

N.I.C.E. Community School District  
VOIP Phone System Request for Proposals

Bid Opening Date: Bids are due no later than 2:00 PM on Monday, September 23, 2019.

**BID REQUEST**

You are invited to bid as per attached specifications and instructions:

Sealed bids should be marked by the following description:

N.I.C.E. COMMUNITY SCHOOL DISTRICT

VOIP Phone System RFP

[PROPOSER'S NAME]

[PROPOSER'S ADDRESS]

[PROPOSER'S TELEPHONE NUMBER]

The envelope must be addressed and delivered to:

N.I.C.E. Community School District

Attention: Bryan DeAugustine, Superintendent

300 S Westwood Drive

Ishpeming, Michigan 49849

Specifications: Enclosed

Bid form to be used: Enclosed

**TO ALL BIDDERS:**

All technical questions should be directed to Melissa Maki, via email at [melissa@nice.k12.mi.us](mailto:melissa@nice.k12.mi.us)  
A working copy of this bid request is available at: [www.nice.k12.mi.us](http://www.nice.k12.mi.us) under the Public Tab.

Sealed bids will be received by the NICE Community Schools, Ishpeming, Michigan, in the office of the superintendent until the above date and time, and then publicly opened and read. Bid Compliance Form must be included in bid documents.

***Use of the manufacturers' names and numbers is not intended to restrict the bidding of any dealer or manufacturer, but is solely for the purpose of indicating the type, size and quality of materials or equipment considered best adapted to the NICE Community Schools intended use.***

*Please read carefully and follow the attached Instructions to Bidders.*

## **INSTRUCTIONS TO BIDDERS**

IN ORDER TO RECEIVE CONSIDERATION, MAKE ALL BIDS IN STRICT ACCORDANCE WITH THE FOLLOWING:

### **Objective:**

The purpose of this Request for Proposal (RFP) is to install a District-wide VoIP Communications system SIP based PBX. Implementing and integrating this system throughout all of the identified District buildings and operations is the goal of this proposal. We would like all users to have access to all services including, but not limited to: direct inward dialing district wide, voicemail with voicemail indicator, caller ID, building and District- wide intercom paging, virtual fax machines. It is the intent to use this VOIP system as the intercom system in each school; therefore, the handsets should be capable of sending and receiving Multicast mass notifications. The system design must be capable of supporting a telephone communications network integrated with the existing data network. Fire alarm lines are not included in this RFP. Proposals should include a managed and self-hosted solution.

### **Vendor Eligibility:**

- The vendor is an authorized vendor for the proposed VoIP solution.
- **Required** walk through on Wednesday, September 11, 2019, at 10:00 AM – vendors to check in at the Westwood High School Principals Office, 300 S Westwood Dr, Ishpeming, MI 49849.
  - **Bids will be rejected by any vendor who was not present during the walk through.**

### **Response Submissions:**

The vendor must submit a minimum of two (2) copies of the bid response, in addition to all other requested information. Each bid shall be enclosed in a sealed envelope bearing the title of the bid, the name of the bidder, and the date and hour of the bid opening. It is the sole responsibility of the bidder to see that his/her bid is received on time.

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. This section contains information vendors must include to submit their proposals. Please provide the information in separately identified sections as specified below.

**Prices quoted** in bid shall be **delivered prices**, exclusive of all sales and manufacturer's taxes. This product is for exclusive use in the public schools.

Bid shall remain firm, after acceptance by the NICE Community School District. Bids may be amended or withdrawn by the party submitting such bid or by their authorized representative, up until the scheduled opening time. No bid may be amended or withdrawn thereafter regardless of the circumstances.

## **Telegraphic Bids**

No telegraphic bid or telegraphic modification of bid will be considered. No bids received after the time set for receiving them will be considered. Late bids will be returned to the sender unopened.

## **Award or Rejection of Bids**

NICE Community School District reserves the right to reject any or all bids and to accept the bid most beneficial to the school system on all items combined or item-by-item, or any feasible combination of items, which best serves the NICE Community School District.

The Owner (the District) has the right to make an award at any time within 30 days after opening the bids and no bid may be withdrawn within that time. The successful bidder will be notified within that period that the contract has been awarded to him/her and by such notice will be bound to the bid price.

## **Required Proposal Response**

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. This section contains information vendors must include to submit their proposals. Please provide the information in separately identified sections as specified below.

1. Proposal Summary
  - Summarize your proposal and your firm's qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it.
2. Any variation from the RFP requirements must be clearly identified.
3. General Vendor Information.
4. Customer reference.
5. Project schedule and work plan.
  - Provide a detailed project implementation plan.
6. Limitations.
  - Describe any circumstances that might limit your ability to provide required or desired services described in this RFP in a timely manner

## **Delivery and Set-up**

All orders should be delivered within 15 working days after the receipt of order. Partial shipments are acceptable if authorized by the ordering agency. Items will be delivered to the address listed on the purchase order or as specified by the ordering agency. The exact locations and quantities will be provided by the ordering agency. Dock deliveries not acceptable. All orders shall be F.O.B. destination with all freight charges paid by the vendor. Items are to be delivered to various locations throughout NICE Community School District. Inside delivery is required. If installation services are purchased, Vendors should include policy, availability, pricing and criteria for providing installation services with bid response.

## **Substitutions**

Substitutions will be allowed whenever the item being replaced by a new item is equal to or greater than it in function and is equal or less than it in price. NICE Community Schools will determine the equivalency.

## **Responsibilities**

The Vendor is responsible for delivery, installation if specified, warranty service for all equipment, software, supplies, etc. regardless of whether or not the vendor is the original manufacturer. The vendor is the sole point of contact regarding contractual matters, including performance of services and the payment of any and all charges from contract obligations. The Vendor will be totally responsible for all obligations of each order. The Vendor must provide trained and manufacturer supported in-state representatives to assist the NICE Community School System in resolving technical issues in regards to configuration and compatibility. The Vendor must provide certified, trained technicians to respond to agencies in need of on-site diagnostic or repair. Include an 800 number for assistance in your bid response. Failure of the Vendor to provide timely technical or maintenance support will be grounds for cancellation of the Vendor's contract. Vendors shall warrant that all equipment/software shall be new and free of defects for the entire length of the contract. Vendor shall at its expense, correct, repair/replace all defective items to the satisfaction of the Customer.

## **Goal of Invitation**

Vendor shall install a District-wide VoIP Communications system PBX. Implementing and integrating this system throughout all of the identified District buildings and operations is the goal of this proposal.

## **Site Locations**

Site 1

Westwood High School

Site 2

Aspen Ridge Elementary/Middle School

## **Integrated Service Solutions**

The Vendor must provide (at no additional cost), any and all Integrated Service Solutions that are inherent functions of its network.

## **Technical Support Specifications:**

1. This product must offer new versions with updates and enhancements to the existing service at no cost during the license term.
2. Vendor must provide at least six weeks of free, trial access to the product prior to the order deadline.
3. Training for end users and School System staff is provided.
4. Basic Maintenance will be provided as needed to cover all problems associated with the product 24 hours a day and 7 days a week without additional cost.

## **Maintenance, Support Services, And Training**

### **Trouble Ticketing Services**

Vendor must provide trouble-ticketing system, available via a Web interface, for school technical personnel to report issues and track resolution status on current issues. The interface should automatically record the date and time the ticket is opened or closed. The interface should also provide status of any ticket in the system as well as reporting capabilities to include failure analysis trending.

### **Dispatch Services**

Vendor must provide dispatch support services for maintenance on covered equipment.

### **Change Control**

Under no circumstances will the vendor make changes to the network without the prior approval or knowledge of the customer. This includes both hardware and software changes. Any non-emergency vendor proposed changes to the network must be approved by the customer and must be submitted to the customer for approval 5 business days before implementation. Any emergency vendor proposed changes to the network must be approved by the customer before implementation. The method for communicating the proposed changes to the customer should be via email. The vendor should include any necessary supporting documentation and drawings with the request, including expected effect and rollback procedures should the proposed change fail. The customer must approve any maintenance done by the vendor that could or would result in an outage of the network in advance. The customer will provide the vendor with a list of customers employees authorized to approve or request changes to the network.

The vendor will not make any customer requested changes unless they are made by a person on the vendors list of employees authorized to request / approve changes to the network.

## Documentation

Vendor must provide complete documentation on all aspects of the VoIP installation. Documentation on any changes to the network or VoIP system must be provided to the customer within two (2) working days of the change being made.

## Vendor Requirements

We propose to furnish said items quoted and guarantee that if the order is placed with us, we shall furnish said items in accordance with your specifications and requirements unless otherwise indicated.

List Full purchase price one time expense

List any Monthly phone service charges to include any support costs in bid proposal

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, & Zip: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Title: \_\_\_\_\_

SPIN Number \_\_\_\_\_

## Requirements

1. Three references for quality of services may be requested prior to final awarding of bid.
2. All communication lines must work with all existing equipment currently in place including but not limited to routers, firewalls, servers, filters, etc.
3. All pricing must include installation and setup fees. When installation is complete, vendor's connectivity equipment must be ready to connect to the existing NICE Community School District network
4. VoIP Phone System must be on premise. No hosted VoIP solution is acceptable.
5. NICE Community School District has an existing PRI that will be implemented into the new system.

# **Project Scope**

## **Equipment**

### **Phones**

- Classroom: YEALINK-T23G or equivalent
- Office: YEALINK-T42S or equivalent
- Admin/Receptionist: YEALINK-T46S or equivalent
- Conference: YEALINK-CP920 or equivalent

### **Servers/Gateways**

- As required to support the project scope.

### **Westwood High School**

- 60 x Classroom
- 6 x Office
- 2 x Admin/Reception
- 1 x Conference
- 2 x Analog Fax
- 4 x Analog Phones

### **Aspen Ridge**

- 38 x Classroom
- 8 x Office
- 1 x Admin/Reception
- 1 x Conference
- 1 x Analog Fax
- 3 x Analog Phones

Classroom phones to be mounted/installed at existing locations

## Services

- Call recording on button push
  - Entire call recorded if button pushed anytime during the call.
- Auto Attendant
  - During a weather event or emergency, the caller is forced to listen to the message before being transferred to the receptionist.
- Conference Calls
  - 3 way conference
  - Conference Room call in meetings with password entry.
- Direct Inward Access (DISA)
  - Off-site to call the system to access an outside line, so that the calls will ID as coming from your phone system and not a staff member's personal or home phone.
- Before and after school hours
  - External inbound calls go to VM only
  - Internal calls outbound go through
- All Staff members/phones have an extension
  - Voicemail
  - Voicemail to email
  - Capability of softphone
  - Capability of smartphone app
  - Follow/find me options
  - Music on Hold
  - Conference Calling
- Call Paths
  - 32 call path minimum
- DID
  - All existing numbers
  - Includes porting of said numbers
- Call Queues/Ring Groups/IVR
  - As required to emulate current office configuration per location

## Redundancy/Failover/911

- Location failover to landline
  - Outbound and Inbound
- Each location
  - Configured so that if the WAN connection goes down:
    - Room to room and school wide paging within the local school is not affected.
- 911
  - E911 is acceptable as long as there is accurate reporting of the location of the originating 911 call.
  - In the event of a WAN or Internet failure. 911 call fails over to the appropriate landline