

Request for Proposal (RFP)
VoIP/SIP and Speaker/Paging System



Grand View Public School
15481 N. Jarvis Rd.
Tahlequah, OK 74464

February 2019

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1. Summary and Background

Grand View Public School is currently accepting proposals to provide service, installation, and purchase of a new VoIP/SIP telephone and Speaker/Paging system for every classroom, and office in the district. These are the minimum requirements we are looking for in a new system to be installed. This equipment will completely replace the existing system currently at our district.

VoIP/SIP: A minimum total of (62) regular IP phones, (6) administrator IP phones, and (1) main control box for paging. A (5) line SIP Line Bundle with (5) channels of simultaneous service, (5) DID numbers, and a minimum of (8,000) outgoing minutes.

Speaker/Paging: This project must also contain a speaker portion that integrates with the VoIP system. The speaker/paging system will be for every classroom, hallways, and outdoor areas. A minimum total of (52) classroom speakers, (10) indoor/outdoor speakers, and (1) SIP horn speaker. This system must come with software capable of paging alerts and class bell schedules.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various vendors, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate/organization who best represents the direction Grand View Public School wishes to go.

Grand View Public School is a small rural K-8 school in Northeast Oklahoma that serves approximately 650 students. We are focused on our students' education and success. We have a total of (1) location within the district, comprised of multiple buildings (Early Learning Center, Elementary Building, Middle School Building, 6 Modular Buildings, and a Gymnasium). Within these locations we provide up to 500Mbps for bandwidth with a 10G backbone infrastructure connecting our internal network via fiber. We currently have our VoIP system with telephones in each classroom and office, with data drops already in place. We do not have a speaker/paging system installed, which may require cable to be ran to each location.

2. Proposal Guidelines

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until April 10, 2019 at 3:00PM CST. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or

contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs. Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the Grand View Public Schools legal department and will include scope, budget, schedule, and other necessary items pertaining to the project.

3. Project Purpose and Description

The purpose of this project is as follows:

Grand View Public School puts the students and their learning first. As a result of this, the district has adopted the ideology that technology integration can directly impact student learning. As a result, we have determined that in order to stay a viable option for the education of our students, we need to expand and upgrade our technology infrastructure and outlay. The goals that we are looking at for this RFP are simple goals: 1. How can it impact student learning or staff effectiveness. 2. Affordability and Usability, why buy something overpriced if it's not worth it and we can't use it. 3. What works for Grand View Public School, just because a bigger school has the latest and greatest doesn't mean it will work for us. One size doesn't fit all in this case.

Project Scope

The scope of this project includes all design, development, software, and hardware needed by Grand View Public School. The selected bidder will be responsible for planning and conducting an on-site walk-through the facilities with assistance from Grand View Public School. This portfolio will analyze all current contracts and determine target demographics for future potential clients.

The following criteria must be met to achieve a successful project:

- Cost-Effectiveness
- Usability (user friendly)
- Little to no downtime
- Project completed on time or early
- Reliability or equipment
- Provides service and help from the beginning to the end
- Provide continued support on product and software

4. VoIP/Speaker System Requirements

Grand View Public School seeks to replace all of its current phone system with an integrated, VoIP and Speaker Paging solution that connects all of the rooms in the district and provides a high level of reliability and functionality. The system should act as a single system image in a multi-building environment and be scalable for up to at least 100 users. The preferred high-level components of functionality include voicemail, conferencing, system administration, class bell scheduling, and paging alerts. The phones themselves must be gigabit switching capable.

Basic Features and Functionality Required

- a) Ability to function as a part of a network with a centralized voicemail system.
- b) The voicemail system shall provide capacity to handle a voicemail box for each extension/user.
- c) All must have speaker phone capabilities.
- d) The system must provide the ability to provide voicemails as emails to our domain email accounts.
- e) In the event of outside loss of primary connectivity or power, system must be able to provide fail over dial tone and connectivity internally and externally for designated users.
- f) Access to 911 service, subscriber shall be able to obtain emergency service/assistance by dialing 911.
- g) The system must be able to handle extension forwarding and call transfers to user defined external numbers such as the user's cell phone, home phone, or another location on the network.
- h) The system should allow end users to record calls to their extensions.
- i) Speaker system must be compatible with the phone system.
- j) Speakers must be ceiling mounted within the classrooms.
- k) Speakers must provide adequate coverage of entire campus for alerts, drills, and bells.

Conferencing Details Required Features

- a) The system must provide the ability to include a minimum of three (3) inside or outside callers in a conference call.
- b) Bidder must describe the maximum number of conference call participants and simultaneous conference calls in its proposal.

Voicemail Details Required Features

- a) Users must be required to enter a password or PIN to access their voicemail box.
- b) Ability to access voicemail remotely.
- c) The system must have the ability to stamp each new message with time and date.

- d) The system must assign a default password for users, and provide a mechanism to reset passwords for users that have been locked out of their mailboxes.
- e) The system must allow users to transfer a call directly to their own or another user's voicemail.
- f) The system should provide the ability to change greetings and passwords remotely.
- g) The voicemail system must allow users to obtain instructions through system prompts.

Automated Attendant Details Required Features

- a) The proposed solution shall provide an automated attendant with a minimum of a two (2) deep tree.
- b) The proposed solution shall be able to handle a minimum of five (5) automated attendant menus with customized recorded announcements.

Phone and Attendant Console Details Required Features

- a) The proposed solution shall provide an attendant console for servicing incoming calls to the network. The console should feature a simple, uncluttered layout of call appearance keys, attendant function keys and a large, easy to read display.
- b) The proposed solution shall preferably provide SIP compliant phones with PoE for power.
- c) System must offer paging through the phone system and speakers.
- d) The proposed phones must provide a built-in switch for PC connectivity with at least 1Gb connectivity.
- e) System shall display limited call presence information at a minimum for all GUI based user phone consoles.
- f) If the proposed phones offer programmable buttons, they must be customizable on a per extension basis, and not require a global "map" across the enterprise.

Optional Features

- a) Include or attach a picture of each type of proposed phone and speaker.
- b) Phones should have the option to turn volume on handset up or down.
- c) Ability to access a directory of phone numbers/extensions via the phone set or local computer.
- d) Provide support for custom "note" fields in attendant GUI call presence application so users would be able to leave customized "presence" messages.

System and Software Administration Details Required Features

- a) Vendor must describe the administration/management interface used with the proposed solution. Please note if the interface is command line driven or a GUI environment.

- b) The proposed system must provide the ability to perform self-administration and moves, adds, or changes with nominal training.
- c) The proposed system must provide the ability to administer users and devices from a centralized workstation.
- d) The proposed solution must require the administrator to provide a password for access.

Optional Features

- a) Allow for multiple levels of administrators each having different capabilities or roles with regard to system access, and each with a unique password.
- b) The ability to track administrator activity in detail.

Additional Questions

- a) Is the system administration application accessible from any workstation on the LAN?
- b) How many levels of security can be defined? Can some administrative users be defined with 'view-only' permissions?
- c) What type of support is provided with the administration system?
- d) Are there additional costs associated with support?
- e) Can a single instance of the administration tool be used to manage all systems within the organization simultaneously?
- f) How are administration module upgrades performed? Must the system be shut down, or can these types of activities take place in an on-line environment?
- g) Does the proposed solution provide an easy way to backup system configuration data?
- h) How frequently does your company recommend backing up the system software and data?
- i) What changes can the user make as opposed to requiring the system administrator?

Network Requirements

Grand View Public School seeks a VoIP/Speaker Paging solution that relies on district owned fiber connection between buildings, is IP compatible, and maintains a high level of reliable QoS.

Required Features

- a) The proposed system must be IP compatible.
- b) The proposed system must give the appearance of one large system, rather than many separate systems, to the internal and external callers.
- c) The solution must provide the ability to access and utilize voicemail features among all users independent of the user's location.

- d) The solution must provide the ability to transfer calls transparently to any location on the network.

Optional Features

- a) Configure QoS at all locations to prioritize traffic and make better use of the internet.
- b) Ability to distinguish between internal and external calls, when a call is transferred or forwarded from one system or location to another.

System Monitoring and Diagnostics

Required Features

- a) Proposed system must provide basic monitoring reports.
- b) System monitoring must be scalable to support at least 100 users.
- c) The proposed system must include basic alarms and alarm notifications.

System Reliability and Availability

Although Grand View Public School is not open 24/7, it is critical during business hours for parents, the Grand View community, and other external callers to be able to contact GVS staff should system problems occur. Preference will be given to solutions that minimize call processing issues regardless of the state of the network or localized power outages. It is acceptable for peripheral functions such as voicemail or conferencing to be less functional, for a limited time, during major outages.

Required Features

- a) Ability to keep basic telephone services should the wide area network fail.
- b) The proposed system must provide local 911 access during a power outage.
- c) Wherever possible, hardware components should be hot swappable.
- d) The proposed solution should provide 99.999% availability.
- e) Providing a system manual is not an acceptable response to this section.

Training

User training will be needed for the proposed VoIP and Speaker/Paging system. In addition, training will be needed for system administrators. GVS would like the option to have the vendor conduct all the training for the system administrators and a plan to 'train the trainer' in regard to user training.

Required Features

- a) Provide hands-on role based training for the proposed solution. Roles just include at a minimum; System Administrators, and School Administrators.

- b) Provide system administration and end user documentation. Documentation may be in hard copy, but we-based, regularly updated electronic documentation is preferred.
- c) Review the proposed training with Grand View Public School's Technology Director and other assigned staff prior to initial training session to fine tune material to meet specific District needs.
- d) Provide a summary of the training concepts involved for every product application proposed and, if applicable, role(s) within that application.

System Reporting and Call Detail Reporting

Required Features

- a) Ability to use one centralized call accounting system to track calls out of all locations on the network. The call accounting system must be able to distinguish which phone originated the call regardless of the phone's physical location on the network. The system should also be able to track an outside call through its destination, including any internal transfers.
- b) Call Detail Reporting (CDR) records must be in an exportable format for external analysis. Acceptable formats include Microsoft Excel, Google Sheets, etc.
- c) Bidders must indicate whether additional hardware, i.e., call reporting server, is necessary for implementation.

Implementation

Project Management

It is important for the selected vendor to provide support for an organized transition from the current system to the new system; ensuring internal and external communications are maintained and the ease of use through the transition is emphasized to staff and clients.

Required Features

- a) Vendor shall assign a project manager to this project to work with GVS's Technology Director or assigned personnel.
- b) Bidder is required to submit a complete description of the key activities and responsibilities required for the installation of the proposed system.
- c) A master project schedule, including a detailed timeline, must be included identifying the tasks the vendor will perform and the tasks GVS is expected to perform to successfully implement the new system.

Installation Requirements

Grand View Public School ultimately desires a turn-key solution with regard to the full VoIP/Speaker Paging solution. Separately, the vendor will be responsible for

cable runs to individual workstations, as well as installing any networking equipment purchased by Grand View School in lieu of proposed equipment.

Required Features

- a) Vendor shall be required to work with the ISP and/or proposed telco to coordinate the ordering and installation of all WAN, PRI and other communication services related to this project.
- b) Vendor should include any routers, POE switches, servers and circuits required. Grand View Public School reserves the option to seek its own pricing for equipment that meets or exceeds the vendor's specifications.
- c) Install and configure IP telephony management software at Grand View Public School's necessary locations.
- d) Replace current phones with new IP Phones.
- e) Install and configure IP telephony switches at each location, and provide port mapping for each line after connection voice trunks.
- f) Configure call routing and hunt groups for each location per call routing diagram.
- g) Install and configure IP telephony client software on all workstations, or provide a mechanism to 'push' client software to each workstation if necessary.
- h) The contractor shall coordinate the seamless port of phone numbers with existing carriers. These numbers will be provided at time of award.
- i) The contractor shall provide porting procedures and any reason existing numbers would not be eligible for porting.

Facility Requirements

Required Features

- a) Space – Provide the physical dimensions of the proposed equipment and/or rack space needed to house the equipment for each location.
- b) Power – Provide all power requirements, including any special conditioning, cooling or grounding requirements for each location.

System Warranty

Required Features

- a) A complete maintenance and warranty agreement must be included as part of the bidder's proposal, including all options available for extended coverage and full pricing details for each level of coverage.
- b) Telephone system, Paging System, and all associated equipment in the bidder's proposal must be warranted by the bidder and the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least three (3) years following system cutover.

- c) During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to Grand View Public School.
- d) All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization using personnel employed by the bidder and at no additional cost to Grand View Public School other than those charges stipulated to maintain the warranty.

Support

Required Features

- a) During the warranty period, the successful bidder must supply no more than a two (2) hour on-site response to major problems, 24 hours a day, 7 days a week.
- b) Bidder must describe their definitions of major and minor problems.
- c) During the warranty period, the successful bidder must supply and include in its pricing, software assurance and other regular software upgrades.
- d) Bidder should estimate the cost of future software upgrades on an annual basis beyond the term of the warranty.
- e) Bidders should estimate the cost of future support services on an annualized basis beyond the term of the warranty.
- f) Bidder shall provide the availability of spare parts in the area for critical hardware.

5. Proposal Requirements

The successful bidder's proposal submitted in response to this RFP will be incorporated into the final agreement between it and Grand View Public School. The submitted proposals shall include the following:

- a) Cover Page and Executive Summary
 - a. The cover page shall be signed by an authorized representative of the company and provide Grand View Public School's acknowledgement and acceptance of the conditions and execution of same for any subsequent contract.
 - b. The executive summary should provide a brief summary of the proposal contents, emphasizing any unique aspects or strengths of the proposal.
- b) Proposed System
 - a. Include a textual description of the proposed system for providing the services for a school. Specifically, provide a summary description of the system's capabilities to meet the requirements above to ensure that Grand View Public School has a high-level understanding of the proposed system.

- c) System Support
 - a. Include a textual description of the support available for the proposed system. Specifically provide technical support hours; and average resolution time for incidents, events, and problems.
- d) Company Background and History
 - a. Provide a comprehensive narrative history of the firm, including experience providing services similar to other schools.
- e) Sub-Contracting
 - a. Identify any of the required services that are proposed to be subcontracted, if any.
 - b. Include: summary of service, reasons for sub-contracting, proposed sub-contractors, location and experience, and any additional relevant information.
- f) References
 - a. Provide at least three (3) municipal government or school board clients with whom the bidder has worked during the past five (5) years that are of similar size and complexity to Grand View Public School.
- g) Exceptions to Terms and Conditions
 - a. Identify any exception that the bidder takes to the terms and conditions set forth in this RFP.
- h) Price Proposal

6. Request for Proposal

Request for Proposal Timeline

- a) All proposals in response to the RFP are due no later than April 10, 2019 by 3:00PM CST.
- b) Evaluation of proposals will be conducted no later than April 15, 2019.
- c) The selection decision for the winning bidder will be made no later than April 15, 2019.
- d) Upon notification, the contract negotiation with the winning bidder will begin immediately. Contract negotiations will be completed by April 19, 2019.
- e) Notifications to bidders who were not selected will be completed by April 19, 2019.

7. Budget

All proposals must include proposed costs to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC) or monthly recurring costs or annual recurring costs (MRC/ARC). Pricing should be listed for each of the following items in accordance with the format below.

Project Initiation and Planning	One time cost/Non-recurring costs/MRC/ARC
VoIP/SIP Phone System	One time cost/Non-recurring costs/MRC/ARC
Speaker/Paging System	One time cost/Non-recurring costs/MRC/ARC

****NOTE: All costs and fees must be clearly described in each proposal.**

8. Bidder Qualifications

Bidders should provide the following items as part of their proposal for consideration:

- a) Description of experience in planning, designing, and servicing hardware and software technology solutions.
- b) List of how many full time, part time, and contractor staff in your organization.
- c) Examples of (3) or more schools serviced by your company, and their contact information.
- d) Testimonials from past clients on work done for them by your company.
- e) Anticipated resources you will assign to this project (total number, role, title, experience)
- f) A detailed cost breakdown
- g) Time frame for completion of the project.

9. Proposal Evaluation Criteria

Grand View Public School will evaluate all proposals based on the following criteria. To ensure consideration for this RFP, your proposal should be complete and include all of the following criteria:

- a) Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner.
- b) Organizational Experience: bidders will be evaluated on their experience as it pertains to the scope of this project
- c) Previous work: bidders will be evaluated on examples of their work pertaining to their services as well as client testimonials and references.
- d) Value and Cost: bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project.
- e) Technical expertise and experience: bidders must provide descriptions and documentation of staff technical expertise and experience.

Each bidder must submit (2) paper copies and (1) digital copy of their proposal to the address below by April 10, 2019 at 3PM CST.

Grand View Public School

15481 N. Jarvis Rd.

Tahlequah, OK 74464

Signatures

The undersigned agrees that the response to this proposal is a legal and binding offer and the signer has the authority to make the offer.

Signature

Typed Name

Title

Company

Phone Number**Fax Number**

E-mail address

FEIN

Date

COMPETITIVE BID AND CONTRACT AFFIDAVIT TO BE SUBMITTED WITH BID

STATE OF: _____

COUNTY OF: _____

A. For purposes of competitive bids, I certify:

1. I am the duly authorized agent of _____, the bidder submitting the competitive bid which is attached to this statement, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the bid to which this statement is attached;

2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and have been personally and directly involved in the proceedings leading to the submission of such bid; and

3. Neither the bidder nor anyone subject to the bidder's direction or control has been a party;

a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,

b. to any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor

c. in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

B. I certify, if awarded the contract, whether competitively bid or not, neither the contractor nor anyone subject to the contractor's direction or control has paid, given or donated or agreed to pay, give or donate to any officer or employee of the State of Oklahoma any money or other thing of value, either directly or indirectly, in procuring the contract to which this statement is attached.

Signature

Subscribed and sworn to before me this _____ day of _____, 20____

Notary Public _____

My commission expires: _____

NOTE: Each Competitive Bid submitted to a County, School District or Municipality must be accompanied with the above Affidavit as required by 74 O.S. 1976 85.24.

CONTRACT ATTACHMENT "D"

Felony and Sex Offender Affidavit**(to be submitted with bid)**

STATE OF _____)

COUNTY OF _____)

_____ of lawful age, being first duly sworn on oath says that _____ is the agent authorized by the Contractor to bind the Contractor to the terms and conditions of this Affidavit. Affiant further states that the Contractor will make all possible efforts and provisions to ensure that any employee or representative sent on school premises for the purposes of delivery, services, work or for any other purpose, is not in violation of the State of Oklahoma Laws reproduced below. Affiant further states that each and every Subcontractor, Sub-subcontractor, Material Supplier or any other entity performing work, services or any other task, or supplying any material, equipment or other items for the Project, has signed a like affidavit maintained the Contractors Project File.

State of Oklahoma Law states:

- A. No person or business having a contract with a school or school district for services to be performed during normal school hours shall allow any employee to work on school premises if such employee is convicted in the state, the United States or any other state of:
 1. Any sex offense subject to the Sex Offenders Registration Act in this state or subject to another state's or federal sex offender registration provisions; or
 2. Any felony offense except as provided in subsection C of this section or when ten (10) years has elapsed since the date of the criminal conviction or the employee has received a presidential or gubernatorial pardon for criminal offense
- B. Every person or business having a contract for services with a school district where such services are to be performed on the school premises during normal school hours shall be required to sign a statement declaring that no employee working on school premises under the authority of such person or business is in violation of the provisions of this section.
- C. The provisions of this section shall not apply to volunteers, persons performing community service hours under court order or persons performing services under a supervised work release program. Provided, however, persons performing community service hours or services under work release shall not be allowed to work on school premises at any time after having been convicted of any offense state in paragraph 1 of subsection A of this section (70 O.S. ss 101.48).

It is unlawful for any person registered pursuant to the Sex Offenders Registration Act to work with or provide services to children or to work on school premises, or for any person or business who offers or provides services to children or contract for work to be performed on school premises to knowingly and willfully allow any employee to work with children or to work on school premises who is registered pursuant to the Sex Offenders Registration Act. Upon conviction for any violation of the provisions of this subsection, the violator shall be guilty of a misdemeanor punishable by a fine not to exceed One Thousand Dollars (\$1,000.00). In addition, the violator may be liable for civil damages (57 O.S. ss 589)

Continued from Contract Attachment "D"

DATED this _____ day of _____, 20____.

Contractor

By Title

Attest: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public

My Commission Expires: _____