

REQUEST FOR PROPOSAL

Imlay City Community Schools

Imlay City, MI

TELEPHONE SYSTEM REPLACEMENT

JANUARY 2009

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PURPOSE AND SCOPE

The purpose of this request for proposal (RFP) is to solicit proposals from qualified vendors for the selection and integration of a new voice/telephony system for the Imlay City Community Schools Imlay City, Michigan. The district will replace telephone and voice messaging systems in all its current locations. The goal of the RFP is to have centralized services for all locations, but include independent distributed services for survivability. It is the expressed intent that the design solution be scalable to include at a later date interconnection between the Lapeer County ISD's MX One Telephony Server for the provision of centralized services, intranet calling, collaboration of resources, maintenance and overall cost reduction.

GENERAL OVERVIEW

Imlay City Community Schools (ICS) wishes to replace its existing analog/digital telephone systems with a centralized PBX solution. Responding vendor solution need to support analog, digital and VOIP typologies, and will need to be supported on ICS's current infrastructure.

As vendor responses will address the replacement of ICS current telephone network. Future expansions for additional classrooms are addressed in RFP.

The Imlay City School Campus currently has both copper and fiber connections between its buildings. A list of available copper pairs and specific fiber type and count are listed in RFP.

Remote connections to the Venture High School building are via single mode fiber and is privately owned.

Responses should include a potential growth within the system of at least 20% to be included in total port configuration.

TRAINING

Selected vendor will provide all necessary training to IT staff members on use, programming and maintenance of system. Training schedule for teaching staff will be before start of school year. Enhanced training for IT staff will be included to provide for troubleshooting, system functions and advanced programming.

EVALUATION

(The evaluation process is designed to determine the best overall solution.) Evaluations will consider how well the vendors proposed solution meets the needs of ICS. It is important that response be complete, clear and concise so that evaluators can adequately understand all aspects of proposal and design capabilities. ICS reserves the right to reject all bid responses at its discretion and select a vendor based on a number of criteria components not just the lowest bid. Top vendors may be asked to provide demonstrations on equipment or like application visits by ICS staff.

SCHEDULE

- Issue RFP 1/30/09
- Pre bid meeting 2/13/09
- Deadline for Questions 2/18/09
- Response to Questions 2/20/09
- Bid Responses Due 2/27/09 2:00 PM
- System Demonstrations To be determined
- Vendor Selection 4/27/09
- Implementation Summer 2009

GENERIC FEATURES

- a. Call pickup for a department or group.
- b. Call pickup directed at a specific ringing extension.
- c. Non-blocking conference calling with a minimum of four (4) parties external and one (1) party internal at all sites.
- d. Automatic callback.
- e. Transfer to extension and voicemail.
- f. Call forward to extension and off network (cell phone, home etc.).

- g. Mobility – ability to forward calls to an external number (cell phone or otherwise).
- h. Automatic Call Distribution (ACD) group capability, supporting ability to distribute calls evenly among group members.
- i. Four 4-digit, uniform dialing plan.
- j. Support Automatic Route Selection (ARS) and Least Cost Routing (LCR).
- k. Simplified 4-digit pin account codes entries for long distance access and account code tracking.
- l. Support Toll Fraud security.
- m. Analog support.
- n. Digital support.
- o. VOIP Support
- p. Support for ADA and TTY disabilities.
- q. Paging support with multiple zones.
- r. E911 support.
- s. Support for Instant Alert
- t. Multiple Wireless (DECT) sets, up to (64) max

VOICEMAIL

The ICS is seeking a centralized voicemail and automated attendant solution that will integrate with a digital and VOIP system. Selected system must have ability to support multiple A/A functions based on district level, building level and unique requirement per department. Selected system should be considered virtually limitless in growth capabilities.

- a. Holiday greetings, separately stored with no requirement to “record-over” standard greetings.
- b. Ability to change or record and activate a new greeting from a remote location.
- c. Ability to implement greeting changes without a reboot of the voicemail system.
- d. Message waiting light for telephones at all sites.
- e. Support mailboxes for field staff that do not have a physical phone.
- f. Support instant alert “outcall” cascading message delivery to all related staff and parents in district.

- g. Support ability for users to transfer callers directly into voicemail, bypassing the telephone associated with that mailbox.
- h. Support less than (6) keystrokes to transfer callers directly into voicemail (i.e. one button to automatically transfer caller into voicemail, the 4-digit extension and a release button).
- i. Ability to support multiple message waiting lights to one telephone set, generally administrative staff monitoring teacher/sub call information.
- j. Exit a voicemail box (i.e. "0") to pre-designated operator(s) per department or individual's assistant.

CURRENT CONFIGURATION(S)

IMLAY CITY SCHOOLS NETWORK

The ICS campus comprises of the:

- Administrative Offices Building
- High School
- Junior High
- Weston Elementary
- Borland Elementary
- Bus Garage

These buildings are interconnected via both copper and 6 strand multi-mode fiber optic cable (FOC), with ST termination.

Copper pairs; High School to Jr. High/Weston	200 pair
Jr. High to Borland Elem.	50 pair
Borland to Admin. Building	25 pair
Admin. to Bus Garage	25 pair

The Alternative High School (Venture) is located approximately 1 mile away and is connected to the ICS campus via a 12 stand single mode FOC, with ST termination.

The ICS district is connected to the ISD's countywide area network WAN via single mode FOC, the connection is a 1gig ethernet link, with a backup TDM multiplexer supporting E1/T1 communications and 10mb Ethernet.

Currently the high school is the central point of contact (DMARC) and distribution for the school district. Building interconnects follow a traditional Telco design.

TELEPHONE SYSTEMS WITHIN COUNTY TO INTERFACE WITH:

LCISD Administration	MX One
LCISD Technology Center	MX One
Almont Community Schools	Ericsson MD110 Digital
Dryden Community Schools	3 COM VOIP
Imlay City Community Schools	MITEL Digital * (existing)
Lapeer Community Schools	ITT Digital
North Branch Community Schools	3 COM VOIP
County of Lapeer	Ericsson MD110 Digital
Chatfield Charter Schools	ITI

RESPONSES

Vendor Profile/Manufacturer	Reponses
System	
Type	
Location	
Support/Service	
Years in Business	
Number of like Systems installed	
Voicemail	
Call Accounting	
Trunking	
Warranty	
Training, Standard/Advanced	
References	
ACD	

Unified Messaging	

SYSTEM PROFILE AND PRICING INFO

Type:	Information
Trunking Types Supported Qty.	
# of VOIP Extension/Ports Qty.	
# of Digital Extension/Ports Qty.	
# of Analog Extension/Ports Qty.	
Operating System Linux (etc)	
Software and Revision	
Standards Supported	
E911 Support	
System Administration	
Power Requirement	
UPS/Battery Backup	
MTBF	
Average System Lifespan	
Interface/s Instant Alert	
Multiple Console Support	
Route Selection	

Call Forwarding	
Transfer	
Paging, District Wide per Building	
Voicemail:	Information
<ul style="list-style-type: none"> • Users 	
<ul style="list-style-type: none"> • Ports/12 Minimum, Expandable to Software, Version 	
<ul style="list-style-type: none"> • Auto Attendants, Building, District 	

UNIFIED MESSAGING

The ICS would like integration into its exchange server. Existing server is a Microsoft Exchange 2007.

REMOTE ADMINISTRATION & MAINTENANCE

Voice system needs to be accessible form remote locations via telnet or internet in supporting traditional MAC (moves, adds, changes) maintenance and backup procedures, software and patch upgrades, diagnostic support.

*Please provide any Brochures & Product Information available with associated pricing.

ACD

MOBILITY

CALL ACCOUNTING

WIRELESS Wireless option will be considered for certain building locations on the ICS campus, typically playground areas, latchkey programs, sports areas including gymnasiums.

Due to the proximity of the local community 2.4 and other common wireless frequencies would like to be avoided.

WIRING The ICS campus will require some additional internal wiring drops to support the total number of phones stated in the RFP. Responding vendors are asked to state if they can provide wiring services to the district and will be asked to supply a separate quote.

TELEPHONES & PRICING INFO

Digital:	Pricing
<ul style="list-style-type: none"> • Standard 	
<ul style="list-style-type: none"> • Display 	
<ul style="list-style-type: none"> • Administration 	
<ul style="list-style-type: none"> • # of Cable Pairs Required 	
VOIP:	
<ul style="list-style-type: none"> • Standard 	
<ul style="list-style-type: none"> • Display 	
<ul style="list-style-type: none"> • Administrative 	
<ul style="list-style-type: none"> • Bandwidth Overhead Per Device Recommended Switch Type and Manufacturer 	
Analog	
Consoles:	
<ul style="list-style-type: none"> • Type 	
<ul style="list-style-type: none"> • Quantity 	
<ul style="list-style-type: none"> • Headsets 	
Conference/Speakerphones	

Cordless/Wireless Integration	
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*Pricing Information should reflect an individual price per unit; the ICS will determine quantities per type based on need and function.

Questions regarding RFP should be directed to:

Trevor Kaeding
tkaeding@imlay.k12.mi.us

Building Location(s)

Imlay City High School
Venture High School
Middle School
Borland Elementary
Weston Elementary
Board Office
Bus Garage

RFP Responses Due: Friday, February 27, 2009

Time: 2:00 PM

Location: Imlay City Community Schools

Educational Service Center

634 Borland Road

Imlay City, Michigan 48444

RFP Responses must be valid for 180 days from due date. Vendors are encouraged to provide a summary sheet with overall total pricing for the district. Along with a building breakdown of costs.