Request for Proposal (RFP) for a Voice over IP (VoIP) Telephone System

Duncan Public Schools
1706 W. Spruce Ave.
Duncan, OK 73534-1548
(580) 255-0686

Proposed Responses Due: 10/27/2020 by 2:00 p.m.

General Information
The intent of this RFP is to provide all vendors with sufficient information to enable them to prepare an acceptable response. https://www.duncanps.org/rfp

Introduction: Duncan Public Schools is looking for a VoIP Service and equipment provider.

Currently the district has the following buildings:

1. Administrative Offices, 1706 W. Spruce Ave
2. 9th Street Family Education Center (FEC), 212 N. 9th Street (includes Wrestling Gym)
3. Maintenance Facility, 211 W. Beech
4. Transportation Offices, 1607 W. Beech (includes Football Stadium)
5. Duncan High School, 515 N. 19th Street
6. Duncan Middle School, 601 Chisholm Trail Parkway
7. Emerson Elementary School, 1200 W. Hickory
8. Horace Mann Elementary School, 1201 Whisenant
9. Mark Twain Elementary School, 2204 W. Oak
10. Plato Elementary School, 1011 W. Plato Road
11. Will Rogers Pre-K Center, 1413 N. 13th
12. Woodrow Wilson Elementary School, 700 E. Chestnut

Duncan Public Schools is seeking a provider for either a Prim Based OR Cloud Based Voice over Internet Protocol (VOIP) telecommunications system. This system will replace the current, locally installed Toshiba Digital System and must be capable of system updates for 5 years to meet
expanding or upgradeable future needs. The project requires the design, implementation, training and support of a Prim Based OR Cloud Based VOIP telephone system to include support, service and equipment warranty up to 3 years. Preference will be afforded to the vendor that provides a comprehensive, cost effective solution for current specifications, future capacity requirements, and ongoing service and support. Each respondent should include in their proposal listed benefits that their system will provide including, but not limited to, the increased efficiencies and potential cost savings the district will realize. A lease purchase option will be considered especially if there is no “up front” out of pocket expense.

Current Telephone System
Toshiba with Strata Voicemail System

Current Network:
1 Gb WAN between buildings
10Gb Aggregation circuit to Administration Building.
1 Gb out to Internet

Current Paging Systems (intercom):
Rauland Telecenter
Simplex 5100 series

Below is an estimate of needs. A walk thru is required to get precise numbers.

245 Classroom units are intended to have most basic features, such as dialing outgoing calls, receiving incoming calls, 911 emergency call capability, internal calls (extension to extension), voicemail with PIN pass code, speakerphone, place calls on hold, etc.

85 Receptionist/Secretary units are intended to have all the above features plus the ability to transfer calls to any extension within the same building, as well as transfer/forward calls from one building to another. Additionally, listed extensions for the entire site to identify who may be on a call before transferring any other call. Caller ID required and the ability to record the audio of any threat.

20 Administrator units are intended to have all the above features plus text transcription capability, video for conferencing and mobile connectivity to cellular phones.

12 Sites locally installed System equipment requirements

Duncan Public Schools seeks a solution that includes Unified Messaging and integration with existing network infrastructure and uses a switching solution based on Power over Ethernet (POE). All existing telephones and cabinets (PBX) should be replaced with current IP equipment that provide the required features. The vendor awarded this project will be expected to work directly with Duncan Public Schools Technology Department to ensure compatibility, call quality, and reliability.

The installation of a limited “failover/backup system” must be incorporated into the project that will provide services (especially 911) in the event of a failure of the main system, to process calls as needed, either due to emergency, power outage or capacity issues. This “failover/backup system” may reside on-site or at an offsite data center.
The vendor awarded this project will be the sole authority and responsible party for this installation. The goal of Duncan Public Schools is to establish a relationship with a single point of contact for all support necessary for the project, including warranty issues, training, new version upgrades and additions after completion. Payment will be made once the project is complete.

If the vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support, it should be understood that the vendor awarded this project will be the sole responsible party for all activities. An attestation must be signed indicating NO SEX OFFENDERS are permitted to work on this project.

It is the intent of this Request for Proposal that the vendor awarded this project shall provide a complete solution for all aspects of the project. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post installation support and services for the project. Duncan Public Schools staff will act in oversight and advisory positions only and to coordinate access to the buildings.

The vendor awarded this project is expected to provide a comprehensive training plan for all employees. The training plan will take into account the different levels of training needed for various employee groups. Duncan Public Schools staff will work with the vendor to develop a training plan that achieves these objectives.

The vendor awarded this project is expected to plan and conduct the installation of the project with minimal impact to daily operations and staff through close coordination with Duncan Public Schools Technology.

**RFP INSTRUCTIONS AND INFORMATION:**

Vendor shall create one (1) digital PDF proposal, signed by the firm’s authorized agent.

The submission shall be emailed to:

jdtaylor@duncanps.org and david.alтом@duncanps.org

with the subject title “DPS VOIP Proposal” on or before 10-27-2020 at 2:00pm.

Late proposals will not be considered.

IF mailing originals send to:

Duncan Public Schools

J D Taylor, Technology Department

1706 W. Spruce Ave.

Duncan, OK 73534-1548
Duncan Public Schools reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarifications, to accept or negotiate any modifications to any proposal, following the deadline for receipt of all proposals, and to waive any irregularities, if such would serve the best interest of the District.

**RFP Timeline:** (all dates are tentative)

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 17, 2020</td>
<td>RFPs available to vendors</td>
</tr>
<tr>
<td>Scheduled by vendor</td>
<td>Onsite Network Assessment</td>
</tr>
<tr>
<td>by September 30, 2020</td>
<td>(contact <a href="mailto:david.altom@duncanps.org">david.altom@duncanps.org</a>)</td>
</tr>
<tr>
<td>October 9, 2020</td>
<td>Written (emailed) questions from vendors due</td>
</tr>
<tr>
<td>October 2020</td>
<td>Written replies to vendor questions distributed to all known vendors</td>
</tr>
<tr>
<td>October 27, 2020</td>
<td>Completed RFP submissions due by 02:00 p.m.</td>
</tr>
<tr>
<td>Oct 28-30, 2020</td>
<td>Evaluation of Proposals</td>
</tr>
<tr>
<td>Nov 10, 2020</td>
<td>Recommendation to the Board of Education</td>
</tr>
<tr>
<td>on or after Nov 11, 2020</td>
<td>Notification to proceed, subject to signed documents and insurance requirements being satisfied</td>
</tr>
<tr>
<td>Dec 1, 2020</td>
<td>Target for Project implementation</td>
</tr>
<tr>
<td>March 2021</td>
<td>Target for Project Completion</td>
</tr>
</tbody>
</table>

Questions regarding the RFP should be discussed during the Onsite Assessment and additional written questions are due by date specified in the timeline.

All questions regarding the scope of work shall be submitted to: J. D. Taylor, Supervisor of Technical Services [jdtaylor@duncanps.org](mailto:jdtaylor@duncanps.org) and cc’d to [david.altom@duncanps.org](mailto:david.altom@duncanps.org) with subject title “VOIP Proposal Question.”
Proposal Submission Requirements and Evaluation

THIS IS A TURN-KEY PROJECT to be completed by the SELECTED VENDOR

Project experience and References:

Provide (3) three references from school districts or large organizations that the vendor has worked for to provide similar telecommunication systems. Each reference should include the organization name, postal address, phone number, email address, number of students and/or employees, and contact person’s name. Also give the title and brief scope of the project.

Recommended system requirements:

Please indicate the minimum and recommended system requirements for all configured and installed VOIP technology.

Support services:

Please indicate the level and nature of support you are prepared to provide in the following areas:

i. Installation

ii. Testing

iii. Documentation

iv. Training/Professional Development

v. Ongoing technical support

vi. Ongoing maintenance plans after warranty expiration (optional)

Required Attachments:

Requirements and Warranties: Vendor shall include with the RFP response a detailed overview of all applicable warranties, including exclusions. Detail the responsibilities Duncan Public Schools will assume during the warranty contract period. Describe services provided during the warranty period.

Attach Line Item Cost proposal:

Provide a pricing breakdown of this RFP for all equipment and services, including hardware, software licenses, labor, and etc. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. Clearly identify any equipment or software that has a recurring cost. Costs should not include taxes as Duncan Public Schools is a tax exempt public school district. Optional equipment should be clearly identified.
False or Misleading Statements

Vendors must take great care to ensure that sufficient information has been provided to allow Duncan Public Schools to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.

Vendor understands that if, in the opinion of Duncan Public Schools, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, Duncan Public Schools reserves the right, in its sole discretion, to reject the proposal. Vendor also understands that if the information provided does not support a function, attribute, capability or condition as proposed by the vendor, Duncan Public Schools may reject the proposal.

No Obligation to Buy

Duncan Public Schools reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Duncan Public Schools to purchase.

Withdrawal of Proposals

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Cost of Preparing Proposals

Duncan Public Schools is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP. Duncan Public Schools shall not reimburse any vendor for the cost of responding to this RFP.

Permits

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to Duncan Public Schools.

Damage Liability and Insurance

The successful vendor is liable and responsible for any damage to the premises and existing equipment (e.g., floor, walls, network devices, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.
The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and Duncan Public Schools against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor. The District may require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance, and workers' compensation insurance coverage as needed. Such Coverage must be provided by an insurance company(ies) authorized to do business in the State of Oklahoma. Certificates must name the District as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by the District and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to Duncan Public Schools. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless the District, its officers, agents and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established contractually.

**RFP Responses**

All materials submitted by the vendor in response to this RFP become the sole property of Duncan Public Schools upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor.

**Network Assessment**

Duncan Public Schools understands and expects that the respondent to conduct a full network assessment to determine the viability of integrating and installing the new voice system into the existing data network. The needs and expectations of a converged network place different requirements on the network in terms of quality of service, packet prioritization, cable quality, termination specifications, etc. Although Duncan Public Schools believes that the network is voice ready, we expect the vendor to perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new Converged Data/Voice system. Respondent will provide all results of the assessment including necessary network maps, specification thresholds, specific problem areas and the recommended solution and cost for each. The vendor is responsible for scheduling a mutually agreed upon date for the assessment and any walk-throughs that the vendor may deem necessary.

**Cabling**

Vendor will provide cable from the wall to the phone. The respondent will also be responsible for cable connections from the hosted VOIP system to any communications equipment utilizing the VOIP system at the central terminal to the WAN. Respondent is responsible for re-termination of services from existing system to the new VOIP system. Any additional cabling/wiring needed by the Respondent to complete the installation should be included as part of the RFP response.
Cat 6 cable or better is required and to be punched down in a management rack within the existing network closet at each site.

**Required Services**

**Unified Messaging** - The District envisions a VOIP system that provides three or four-digit dialing between locations, a centralized voice mail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.

The equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models will not be accepted. Duncan Public Schools is interested in integration of the proposed system with Google Applications such as gmail. But this is an optional feature and not required under this RFP. The vendor shall propose any possible options to achieve this with full functionality and with minimal impact on services. Preferably, users could opt to have messages only in their email inbox and not on the phone handset. Vendor shall also provide any costs necessary for licensing that may be required to achieve this. IF possible, the New system should be incorporated into the overhead paging (intercom). Rauland Telecenter or Simplex.

**Call Accounting System** - A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound and internal calls and usage reports for all types of inbound, outbound and internal calls. Specifically Duncan Public Schools is very concerned about the metrics for call length, number of calls unanswered going to voicemail, and dropped calls.

**911 Services** - Emergency 911 Services are mandated for this system. The vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result. Additional capabilities expected from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within Duncan Public Schools and to have a text number be notified when a 911 call is placed.

**Burglar and Fire Alarm Systems** – POTS lines shall be maintained for all Burglar and Fire Alarm Systems unless a viable solution can be used without increasing the cost and effectiveness. These systems allow for communication to the monitoring station or local law enforcement and must be maintained during this transition.

**Feature Set and Technical Requirements** - The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. Duncan Public Schools expects the successful vendor will have had experience with corporations and other school districts of Duncan Public Schools size and will be able to provide consulting advice, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are included, not included or available at an added cost.
Handsets:

- Automatic call back
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer
- Call Recording
- Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Caller ID Name and Number
- Speaker Phone Capable
- Auto / Speed Dial (directory and user entered)
- Programmable Buttons w/ paperless labels
- Intercom/Paging & Group Paging
- Extension Dialing between Locations
- Workgroups (Groups)
- Custom Call Routing (CCR) Three or Four digit dialing to all sites on the network
- Conference calls (Include maximum number of participants)
- Integrated messaging with email (Gmail)
- Temporary call relocation to another extension
- Compatibility with Remote Handsets
- Built in switch to provide connectivity to the computer
- Flexible support for PoE or local power
- Shared Extension on Multiple Phones
- Wall-Mount Option
- Support of American Disability Act (ADA) requirements
Voicemail:

- Access to all voicemail features from multiple locations
- Voicemail options for users without an assigned phone
- Password required for login
- Voicemail message easily set by user from any location
- Voicemail forward as an audio attachment to Email and Selection of Message Storage Location (on handset, email only, or both)
- Voice to text messaging
- Automated attendant features

Management:

- Remote management through a web interface with the ability to make internal changes such as renaming of extensions, voicemail configurations and changes to the auto attendant, and reset password.
- Allow various levels of calling privileges such as long distance and international calling to be programmable by extension.
- Ability to reroute to alternative phone backup system on failure of system.

Duncan Public Schools currently routes faxes to fax machines, but features like Fax/eFax Management/Fax to email/Fax Server may be presented as options for us to consider. The vendor is welcome to present other options in their proposal that may be advantageous to the district.

The vendor must provide a complete system design showing the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality throughout the system. The hosted VOIP system will be connected to the core of the network for Duncan Public Schools. After network inspection, the vendor will provide recommendations and drawings showing the placement of any needed additional equipment.

Redundancy/Failover

It is the intent of this proposal to have a hosted system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Please provide your solution to assure the hosted system is operational 24/7.
**System Administration**

Duncan Public Schools Technology staff will administer the system. Installation of the new VOIP system will include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent is to supply all additional equipment and software needed for the system programming and operation including updates for 5 years after completion of the project.

**System Design Requirements**

Duncan Public Schools uses a 3-digit internal dialing plan, but may consider a new dialing plan and number schema. Vendor will provide assistance in developing the dialing plan and ensuring correct operations. Interoperability with other District systems like the Student Information System (infinite campus),

**Maintenance and Support**

Vendor shall provide Duncan Public Schools with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

- An itemized list of services for each site
- Ongoing Maintenance cost
- Forecast any cost increases for the next (3) years for hardware, software maintenance, licensing needs
- Details of local support, hours or limits of coverage for service and repairs
- Maintenance plan options with one hour or less response times
- Software upgrade plans inclusive in maintenance

**Transition Plan**

Duncan Public Schools expects the installation of the new system to have little or no impact to ongoing operations. Vendor is expected to have experience in this area and to provide Duncan Public Schools with a detailed plan to accomplish the transition from the old system to the new system with minimized disruption to staff.

All documentation, installation, reports and materials must be provided to Duncan Public Schools prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC).

Respondent will be expected to interface as needed with the District's' internet providers for any necessary changes during the transition.
Pricing Schedule

Provide a pricing matrix providing information found below for all equipment, labor, licensing, and services. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. Clearly identify if the equipment costs are for lease or purchase. Respondent must list any and all charges, expenses, and/or costs to be incurred by Duncan Public Schools. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

Training

Provide the costs for training, if available, also indicate training that will be at no additional charge. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.

- Present the Training options that are available.
- Item Description # of Sessions Cost per Session
- Total (include all charges)
- Admin training Advanced training for Admin users
- End User Training “Train the Trainer” sessions for end users
- (Vendor add additional lines as needed)

Maintenance

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage. Present the maintenance options that are available. Contracts are annually made with the District but renewable each year at the Board of Education’s discretion.

- Description Length of Term Total (Include all charges)
- Full maintenance: supporting hardware and software 7am-5pm Mon-Fri with 8 hour onsite response
- Emergency response in case of critical failure one hour or less response
- Software Upgrade cost if any
Information provided in this RFP should be considered as minimal requirements and qualifications. Duncan Public Schools encourages vendors to provide (in appendices) any additional information regarding services, experience, hardware capabilities, or other advantages that will help Duncan Public Schools to choose the best vendor for its needs. Duncan Public Schools reserves the right to reject all RFP’s and/or to enter further negotiations with any or all vendors based on RFP’s received.