Lakeview Middle School

VOIP Phone System

Request for Proposal

1.0 RFP Introduction

1.1 Introduction

This Request for Proposals (RFP) is intended to solicit proposals from vendors capable of satisfying the districts needs for installing a VOIP telephone system at Lakeview Middle School. Vendors shall provide a response outlining the roll-out of a Local Hosted Voice over Internet Protocol (VoIP) telephone system. This document provides information to assist qualified Bidders in preparing their responses and to ensure a fair and accurate subsequent evaluation and comparison process. To that end, this RFP:

- Provides information essential to soliciting meaningful recommendations and realistic commitments from the vendor;
- Specifies the desired format and content of proposals in response to this RFP;
- Outlines Catoosa County Public School System's evaluation and selection criteria;
- Establishes a schedule for the preparation and submission of proposals in response to this RFP; and,
- Establishes a performance standard for the selected vendor.

This RFP, and the selected proposal in response to this RFP, will be incorporated into the contract resulting from this solicitation; provided, however, that the contract may contain terms different from or in addition to this RFP and the successful proposal. For purposes of this RFP, the term "Vendor," "Bidder," "Responder" and "Contractor" are considered to have the same meaning.

1.2 About Lakeview Middle School

Lakeview Middle School is located in Rossville, Georgia. The school currently does not have phones in the classroom. Currently a legacy PBX exists within the building.

1.3 Project Objectives

CCPS and Lakeview Middle School would like to replace the system with a modern unified system. In doing so, the school seeks to address several short comings in the current PBX technology, including but not limited to:

- Limited or inadequate functionality in current systems particular Voice Mail options;
- Reduce the overall cost of ownership and recurring expenses.
- Update the 25 offices/administration area phones
- Install 65 classroom phones where none are currently installed

1.4 No Obligation

This RFP implies no obligation on the part of Catoosa County Public School and Lakeview Middle School and the authority reserves the right to reject any and all proposals.

1.5 RFP Schedule of Events

The following RFP Schedule of Events represents the best estimate of the schedule the school will follow.

The work will coincide with another project that the school will be undertaking this summer.

Table 1: RFP Schedule of Events

Event	Estimated By Date
RFP Published	April 24, 2018
Vendor/Bidder Questions Deadline	May 1, 2018
RFP Submissions Deadline	May 23, 2018

1.6 Minimum Qualifications

To ensure complete and fair consideration, proposals must adequately respond and conform in all material respects to the requirements stated by this RFP, and, Bidders shall document and validate the capability to fully perform all requirements defined by the RFP. Factors to be considered include, and may not be limited to: experience, integrity, reliability, capacity and other factors required to provide the services defined by the RFP.

1.7 Incurred Expenses

Catoosa County Schools and Lakeview Middle School shall not be responsible for any cost incurred by a Bidder in preparing and/or submitting a proposal or participating in presentations as part of the evaluation process.

1.8 Questions and Inquiries

Mr. Steve Sawyer, Technology Director, shall be the sole point of contact for the purposes of this RFP. The following table provides the primary contact information. Email correspondence is preferred to ensure all queries are properly documented and responded to.

Table 2: Point of Contact

Point of Contact
Steve Sawyer, Technology Director
ssawyer@catoosa.k12.ga.us

Again, questions and inquiries related to this procurement, including all technical issues are to be submitted in writing via email and directed to Steve Sawyer using the contact information in the Table 2 above.

All questions and inquiries related to this RFP must clearly reference the RFP, or attachment, page number and section. Questions shall be concise and numbered. In accordance with the RFP Schedule of Events in Section 1.5, all questions must be received in writing no later than time and date specified in Table 1. Questions will be answered as soon as possible to allow Bidders to comply with the requirements of Table 1 above. Only questions and answers published through addendum shall be binding.

Bidder and vendors shall not contact any unauthorized district or school staff with any questions or inquiries. Unauthorized contact with any district or school personnel may be cause for rejection of the Bidder's proposal.

1.9 Clarification and Discussion of Proposals

Catoosa County Schools may request clarifications and conduct discussions with any a Bidder who submits a proposal. Bidders (and their associated vendors) must be made available by providing the appropriate school system representative for this RFP. Current contact information as deemed necessary.

2.0 Project Scope of Work

2.1 Project Overview

The school system and Lakeview Middle School is seeking proposals for a Locally Hosted VoIP telephone system. The scope of this Request for Proposal (RFP) is for IP Phones, network equipment, IP Phone services, software (if any), and training. **The system will be implemented in a scheduled rollout by building not to exceed 2 months (60 days) from the signing of a contract.**

2.2 Current Environment

Network Infrastructure – Lakeview Middle School currently has a GB network that supports both wired and wireless devices. The switching is HP throughout the building. Current switching within the building may be at port density and the vendor will be required to provide switching hardware to support the new system.
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Existing Systems – The existing phone system is defined as follows: 25 administrative phones in office areas. There are 65 classrooms that do not currently have phones but it is the desire of the school and district to install a phone in each classroom as well as upgrade/replace those in office areas.

2.3 Definitions

Term	Definition
9-1-1 Notification	A process where, whenever an extension dials 911, an administrator is notified by either automated voice or text message containing the extension that dialed.
Announcement Line	A phone number that is not tied to a physical extension, and simply plays a recorded message (e.g. job line).
Auto-Attendant	A process that answers calls to a Hunt Group, DID, or extension and provides an interactive menu of options for the caller
Auto-Dial	A process where an extension automatically calls another extension or phone number when the handset is picked up.
Busy Redial	A process that allows an extension to repeatedly call another extension or phone number at regular intervals until it does not receive a busy signal.
Call Flow	A process that controls what happens with an incoming call. (e.g. Calls that ring an extension or Hunt Group that do not get answered after 4 rings go to voicemail/auto-attendant)
Call Forwarding	The ability to present forward a call to another extension or phone number.
Call Queue	A process by which, when all extensions in a Hunt Group or DID are busy, the system will place the

	caller in a queue to wait for the next available extension.
Call Waiting	The ability to place a call on hold and take an incoming call.
Digital to Analog (D2A) device	A device that allows an analog device to use a digital phone line.
Day/Night Mode	A feature that turns off the Hunt Groups at a certain time and presents a separate call flow.
Dial in Direct (DID)	A single phone number that rings on a single extension.
Do Not Disturb(DND)	A feature that prevents an extension from ringing. The call will follow the call flow designed for the extension.
Extension monitoring	The ability for one extension to see whether another extension is currently on the line.
Failover	A process which calls a backup number when an extension is not available, either through phone or network failure.
Follow me	A process by which an incoming call is rolled to another extension or phone number after a certain number of rings or time segment. (e.g., An incoming call to the director's extension will call the director's cell phone after the main extension does not answer for 20 seconds). Failed calls should go to the original extension's voicemail.
Hunt Group	A single phone number that has the ability to ring multiple extensions.
Overhead paging	The ability to page through a public address system.
Soft phone	A program that runs on a computer or mobile device that simulates a phone extension.
Speed Dial	A process that allows a sequence of buttons to call another phone number.
Full Voice Mail Feature Set	VM service for all users including storage, forwarding to phones, PC and archive storage.
Voice Mail Recording	That specified staff (management) will have the option to record phone conversations and store such to local PC or server.
Automation and Programmability	Includes the ability for Technical staff to add/modify custom programming.

2.4 Functional and Technical Requirements

Proposals shall address the following functional and technical requirements in all three categories-General, Voicemail, and Per Extension. Vendors will indicate if the proposed system meets specified criteria by checking the vendor box next to the feature. It should be stated in the proposal submission how the vendor will address listed criteria, including specific descriptions or explanations of the process where noted below.

General

Catoosa County and Lakeview Middle School is requesting the overall phone system have the following features. Vendor systems proposals may have additional features.

ID#	Feature	Vendor
G1	Integrated with existing CCPS VOIP at other county locations	
G2	End-user interface for configuring devices	
G3	Programmable auto-attendants	
G4	IVR capabilities with auto-attendant	
G5	Programmable Call Queue	
G6	Conforms to FCC requirements for Enhanced 911 (explain process)	
G7	3 or 4 digit extension dialing	
G8	Hunt Groups	
G9	Ability to tag an extension for reporting/billing purposes	
G10	Failover for extensions	
G11	Announcement line	
G12	9-1-1 notification	
G13	Reporting by tag, extension, Hunt Group including: • tag/extension • number of calls incoming • number of calls outgoing • billable numbers dialed	
G14	Reporting for call queues including: • number of calls incoming/outgoing • time to answer • time on hold • disposition of call (answered or forwarded) • extension handling call • lost/abandoned calls	
G15	Configurable day/night mode for Hunt Groups	
G16	Programmable call flow	
G17	Always on and "On-demand" call recording	
G18	Capability to replace an extension with a spare phone (explain process)	
G19	Provide a wide range of phone types including: • Basic phone • Soft phones • Multiline phones • Expansion ports for secretaries • Wireless phones • Blue-tooth capable phones • Conference phones	
G20	Ability to route specific incoming calls to an extension	
G21	Ability to page a Hunt Group or all extensions	
G22	Overhead paging interface	
G23	Incoming Fax to e-mail	

G24	Integration with existing bell/paging system	

Voicemail

Catoosa County and Lakeview Middle School is requesting the overall phone system have the following features.

ID#	Feature	Vendor
V1	Time and Date of call	
V2	Extension or number of caller	
V3	Message	
V4	Save message	
V5	Delete message	
V6	Forward/copy message to extension	
V7	Forward/copy message with annotation to extension	
V8	Forward/copy message to multiple extensions	
V9	Text notification to recipient	
V10	Voicemail forward/copy to e-mail (enable/disable capability)	
V11	Remote voicemail retrieval (explain process)	

Per Extension

Catoosa County and Lakeview Middle School is requesting the overall phone system have the following features.

ID#	Feature	Vendor
E1	Call Hold	
E2	Do not Disturb	
E3	Call Pickup from extension	
E4	Call Pickup from Hunt Group	
E5	Call Waiting	
E6	Call transfer	
E7	Call Forward All	
E8	Call Forward Busy	
E9	Call Forward No answer	
E10	Voicemail	
E11	Distinctive Ring	
E12	Unique four digit extension	
E13	Enhanced 911 address	
E14	DID number and/or Hunt Group number	
E15	Extension monitoring by light/display	
E16	Incoming message/voicemail light/display	
E17	AutoDial	
E18	Caller ID	
E19	Three way calling	
E20	Follow me	
E21	Speed Dial	

E22	Memory Buttons	
E23	Redial	
E24	Busy Redial	
E25	Outlook integration	
E26	Password or other restriction for billable long distance	
E27	Ability to reassign E911 address for mobile/travelling workers	
E28	Conference Calling (include maximum number of participants)	
E29	Forward call to extension voicemail	
E30	Difference messages for no answer or busy/DND	
E31	Push to Record Conversation	

2.5 Training Plan

As part of the Project Scope, the selected vendor will develop, provide, and manage an adequate plan for training. This Training Plan must include the information described below.

1. The role and responsibility of the system and/or roll-out vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to Lakeview Middle School end-users).
2. The role and responsibility of the school staff in the design and implementation of the training plan.
3. Overview of proposed training plan/strategy, including options for on-site and/or off-site training services, for the core project team, end-users, and technology personnel.
4. Proposed training schedule for Lakeview Middle School personnel of various user and interaction levels.

It is the school's intention that the selected vendor will coordinate the training of school personnel in the use of its system/s and that satisfactory implementation of an approved training plan will be a key component of this project's deliverables.

3.0 Proposal Evaluation and Award

3.1 Evaluation Process

Catoosa County Public Schools will convene an Evaluation Committee that will initially review and evaluate each proposal received to determine the Vendor's ability to meet the RFP requirements. The evaluation criteria described in Section 3.2 will be the basis for evaluation.

Catoosa County Public Schools and Lakeview Middle School may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria set forth below.

3.2 Evaluation Criteria

The evaluation criteria in the following table are intended to be the basis by which each proposal will be evaluated, measured, and ranked. Catoosa County Public Schools and Lakeview Middle School hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to the stated criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria.

Table 3: Evaluation Criteria

Criteria	Description	Maximum Score
Functional & Technical	A clearly demonstrated understanding of the work to be performed and completeness and reasonableness of the proposing firm's plan for accomplishing the requested services	20 points
Experience	This criterion considers (1) the Vendor's past performance on any CCPS bids or contracts, (2) the results of any reference checks, and (3) the Vendor's experience in providing the services solicited by this RFP as set forth in the Vendor's response	30 points
Initial Cost	Phone types presented as well as the reasonableness of initial equipment pricing	30 points
Ongoing Costs	The cost of on-going maintenance and service	20 points
	TOTAL POSSIBLE POINTS:	100 points

3.3 Notice of Award

After the completion of the committee review, Catoosa County Public Schools will issue a written Notice of Award.

The scores and placement of other Vendors will not be part of the Notice of Award.

The successful Vendors named in the Notice of Award shall not begin work or enter into subcontracts relating to the project until both the successful Vendor and the school system have signed a contract.

4.0 Submittal Response Format

4.1 General Instructions

The following instructions must be followed by Vendors submitting proposals:

1. All proposals must be in a sealed envelope or box and clearly marked: "**Lakeview Middle School – VOIP Phone System Replacement**." Proposals shall clearly indicate the legal name, address and telephone number of the Vendor (company, firm, partnership or individual). All expenses for making this proposal to the school system and Lakeview Middle School shall be borne by the Vendor.
2. The deadline specified in Table 1, RFP Schedule of Events, above. Any proposal received after this time and date will not be considered. No faxed or emailed proposals will be accepted. It is the sole responsibility of the Vendor to see that the proposal is received on time. Late or incomplete proposals will not be accepted. Catoosa County School System and Lakeview Middle School will reserve the right to reject any and/or all proposals and will further reserve the right to waive or not waive any informality in any proposal. Clearly identified proprietary information will not be disclosed during the selection process.
3. Vendors shall submit four (4) hardcopies of the Proposal to the school system at the address contained in Table 4 below. One (1) hardcopy of the Proposal should be clearly marked as "Original," and the remaining copies should be clearly marked "copy."
4. Proposals should be provided in three-ring binders, or other suitable binding, with tab separators. The organizational guidelines for proposal responses are listed in Table 5 below.
5. Proposals should be mailed or hand delivered to the mailing address contained in the following table.

Table 4: Proposal Mailing Addresses

Catoosa County Schools Mailing Address
Catoosa County Public Schools Technology Director Attn: Steve Sawyer 307 Cleveland Street Ringgold, GA 30736

The following table contains the organization suggested guidelines for proposal responses.

Table 5: Technical Proposal Organization Guidelines

Tab/Section No.	Proposal Section
Tab 1	Cover Page and Executive Summary
Tab 2	Proposed System
Tab 3	System Support
Tab 4	Company Background and History
Tab 5	Functional and Technical Requirements Response
Tab 10	Price Proposal