitations, response items, effective period, commencement, etc.) must be documented in the vendor's response to this RFQ.

RESOURCE - EXHIBITS

Resource 1: Exhibit "A". This exhibit includes a description of the MRGDC WAN and a listing of all hardware and software specifications. All stations and attached peripherals, the LANs cabling type and topology, and the current telephone equipment.

Resource 2: Exhibit "B". This exhibit provides the geographic locations of each LAN site.

PROPOSAL SUBMISSION INSTRUCTIONS

Interested vendors shall present their proposal for performing Phase I (Evaluation and Report0 of this project. The proposal shall be submitted in two copies and shall include the following sections:

Section 1 - Company Overview. The vendor shall provide an overview of the company, including its size (revenues and personnel), major areas of business, references (client name and phone number) of at least three equivalent or more complex WAN installations within the past three years, and two employee resumes representative of those who would be assigned to this project.

Section 2 - Project Proposal. A schedule shall be provided that outlines the major tasks associated with Phase I, how the vendor intends to complete each task, and when each task would be completed. The last schedule item shall be the report delivery and presentation to the MRGDC. The vendor shall provide a firm fixed price for completing Phase I (Evaluation and Report). Price details shall be provided for labor, travel, materials, and any other direct costs.

Proposal shall be submitted to 307 W. Nopal, Carrizo Springs, TX 78834, by 4:00PM CST on November 17, 2006.

Exhibit "A".

A SUMMARY VIEW OF THE MRGDC WAN

MRGDC has established an advanced high speed switched Wide Area Network that carries voice, data, and video among its workforce centers located in Carrizo Springs, Cotulla, Uvalde, Del Rio, Eagle Pass, and Crystal City. The remaining Workforce centers at Brackettville, Campwood, and Rocksprings presently have T1 connectivity for data only. MRGDC has ten (10) LANs that compose its Enterprise WAN.

The network infrastructure is composed of:

1. Newbridge multiplexers 3600/3624,
2. Nortel BayStack Routers and Switches,
3. ADTRAN DSU/CSUs,
4. T1 WAN links,
5. Nokia IP530 Firewall boxes,
6. HP/Compaq Proliant Servers ML 530s, and ML370s,
7. Siemens Hicom 300E PBX switches,
8. PolyCom ViewStations and TC2000 Vtel View video conferencing stations with Canoga Perkins fiber modems.

The WAN has remote connectivity through Internet via VPN and alternatively remote access via modem using PC Anywhere for Windows 2K/XP environment.

The MRGDC WAN runs Novell NetWare 5.1 as its primary network operating system with eight (8) Compaq Proliant ML530 on the network, six (5) Compaq Proliant ML530 and (1) HP Proliant ML370 servers running MS Windows 2000/2003 Operating Systems, one with Active Directory that supports the in-house E-Mail 2003 Exchange Server. The MS infrastructure also supports an accounting system (MIP Nonprofit Government Fund Accounting) that runs on a Windows 2000 application and its 2000 SQL database with a Windows 2003 providing Terminal Services. A second MS server that runs a Child Care Provider Services on a Windows 2000 Server with Terminal Services. The infrastructure also supports a couple of Windows 98/NT workgroup networks.

The WAN architecture is of a star shape topology allowing for interconnection and interoperability. T1 lines connect the MRGDC WAN among its LANs and with Southwest Texas Junior College network for video bridging services, and with SBC as the MRGDC Internet Service Provider. The MRGDC network is also connected with the Texas Workforce Commission (TWC network) that services the MRGDC WAN with alternate E-mail and Internet services aside from the Client/Server and Mainframe relationships that support MRGDC's Workforce and One-Stop programs.

The Phone PBX system on the WAN is scalable and of universal platform and it has voice mail services. The Newbridge Multiplexers of the WAN allocate dedicated T1 channels for handling voice, data, and video. The video conferencing at each workforce center is created with a Polycom ViewStations and several Vtel TC2000 Systems serviced by a Vtel MCU-II video bridge provided by Southwest Texas Junior College. The WAN is protected with F-Secure antivirus, BrightStore Arcserve backup systems from Computer Associates, Firewall-1 from Checkpoint,, and with APC Uninterrupted Power Supplies on all WAN devices.

MRGDC WAN HARDWARE SPECIFICATIONS

Servers' Basic profile

Compaq Proliant ML 530 G1 and G2 Rack Mount models
Second CPU Kit XEON Pentium III 800 Mhz
512 –MB PC133 MHz Registered ECC SDRAM DIMM Mem, Option kit
Smart Array 4200/6402 Controllers
9.1 GB, 18.2 and 36.4 hot swappable hard drives
Internal 12/24 –GB DDS3 DAT SCSI drives; DLT SCSI VS80 backup drives
CPQ NC 3122 10/100 fast Ethernet; NIC 7170 10/100/1000 fast Ethernet cards

Operating Systems on Network Infrastructure

NetWare 5.1
MS Windows 2000 Application Server with Terminal Services
MS Windows 2003 Server with Active Directory and DNS

MS Windows 2000 SQL Database Server
MS Windows 2003 SQL Database Server
MS Windows 2003 Exchange Server
MS Windows for Workgroups

Other WAN Devices

HP Rack mountable 3000 backup UPS
Nortel Backbone Node Router
Nortel Access Stack Node ASN2 routers
Nortel 5510 fast Ethernet switch
Nortel 350 and 450 fast Ethernet switches
Nokia IP530s
3600 Mainstreet bandwidth Manager- Multiplexer
3624 Mainstreet bandwidth managers – Multiplexer
ADTRAN Atlas 550 CSU
ADTRAN TSU ESP
Canoga Perkins 2240 Fiber Modems
Vtel Video Conferencing system TC2000
Polycom ViewStation ES
Policom 8800 and 8400 Viewstation
HP 8000, 5Si, 4000, LaserJet Network Printers
HP Local DeskJet printers
Toshiba Studio 550/350 printers
Cannon color Image Runner C3200
Lexmark Printers
Siemens HICOM 300 E Switches

PC Basic Profiles

HP - Compaq Minitowers mainly Pentium III and IV stations
Windows 2000/XP and some Win 98 Operating systems
CPQ PRO 500 UPS's

LANs CABLING SPECIFICATIONS

Part No.	Description
1600 161008	CABLE UTP CAT 5 PLENUM
16 910011	WALLJACKS CAT 5
16 910013	WALLPLATE SINGLE
610001	PANEL 24 PORT CAT 5 RJ45
32 060003	PATCH CABLE RJ45 5'

Exhibit "B".

The physical location of the MRGDC Career Centers is as follows:

Texas Workforce Center @
Carrizo Spring
307 W. Nopal Street
Carrizo Springs, Texas 78834

Texas Workforce Center @
Crystal City
613 W. Zavala St.
Crystal City, Texas 78839

Texas Workforce Center @
Uvalde
216 W. Main
Uvalde, Texas 78801

Middle Rio Grande Workforce Center
Cotulla
707 Buckley
Cotulla, Texas 78014

Texas Workforce Center @
Eagle Pass
1200 Ferry Street
Eagle Pass, Texas 78852

Uvalde Workforce Board
2210 Milam Street
Uvalde, Texas 78801

Texas Workforce Center @
Del Rior
1927 Bedell Street
Del Rio, Texas 78840

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The following table indicates other detail in each LAN site. These sites will be on the proposed telephone system.

LOCATION	STAFF PCs	CLASSROOM PCs	PHONES QUANTITY
Carrizo Springs	40	20	67
Cotulla	4	15	3 (AT&T)
Crystal City	4	15	31
Eagle Pass	8	33	53
Uvalde	15	4	45
Uvalde WFB	8	0	15
Del Rio	7	20	7