

Invitation to Bid:

Concordia R-2 School District Request for Proposals:

VOIP TELEPHONE SYSTEM

Location:

204 SW 11th St
Concordia, MO 64020

I. GENERAL INFORMATION

A. Proposal Objectives:

The Concordia R-2 School District (CSD) is replacing their phone system. CSD will be accepting bids for one onsite VOIP phone system with 91 IP (11 Admin phones and 80 Faculty Phones), integration with Office 365, integration with exchange, online calendaring for real time presence. External paging at 4 of the buildings accessed through the new IP phone system, (which will require DRY contacts to access). CSD would also like an optional redundant controller in case the first controller fails. Please give pricing as an option.

B. Issuing Authority:

This Request for Proposals (RFP) is issued by:

**Concordia R-2 School District
John Lairmore – Director of IT
Brent Cooper - Superintendent
204 SW 11th St
Concordia, MO 66020
Main Phone: (660) 463-7235
E-mail: jlairmore@concordia.k12.mo.us**

RFP Instructions (Very Important):

Please remit any questions via email by **June 20, 2019**. All questions shall be clearly labeled with the subject line, "Phone System Proposal Question Enclosed," and, to the degree possible, shall cite the specific RFP section and paragraph number to which the question refers. Questions will be answered at the sole discretion of CSD. To the extent questions are answered, the question and answer will be shared on the CSD website to ensure equality among all bidders. It is the responsibility of all interested firms to check the CSD website for information prior to the bid opening date and time.

C. Preparation of Proposals:

The bid is to be submitted in a sealed envelope labeled as follows:

**SEALED PROPOSAL FOR: Concordia R-2 School District
BID For "VOIP TELEPHONE SYSTEM"
BID OPENING DATE: June 14, 2019 – 2:00 PM**

- Bids must be executed in the name of the bidder and signed by an authorized representative. All names must be typed or printed below the signature.
- The bid shall contain an acknowledgement of receipt of all addenda, the number of which shall be filled in on the form. Return all specification sheets with bid. Bidder shall complete the questions listed on the following pages.

The Board reserves the right to waive any informalities in, or reject any or all bids or any part of any bid.

D. Proposal Due Date:

All proposals must be received by **2:00 PM on June 28, 2019 and** labeled as **indicated above.**

E. Proposal Delivery:

Submit four complete copies plus an electronic version of the proposal to:

Mail Method
Concordia R-2 School District
John Lairmore
Brent Cooper
204 SW 11th St
Concordia, MO 64020

Electronic Method:

Please provide an electronic version with the written copy at the time of delivery (flash drive)

F. Confidentiality:

Proposals submitted to CSD for consideration will be held in confidence until the bid opening date and time and not made available to other vendors for review or comparison unless such is required under the Missouri Sunshine Law. Proposals submitted, and terms and conditions specified in each vendor's bid response, will remain the property of CSD. If a vendor wishes to designate a part of its proposal as proprietary, it should designate the specific parts it wishes to be treated in this fashion, but CSD can offer no assurances that it will refuse to disclose any part of a proposal if a request is made for it under the Sunshine Law.

G. Standard Agreements:

The vendor must provide a copy of their standard product agreements that CSD will be asked to sign should the bid be awarded to the vendor.

H. Executive Summary:

The proposing vendor must include an Executive Summary highlighting the vendor's offer and outlining the benefits to the School District.

I. Price Guarantee:

Vendors are asked to guarantee their prices for a period not to exceed 90 days from the date of submission of the response to this Request for Proposals.

**PROPOSAL
FOR
TELEPHONE SYSTEM/EQUIPMENT**

Sealed bids will be received by CSD at 204 SW 11th St, Concordia, MO 64020 until 2:00 PM on June 28, 2019.

NAME OF BIDDER:

ADDRESS OF BIDDER:

TELEPHONE NUMBER:

MASTER PROPOSAL FORM

The undersigned bidder having examined the bid requirements, bid form specification, other documents and all bid addenda thereto states they fully understand the character of the required items. In addition, bidder understands that as a governmental unit, CSD is exempt from payment of all Federal and State taxes applying on the equipment bid and the prices in this proposal form do not include this amount.

The undersigned hereby proposes to furnish the specified equipment in strict accordance with the specifications attached hereto and incorporated herein, complete and ready for operation, including delivery to CSD for the lump sum price as follows:

COMPANY NAME:

AUTHORIZED REPRESENTATIVE:

TELEPHONE NUMBER:

THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF THE FOLLOWING ADDENDA:

DELIVERY/INSTALLATION DATE:

In submitting this bid, it is understood that the right is reserved by CSD to reject any or all bids and to award a vendor other than the lowest bidder if, in the discretion of the school district, the low bidder is not a responsible bidder. The School district also may waive irregularities and/or informalities in bids, and in general, make the award in any manner deemed by the district, in its sole discretion, to be in the best interest of CSD Schools.

BID EXECUTION

THE UNDERSIGNED, by execution of this bid, certifies that he/she is the _____ (Title) of the firm named as bidder in the bid. That he/she signs on behalf of the firm and that he/she is authorized to execute the same on behalf of said firm.

NAME AND ADDRESS OF BIDDER:

COMPANY NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

BID SUBMITTED BY:

(Signature)

(Title)

(Printed)

TELEPHONE NUMBER _____

(DATE)

APPROVED BY (Concordia R-2 School District): _____

(DATE)

SIGNATURE _____

**APPENDIX A
EXCEPTIONS TO SPECIFICATIONS**

This form MUST BE COMPLETED and signed by a sales representative. Failure to do so will cause TOTAL bid to be refused. If no exceptions are to be taken, indicate by stating "NO EXCEPTIONS", and sign appropriate space.

Statement by Bidder:

We propose to take the following exceptions to the basic CSD specifications. In the absence of any exceptions, it is presumed and required that the goods and services described in the specifications will be provided or performed. Exceptions to the specifications are:

Page	Paragraph Heading	Exception
-------------	--------------------------	------------------

(Company Bidding)

(Signature of Representative)

Page _____ of _____ pages *

*** If additional pages are necessary, this form may be copied**

**APPENDIX B
FEATURES TO BE PROVIDED WHICH EXCEED SPECIFICATIONS**

Page	Paragraph Title	Exceeding Feature
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(Company Bidding)

(Signature of Representative)

Page _____ of _____ pages *

* If additional pages are necessary, this form may be copied.

II. VENDOR QUALIFICATIONS

A. Company History

The vendor must provide a brief description of its company.

B. Incorporation

State when and where the company was incorporated.

C. CEO Staff

Provide the top management personnel names and titles.

D. Experience in Services

The vendor must provide a description of its experience in providing communications system services.

E. Areas Serviced

The vendor must identify the geographic areas it serves.

F. Sub-Contractors

Please list all subcontractors being used at each location.

III. SERVICE QUALIFICATIONS

A. Technical Support Center

The vendor must have a technical support center that provides remote maintenance.

B. Service Centers

Please list all Missouri locations.

C. Maintenance Staff

**Describe the qualifications of your service technicians to maintain the systems.
Please list the following:**

- Number of employees who are certified technicians on the proposed system.
- Please note the length of employment with employer.
- Please list the experience of the technicians.

D. Emergency Service Plan

- The CSD would like to know what kind of priority it would receive versus other customers.
- In the event any of the entities were completely down, how long would it take to get the phone system working at 50% and ultimately 100%.

E. References

The vendor must submit at least three reference customers with systems and service requirements like the proposed by CSD. Reference information must include company name, contact, telephone number, and the system name with model number.

F. Database Gathering

Vendor is responsible for gathering all the database information needed to program the phone system. CSD requests a Project Manager for this process. Please describe your methods and procedures for gathering the information needed. It is also requested that details be provided regarding any requirements of the School District for assisting with this process.

Please describe in detail the cutover plan for all schools (timeline for install).

Vendor must have a certified Tech onsite for all cutovers.

IV. WARRANTY, MAINTENANCE AND SUPPORT

This section asks the vendor to delineate warranty, maintenance and support offerings.

A. Warranties

1. Provide a detailed overview of all applicable warranties, including any labor, software and equipment warranties included in first year.
2. Describe the responsibilities the School District will assume during the warranty or maintenance contract period.

B. Maintenance

1. Service organization

Describe your service organization.

2. Benefits of Services

Please describe how your services add value to the solutions your company provides.

3. Remote Diagnostics and Trouble Resolution

- Discuss your remote monitoring, diagnostic and repair capabilities, focusing on your ability to quickly and accurately identify and resolve reported troubles remotely.
- Describe service provided during maintenance including both hardware and software and labor list options

4. Single Point of Accountability

Please describe your company's ability to provide a single point of accountability.

5. Warranty Maintenance Options

3-5 years maintenance required with system

5a. Post Warranty Maintenance Option

Describe the maintenance options available for 1-5 years after the warranty period and whether CSD must purchase a maintenance agreement to obtain support from the manufacturer.

6. Response Time

Please list your response time to major and minor system failures. Indicate whether it will be done remotely or on-site.

7. Trouble Reporting

Explain your established trouble reporting procedures, including trouble reporting capabilities 24 hours a day, 7 days a week.

8. Helpline and Technical Support

Discuss your helpline and technical support capabilities.

C. Support, Terms and Conditions

1. Proactive Management

Describe your capability to proactively manage the systems and network.

2. Online Customer Support

Do you provide system support via the Internet?

3. Other Service Support

Describe other service capabilities from your company that could benefit CSD with ongoing management of the proposed systems and business continuity.

4. Terms & Conditions

The Board reserves the right to waive any informalities in, or reject any or all bids or any part of any bid. CSD may choose not to make any award, to award all services to one vendor, or to combine vendors and services. CSD is not obligated to accept the lowest bid or the most technologically advanced bid. The vendor is responsible for proposing their best, most competitive pricing in the initial response, as opportunity to negotiate or resubmit pricing may not be offered later. CSD shall not be liable for any costs incurred by the vendor in responding to the RFP. This RFP and all proposals and documentation provided in response, shall become part of any eventual contract that may be awarded.

The agreement between CSD and the successful bidder ("Vendor") shall contain the following terms and conditions.

- ♣ Vendor shall be held accountable for manufacturer's delay in providing equipment or services proposed.
- ♣ Any amendment to the contract must be in writing and signed by authorized representatives of both parties.
- ♣ CSD may terminate the contract with cause upon thirty (30) day written notice.
- ♣ Either party may terminate the contract for any reason or no reason at all upon ninety (90) day written notice.
- ♣ Vendor shall be responsible for complying with all applicable state and local laws, ordinances, and CSD's Board of Education's Policy and Procedures in its performance of this contract. Specifically:
 - Vendor must comply with all federal and state anti-discrimination laws.
 - All work shall be done in strict accordance with the provisions of the current edition of the building codes and all city ordinances in effect during performance of this contract.
 - Vendor must have all required business licenses.
 - All work shall meet or exceed the Americans with Disabilities Guidelines.
- ♣ Missouri law will govern contracts entered into pursuant to this RFP, irrespective of any choice of law principles.
- ♣ Vendor will comply with prevailing wage requirements and terms.
- ♣ The entire contract between CSD and the Vendor shall override any other verbal or written agreements. The contract shall include, in order of precedence, the following; Request for Pricing including any addendum, selected Vendor response, terms and conditions negotiated before contract signing, any other contractual documents.
- ♣ All service and equipment add-ons and moves must have written approval and signatures from CSD.

- ♣ Vendor, at Vendor's expense, shall conduct appropriate criminal background checks for all employees who will interact with students, as required by CSD's Board Policies. Results of the background checks will be provided to CSD and CSD reserves the right to refuse to allow any employee access to District property if the background check is unacceptable to CSD.
- ♣ CSD will not agree to indemnify any contractor for its own negligence, for injuries or damages that do not arise from acts or omissions of CSD, or for injuries or damages for which CSD has sovereign immunity.
- ♣ CSD will retain all sovereign immunity.
- ♣ Vendor will comply with E-Verify requirements and submit the required affidavit pursuant to Section 285.530, RSMO.
- ♣ Vendor will perform its contractual obligations as an independent contractor. Vendor is responsible for providing all insurance coverage required by CSD, including but not limited to commercial general liability insurance, worker's compensation insurance in the amount of statutory limits, a payment bond, and a performance bond in the amount of the contracted price. Vendor's insurance policies must list CSD as an additional insured.
- ♣ Term – The initial award is for 3 months, starting on June 28, 2019. All prices MUST remain firm during this time period. CSD reserves the right to renew and extend the executed agreement pertaining to terms and conditions and specifications upon mutual agreement between CSD and Vendor for twelve (12) month periods based on pricing and level of service.

V. PRICING TERMS, CONDITIONS & INSURANCE REQUIREMENTS

A. Pricing:

Vendors are asked to guarantee their prices for a period not to exceed 90 days from the date of submission of this Request for Pricing to the date of contract award.

1. Vendors are cautioned to write all prices and descriptions in a legible manner so there will be no doubt as to the intent and scope of the proposal.
2. The base proposal price shall include all labor and materials required to install the items in accordance with specifications as approved by CSD.

B. Payment Terms and Conditions:

- Vendor shall receive monthly payments for the work completed, less 50% to ensure completion. Final payment shall be made only after acceptance of the project by the Board of Education and completion of any items to be corrected.
- Vendor shall submit monthly invoices to CSD on the [day] of each month. CSD shall pay 50% of the amount due within 30 days of receipt of the invoice and the retainage upon cut-over and acceptance by the Board of Education.

Acceptance of the final product and service will be based on all equipment being tested to include:

- Checking each station from the physical location.
- Testing all outside C.O. lines going through the system - Local call, Long Distance, 411, 911, Toll Free, and International call.
- Peripheral equipment connected to the new system
- Full access Passwords will be required to be given to CSD along with the appropriate user I.D. information.

- **Insurance Requirements:**
- General Liability Insurance Limits:
 - For all claims arising out of a single accident or occurrence: \$2,865,330.00
 - For any one person in a single accident or occurrence: \$429,799
- Worker's Compensation Insurance in the amount of statutory limits
- A payment bond and a performance bond in the amount of the contracted price.
- Vendor shall add CSD as an additional insured.

D. Bid Bond:

A Bid Bond executed by the Bidder and approved Surety Company in the amount of Ten percent (10%) of the proposed amount must accompany each sealed bid.

VI. SYSTEM FEATURES

Please address each of the following:

- A.** Describe the system's traffic handling at P.01 grade of service. Is traffic balancing required?
- B.** What is capacity for simultaneous calls on the proposed system configuration?
- C.** Music on hold? (option)
- D.** System must be ADA compliant. If not, the vendor must send a letter stating when it will be compliant and take all responsibility if any problems arise because of noncompliance.
- E.** System must be 911 compliant from all locations. If someone calls 911 from any of the remote locations, it must state their physical address and phone number.
- F.** How is the power delivered and sustained to phone instruments? POE is required with additional option to utilize a power brick.
- G.** What AC voltage is required to run the system? What amp circuits are required?
- H.** Flexible Numbering Plan. The system must be able to function with a variable numbering plan arrangement up to four digits in length for station address designation.
- I.** Caller ID. The system should support Incoming Caller ID services from the local carrier. Please describe how this is accomplished and with what equipment.
- J.** Direct Inward Dialing capability.
- K.** System should interface with the districts Microsoft office 365. Please provide details.
- L.** List number of conferences and parties available.
- M.** ANI/DNIS. The system should support ANI, DNIS, and *ANI/DNIS* service from the carrier. Additionally, calls should be routed to a specific station based on this information.
- N.** Account Codes: Maximum of 10 digits in length and must be validated.
- O.** System supports SIP Trunking.
- P.** What features does the standard software provide? Is the software expandable by application?
- Q.** Do you require a software license? Please explain in detail.
- R.** Reports on Calling, Incoming, Outgoing on specific lines.
- S.** Integration with Exchange, Online calendaring for real time presence.

VIII. STATION FEATURES

The following station features, at a minimum, shall be provided to all stations:

A. Direct Outward Dialing (CO Line) Access

Defined stations may access CO lines by dialing a common one-digit access code or selecting a CO line that appears on the phone.

B. Direct Inward Dialing Access (Capability)

Defined stations may receive incoming DID calls directly without attendant intervention.

C. Call Transfer

Permits a call to be transferred from one station to another station.

D. Transfer to Hold

Permits a call to be transferred and put on hold from one station to another station or to a System Park position.

E. Call Pick-Up

This feature permits one station to answer incoming calls originally directed to another station. It will also allow a station to pick up a call that is holding or ringing at another station.

F. Call Forwarding

This feature allows a call directed to a station to be routed to another destination under various conditions. The other destination can be either another station within the system or an outside phone number. The conditions required are:

– **Forward all Calls**

Forwards all calls immediately to another destination.

– **Forward if Busy**

Forwards calls when station is busy.

– **Forward if No Answer**

Forwards calls when not answered within a pre-programmed time limit.

G. System Speed Dialing

Allows station users within the system to call any of a list of pre-programmed numbers by dialing an abbreviated code of two or three digits. The administrator set should be able to edit the list.

H. Station Speed Dialing

This feature allows users of individual stations to call any of a list of pre-programmed numbers by dialing an abbreviated code of one or two digits. The list can be programmed from the station. Please state the number of personal speed dial Numbers, per phone.

I. Conference Calling

This feature allows all stations to dial a conference code and establish their own conference. An attendant should be able to establish a conference call and transfer it to another user. A minimum of 8 Users and 4-6 Groups.

J. Station Queuing

This feature allows a station to request an automatic call back when a station becomes available.

K. Trunk Queuing

This feature allows a station to request an automatic callback when a trunk becomes available.

L. Station Hunting

Linear, Circular or Simultaneous Ring options.

M. Station Toll Restriction

Individual stations may be restricted to various pre-programmed dialing levels, thus prohibiting certain stations from various levels of toll access. Changes to Toll Restriction should be able to be made by the administrator set.

N. Paging

The system must allow access to existing or future external paging systems by an access code and the ability to page over all zones. Station class of service must be able to deny paging access to preset stations, or groups of stations, thereby allowing paging access to only designated stations and paging over phones.

O. Directories

Allows display sets to search for extension numbers or system speed-dial numbers. The numbers can then be dialed, if desired.

P. Background Music

Allows for background music to be heard through station speakerphone.

Q. Change Language

Allows each user to change the assigned language for both the telephone display and voice mail prompts.

R. Do Not Disturb

Allows user the ability to halt all intercom calls, transferred calls, and system pages to the station.

S. Do Not Disturb Messages

Allows the user to customize their DND message for other display stations.

T. Mute Key

This feature turns on or off the telephone microphone during a call. If muted, the user can hear the other party, but the party cannot hear the user.

U. Record a call

Allows extension users to record a two-party call when one party is connected to a trunk. The recorded call is stored in the user's voicemail.

V. Redial

This feature will redial the last outside telephone number dialed.

W. Ring Tone Selection

Allows the user to choose from multiple ring tones. The system should provide at least three different options.

X. Remote Feature Programming

Allows users to change their forwarding or Do Not Disturb status from outside the office.

Y. Group Listen

Allows user to transmit their conversation over their speakerphone, while they remain on their handset or headset. This feature may be used for training purposes.

Z. Spanish Language Support

Allows users to change the display on their telephone to another language.

AA. Headsets

Will your system work with the existing Plantronics Headset Model C5540.

BB. Extension Mobility and Phone Login Feature

Allows a user to configure IP phone as their own on a temporary basis by logging into that phone. Once the user logs in the phone adopts the individual user profile.

IX. PHONES

Multi-line IP Set with 6 Programmable Keys, Speakerphone and Display

1. All features and functionality of the multi-line speakerphone display sets must show, at a minimum, digits dialed, calling party, and date/time.
2. Phone must be at least 10/100 Ethernet switch.
3. Message waiting key.
4. Allow a second call.

A. DSS/Add-on Console

Fully modular with 48 programmable, 2-color LED keys (for station and trunk appearances)

B. Multi-line Set 24 + Programmable Keys with Large Display or Self-labeling Display.

1. All features and functionality of the multi-line speakerphone display sets show, at a minimum, digits dialed, calling party, and date/time.
2. Phone should have Dual embedded Gigabit Ethernet ports.
3. Allow a second call.
4. Message waiting key.

C. P.C. Soft Phone

This needs to emulate the 6 button IP Phones with the ability to use headset for audio.

D. Mobile Application

Please provide details.

X. VOICEMAIL

Does your Auto ATT support TDD and TDD prompts?

- A. Is the system ADA compliant?
- B. What happens when the disk storage is full, and another message is recorded?
- C. Bidders must propose an integrated Voice Mail System as outlined herein. The price of the system must include installation, integration with the specified VOIP system, initial user training, user guides for all users, and all services necessary to accomplish the complete activation of the Voice Mail System.
- D. Bidders must identify all components necessary to integrate the specified VOIP system to the Voice Mail System.
- E. Bidders must describe hardware and software required to provide all voice mail services as specified in this section.
- F. The Voice Mail system must have automated attendant operation. When a call is received, the caller will have ability to be greeted with a menu of options; direct dial to extension, single key access to department, single key access to remote site (answering service), dial by name, and operator access.
- G. The telephone system must be able to route callers to the correct automated attendant greeting based on the number the caller is calling from, utilizing Caller ID and ANI
- H. The Voice Mail system must receive forwarded calls from the specified VOIP system.
- I. The system must answer such calls with a personalized user's greeting, record messages from incoming callers, and activate available key or VOIP system message waiting notification lights.

The system must employ the following features - at a minimum: Please state whether you can comply with the following items:

1. Allow a specific mailbox for each station.
2. Allow a unique, user assigned password (up to 10 digits)
3. Allow messages of up to three (3) minutes in length. Please describe if the message length can be user defined.
4. Allow messages to be saved, erased, or forwarded at the discretion of the message recipient.
5. Allow the creation of distribution lists by system users for sending a single message to a group of other users.
6. Allow users to pause, go forward, and go back during playback of a message.
7. Allow for cascade notification of several different phone numbers (at least 9) when a message is received.
8. Allow users to "un-delete" messages.
9. Allow users to cancel unheard voicemail messages they have sent to another subscriber.
10. Allow users to change the message playback sequence in their mailbox (last in – first out, or first in – first out).
11. Mailboxes must capture and provide the Caller ID or ANI information and allow users to reply to that phone number, meaning the system will dial the number captured in the voicemail message.
12. Voice Mail system should be able to route callers based on Time of Day, Day of Week or Day of Year.
13. Does your Voice Mail system utilize Record A Call, allowing users to record their telephone conversations, and have that recording saved as a voicemail message in their mailbox or a different mailbox?
14. Allow phantom mailboxes and is there a limit?

Bidder must define their system for the following:

1. Configuration of the proposed system:
2. Number of ports.
3. Number of voice mail storage hours.
4. Included hardware and software features.
5. Quantity of distribution lists, voice mailboxes, and cascade notification numbers.
6. Maximum quantity of ports allowed.
7. System prompts – ability to be recorded over?
8. Option to change Auto Attendant greeting remotely due to inclement weather or holidays.
9. Bidders must describe the procedures for activation of mailboxes after initial system installation.
10. The Voice Mail system must have extensive Unified Messaging capabilities. This should include integration with Microsoft Outlook, meaning all voicemail messages can be controlled from the Outlook client interface.

11. The Voice Mail system fax recognition capability, meaning incoming faxes can be detected and received by an internal fax card. (Please list cost as an option – per seat or channel cost).
12. The Voice Mail system must also provide an outbound fax server option, allowing users to fax any Windows-based document out the Fax Card on the Voice Mail system. (Option)
13. The Voice Mail system must have the ability to backup all system programming, voice mail files, including system prompts and voice mail messages.
14. Does Voice-Mail system have the capability of Fax on Demand functionality. (Documents can be requested and faxed to a user's fax number).
15. Single in-box including voicemail, e-mail and fax options.
16. Unified messaging should allow user to retrieve voicemail from e-mail inbox. Please give detailed options.

XI. ADMINISTRATOR FEATURES

Administrator set shall have the ability to complete simple moves, ads, and changes to reduce future service costs. The administrator set should be able to provide the following services:

1. Place entire system in day or night mode using active directory mode.
2. Set system time and date.
3. Program system speed dial numbers.
4. Receive and clear displayed system alarms.
5. Program usernames.
6. Program station extensions.
7. Program Do-Not-Disturb messages.
8. Program station Toll Restriction.
9. Program trunk access and ring-in.
10. Reset Voice Mail Passwords.
11. Add or Delete Mailboxes.
12. Swap Extensions.
13. DSS/BLF Console.
14. What is the maximum number of consoles the system can accept?

XII. TRAINING

Training is very important to CSD.

A. Training Needs

1. Train approximately 3 super-users who will train the end users.
2. Request 1 Class which will include faculty training.
3. 1 Class scheduled prior to the cut-over date.
4. 1 follow-up class for 3 trainees after the cut-over date if needed.
Please list available options.

B. Administration Training

1. List options available to train 3 people for the following:
 - a. Adds, Moves & Changes
 - b. Voice Mail
 - c. Setup and managing system