



Request for Quote # 904

The Early Learning Coalition of Miami-Dade/Monroe ("the Coalition"), a Florida not-for-profit corporation, is seeking Telephone Line Services (Long Distance and Local). In order to select a vendor to deliver the above-referenced services, the Coalition requests a quote for services based on the specifications listed below. The quote for services will include the following information: company name and address with year incorporated, if applicable; total amount for services; and the quote should be signed and dated by an authorized representative of the vendor. Upon receipt of all quotes, the Coalition will review and make a decision based on the best value offered. Most importantly, the selected vendor will be required to enter into an agreement with the Coalition so to guarantee the specifications listed, as well as to ensure adherence to all applicable state and/or federal laws.

The Coalition would like to thank you in advance for your time and attention to this matter. Should you have any questions and/or comments, please submit them no later than **Wednesday, February 25, 2009**, via the contact information listed below.

DESCRIPTION OF SERVICES:

Line Services should be bundled to minimally include:

VoIP¹-Plan 48 (Two T1²s)
VoIP Transport: Two
Voice Channel: 48 (Two T1s)

Even with 24 calls in progress simultaneously per T1, the vendor must guarantee a minimum of 768Kbps for your Internet applications.

¹ Voice over Internet Protocol (VoIP), is a technology that allows you to make voice calls using a broadband Internet connection instead of a regular (or analog) phone line. VoIP services convert your voice into a digital signal that travels over the Internet. If you are calling a regular phone number, the signal is converted to a regular telephone signal before it reaches the destination.

² A T1 line can carry 24 digitized voice channels, or it can carry data at a rate of 1.544 megabits per second. If the T1 line is being used for telephone conversations, it plugs into the office's phone system. If it is carrying data it plugs into the network's router. A T1 line can carry about 192,000 bytes per second -- roughly 60 times more data than a normal residential modem.

Bundle details should include at minimum a description of the following:

Detail	Minimum Quantity
800 Number Housing	4
Caller ID:	23
Direct Inward Dialing ³ (DID)'s-Needed:	20
Directory Assistance Calls:	10
Directory Listing-Primary:	1
Long Distance (250 minutes)	1

Bundle must include roll/carry over minutes from one month to the next with a positive impact on the available minutes

Special Requirements

Line must be VoIP Ready (Please ensure that the proposed line services are VOIP ready/compatible.)

Special Features

800 Payphone Origination Fee/Call descriptions
Long Distance up to 1000 minutes
Long Distance Overage Coverage Costs described

Provide the following descriptions as well as any additional provisions:

- General Network Description
- Service Request Response time
- Repair Response Time
- Proposed Maintenance schedule
- Service Interruptions (how will they be handled)
- Latency and Packet Loss Provisions
- Off-Net Router Replacement
- Credit Policy
- Sample Documentation Packet for Services

Please submit your quote no later than **Wednesday, March 4, 2009** to Early Learning Coalition located at 2555 Ponce de Leon, Suite 500, Coral Gables, FL 33134.

Lissandra Curbelo
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Coral Gables, FL 33134
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³ **Direct Inward Dialing (DID)**, also called **Direct Dial-In (DDI)** in Europe, is a feature offered by telephone companies for use with their customers' PBX systems, whereby the telephone company (telco) allocates a range of numbers all connected to their customer's PBX. As calls are presented to the PBX, the number that the caller dialed is also given, so the PBX can route the call to the desired person or bureau within the organization.