

Ackerman Charter School District

REQUEST FOR PROPOSAL
VOICE-OVER-IP (VOIP) SOLUTION

E-Rate Program Funding Year 2016

March 30, 2016

1. General

1.1 Summary

Ackerman Charter School District (ACSD) is requesting proposals from qualified firms interested in providing a On-Premise or Hosted IP Phone and Voicemail System that is compliant with E-Rate standards. The successful bidder will provide all E-rate eligible on-premise equipment (as defined under Category One Services as well as installation and provisioning). The project and specific services to be provided are described in the following attachment.

Three (3) copies of the proposal shall be submitted for consideration to the School Administrative Office by 4:00 PM, 28th of April 2016. Format of the proposals shall follow the format as provided in the request for proposals. All bidders must respond to each and every feature and identify whether they comply or don't comply and identify any and all exceptions. Incomplete submissions will not be accepted. A PDF copy of this document is available at <http://www.ackerman.k12.ca.us/district/technology/e-rate/>.

The selected firm's proposal will be submitted to the School Board for consideration of award. The decision of the School Board is final.

This request for Proposal does not obligate the Ackerman Charter School District to award a contract, to pay for any costs incurred in the preparation of a proposal, or to procure or contract the services or supplies. The Ackerman Charter School District reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified source, or to cancel in part or in its entirety the Request for Proposals if it is in the best interest of the Ackerman Charter School District. After receipt of each proposal and prior to signing any contract, the Ackerman Charter School District reserves the right to modify the system requirements by adding or deleting specific equipment or optional features.

Please direct any question to Ian Byerrum, Technology Coordinator, preferably via email at ibyerrum@ackerman.k12.ca.us. You may also call at 530-885-1974 x116. All question or clarification should only be directed to the bid evaluator. Any contact or attempt to contact any other District employee for the purpose of securing privileged information or advantages in the bid process will result in disqualification of the vendor.

1.2 Scope of Work

The District seeks a firm that can provide an On-Premise or Hosted Internet Protocol Telephony (VOIP) system that will include, but not be limited to, the following:

- This system will replace the current telecommunications system and must be capable of meeting anticipated growth.
- VoIP system will provide three-digit dialing between rooms and facilities.
- Call forwarding, both inside and outside of the system.
- Call routing system, Call Transfer and redial
- Caller ID both the caller and receiver, provide the receiver has this feature enabled on their phone.
- Enhanced 911 (E 911)
- Centralized voice mail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.
- Voice mail that is accessible from the inside and outside of the District.
- Centralized administration interface to add, delete, and modify system settings.
- Compatibility with existing phone handsets is preferred. ACSD currently uses SIP-compliant Cisco handsets and Polycom conference units.
- Otherwise, phone instruments that are appropriate for office and classroom use.
- Equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models shall not be accepted.
- Meet the requirements of Category 1 eligible E-Rate funding.
- Centralized Call Detail Reporting (CDR) system to report calls being made and where the call originated from.

Respondents should possess and use their extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the Ackerman Charter School District's requirements. Preference will be afforded to the vendor that provides a comprehensive, cost effective solution for current specifications, future Ackerman Charter School District's requirements, and ongoing service and support.

Due to the lack of a dedicated phone administrator, ease of management and support of the new phone/voice mail system will be a critical feature.

1.3 Location and Users

This section describes Ackerman Charter School District's current environment:

Site	Address	Users (number of extensions)
Bowman Charter School	13777 Bowman Road Auburn, CA 95603	48

The district currently uses a Hosted VOIP phone system connected via bonded T1 lines, with each classroom wired with Cat5e network cabling. The classroom network cabling is connected at either one of four IDFs or the central network MDF. The switches located in the MDF and IDFs are a 802.3af POE compliant, but some classrooms may need power injectors.

1.4 E-Rate Requirement

The Telecommunications Act of 1996 established a fund by which Schools and Libraries across the Country could access discounts on eligible telecommunications products and services. The program is commonly known as the E-Rate Program. The eligibility for discounts on internet access, telecommunications products and services, and internal connection products, services and maintenance is determined by the Federal Communications Commission (FCC). Funding is made available upon application approval by the Schools and Libraries Division (SLD) of the Universal Service Corporation, which was established by the Act. The amount of discount is based on the numbers of children receiving free and reduced price meals.

Suppliers are required to be in full compliance with all current requirements and future requirements issued by the SLD for participation in the E-Rate program throughout the contractual period of any contract entered into with ACSD as a result of this RFP.

Additionally, respondents are required to submit the following to substantiate E-Rate Service Provider compliance.

- Proposers Service Provider Identification Number (SPIN)
- Service Provider Annual Certification (SPAC) verification (2013/2014 and/or 2014/2015)
 - (SPIN contact page from USAC website will suffice)
- Verification that the proposer is an eligible telecommunications provider (Y) for the telecommunications aspect of this RFP
 - (SPIN contact page from USAC website will suffice)
- Proof that Proposer is not on FCC Red-Light Status
 - Requires FCC Registration Number and documentation from FCC. Information can be accessed at <http://www.fcc.gov/redlight/>

2. Executive Overview

2.1 Proposed System

Provide a brief description of the proposed system. Include model names and numbers, relevant components and diagrams if desired.

Response:

2.2 System Requirements

2.2.1 Networking

Required Features:

1. Ability to function as a part of a network with a centralized voice mail system, including the ability to light message waiting lights.
2. Ability to utilize all voice mail features among all users independent of each user's location.

3. The appearance of one large system, rather than many separate systems, to the internal and external callers
4. Ability to administer all systems from one, or any, location.
5. Allow various levels of calling privileges such as long distance and international calls, for example, to be programmable by extension.
6. The proposed solution must not have any negative impact on current data connectivity between the various locations.
7. Include pricing of any Wide Area Network connectivity requirements (circuits, router modules etc.)

Optional Features:

- Ability to add Unified Messaging as a later phase

2.2.2 Attendant Consoles

Required Features

- The system shall provide an attendant console for the servicing of incoming calls to the system.

2.2.3 Automated Attendant

Required Features

- Three deep tree (minimum)
- Interactive dialog will be based upon Dual Tone Multi Frequency (DTMF), with errors (incorrect entries) being sent to an informational message and returned to the earlier point in the menu.

2.2.4 Phones

Please indicate the if the system if compatible with the following phone device models: Cisco SPA502G, Cisco SPA504G, and Polycom SoundStationIP 7000. If any device is not compatible, please indicate the type of phone that will be proposed. Include information on any additional phone sets that are supported by the proposed system. The preferred phones would be SIP compliant. The following phone configurations would meet most of the School's needs:

- 2-line phone, with 2 way speaker
- 4 to 6-line phone with 2 way speaker
- Conference phone unit with 10ft minimum speaker and microphone

Required Features:

- Flexible support for inline power (power over Ethernet), local power, or closet power.
- Ability to support headsets.
- Message wait indicator.
- Ability to forward phone to another number inside or outside the network.
- Bridged (multi) Line Appearance.
- Intercom Calling.
- Multiple Line Appearances
- Phone model with indicator to tell when someone is already on the phone.

On-Premise or Hosted VOIP RFP

How are software/firmware upgrades applied to the phones?

- Do your phone sets require local power? Please indicate whether each phone set requires local or wiring closet power. If power is lost (for any telephone type), is the telephone set completely disabled or, is support services such as LCD/LED devices disabled?
- Do the phones you propose follow open standards? How about the related software?
- What model of headsets are available for your phones? Do they work on all the phone models?

Please fill out the following chart as to the availability of other specific features:

FEATURE	YES	NO	OPTIONAL
Call Waiting			
Caller ID Presentation			
Call Forward Busy			
Call Forward No Answer			
Call Forward to any number			
Call Transfer			
Call Park/Pickup			
Call Transfer Blind			
Call Transfer Consultative			
Last Number Redial			
Call Groups			
Hunt Groups			
Call Pickup Directed (pick up other extensions using a feature code)			
Multiple Calls Per line Appearance			
Privacy - Do not Disturb			
Ringer Pitch Adjust			
Ringer Volume Adjust			
Shared Extensions on Multiple Phones			
Speed Dial (Corporate Directory)			
Speed Dial (Personal)			
Simultaneous Ring			

2.3 System Architecture

Describe the vendor's experience in building and delivering an On-Premise or Hosted VoIP solution. Discuss experiences migrating from a hosted VoIP solution to the proposed solution. Include if this solution will be Session Initiation Protocol (SIP) based.

Response:

On-Premise or Hosted VOIP RFP

Describe the maintenance and administration of the On-Premise or Hosted VoIP solution. Include in this section how the system is maintained and supported by the vendor.

Response:

Describe the required training for the system administrators at the District and the end user. Include the time and if applicable, any cost associated with this training.

Response:

Describe how the proposed system delivers reliable voice service. Include fail-over and redundant connections in case of a failure or outage.

Response:

How flexible is the proposed system when transferring extension for users that have moved to another location?

Response:

2.4 System Software

Describe if any system software is necessary to run the proposed On-Premise or Hosted VoIP solution. Include if the software will be installed on the District's equipment or if the vendor will provide the equipment.

Response:

2.5 Hardware Configuration

Specify the network requirement to support the vendor's On-Premise or Hosted VoIP solution.

Response:

Describe the hardware and phone instruments that are being proposed to be placed at the District's sites.

Response:

Describe how the IP phones are identified on the network and how the IP addresses are assigned. Include if the phone can share an Ethernet network port with a computer.

Response:

What is the maximum number of simultaneous conversations supported by the proposed system?

Response:

Describe how the proposed solution supports end-to-end Quality of Service (QoS). How are QoS issues resolved?

Response:

2.6 Voice Mail and Unified Messaging

Describe the voice mail system and how the administration is done. Include if the user has the ability to manage messages from a computer.

Response:

Explain if Unified Messaging is included with the proposed system. If not, what is the additional cost for this component.

Response:

Specify if the required features of voice mail are available

Feature	Yes	No	Optional
Ability to support multiple system prompts to greet callers with a ring no answer message or a busy message.			
Ability to record multiple greetings for internal and external callers, out-of-office greetings, etc.			
System must support a "zero out" to the attendant to another station.			
Users must be required to enter a password to access their voice mailbox.			
Ability to Stamp each new message with a time/date.			
Ability to access voice mail remotely.			
Ability to easily transfer a caller directly to an internal voicemail.			
Record messages; send and mark "urgent", "private", etc.			
Transfer messages to other users.			

2.7 Desktop Call Management

Describe the Call Detail Reporting (CDR) system how the District will be able to monitor caller history on phone usage. Include if there is an ability to alert and trace back who dialed a 911 emergency. Is this system centralized to a single system?

Response:

Explain if there is a call manager system that can provide searching of users. Is this an extra cost?

Response:

2.8 Implementation

Project Management

It is important for the selected vendor to provide support for an organized transition from the current system to the new system; ensuring internal and external communications are maintained and the ease of use through the transition is emphasized to staff and customers. The cut-over date for any new carrier is desired no later than July 1, 2016. ACSD requires a transition plan to be provided with any proposal from responsible suppliers that are not the current carrier. The plan is to include the resources to be dedicated to the transition, all costs associated with the transition, a timeline of actions with a completion target date for the supplier and for the ACSD transition team. The transition plan is to outline the expectations the supplier team would have of ACSD and the information or task ACSD is to provide the supplier and the date any information or task would be required.

ACSD reserves the option to terminate service, without penalty and full expectation of refund of any and all proceeds paid prior to date of termination of contract or services for balance of services not rendered, if the district is dissatisfied with the service.

Required Features:

- Vendor shall assign a Project Manager to this installation to work with assigned Ackerman Charter School District Project Manager.
- Bidder is required to supply a complete description of the key activities and responsibilities required for the installation of the proposed system.
- A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks the Ackerman Charter School District is expected to perform to successfully implement the new system.

Installation Requirements:

Required Features:

- Vendor may be required to work with ACSD existing telecommunications provider to coordinate the ordering of all services related to this new installation.
- Vendors should include any POE switches, servers and circuits required. The District reserves the option to seek its own pricing for equipment that meets or exceeds the specifications of the vendor.

Facility Requirements

Required Features:

- Space - Provide the physical dimensions of the proposed equipment and/or the rack space required to house the equipment
- Power - All power requirements, including any special conditioning or grounding requirements

3 Vendor Service

3.1 Warranty and Support

A complete warranty and support agreement must be included as part of this proposal to support business hours 7am to 6pm, Monday through Friday (excluding holidays) and emergency service after hours and weekends.

Include in pricing information the levels of maintenance support and expected response time. Describe if there are maintenance options that are available (i.e. 1 hours response) and prices for each option.

Phone system equipment shall be warranted by the vendor to be free of defects for a period of at least one year beginning at the date of the cutover to the On-Premise or Hosted VoIP solution. During this warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the Ackerman Charter School District.

Required Features

- During the warranty period, the bidder must supply no more than a 1-hour response to major problems, 24 hours a day, 7 days a week.
- Bidders must describe their definitions of major and minor problems.
- Provide the availability of spare parts maintained in the area for the critical hardware and software.
- Explain the amount of time required for full replacement of the central operating hardware/software of the system, assuming a suitable site exists for locating the replacement components.

Additional Question:

Does your company have a technical support center that can be called if questions? If so, is there any charge while under warranty? If after warranty, please provide any hourly rate.

Response:

4. Financial Requirements

Vendor shall offer methods of payment to include full payment and leasing options for necessary phone equipment.

5. Terms and Conditions

Damage Liability - The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

Permits - The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to the Ackerman Charter School District.

Insurance - The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and the Ackerman Charter School District against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

Right to Reject Any and All Quotes - ACSD reserves the right to reject any or all quotation submittals and to waive any informalities or regularities. The Service Provider's quotation submission is recognition of this right.

In addition, the Applicant reserves the right to fund, (proceed with project or purchase) or not to fund, regardless of E-Rate approval.

6. Training

User training will be needed for the proposed phone and voice mail system. The District would like the option to have the vendor conduct all of the training for the system administrators and a plan to "train the trainer" in regard to user training. It is not known at this time how many user "trainers" will need training. Please state the price of training per class.

Required Features:

- Review proposed training with designated Ackerman Charter School District project manager and other assigned personnel prior to first class to possibly fine tune the material to specifically meet the needs of Ackerman Charter School District.
- Conduct end-user training on Ackerman Charter School District premises prior to cutover.
- For every product application proposed, provide a detailed description of the training the vendor will provide along with pricing.

7. Evaluation Criteria May Include, But is Not Limited To:

**Price is the most heavily weighted factor in selecting the awarded Service Provider.
25%**

Other evaluation criteria may include, but are not limited to:

References	15%
Ability to deliver services within desired timeframe	15%
Understanding of needs	15%
Past successful E-Rate experience	15%
Completeness of response	<u>15%</u>
TOTAL:	
100%	

8. Submittals

The content and sequence of the proposal will be as follows:

1. Cover Letter/Letter of Interest
2. Table of Contents
3. Executive Overview
 - 2.1 Proposed System
 - 2.2 System Requirements
 - 2.3 System Architecture
 - 2.4 System Software
 - 2.5 Hardware Configuration
 - 2.6 Voice Mail and Unified Messaging
 - 2.7 Desktop Call Management
 - 2.8 Implementation
4. Vendor Service
5. Financial Requirements
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7. Requested E-rate Program Participation Information
8. Cost Proposal