

Grosse Pointe Public School System

VoIP System

Request for Proposals (RFP)

January 2022

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GENERAL TERMS AND CONDITIONS

1 GENERAL REQUIREMENTS

1.1 INTENT

It is the intent of Grosse Pointe Public School System (herein after referred to as the “District”) to solicit proposals from qualified vendors for a VoIP System solution for all buildings in the District. This solution will consist of the following components:

- A. Equipment
- B. Integration services
- C. Warranty services

It is desired that vendors propose on all of the services being requested in this Request for Proposals (RFP). Vendors may partner with another provider to supply a complete and turnkey solution. If your response contains proposed services or equipment from multiple providers, all responding parties must be clearly identified and a synopsis of the partner relationship as well as the party that will serve as the prime vendor/contact for the District must be detailed. The District reserves the right to proceed with the provider deemed most suitable.

1.1.1 Construction Meetings

Construction meetings will be held weekly at each building once construction begins. Vendor must attend these weekly meetings, beginning approximately two weeks prior to commencing implementation activities and continuing through project acceptance.

1.1.2 Site Cleanliness

The Vendor will ensure all work areas are free from debris caused by work performed under this project scope. At the end of each day, the site must be left in a clean and neat condition prior to completing work for that day with debris properly disposed of in an efficient manner. Materials must be consolidated into an agreed upon space that is not obstructing any pathways within the respective buildings. Vendor may be asked to wear protective foot coverings or supply drop cloths to minimize impact to newly finished surfaces. Failure to properly clean may result in another contractor performing the cleanup work and back charging it to the vendor.

1.2 PROJECT DESCRIPTION

The District is seeking to replace the current phone system with a new VoIP solution for all locations. Due to the age and capabilities of the current telephony equipment, the District is seeking proposals to replace these current systems. The current inventories for telephony equipment the District is seeking to replace are shown in **Appendix B**. Please see the Current Telecommunications System Environment description in Section 2 for further background.

The acceptance of a solution will be at the sole discretion of the District. The Vendor is responsible for ensuring that the solution represents a fully functioning solution in accordance with the performance expectations detailed in this RFP.

This RFP outlines the performance, operational, and administrative requirements the District is seeking for the VoIP solution. Detailed specifications for this project are included in **Section 2** of the RFP.

1.3 SCHEDULE OF EVENTS

EVENT	DATE
RFP issued	January 18, 2022
Vendors' conference (non-mandatory)	January 24, 2022 at 2pm EST
Deadline for submittals of questions related to this RFP	January 25, 2022 at 5pm EST
Deadline for proposals & public proposal opening	February 1, 2022 at 11am EST
Post-bid interviews and demonstrations	Week of February 21 st , 2022
Anticipated award date	March 28, 2022
Implementation schedule	Summer 2022 with completion August 15, 2022

1.4 PROPOSAL SUBMISSION

Late proposals will not be accepted. Proposals shall be submitted as follows by the deadline indicated in **Section 1.3, Schedule of Events**:

- (1) Printed signed original
- (#) Unbound printed copy
- (#) Printed bound copies
- (#) Thumb drives consisting of only **2 files**:
 - One **single PDF** file of the submitted printed signed complete proposal
 - **Appendix A** in Excel format

Mark with company name and deliver to:

Grosse Pointe Public School System
Attn: Chris Stanley
20601 Morningside
Grosse Pointe Woods, MI 48236

All proposals must be in a sealed package and contain the wording **“VoIP Solution”** on the package. The wording **“ORIGINAL”** is to appear on the outside of the binder containing the original signed proposal. If a bid bond or cashier's check is used, an **original copy** of the bid bond must be submitted in the binder marked Original. Proposals **may not** be delivered via facsimile or email.

All Proposals MUST include the Vendor Response Forms provided in Appendix A.

Proposals shall be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the Vendor or any employee of the Vendor and any member of the Board of Education or superintendent. The District shall not accept a proposal that does not include this sworn and notarized disclosure statement. The Non-Familial Form must accompany your bid proposal (see **Appendix A**).

In accordance with the Iran Economic Sanctions Act, Michigan Public Act No. 517 of 2012, all vendors must execute the “Iran Linked Business Affidavit” and include it in their proposals (see **Appendix A**). Said forms are included in the Vendor Response Forms. The District will not accept a proposal that does not include this sworn and notarized disclosure statement. The form must accompany your bid proposal (see **Appendix A**).

1.5 INTENT TO PROPOSE

Each vendor that intends to submit a proposal in response to this RFP should communicate its intent via email to gina.mancinelli@plantemoran.com with the subject line “[*Insert your vendor name*] – Grosse Pointe Public School System VoIP Solution RFP - Intent to Propose.” Please refer to **Section 1.7, RFP Clarifications and Addenda**, for the contact information to address specific questions related to this RFP.

The response shall include the name of the Vendor, the name of the contact person, and that person’s email address.

1.6 VENDORS’ CONFERENCE

A non-mandatory pre-proposal vendors’ conference will be held for this project on January 24th, 2022 at 2:00pm eastern standard time. Meeting details are as follows:

Microsoft Teams meeting: [Meeting Link](#)

Dial in: +1 989-272-9774,,788402608#

(844) 562-1933,,788402608#

Phone Conference ID: 788 402 608#

1.7 RFP CLARIFICATIONS & ADDENDA

Please note that any addenda will be posted by the District to the bid site that housed the original RFP. Vendors are responsible for checking the site regularly to make themselves aware of any new addenda. When making requests for clarification, please identify the relevant section number (e.g., Section 2.3.1).

Requests for clarification shall be submitted by email only to:

Matthew Lindner

Matthew.Lindner@plantemoran.com

1.8 PROPOSAL FORMAT

To facilitate the comparison of vendor proposals, it is required that each proposal be organized into the following sections:

1.8.1 Executive Summary

The executive summary should, at a minimum, include the following:

- A. Executive letter highlighting how the proposed solution achieves the objectives of the District: This letter is to be signed by an officer of the organization submitting the proposal
- B. Organizational overview: A brief overview of the organization
- C. Provide features of the VoIP system to identify:
 1. How the solution aligns with the requested functional requirements
 2. How the solution aligns with the requested technical requirements
 3. Any functional or technical requirements that the proposed solution cannot achieve
 4. Any assumptions and/or District resources required to complete the solution

1.8.2 Vendor Response Forms

Vendor Response Forms are supplied in this RFP (**Appendix A**). In addition to requesting information on your company and the proposed solution, along with other required forms, you must clearly indicate whether you either comply or take exception to any of the sections in this RFP. All vendors **MUST** submit the **Comply/Exception Form** from **Appendix A**. Where applicable, an explanation to the exception must be provided.

1.8.3 Diagram of Design

For each section or design presented, the Vendor shall submit a diagram of its design providing a pictorial representation of the proposed solution(s).

1.8.4 Project Plan

The Vendor will include an overview of its project plan in its response.

1.8.5 Project Team

Indicate the level of qualification of the staff who will be assigned to this project. Qualification will be based on certifications and years of experience with the materials proposal in similar configurations. Names of staff need not be provided; however, the response in this section will indicate the minimum level of experience that will be provided. If necessary, please include additional categories to address additional levels of staff or staff with different certifications and years of experience.

1.8.6 Product Information

The Vendor must include copies of the technical specifications and/or data sheets for each of the products being proposed.

1.8.7 Electronic Copy

An electronic format of the forms in **Appendix A** in a Microsoft Excel format **MUST** be included with your response. A PDF version of all other materials must also be included.

1.8.8 Equipment Listing (BOM)

A bill of material must be included with the bid response identifying equipment models and quantities.

1.8.9 Additional Information

Additional information may be provided at the Vendor's discretion.

1.9 BID BONDS

Every bid shall be accompanied by either a cashier's check on a solvent bank or by a bond executed by a surety company authorized to do business in the state of Michigan. A 5% bid bond or cashier's check shall be required. Such check or bond shall name the District as recipient. The amount of such bid bond or cashier's check shall be forfeited as liquidated damages, costs, and expenses incurred by the District if the Vendor, after given an award as successful vendor, shall fail within thirty (30) days after the notice of such award to enter into appropriate contract with the District.

1.10 PERFORMANCE AND PAYMENT BONDS

The District MAY require the selected vendor(s) to provide a performance bond upon award of the contract. The associated cost of the performance bond is to be shown as a separate line item — do NOT include this cost in your base bid. This bond shall be equal in amount to the total price to the District of purchased hardware, software, cabling, and services. The surety of the bond shall remain in effect for one (1) year after all acceptance of the entire project has been executed by the District. In the event that the Vendor(s) fails to perform its obligations under any agreement between the Vendor(s) and the District, the bond shall be paid to the District. The Vendor(s) further agrees to save and hold harmless the District and agents from all liability and damages of every description in connection with any subsequent agreements. Payment bonds shall be required under the following conditions: project award exceeds \$50,000 **and** project involves construction, alteration, or repair to the buildings.

1.11 INSPECTION OF WORKSITE

If necessary, vendors can request access for site visits from Grosse Pointe Public School System by contacting the individual identified in **Section 1.7, RFP Clarifications & Addenda**. We do not believe on-site access and review will be required prior to the project and, therefore, requests may be denied.

1.12 MODIFICATION OF RFP

Vendors may not modify the RFP text to affect the terms, conditions, or specifications found in this document; this is forbidden and will subject the bid response to rejection. In the event any text is modified, the original text as issued will apply. This clause does not apply to the vendor response areas of the RFP where it is expected that vendors will enter their text.

1.13 CONFIDENTIAL INFORMATION

As a public entity, the District is subject to the Michigan Freedom of Information Act (FOIA). Information contained in proposals may be subject to FOIA requests.

1.14 RIGHT TO REQUEST ADDITIONAL INFORMATION

The District reserves the right to request any additional information that might be deemed necessary after the completion of this document.

1.15 RIGHT OF REFUSAL

The District reserves the right to reject any or all proposals in their entirety, evaluate suggestions or exceptions, waive irregularities, or select certain equipment from various vendor proposals, based on the best interests of the District. The District reserves the right to reject any or all proposals for a specific section. The District reserves the right to award specific buildings to one or more vendors.

1.16 PROPOSAL PREPARATION COSTS

The Vendor is responsible for any and all costs incurred by the Vendor or its subcontractors in responding to this RFP.

1.17 SYSTEM DESIGN COSTS

The successful vendor shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base bid.

1.18 PERMITS

The successful vendor shall be responsible for complying with all local, state, and federal codes applicable to this installation. This includes the electrical permit required by the state of Michigan for low voltage installations. Include all costs associated with permitting in your base bid.

1.19 PRICING ELIGIBILITY PERIOD

All vendor proposal bids are required to be offered for a term not less than **120** calendar days in duration. A claim of mistake in computation of a proposal shall not void the proposals after they are opened and accepted.

1.20 ADDITIONAL CHARGES

No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification and coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, and training.

1.21 TURNKEY SOLUTION

All prices quoted must include all the cables, connectors, etc., that will be necessary to make the system specified **fully operational** for the intent, function, and purposes stated herein.

1.22 FEDERAL OR STATE SALES, EXCISE, OR USE TAXES

Grosse Pointe Public School System is a tax-exempt entity for all purposes, except if the project makes enhancements and/or additions to real property.

1.23 PURCHASE QUANTITIES

The District reserves the right to adjust upward or downward by 25%, the quantities of items purchased without altering the unit purchase price upon award and throughout the contract period.

1.24 AGREEMENT REQUIREMENTS

The District intends to use the agreement contained in **Appendix C** for this project. Please review this attached agreement and indicate whether the terms of the agreement are acceptable. Include all contract exceptions in your proposal, if any.

The District considers this RFP legally binding and will require that this RFP and the resulting vendor proposal be included as addenda to any subsequent agreements between the Vendor(s) and the District. It should be understood by the Vendor(s) that this means that the District expects the Vendor(s) to satisfy all requirements and reports listed herein. Exceptions should be explicitly noted in the vendor proposals. **Lack of listing all exceptions will be considered acceptance of all of the specifications as presented in this RFP.**

1.25 SURVIVAL CLAUSE

All duties and responsibilities of any party that, either expressly or by their nature, extend into the future, shall extend beyond and survive the end of the contract term or cancellation of the Agreement.

1.26 FORCE MAJEURE CLAUSE

See proposed Agreement in **Appendix C**.

1.27 INCORPORATION BY REFERENCE

The Vendor shall supply equipment, wiring, technology, training, and other related services adequate to accomplish the requirements as set forth in the RFP and the Vendor response to the RFP. Parties agree that where there is a conflict between terms of the Agreement and the information presented in the referenced documents, the Agreement shall take precedence. The parties also agree that where there is not a conflict between the Agreement and the information presented in the referenced documents, all terms, conditions, and offers presented in the Vendor's proposal shall herein be referenced to the Agreement and shall be binding upon all parties to the Agreement.

1.28 RISK DURING EQUIPMENT STORAGE AND INSTALLATION

Delivery shall be made in accordance with the implementation schedule referenced as part of the Agreement. It will be possible to allow for minor variances from this implementation schedule as mutually agreed upon by both parties and confirmed by prior written notice. The equipment shall be installed and placed into good working order by representatives of the Vendor. During the time period where the equipment is in transit and until the equipment is fully installed in good working order, the Vendor and its insurer shall be responsible for the equipment and relieve the District of responsibility for all risk of loss or damage to the equipment. In addition, the Vendor shall hold the District and agents harmless from any risk of loss or damage arising out of occurrences during the installation of the equipment.

1.29 SHIPPING OF EQUIPMENT

All shipping and insurance costs to and from the site shall be included in the Vendor's proposal. All payments to shipping agents and for insurance fees shall be made directly by the Vendor. The District shall make no payments to any firm concerning the shipment, installation, and delivery of equipment that is not a part of the Agreement and for which exact payments are not described. The Vendor shall be responsible for all arrangements for the shipment and receipt of equipment to the District's prepared site. The Vendor shall provide all properly trained representatives to unpack all items of equipment and place this equipment in the proper locations. The Vendor shall also be responsible for removal of all debris and packing materials from the site resulting from the installation of the equipment.

1.30 NON-WAIVER OF AGREEMENT RIGHTS

It is the option of any party to the Agreement to grant extensions or provide flexibilities to the other party in meeting scheduled tasks or responsibilities defined in the Agreement. Under no circumstances, however, shall any parties to the Agreement forfeit or cancel any right presented in the Agreement by delaying or failing to exercise the right or by not immediately and promptly notifying the other party in the event of a default. In the event that a party to the Agreement waives a right, this does not indicate a waiver of the ability of the party to, at a subsequent time, enforce the right. The payment of funds to the Vendor by the District should in no way be interpreted as acceptance of the system or the waiver of performance requirements.

1.31 GENERAL INDEMNIFICATION

See proposed Agreement in **Appendix C**.

1.32 PATENTS, COPYRIGHTS, AND PROPRIETARY RIGHTS

See proposed Agreement in **Appendix C**.

1.33 NONDISCRIMINATION BY VENDORS OR AGENTS OF THE VENDOR

See proposed Agreement in **Appendix C**.

1.34 SUBCONTRACTORS

See proposed Agreement in **Appendix C**.

1.35 EFFECT OF REGULATION

See proposed Agreement in **Appendix C**.

1.36 PROJECT MANAGEMENT STAFF DESIGNATION

The Vendor understands that the successful installation, testing, and operation of the system that is the subject of this document shall be accomplished by a cooperative effort. To most effectively manage this process, the Vendor shall designate a single representative to act as project manager, who shall have the authority to act on behalf of the Vendor on all matters pertaining to the Agreement.

In the event that an employee of the Vendor is, in the opinion of the District, uncooperative, inept, incompetent, or otherwise unacceptable, the Vendor agrees to remove such person from responsibility in the project. In the event of such a removal, the Vendor shall, within fifteen (15) days, fill this representative vacancy as described above. Regardless of whom the Vendor has designated as the representative, the Vendor organization remains the ultimate responsible party for performing the tasks and responsibilities presented in the Agreement.

1.37 ASSIGNMENTS

The District and the Vendor each binds themselves, their partners, successors, and other legal representatives to all covenants, agreements, and obligations contained in the Agreement.

1.38 VENDOR AS INDEPENDENT VENDOR

It is expressly agreed that the Vendor is not an agent of the District but an independent contractor. The Vendor shall not pledge or attempt to pledge the credit of the District or in any other way attempt to bind the District.

1.39 INSURANCE

1.39.1 Workers' Compensation Coverage

The Vendor shall procure and maintain, during the life of the Agreement, Workers' Compensation Insurance, including Employer's Liability Coverage, in accordance with all applicable statutes of the state of Michigan.

1.39.2 Commercial General Liability Insurance

The Vendor, at the Vendor's sole cost and expense, shall procure and maintain, during the life of the Agreement, Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than one million dollars (\$1,000,000) per occurrence and/or aggregate combined single limit, Personal Injury, Bodily Injury, and Property Damage. Coverage shall include the following features: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Vendors Coverage; (D) Broad Form General Liability Extensions or equivalent; (E) Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions, if applicable; (F) Per contract aggregate.

1.39.3 Motor Vehicle Liability

The Vendor, at the Vendor's sole cost and expense, shall procure and maintain, during the life of the Agreement, Motor Vehicle Liability Insurance, including applicable No-fault coverages, with limits of liability of not less than \$1,000,000 per occurrence combined single limit Bodily Injury and Property Damage. Coverage shall include all owned vehicles and all hired vehicles.

1.39.4 Additional Insured

The following shall be named Additional Insureds: Grosse Pointe Public School System, including all elected and appointed officials; all employees and volunteers; and all boards, commissions; and/or authorities and their board members, employees, and volunteers.

This coverage shall be primary to the Additional Insureds and not contributing with any other insurance or similar protection available to the Additional Insureds, whether other available coverage is primary, contributing, or excess.

1.39.5 Notice of Cancellation or Change

Workers' Compensation Insurance, Commercial General Liability Insurance, and Motor Vehicle Liability Insurance, as described above, shall include an endorsement stating the following: "Sixty (60) days Advance Written Notice of Cancellation or Non-Renewal shall be sent to: Grosse Pointe Public School System., 20601 Morningside, Grosse Pointe Woods, MI 48236 (313) 432-3000.

1.39.6 Proof of Insurance Coverage

The Vendor shall provide the District, at the time the Agreements are returned for execution, Certificates of Insurance, and/or policies, acceptable to the District, as listed below:

- A. Two (2) copies of Certificate of Insurance for Worker's Compensation Insurance;
- B. Two (2) copies of Certificate of Insurance for Commercial General Liability Insurance;
- C. Two (2) copies of Certificate of Insurance for Vehicle Liability Insurance;
- D. Original Policy, or binder pending issuance of policy, for Owners and Contractors Protective Liability Insurance;
- E. If so requested, certified copies of all policies shall be furnished.

1.39.7 Continuation of Coverage

If any of the above coverage expires during the term of the Agreement, the Vendor shall deliver renewal certificates and/or policies to Grosse Pointe Public School System at least ten (10) days prior to the expiration date.

1.39.8 Failure to Comply

Failure to comply with the insurance requirements contained in the Agreement shall constitute a material violation and breach of contract and may result in termination of the Agreement.

1.40 WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE

The District has presented detailed technical specifications of the particular purpose for which the network and technology is intended. The District has provided detailed descriptions and criteria of how the system can be defined to accomplish this particular purpose. The District has also defined the exact procedures and techniques to be employed in testing whether the system has achieved the defined performance of this particular purpose. Given this advanced preparation concerning, and documentation about, the District's particular purpose, the Vendor, at the time the Agreement is in force, has reason and opportunity to know (1) the particular purpose for which products are required, and (2) that the District is relying on the Vendor's experience and knowledge of these products to provide those that are most suitable and appropriate. Therefore, the Vendor warrants that the system is fit for the purposes for which it is intended as described in this document.

1.41 WARRANTY

See **Section 2.7, *Warranty***, for warranty requirements.

1.42 FINAL ACCEPTANCE OF THE SYSTEM

The system proposed shall be defined to be finally accepted by the District after all components of this RFP and all approved change orders have been installed completely, plus the items identified in **Section 2**. The District or the District's Representative shall be the sole judge of whether all conditions for final acceptance criteria have been met.

1.43 STANDARD FORMS AND CONTRACTS

Any forms and contracts the Vendor(s) proposes to include as part of any agreement resulting from this bid between the Vendor(s) and the District **must** be submitted as part of the proposal. Any forms and contracts not submitted as part of the bid and subsequently presented for inclusion may be rejected. This requirement includes, but is not limited to, the following types of forms: subcontractor, franchise, warranty agreements, maintenance contracts, and support agreements.

1.44 NONCOLLUSION COVENANT

The Vendor hereby represents and agrees that it has in no way entered into any contingent fee arrangement with any firm or person concerning the obtaining of the Agreement. The Vendor certifies that its proposal is made without any previous understanding, agreement, or connection with any person, firm, or

corporation making a proposal for the same services and is, in all respects, fair, without outside control, collusion, fraud, or otherwise illegal action.

1.45 ADVERTISEMENT

The laws of the state of Michigan, the District purchasing policies, and the legal advertisement for vendors and purchases are made a part of any agreement entered into in the same respect as if specifically set forth in that agreement.

1.46 SELECTION CRITERION

The District intends to enter into a long-term relationship with a well-established vendor whose products, features, design philosophy, and support policies come closest to meeting the District's needs. The selected vendor must be a well-established, financially stable firm committed to technology in K-12; will have a commitment to attracting and retaining an excellent staff of technical and product support personnel; and will have a proven track record of support from installation planning through implementation and ongoing use. There should also be evidence of responsiveness to clients' suggestions for improvements. Finally, there must be a good fit between Vendor's staff and the District's staff to assure a good working relationship.

The vendors will be evaluated based on the following selection criteria:

1.46.1 Compliance to Specifications

- A. Functional and technical requirements
 - 1. Compliance to mandatory specifications
 - 2. Ability to achieve nonmandatory requirements
 - 3. Vendor interview and solution demonstration as required
- B. Proposal requirements
 - 1. Implementation support
 - 2. Ongoing support
 - 3. Experience
 - 4. Cost

1.47 SPECIAL NOTES

Failure to include in the proposal all information outlined above may be cause for rejection of the proposal.

The District reserves the right to accept the Vendor's replacement of any component if it is considered equal or superior to the specifications. Such acceptance will be in writing.

1.48 PAYMENT TERMS

See proposed Agreement in **Appendix C**.

1.49 CRIMINAL BACKGROUND SCREENING

The District is committed to assuring a safe environment for students, employees, and district visitors. Accordingly, the District requires criminal background certification compliance from vendors and subcontractors who perform work at any district facility. Each vendor or subcontractor shall certify that all legally required criminal history and criminal record checks, electronic finger print scans (Michigan and FBI), and/or any other background check requirements are conducted in accordance with applicable provisions within Sections 380.1230, 380.1230a-h, 380.1236a of the Michigan Revised School Code, and all other applicable federal and state laws concerning background checks. These results must be sent directly to the District. Additionally, the Vendor must certify that no owner, employee, agent, representative, vendor, and/or other personnel of the Vendor will be on any district premises if they are a registered criminal sexual offender under the Sex Offenders Registration Act, Public Act 295 of 1994, or have been convicted of a "Listed Offense" as defined under Section 722 of the Sex Offenders Registration Act, MCL 28.722. The Vendor shall also require employees, if and as applicable, to comply with the reporting requirements of Section 1230d of the Revised School Code and shall promptly forward any information so obtained to the District.

PROJECT REQUIREMENTS AND SPECIFICATIONS

2 VOIP SYSTEM SPECIFICATIONS

This section outlines the requirements for a Voice-over-IP solution for the Grosse Pointe Public School System (the District).

2.1 INTENT OF VOIP SYSTEM

It is the intent of the District to solicit proposals from qualified Vendors for a VoIP solution for all District buildings. This solution will consist of the following components:

- i) VoIP system equipment (hardware and cabling)
- ii) Installation and integration services
- iii) Warranty services

For Vendors proposing on this section, it is required that the Vendor proposes on all of the equipment and services being requested in this section. Bidders may partner with another provider to supply a complete and turnkey solution. If your response contains proposed services or equipment from multiple providers, all responding parties must be clearly identified, and a synopsis of the partner relationship and the party that will serve as the prime Vendor/contact for the District, must be detailed. The District reserves the right to proceed with the provider deemed most suitable.

Site information for all locations in-scope can be found in **Appendix B**.

2.2 CURRENT TELECOMMUNICATION SYSTEMS ENVIRONMENT

The District phone system consists of a Cisco Unified Communications Manager-based solution located at Parcels Middle School, which serves all District locations. No survivable gateways exist, however most District buildings have local POTS lines. Access to the public switched telephone network (PSTN) is provided by two-bonded PRI lines (24 channels, burstable) both terminating at the Parcels Middle School. These PRI trunk lines are used for routing all incoming and outgoing calls (note that these will be replaced with SIP trunking as a part of this project). A variety of models of Cisco handsets (7940, 7960, 7821, 8811 and 8851) are in use across the District. A small population of analog handsets are in use as well throughout the District.

In most cases, special purpose lines (security/fire lines, etc.) are delivered as independent POTS lines; analog gateways will not be used to support these services going forward. IP voice traffic will utilize the data network connections between buildings in the District; therefore, the project will converge voice and data traffic on the WAN as well.

The District's wide area network (WAN) consists of private fiber between the various District locations with 20Gbps service.

2.3 CURRENT NETWORK ENVIRONMENT

The District currently utilizes Aruba network switching equipment in the local area network across all locations. Aruba core switches at each District location provide routing for the WAN and uplink connectivity for LAN equipment. The District currently utilizes quality of service (QoS) related configurations in place on their network infrastructure.

2.4 POWER OVER ETHERNET (POE) CONSIDERATIONS

Power over Ethernet (PoE) network switch ports are available throughout the District. The current Aruba LAN switches support PoE+ with up to 60W per port (IEEE 802.3bt Class 6) for high power devices. Additional Power-over-Ethernet switch ports should not be required as part of the solution requirements.

2.5 CURRENT CABLING INFRASTRUCTURE ENVIRONMENT

Cabling infrastructure at all District buildings is minimally Category 5e or higher. It is not anticipated that phone locations will require the installation of a new Category 6 drop. Vendors should provide unit pricing for a drop to an end user station in the Options Cost form in **Appendix A** in increments of 10 drops (Cat 6, 150ft). See the following sections for cabling installation and testing requirements: UTP Cabling General Requirements, UTP Cabling Installation Requirements, and UTP Cabling Testing Requirements.

2.6 EXISTING POWER CONSIDERATIONS

The network equipment locations in District's buildings are equipped with a dedicated 120v AC electrical circuit, with isolated ground providing power to the legacy PBX or gateways. The intent is that these electrical circuits will be used for powering call processing centralized messaging servers and survivable gateways in the District's main network headend. At the other buildings, the electrical circuits will be used for powering survivable gateways. For each site/building, Vendors are required to indicate all power requirements for their proposed solutions in their response.

2.7 GENERAL EXPECTATIONS

2.7.1 Acceptable Manufacturers

The District is seeking a VoIP solution from a reputable manufacturer with a proven record of accomplishment of long-term reliable usage. Consideration of proposals from any manufacturer will be undertaken at the District's discretion. The District will consider an on-premise solution only, consisting of the purchase of the new solution (leases/subscriptions will not be considered). There is a strong preference for solutions that have been proven both functional and cost effective in a public sector environment.

2.7.2 New Materials

All equipment quoted by the Vendor shall be new. The solution requests that the Vendors propose a completely new solution that balances cost, performance, and technology. Solutions using equipment that has either reached or an announcement has been made for end-of-life, end-of-support, or end-of-sales will not be entertained. All handsets must be new and not refurbished.

The latest released system hardware and software version must be installed at the time of delivery. In the event a new software or hardware version is released after a portion of the system has been installed, but before the entire system is deployed, the Vendor shall upgrade the hardware and software at all other previously installed locations to the latest version. In short, at the time of final contract acceptance and final contract payment, all system components installed will have the latest stable release level of hardware and software.

All products proposed in the response must be "customer shipping or production" status at the time of the bid response. The Vendor may not bid products based on future releases of hardware and/or software. If the

Vendor is unable to provide the proposed product(s) or feature(s) by the proposed delivery date, the Vendor will provide a resolution of equal or greater value to the District, at no additional charge to the District, including services required to implement the solution.

2.7.3 Current Software

All software quoted shall be of the latest version. Any exceptions must be specifically noted.

2.7.4 Accessibility

The District requires that all proposed solution(s) meet American Disability Act (ADA) requirements. This should include, but may not be limited to Hearing Aid Compatibility (HAC) compliant handsets for magnetic coupling to approved HAC hearing aids, visual & audible indicators (for ring, messages, alerts and status), amplified handsets, and support for TTY devices for those with hearing disabilities. Other considerations include the capability for the proposed solution to perform voice-to-text services, and voice-activated actions (e.g., answer calls with voice).

2.7.5 Telephone Lines

The District expects to provide a listing of all telephone lines associated with each District location to the awarded Vendor. Wherever possible, the following will be identified in advance: main published numbers, DID and private line assignments, fax lines (to be left "as is" or replaced with a DID), alarm/security lines and special purpose lines to be left "as is".

2.7.6 Equipment Trade-in

Vendors may provide a one-time trade-in value for the current equipment listed in **Appendix B**. Vendors may provide either additional discount on the equipment, or one-time cash credit for the equipment listed in **Appendix B**. The additional discount or one-time cash equivalent will be shown on **Appendix A** price response form. The value of the additional discount (percentage point or one-time cash equivalent) must be clearly shown. The acceptance of the trade-in value will be at the discretion of the District.

2.7.7 Disposal of Existing Telephone System Equipment

Irrespective of whether a trade-in is accepted by the District or not, the Vendor shall be required to remove and properly dispose of all replaced legacy handsets as a part of this project. Additionally, the Vendor shall be required to remove and dispose of all legacy phone system equipment and interconnection cabling, i.e., between cabinets and to back board in MDFs and IDFs; removal of existing horizontal cabling from the closets to end user handsets is not required.

The Vendor shall also be required to wipe any data from any equipment collected and provide certification that the equipment has been wiped of all data. The Vendor must provide a certificate/statement indicating that equipment and cabling was properly disposed of (e.g., disposed of in a "green" manner, recycled, etc.) and compliant with all local, state, and federal regulations.

Given their limited capacity, the Vendor will not be permitted to use District-owned dumpsters in the disposal of any legacy equipment. Vendors must provide their own dumpster or haul away for disposal.

2.8 PROPOSED TELEPHONE ENVIRONMENT

The proposed voice telephone environment must use an on-premise based architecture design where all call processing and messaging are performed at the District's network headend. Local gateways should be used to provide site survivability at all District buildings. Redundancy for call processing and messaging should be part of the final design solution. The District will rely on the Vendor's expertise to propose the best design based on the hardware and software proposed.

A centralized voice messaging system shall be employed allowing each location to activate any unique automated attendant routing and scripting if so desired. An enterprise E911 solution that is compliant with Michigan Public Service Commission (MPSC) requirements will be required so that accurate ANI/ALI can be provided to the local PSAP for each location.

2.9 PROPOSED VOIP SYSTEM SPECIFICATIONS

The VoIP specifications provided in this section have been designed to meet the objectives of the District. In the event that the components necessary to accomplish the stated objectives are not contained within this specification, bidders shall add the required items to accomplish them on their solution or platform. If significant additions/departures from the specification are made, they must be identified in your response, including their purpose as they relate to meeting the objectives of this project.

2.10 SITE SURVIVABILITY

The proposed solution should include pricing for survivable gateways at each building in the District to ensure that voice communications services are maintained in the event of a loss of connectivity to the District network headend.

2.11 LINK LAYER DISCOVERY PROTOCOL (LLDP)

All proposed system components, including handsets, must support Link Layer Discovery Protocol (LLDP).

2.12 HUNT GROUPS

The proposed system must provide the ability to configure hunt groups for groups of up to 20 stations, with multiple hunt pattern options (linear, circular and most-idle).

2.13 E911 COMPLIANCE

Any proposed solution must be compliant with all applicable local, state and federal E911 requirements/legislation, including Michigan's E911 MPSC Rules 484.901 - 484.906 and Federal H.R. 582 (115th): Kari's Law Act of 2017. Your proposal must include all equipment and services to activate this functionality as a base bid capability.

2.14 E911 CALL NOTIFICATION

Provide real-time notification to multiple users (e.g., building administrative office staff) at each building PLUS at least one centralized user (e.g., school safety or central office) that a 911 call was placed from one of the District buildings and from which phone the call was made. The ability to open a conference call where all notified users can join is required as well.

2.15 E911 PLANNING & ZONING

Provide an E911 application/solution to use “zoning” (ELINs) to allow the District to conserve on the number of unique PS-ALI records required. This solution should be an enterprise-based E911 solution allowing for the accurate reporting of ELIN data provided to the local PSAP for each location. Total area (square footage) for each building is provided in **Appendix B**. This solution should include automated changes when phones are moved between zones.

2.16 ANI

Automatic number identification (ANI) is required to be passed on all calls carried on the PSTN circuit. ANI shall be passed to all display phones (assuming that ANI was passed by the CO). Caller ANI shall be passed from user #1 to user #2 upon a call transfer.

2.17 TRUNK ACCESS CODE

A distinct access code is currently used at the District to seize an outside line. The same code will be utilized in the new system to minimize the impact to end users. This information will be provided to the selected Vendor.

2.18 CALL RESTRICTIONS

Certain stations within the District may be restricted from placing long distance calls. Additionally, the ability to restrict classroom phones from receiving incoming calls from any source outside the District, is required. The capability to restrict calls based on user or extension is a requirement of the proposed solution.

2.19 CLASS OF SERVICE

Class of service restrictions will essentially match those in place today and will be communicated to the successful Vendor when design/implementation meetings are scheduled. The ability to block and restrict incoming calls from certain types of numbers, such as 900 numbers is required.

2.20 PAGING SYSTEMS

All school buildings have existing Carehawk CH-1000 public address systems and the proposed solution must be equipped to integrate with the existing systems at each site. FXO ports are typically required for integration to Carehawk solutions, however it is the bidder’s responsibility to endure that all appropriate equipment is included to provide the integration required below. The proposed solution shall be implemented such that phone users within a building will be able to dial a paging code (or press a paging button) and make an “All Page” and a “Zone Page” over the existing paging system. Please describe how your solution provides that integration. See **Appendix B** for capacity requirements and model of system installed.

In sites where no paging systems exists, the District will use the proposed system to provide paging and intercom functionality at each location. The proposed solution shall be implemented such that phone users within a building will be able to dial a paging code (or press a paging button) and make an “all page” and a “zone page.”

2.21 MUSIC ON HOLD

Allows music to be played for callers on hold, programmed to a local radio station, pre-recorded messages and music stored locally or to system default music.

2.22 CONFERENCE CALLING (MEET ME)

Provide capabilities to create ad-hoc or scheduled audio conferencing sessions. The proposed solution should allow for internal and external users, dial-out capability to add additional participants, and conference parties to join the audio conference from multiple channels (web, mobile, desktop client, or PSTN). Please see **Appendix B** for the number attendees per conferencing session.

2.23 FIND ME/FOLLOW ME OR SINGLE NUMBER REACH

Provide the ability to allow users to have a secondary phone ring or other when the primary VoIP line rings. The ability to ring the secondary phones maybe be configured for sequential ringing or simultaneous ringing.

2.24 CALL FLOW DESIGN

Existing main numbers, DIDs and extensions are likely to remain the same. DID extensions are associated to every phone in the District. Since all locations are expected to be part of the new phone system, all phone should have a corresponding DID.

Users who are assigned a mailbox number that is correlated to their desk telephone currently receive a message waiting lamp indication and must retain this functionality.

The current PRI trunks at the Parcels Middle School will be replaced with SIP trunking to provide primary inbound and outbound trunking for each District location. See **Appendix B** for District circuit details.

2.25 DIAL PLAN

The District uses a 4-digit dial plan when calling users within and between each District location. DID extension will continue to use 4-digit dialing. Any re-design will need to be addressed in the initial design meetings.

2.26 AUTOMATIC ROUTE SELECTION

The District uses least cost routing between buildings to provide local incoming/outgoing call capability. We expect the Vendor to provide details on the approach to route selection used in the proposed solution.

2.27 DIGITAL TRUNKING EQUIPMENT

The Vendor must include all interface equipment necessary for connection to all digital trunking. Note that the District intends to transition from PRI to SIP trunking as a part of this project.

2.28 FAX LINES CONNECTIONS

The District utilizes an e-fax solution, analog line support for physical fax machines is not required.

2.29 AUTOMATIC FAULT DETECTION

Identify what capabilities exist in the system to reactively and proactively address system faults and failures.

2.30 REMOTE SERVICE/MAINTENANCE ACCESS

Remote access capability into the telephone and voice processing system for Vendor maintenance is required. The District must have the ability to control when the Vendor can access the system. This access is required for the Vendor and the District.

2.31 SECURITY AND FIRE ALARM LINES CONNECTIONS

Security and fire alarms are NOT currently connected to the phone system and will NOT be connected to the new VoIP system. They are out of scope for this project.

Note that the District will consider voluntary alternates for solutions that integrate these services into their proposed solution to eliminate the need for POTS lines in the environment.

2.32 INSTANT MESSAGING

Pricing is required for an instant messaging system that provides the capability to send text, pictures, and documents in an instantaneous conversation with one or many people. Conversations should be capable of being initiated from a dedicated instant messaging client (computer or mobile device). G-Suite productivity software/email integration is desired as well but not mandatory. History should be retained to review chat logs in accordance with the District's document retention policy. Integration to the proposed softphone should also be provided.

2.33 PRESENCE

Pricing is required for the ability to view user availability within the District is defined as presence and should have the capability to be managed by a user or will be automatically adjusted based on tasks being performed by a user (i.e., away from desk, in a meeting, presenting in a web conference). Integration should be available for G-Suite productivity software/email, audio/video/web conferencing, and telephony systems.

2.34 DIRECTORY LOOKUP

On phone directory functionality is required, allowing users to lookup by a variety of criteria including user name and building/room number (or other room identifier).

2.35 VOIP PHONE SYSTEM – OPTIONS

DO NOT include these costs as part of your base bid; the cost for these options must be itemized separately in the **Appendix A**, options form.

2.35.1 Call Accounting

As an option, pricing is requested for a call accounting system that will allow the District to track inbound and outbound calls made from any telephone connected to the proposed VoIP telephone system. The call accounting system shall allow the District to perform basic historical and real time reporting. The call

accounting system shall allow for tracing the location of any 911 call made from the District as well as threatening calls for which they have been made aware. Internal calls are to be accounted as well, showing the forwarding of calls on each 'hop'. The system shall be able to store a minimum of three months of call data.

The system does not need to provide call costing or access to subscription rate tables; the system will NOT be used to render monthly internal telephone bills or charge-backs. If the call accounting system must reside on a dedicated PC or server the Vendor must provide the PC or server as part of your solution.

2.35.2 Call Recording

Provide, as an option, a solution for call recording. This solution should minimally allow for the recording of all calls on identified numbers (up to 5 sessions). Recorded calls are to be retained on the system only upon indication from the user to minimize storage requirements.

2.35.3 Hot-Desking

As an option, pricing is requested for the ability for users to login to a pool of phones with their prescribed account to access their full telephony functionality. Upon login, this feature would incorporate a user's directory number, class of service, call forwarding, unified messaging, and other configured functions into a specified handset. This feature should include an administrative control that permits hot-desking only for certain specified handsets in the District.

2.36 VOICE PROCESSING SYSTEM SPECIFICATIONS

A centralized voice messaging system will be installed at the District data center. The District will rely on the Vendor's expertise to propose the best design based on the hardware and software proposed. The voice processing system must fully integrate to enable the automatic activation of message waiting lamps and provide streamlined access to all voice processing system features and functions. The system will provide capability for unique and individual automated attendant scripting and call treatment for each building in the District with separate day and night call treatment.

The system shall support voice mail for a quantity of light/medium users. Quantity of voicemail boxes is specified in **Appendix B**. The ports, software license on mailboxes, and hours of storage must be configured to support equipped numbers.

See **Appendix B** for capacity requirements.

2.36.1 Unified/Integrated Messaging (UM/IM)

The District would like to provide a single inbox to staff to access voice and email. Unified messaging shall be taken to mean the capability of being able to access voice mail, email (and fax mail) messages from either a telephone or a workstation, with single message store residing on the email server.

Integrated messaging shall be taken to mean the capability to access voice mail, email (and fax mail) messages from either a telephone or a workstation but with voice mail messages being stored on the voice mail server and email messages being stored on the email server and integration occurring on the client workstation. The ability to translate speech to text and include the translation as part of the email message sent to the user's inbox is desired.

Unified and integrated messaging solutions are to provide presence information and calendar integration from the District's productivity suite accounts. Deletion of a message in a user's email inbox must deactivate the message indicator lamp on their handset.

See **Appendix B** for required UM/IM licensing quantities required for the District.

2.36.2 Active Directory Integration

Integration to Active Directory for authentication is required. The proposed solution must have seamless integration with the District's tools. The Vendor will work with the District's Technology Department to integrate the proposed solution with the District's productivity software environment.

2.36.3 Remote Access into Voice Mail

The District desires the system be configured to provide internal users with a local number, that when called, will allow password protected access into the voice mail system to send and retrieve messages 24 hours a day, 7 days a week.

2.36.4 Automated Attendant

The District uses various automated attendant functions for buildings and departments throughout the District to handle various types of incoming calls using existing DID numbers. The voice messaging solution should include voice processing system components that provide the capability for unique and individual automated attendant scripting and call treatment for each building and department in the District with separate day and night call treatment. The scripting capabilities should also be capable of scheduling scripts for automatic activation

2.36.5 Ability to Remotely Update Auto Attendant Scripts/Messages

The District must be able to remotely update scripts/messages received upon calling the main number via the automated attendant to notify the public of "weather closures" and other dynamic, urgent information.

2.36.6 Ability to Schedule in Advance Updates to Auto Attendant Scripts/Messages

The District must be able to record scripts/messages and then schedule them to be automatically activated in the future at a designated time and date.

2.37 VOICE PROCESSING SYSTEM SPECIFICATIONS - OPTIONS

2.37.1 Flexible Intercept Assignment

Each voice mailbox profile must allow for unique intercept routing ("zero out" answer point).

2.38 IP PHONE EQUIPMENT SPECIFICATIONS

Below follows the requirements for telephone sets.

2.38.1 IP Phone Instrument Quantities

Appendix B summarizes the IP phone requirements for the District. These IP phone selections form a baseline to compare bids. The finalist bidder will be responsible at station review time to "fine tune"

requirements and make adjustments (if necessary), in conjunction with the District, to deploy the most appropriate and economical IP phone set types based on user requirements.

2.38.2 IP Phone Instrument Types

Below follows the desired minimum requirements for each type of IP phone being considered by the District. Vendors are expected to quote IP phones that match the requirements stated below as closely as possible. However, recognizing the variance in IP phone set design, it is acceptable that Vendors quote IP phones that come close, though do not exactly meet all of the requirements. However, Vendors will be responsible for identifying any variance from the requirements including any IP phones features not met as well as bringing attention to any features that exceed requirements. Vendors must provide literature or brochures as part of an appendix describing and picturing each IP phone. If add-on modules are used in order to meet the line/feature button requirements of the larger IP phones, it is not acceptable that they require auxiliary power. The button assignments listed below are for example purposes only. The selected Vendor must conduct station reviews with the District to determine the precise assignments desired.

2.38.3 IP Phone Types to Quote

TYPE #1: Single Line Display IP Phone

This is the typical public access or shared space IP phone. It will only be assigned one line (DID or extension) but will require second call indication for that line. Type 1 handsets must meet the following minimum requirements:

- Must be desk or wall configurable (most are to be used as a desk phone)
- IP phones may be used in conjunction with a LAN-attached PC workstation
- Display: required
- Two-way hands-free speakerphone with mute: required
- Second call indication of primary extension/DID: required
- Button appearances (typical)
 - Line appearance number #1 (primary directory number)
 - Line appearance number #2 (secondary directory number)
 - Hold
 - Transfer
 - Redial
 - Message waiting lamp
 - Mute

TYPE #2: Multi-Line Display IP Phone

This is the typical desk IP phone. Type 2 handsets must meet the following minimum requirements:

- Display: required
- Two-way hands-free speakerphone with mute: required
- Button appearances (typical)

- Line appearance number #1 (primary directory number into voice mail)
- Line appearance number #2 (secondary directory number)
- Line appearance or feature button (redial)
- Line appearance or feature button (call forward [immediate into voice mail])
- Line appearance or feature button
- Line appearance or feature button
- Line appearance or feature button
- Line appearance or feature button
- Hold
- Transfer
- Conference
- Message waiting lamp

Type #3: IP Conferencing Speakerphone

Please include pricing for a conferencing speakerphone for small and medium-size conference rooms. The speakerphone must meet the following minimum requirements:

- Display required for caller ID and call information
- Microphone range for small and medium-size conference rooms
- Two-way hands-free speakerphone with mute: required.
- Capability to expand with additional microphones.
- Buttons (typical)
 - Mute
 - Hold
 - Conference
 - Redial
 - Speaker Volume

Type #4: “Ruggedized” Handset

Handsets are required for the pool deck areas in the District that are designed to withstand a high-moisture/chemical environment. Connectivity for these handsets is anticipated to be via the District WLAN. All other requirements for these devices are the same as those identified for the Type 1 handset above.

2.38.4 IP Phones – Feature Requirements – All Types

The following features are required for all handset types:

- Displays are required for all phone types identified. All phone types shall be self-labeling (DESI strips are non-compliant).
- Where speakerphones are required, they must support full-duplex function (half-duplex and partial duplex are non-compliant).

- Intercom function is not mandatory but is desirable.
- All phone types (except Type #3) should be able to sit on a desk or be mounted on the wall.
- All phone types must support Bluetooth.

2.38.5 Softphones/Mobile Applications

The Vendor's proposal must include a softphone solution, including a mobile application, to allow calls to be made on the new IP phone system from a PC, Mac OSX, Chromebooks, or mobile device. Mobile device support is required for iOS and Android platforms.

2.38.6 IP Phones – Licensing

All licensing shall be provided to activate all IP phones except those noted as spares. An inventory of the existing systems and future state quantities is provided in **Appendix B**.

2.38.7 IP Phone Cabling Connections

When available, the IP phones will use the data cable infrastructure installed for the LAN. Desk phones will share the user's PC/data drop near their desk. Conference rooms and other general purpose areas will be assigned a data drop for the phone. All data drops used for phones will be patched to PoE switch ports.

Unit pricing for 10 station cabling drops (Cat 6, Plenum-Rated, 150ft length, patch panel) should be proposed by the Vendor and included in the Options Cost Form where noted in **Appendix A**.

2.38.8 IP Phones – Network Connection Base Bid

As stated, IP phones will share a LAN connection with a PC workstation unless otherwise noted. For the Base Bid, IP phones shall be equipped with dual 10/100/1000TX Ethernet switch ports and support connection at either speed. IP phones shall support multiple VLAN's (802.1Q VLAN tagging). IP phones shall support 802.1x passthrough for port-based NAC. Cost for these devices should be included in the base bid pricing forms in **Appendix A**.

2.38.9 IP Phone Station Patch Cords

Each IP phone shall be supplied with a 6' (minimum length) CAT6 black-colored patch cord with modular connectors on both ends. Modular connectors shall allow connection of IP phone to RJ-45 jack. All patch cords must be neatly installed and with proper cable management practices.

2.38.10 IP Phone Handset Cords

Each IP phone shall be equipped with a 7' (minimum extended length) color coordinated coiled handset cord.

2.38.11 Power to IP Phones

Vendors are to assume that IP phones will be powered via PoE from the District's data network equipment. Vendors are to assume that sufficient PoE ports exist in the network to support the required handsets.

IP phones shall minimally comply with the 802.3af (PoE) standard.

2.39 IP PHONE EQUIPMENT – OPTIONS

DO NOT include these costs as part of your base bid – itemize separately.

2.39.1 Receptionist Soft Console

Provide the cost of a software-based receptionist console integrated into your overall solution, which will provide the capability for call routing activities to be handled by a receptionist. This solution must be compatible with standard Windows based PC hardware (Windows 10 compatibility required) and not require any proprietary hardware.

2.39.2 IP Handset Accessories

Please include unit pricing for the following accessories that are compatible with the proposed IP telephones:

- Bluetooth hands-free headset
- Wireless handset
- Cordless handset
- Conferencing Speakerphone Additional Microphones

These accessories must meet ADA requirements as stated in section 2.9.4 of this RFP

Unit pricing for IP handset accessories should be proposed by the Vendor and included in the Options Cost Form where noted in **Appendix A**.

2.40 SYSTEM ADMINISTRATION

The District requires moderate system administration capabilities for the VoIP phone system and the voice processing system to include creating and resetting voice mailboxes, creating and modifying automated attendant scripts, and changing basic features and line appearances on IP phone stations.

2.41 REMOTE ADMINISTRATION

The proposed solution must provide the capability to be managed remotely from any device in the network. It is preferred that this management interface be client-less and fully web-based, with compatibility for the latest versions of web browsers.

2.42 ADMINISTRATION TRAINING

As part of the base bid, provide on-site basic system administration training for 2-3 users at the District to cover all major systems associated with the proposed solution.

2.43 AUTOMATIC SYSTEM BACK-UPS

The proposed system must be configured to automatically perform critical system back-ups of the communications system and the associated voice processing system. For on-premise solutions, the District would like to use its current enterprise backup solution. Vendor must provide backup requirements to include server and storage capacity requirements.

2.44 UTP CABLING SPECIFICATIONS

2.44.1 UTP Cabling General Requirements

Where cabling is required, the cabling infrastructure shall employ a copper medium, referred to as UTP cabling, commonly employed in commercial voice and data networks. The cabling shall comply with the installation procedures used for such voice and data infrastructure builds as specified under TIA/EIA 568B standards concerning it. To that end, TIA/EIA stipulations to cable distances, methods, and manners shall require strict adherence.

2.44.2 UTP Cable Installation Requirements

Cable installation requirements shall also meet the following specific criteria:

- A. The cabling infrastructure for VoIP handsets shall be **CAT6 plenum-rated** cable. Horizontal UTP drop cabling shall be **plenum** rated with four (4) unshielded twisted pairs under a common sheath and that sheath shall be tested and approved for the environment into which it will reside
- B. Horizontal drop cabling to the device (access points) shall be in a closet-based “star” topology.
- C. Horizontal UTP cabling from closet to device shall not exceed 90 meters (295 feet) in length.
- D. All new cable (UTP) shall be supported using existing cable support infrastructure (J-hooks). If existing support structure is not available, new supports (J-hooks) shall be installed where needed and conduit where necessary. Cable shall not lay on ceiling tiles nor tied to ceiling grid support wires.
- E. Cable shall be supported every five (5) feet.
- F. Failure to comply with cable support methods will result in a written warning. Failure to correct or repeated infractions may result in the Vendor being terminated from the project.
- G. The Vendor is responsible for neatly coring and sleeving through walls, floor, or ceilings as necessary to route cable into hallways, tech closets or other areas that require the devices.
- H. The cable will be certified by the manufacturer to support 802.3af (PoE) and 802.3at (PoE Plus).
- I. The Vendor is also responsible for fire stopping all penetrations made and/or used. Any firewalls penetrated to facilitate the routing of communication wiring shall, upon completion of that wiring, be fire stopped using approved methods as outlined in the National Electric Code, and all applicable state, county, and District ordinances. The contractor shall be responsible for fire stopping all penetrations used for routing of the contractor’s cable, regardless of who made the penetration access. The Vendor is responsible for coring, sleeving, and fire stopping penetrations through walls, floor or ceilings as necessary to route cable into hallways ER/TR, or other areas that require IP VoIP handsets.
- J. The Vendor is also responsible for providing all necessary documentation to show that the fire stopping meets all applicable federal, state, county, and District ordinances including a copy of the fire marshal approval.
- K. Horizontal UTP drop cabling shall be terminated via an IDC (insulation displacement connection) to a 110-RJ45 type jack in the patch panel.
- L. While the defined system is preferred under a single source manufacturer/supplier, for the purposes of meeting specification, the component parts of the infrastructure may be from multiple Vendor sources. The unshielded twisted pair (UTP) – a base proposal of Category 6 installation shall be part of a manufacturer’s certified program to include a minimum 15-year warranty on the entire channel. Minimally, the UTP installation must include a manufacturer’s performance certification and a minimum 15-year warranty on all material and labor. The certification may be through a single

manufacturer that supplies all cabling and connectors or through a joint program (one manufacturer's cable combined with another manufacturer's connectors).

- M. The Vendor is responsible for applying for the performance warranty, as well as providing documentation of that warranty to the District.
- N. The cable specified shall be in conduit or raceway between the device and the wiring closet (MDF/IDF) in areas where the cable is exposed and not run behind walls or suspended above the ceiling. Cables tied to electrical conduits or laid on ceiling tiles will not be accepted.
- O. The cable installers will be certified by the manufacturer on the cable and components used.
- P. Vendor must comply with all EIA/TIA specifications as well as local building codes.

2.44.3 UTP Cabling Testing Requirements

The cable shall be tested after installation and meet all testing and installation requirements compliant with category 6 based in part or all of the following standards:

- A. ANSI/TIA/EIA 568-B.1 – Commercial Site Telecommunications Cabling Standard, Part 1; General Requirements.
- B. ANSI/TIA/EIA 568-B.2-1 – Commercial Site Telecommunications Cabling Standard, Part 2; Balanced Twisted-Pair Cabling Component
- C. ANSI/TIA/EIA 569-B – Commercial Site Standards for Telecommunications Pathway and Spaces
- D. ISO/IEC 11801 for Category 6
- E. ANSI/TIA/EIA 606-A – Administration Standard for Commercial Telecommunications Infrastructure
- F. ANSI/TIA/EIA 607-A – Commercial Site Grounding (Earthing) and Bonding requirements for Telecommunications
 - G. NFPA 70, National Electrical Code (NEC 2014)

2.45 INTEGRATION SERVICES

2.45.1 Project Management

The selected Vendor is responsible for assigning an experienced project manager to the project that will be responsible for meeting regularly with the District's project team in order to coordinate the activities associated with bringing the project to successful completion.

2.45.2 Project Plan

The Vendor shall provide a full installation schedule showing the workflow using a graphical representation (i.e., Gantt chart or similar tool). The Vendor's installation schedule should indicate the size of each crew working in the District building on a daily basis, along with timelines for building project completion. All punch list items associated with this project must be complete by the noted completion date.

2.45.3 Work Hours

Any work scheduled inside of buildings, or on the building premises, must be coordinated with the District. Arrangements must be made through the District for additional work hours, if needed. We anticipate the first District installation to start in summer of 2022 and continue until all systems are installed in coordination with the District. It is strongly desired but not mandatory that the project be completed no later than **August 15, 2022**. In the event that the Vendor does not feel that the project can be completed

within this timeframe, a detailed project plan identifying final completion date is required to be included in your proposal. Any work that extends into the Fall 2022 school year will be required to be performed second-shift. Note that all school buildings will be unavailable to Vendors for work from August 15 through the start of instruction on September 5.

Standard daytime hours are Monday through Friday 8:30 am – 4:00 pm EST. Weekend work will be coordinated with the District as deemed necessary. The District will work with the Vendor and the District's facilities team to provide appropriate access for each building. Please note that schedules are subject to change with little or no notice.

2.45.4 Change Order Control

Once selected, the Vendor shall submit all change orders using a District-approved change order form to the District's designated billing contact for review and verification. Once reviewed and verified, the change orders are submitted to the District for payment processing. Approved change orders with signatures are provided to the Vendor to order additional equipment and schedule the installation work. **All change orders must be in writing and signed by the District and Vendor before equipment is ordered and the Vendor performs work.**

2.45.5 General Implementation Timing

The District expects to start the full deployment of the equipment and integration services requested in the RFP during Summer of 2022. All implementation efforts must be scheduled with the intent that minimal disruption to District business occurs. Coordination around construction schedules for buildings undergoing renovation will be required as well. **Phone system outages will not be tolerated during normal business hours.** Detailed schedule will be developed with awarded Vendor.

2.45.6 Station Reviews and System Design

The selected Vendor is responsible for conducting a thorough station review process with the District in order to conclude all aspects of the final system design. This will include confirming what type of IP phone is being placed at each voice outlet, determining IP phone line and feature assignments; call coverage paths, class of service and restriction levels, final dial plan design, route selection, and voice processing services and automated attendant scripts. **This cost must be included in the base bid.**

2.45.7 Testing – Trunks

Testing of all trunks shall be performed before system cutover at the District. The approach to testing will ensure that assigned numbers are correct and that incoming and outgoing calls can be received and/or made as appropriate. Automatic route selection (ARS) shall be fully tested to verify proper call routing. This will also include testing E911 functionality from random stations across all District buildings in the District, e.g., five to ten stations from each campus to confirm proper information is sent to the PSAP.

Additionally, if trunks/circuits were disconnected as part of the project, testing to ensure that the circuits were disconnected and proper intercepts were placed (if applicable) is required during or after cutover.

2.45.8 Testing – Voice Processing

Testing of the voice processing system shall be performed before system cutover at the District. All ports shall be tested to ensure proper operation. All automated attendant programming and scripting shall be completed and demonstrated to operate and transfer calls properly before or at cutover.

2.45.9 Testing – Stations

Testing of all IP phone stations shall be performed before system cutover at the District. All stations shall be tested to ensure proper operation, programming, labeling, and audio characteristics.

2.45.10 Cut-Over

Every effort must be made to eliminate or minimize any loss of service or to cause any disruption of service during the cutover process at the District. The Vendor shall provide:

- A. On-site assistance during the day of each cutover for each building in the District (or first formal day of use by staff per each building in the District).
- B. On-site assistance the day after to assist any users having difficulties (second day in-service).
- C. A Vendor help desk (or message center) managed for a minimum of 5 days after cutover (or from first formal day of use by staff per each building in the District).

2.46 USER TRAINING SERVICES – AT NO COST TO THE DISTRICT

The successful Vendor will be responsible for providing training to the District users. Training shall include the following:

- A. Operator training for representatives from each building in the District at a single District location, such as the District hall building.
- B. Technical training for IT staff, at a single location in the District.
- C. Operator training, if requested, for building staff, to be conducted at individual buildings in the District.

Vendors must provide a one page instruction guide and access to online documentation for basic phone use for each building in the District.

2.47 WARRANTY & SUPPORT

2.47.1 Extended Warranty Term

For on-premise solutions Vendors must include a **three year** warranty as part of the proposal for the Base Bid equipment at the District. In addition, optional warranty to extended coverage for the identified equipment for **four & five years** should be provided and the costs will be shown using the Options Cost Form in **Appendix A**.

Manufacturer warranty certificates must be provided for all equipment at the District. All proposed warranties must include system software updates and releases at no additional charge. All warranties will commence upon Final Acceptance. Please refer to the Final Acceptance section for additional details.

This warranty is not required for handset hardware, manufacturers' standard warranty is acceptable for handsets (minimum one-year hand-set warranty required). Please include an option for **three years** warranty on handset equipment in the Options Cost Form in **Appendix A**.

2.47.2 Extended Warranty Coverage - Optional

Extended warranty coverage is required for any component proposed which does not include a limited lifetime warranty. For such equipment, the proposed extended warranty at a minimum should include the following services during this warranty period.

- A. 5 x 8 x NBD hardware replacement
- B. Access to technical/network assistance center for warranty assistance

The Vendor shall provide a detailed breakdown of all warranty service costs for all equipment, software, network response and services beginning at the end of the manufacturer warranty periods and extending for the desired period.

2.48 DOCUMENTATION

The Vendor shall provide one **(1)** complete set of system documentation for the District as detailed in the following sections at the end of installation. The documentation must be submitted in **both electronic and hard copy** formats.

2.48.1 As-built Equipment Records

The Vendor will prepare, at their own expense, complete records as to what was ultimately installed on a District-by-District and building-by-building basis. These records are to be typed and bound and shall include a listing identifying what was actually installed (as required by the specification and final contract):

- A. All Systems: Identify each system model and its software level.
- B. VoIP System: Type and quantity of trunks installed and active on the system plus remaining equipped capacity for trunks (digital, analog CO) without the addition of hardware/software.
- C. VoIP System: Type and quantity of analog station gateway ports installed plus remaining equipped capacity for analog stations without the addition of hardware/software.
- D. VoIP System: Type and quantity of telephones installed by building by District plus remaining equipped capacity to add stations (IP, digital, analog) without the addition of hardware/software.
- E. Voice Processing: Ports/sessions, HD capacity (in hours) as installed, number of licensed mailboxes, auto attendant flowcharts & scripting.
- F. Call Accounting: Configuration details to include trunk groups, buildings in the District monitored (networked), costing tables, station group definitions, department definitions.

2.48.2 As-built Network (Circuit) Records

The Vendor will provide the District with detailed circuit/trunk records as to what was ultimately installed for each building in the District. These records shall include a listing of:

- A. Listing of all circuits running through the District's system; their type, their circuit ID, their hunting arrangement, and their purpose.
- B. An explanation of how the Automatic Route Selection (ARS) is designed.

- C. An explanation of how access to trunks is configured during a power failure condition (including loss of UPS power if applicable) at the District building.
- D. All telecommunication intercept orders (if applicable).
- E. All telecommunication disconnect orders (for lines removed as part of the project).

2.48.3 As-Built UTP Cable Records

The Vendor will provide the District with detailed records of each UTP cable installed for each building in the District. These records shall include a listing of the following.

- A. Cable Documentation Submittals to include:
 - i. Vendor contact information including names of account representative, design engineer, supervisor, and Project Manager. Vendor mailing address, voice numbers, fax numbers, and email address.
 - ii. Warranty Statement from Vendor and manufacturer.
 - iii. Copy of any permits required for the project.
 - iv. Copy of signoff documents.
 - v. Manufacturer specification sheets for each component installed in system.
 - vi. Fire stop system drawings for each type wall, floor, or ceiling penetration.
 - vii. The successful Vendor will be provided with an electronic version of the building drawings in PDF format. At the user end of each cable, the cable ID will be documented on the drawing.
 - viii. Cat 6 test results for all horizontal UTP cable. Results must be presented in printed and in electronic format for each cable tested.
 - ix. Category 6 tester manufacturer, model, serial number, hardware version, and software version.
 - x. Drawings showing the cable ID at the user location. All drawings shall be submitted using the supplied PDF drawings. Any spreadsheets and word processor documents should be submitted in MS-Excel and MS-Word for Windows formats respectively.
- B. Legends and Documentation Used
 - i. The floor plan has numerous notes, symbols, and legends, which can be used to determine the layout and size of the project.

2.48.4 Manufacturer System Manuals

The Vendor will provide the District with all system manuals associated with all purchased systems (Call Manager, voice processing, call accounting, etc.).

2.49 FINAL ACCEPTANCE

The Vendor shall demonstrate that all work is complete, free from physical and electrical defects or deficiencies and in satisfactory operating condition. The District shall be allowed a reasonable period to inspect and test the work performed and to notify Vendor. The District or their designated representative will be the sole judge as to whether the work has been completed properly. All material or equipment that is deemed not to comply with this RFP will be replaced by the Vendor, at no charge to the District, before final payment.

Upon notification the project is completed, an electronic copy of the punch list will be prepared and presented to the Vendor. To facilitate the close out process, the Vendor will present a complete list of all punch list items resolved with the date and item(s) completed, resolution documented and be returned to the District in an electronic format.

In accordance with the payment terms, the Vendor will submit a final invoice for Payment. All change orders must be complete at this time. The District's representation will present Sign Off/Closeout documents to the Vendor for signatures. A copy of the document will be given to the Vendor.

The District reserves the right to inspect and approve or reject the installation before signoff. If the District rejects the workmanship or equipment functionally, the Vendor must repair or replace at their cost.

System warranty for products (hardware and software) and workmanship will not commence until project closeout. The system warranty start includes any manufacturer's warranty and additional extended warranties that may be purchased.

2.50 OTHER COSTS

If any costs are associated with your proposed service that have not been identified in prior sections, they must be detailed in the "Other Costs" section under each price form. Any such charges will be clearly identified and all non-recurring and monthly costs provided. These Other costs if any must be shown for each equipment category requested.

APPENDICES (PROVIDED SEPARATELY)

Appendix A - Vendor Response Forms

Appendix B - District Information

Appendix C - Sample Agreement