

MEMORANDUM



Spokane Public Schools
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- ☐ Information Only
☐ Action Required By _____
☐ Due Back By _____

February 9, 2005

TO: Dr. Mark Anderson
Associate Superintendent, School Support Services

FROM: Kathy Ely *Kathy Ely*
Director, Purchasing Services

SUBJECT: Board Recommendation, NEC Telephone Maintenance and Support, RFP No. 1-05

RECOMMENDATION

It is recommended that a purchase order be issued to B & C Telephone, Spokane, WA, in the amount of \$60,000 for NEC telephone and voice processing systems maintenance, installations, moves, changes and additions at the rates and prices indicated below.

TABULATION

	<u>Service Provided</u>	<u>District Cost</u>
A.	Standard Hourly Service	\$ 80.00/hour
B.	After Hours Service	\$120.00/hour
C.	Trip Charge	\$ 15.00/hour

BACKGROUND

This recommendation is for maintenance on the district's NEC telephone and voice processing system to include installations, moves, changes and additions. This contract will be effective from date of award through August 31, 2007 with three successive one year renewal options. This RFP was sent to seven vendors but B & C Telephone was the only vendor that responded. Spokane Public Schools has one of the largest and most complicated phone systems in operation in the Spokane region. This limits the local companies that have experienced and factory certified technicians to service our equipment. In this last year there have been mergers and acquisitions including B&C's purchase of Intouch, who had been our service provider and B & C's largest competitor. B&C is currently the largest provider in the region with offices and contracts throughout the Northwest. There are a limited number of vendors that employ NEC certified technicians thus limiting the amount of vendors able to respond. RFP 1-05 was advertised locally and also on the School and Libraries Division (SLD) website on the 470 form to comply with E-Rate rules. B & C Telephone has provided the district with excellent service in the past. The above prices are very competitive and in some cases have actually decreased. Our previous contract with Intouch issued in seven years ago in 1998 had an hourly rate of \$72.00 which has increased to \$80.00 but the trip charge has been reduced from \$30.00 per trip to \$15.00. The original contract had a 1 hour minimum charge which has now been reduced to a half hour minimum. Prices are considered fair and reasonable in today's competitive market.

