

United States District Court
Southern District of Mississippi

STATEMENT OF WORK

for

VOIP Telecommunication System
Maintenance Agreement

The contractor will furnish the necessary personnel, materials, equipment, and services, to perform the Statement of Work specifications included below.

INTRODUCTION:

The United States District Court for the Southern District of Mississippi is seeking a telecommunications contractor to provide system maintenance for an existing Cisco telecommunications system located at the Jackson Federal Courthouse in Jackson, Mississippi.

PURPOSE:

The objective of this project is to locate a contractor to provide one year of service support of the Cisco system servicing the courthouse.

SCOPE:

The system services the United States Fifth Circuit Court of Appeals, the United States District Court, the United States Bankruptcy Court, and the United States Probation Office. The contractor will therefore work closely with the various court units to identify and repair problems with the infrastructure, features, services, and endpoint devices connected to the system.

Some of the hardware included in the system:

Cisco 2900 Series Integrated Services Routers (Quantity of 2)
Cisco CallManager servers (Quantity of 2)
Cisco Unity servers (Quantity of 2)
Cistera Convergence Server 2520
Informacast Paging Server
Cisco Fax server

Cisco Meeting Place server
Dell Poweredge R310 Server (Call Accounting)
APC 17" Rack LCD Monitor Keyboard Mouse
Belkin OmniView Secure 8-Port KVM Switch (1)
APC Smart-UPS RT 6KVA RM 208V w/208V 2U Step Down Transformer (Quantity of 2)
APC Smart-UPS RT 192V RM Battery Pack (Quantity of 2)

Some of the services included in the system are:

Meet-me conferencing
Meeting Place conferencing
Paging via telephones and overhead speakers
Fax servicing
Voicemail to Lotus Notes email routing
Music-on-hold
Direct Inward System Access (DISA)

Endpoint devices used on the system are:

Cisco Unified IP Phone 7975G
Cisco Unified IP Phone 7965G
Cisco Unified IP Phone 7945G
Cisco Unified IP Conference Station 7937G
Cisco IP Phone 7916 Expansion Module
Cisco IP Phone 7915 Expansion Module

The system has audio integration with the equipment in our courtrooms to allow audio conferences using the A/V equipment in the courtrooms.

The system also has an IP to ISDN gateway which allows use of existing IP technologies with legacy ISDN videoconferencing systems.

REQUIREMENTS:

All repairs made shall be at the sole expense of the contractor, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with repair.

The contractor shall maintain a helpdesk during normal court working hours that is available by both phone and email. Onsite repair shall be performed during normal business hours, 8:00 am to 5:00 pm Monday through Friday. After hours repair service shall also be available from the contractor. After hour repair service will be available on any day of the year at an extra fixed hourly cost. The fixed hourly rate for work performed outside normal business hours will be provided in the bid.

The contractor shall provide a two (2) hour response time in the case of emergencies and 24 hour response time in the case of routine service calls. Emergencies are considered system problems in which 25% of the stations or trunks are out of service, or if any judge's telephone or unit executive's telephones are out of service.

The contractor shall state in the bid how many certified technicians are available to support the proposed system maintenance contract. Contractor shall have at least one engineer permanently located in the Jackson Metro area that is fully certified on Cisco Unified Communications Manager and Unity Connection Voice Mail System (close enough in physical proximity to meet the response time requirements)

The contractor shall show proof in the quote of Cisco networking and voice certifications held by existing staff. Shall be fully certified on Cisco Unified Communications Manager 8.X and Unity Connection Voice Mail System 8.X. Contractor warrants that all maintenance staff who shall service the proposed system have been fully trained and certified by the manufacturer as qualified to service the proposed system.

The contractor shall submit in the bid a minimum of three (3) references for projects of similar size and scope that were completed within the last three years. The contractor shall include a brief summary of the work performed, dollar value, reference point of contact, and telephone number. References for other federal court or government agencies are preferred. Contractors are advised to verify points of contact and telephone numbers are valid prior to submission.

The contractor is required to have knowledge and past experience with integration and use of the following installed components presently existing as parts of the system.

- Voice recording technologies
- Cisco/Tandberg video conferencing
- Zone paging and IP enabled overhead speakers
- Cisco Unified CDR Analysis and Reporting
- Cisco Real Time Monitoring Tool (RTMT)
- Audio equipment connectivity

DESCRIPTION OF DELIVERABLES:

The contractor will offer the following deliverables. Pricing for the maintenance agreement and system monitoring options will be listed as separate line items.

Maintenance Agreement

Support Services covered under this agreement include:

- Onsite and remote support (on site at Jackson, MS location)
- Troubleshooting assistance
- Issue Resolution
- Installation of maintenance patches as necessary
- Monthly proactive maintenance visits
- Manage Server Patches
- Phone/VPN Support
- Emergency Normal Working Hours Responses
- Emergency After Hours Support

System Monitoring

The contractor will provide the ability for 24/7 remote monitoring of the system. This item will be priced as an optional item that may or may not be selected by the Court. The system will send alarm information to the contractor’s monitoring system to report major alarms, e.g. processor switch over, IP network connection failures, ISDN PRI failures, etc. The contractor will explain the monitoring system functions and determine how to proactively respond to the alarms to reduce system outages. The system will also provide email alert notification to designated court email addresses.

Smartnet Coverage

The contractor will provide Cisco Smartnet coverage on the following components.

Product Number	Service Product Number						
C2921-VSEC/K9	CON-SNT-2921VSEC	Cisco 2900 Series Integrated Services Routers					2
C2921-VSEC/K9	CON-SNT-2921VSEC	Cisco 2900 Series Integrated Services Routers					
PWR-RPS2300=	CON-SNT-RPS2300	Cisco® Redundant Power System 2300 (RPS 2300)					1
VG224	CON-SNT-VG224	Analog Voice Gateway					2
VG224	CON-SNT-VG224	Analog Voice Gateway					
MCS-7835-13-IPC1	CON-SNT-783513P	Media Convergence Server					2
MCS-7835-13-IPC1	CON-SNT-783513P	Media Convergence Server					
MCS-7825-14-IPC1	CON-SNT-2514IPC1	Media Convergence Server					2
MCS-7825-14-IPC1	CON-SNT-2514IPC1	Media Convergence Server					
MCS782514-K9-UCB1	CON-SNT-2514KUB1	Unified Communications Manager Appliance					2
MCS782514-K9-UCB1	CON-SNT-2514KUB1	Unified Communications Manager Appliance					
MCS-7835-13-RC1	CON-SNT-MC78313R	Media Convergence Server					1
CFS-9-X-BUS-SERV	CON-ESW-FS9XBUSS	Cisco Fax Server					1

Cistera Support

The contractor will provide one year of Cistera coverage on the following component.

Cistera recording service support - Cistera item number 700115-001

Singlewire Support

The contractor will provide one year of Singlewire coverage on the following component.

Singlewire InformaCast support - Singlewire item number IPTA-M1Y-B

SCHEDULE FOR PERFORMANCE AND DELIVERY:

Upon award, the contractor will immediately take steps to meet the maintenance requirements defined in the scope of this document. The contractor will notify the Court of the implementation and acquisition of the items defined in the scope of this document.

REVIEW PERIOD FOR DELIVERABLES:

Upon notification of delivery, the Court will schedule a review for compliance with contractor within one week. Contractor will provide necessary documentation of compliance.

ACCEPTANCE CRITERIA FOR DELIVERABLES:

Bids will be reviewed by the following criteria:

- Contractor's customer references
- Contractor's expertise in working with similar installations
- Contractor's staff training certifications
- Contractor's ability to timely arrive at site within guidelines stated above
- Contractor's approach to provide support for optional remote monitoring line item

The ultimate objective of the evaluation is to determine which bid offers the best technical value to the court. The bidders proposed pricing may also be evaluated for reasonableness.

ENVIRONMENT:

Onsite work will be carried out at the address below:

Jackson Federal Courthouse
501 East Court Street, Suite 2.500
Jackson, MS 39201