

**JKL Bahweting School**  
**Request for Proposals**  
*Telephone System*

Date

June 2, 2008

Prepared by:

Matt Patzwald  
Technology Specialist  
(906) 635-5055 ext 143  
mpatzwald@jklschool.org

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## 1.0 GENERAL INFORMATION

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for providing and installing a turnkey Voice over Internet Protocol (VoIP) telephone communications system for the JKL Bahweting School.

### 1.1 Scope of the Project

Provision and delivery of required products and materials: hardware, software, miscellaneous materials/accessories (including freight/handling) and labor to accomplish:

- Configuration
- Installation and Set Up
- Technical training for selected JKL Bahweting School personnel on all proposed system components.

The Contractor is expected to furnish a turnkey IP Telephony system including labor and all needed electronic components, connectors, cables and miscellaneous materials to support the requirements of the data network and telephony systems.

### 1.2 Bid Submission and clarification of specifications and requirements

Sealed bid will be received at:

JKL Bahweting School  
Attn: School Business Manager  
1301 Marquette Ave.  
Sault Sainte Marie, MI. 49784

**Bid Closing is 4:00 p.m., June 16, 2008** at which time all received bids will be publicly opened. All proposals received after bid closing will automatically be rejected. Bids must be sealed and clearly marked "Response to Telephone Systems RFP" and addressed to the attention of the School Business Manager.

Any questions concerning this RFP must be submitted in writing by fax or e-mail to:

Matt Patzwald  
Technology Specialist  
(906) 635-3805 fax  
[mpatzwald@jklschool.org](mailto:mpatzwald@jklschool.org)

Please type "JKL BAHWETING SCHOOL RFP QUESTIONS" in the subject line.

A copy of this RFP can be found at: <http://www.jklschool.org/rfp>

The JKL Bahweting School Board of Education reserves the right to accept or reject any bids received and is not bound to accept the low bid.

#### *Calendar of Events*

<b><u>DATE</u></b>	<b><u>EVENT</u></b>
June 2, 2008	Date of issue of the RFP
June 16, 2008	Proposals due from vendors
June 25, 2008	Notification of intent to award sent to vendors
Prior to August 15, 2008	Completion of Installation

## **2.0 GENERAL REQUIREMENTS**

The intent of this specification is to provide a converged, turnkey telephone communications system. All equipment and installation material required to fulfill the technical requirements shall be furnished and installed whether or not specifically enumerated herein.

1. Single Manufacture solution for IP voice solution will only be accepted.
2. The systems shall employ state-of-the-art technology and be in current production.
3. Only new equipment of the highest quality is acceptable.

4. Proposed systems must use the commercial power available: 115/120 volt, 60 Hz, AC.
5. Workmanship shall be professional in nature and the installations shall be done in accordance with accepted commercial standards.
6. Equipment and installation shall comply with the National Electrical code and any applicable local codes.

### **2.1 Vender Qualifications**

1. Proposer must be an authorized dealer/supplier of telephone electronics and systems.
2. All configuration personnel must have completed manufacturer training and received certification(s) to design proposed systems, or the Proposer must contract with manufacturer for configuration of all proposed components.

## **3.0 TELEPHONE SYSTEM**

### **3.1 System Functional Requirements**

1. Each telephone is to be assigned a three-digit extension dialing within the School.
2. Outbound calls will be accomplished by dialing 9 and the desired telephone number. Telephones will be assigned access to 1) internal (School) calling, 2) local calling and 3) long distance calling as required. Calls and associated costs will be tracked automatically.
3. Calls to a busy or unattended staff member's telephone will be re-routed either to his or her personal voice mailbox greeting
4. Each telephone user is to be assigned a personal voice mailbox.
5. Callers routed to one's voice mailbox are to always have the option to press "0" to reach an available person, during the day.
6. Call Waiting
7. Caller ID Presentation
8. Emergency Call Recording (in case of bomb, harassment, or other threats against the school, etc.)
9. Call Forward Busy/No Answer
10. Call Transfer
11. Call Park/Pickup
12. Conferencing (3-4 way)

13. Distinctive Ring (internal vs. external)
14. Last Number Redial
15. Last Call Return (on Caller ID)
16. Speed Dial (Directory and Personal)
17. The system must be programmed to allow users to dial 9-911 or 911 only (resulting in the system automatically inserting the 9) to reach the Public Safety Answering Point (PSAP).
18. The system must be capable of having day service and multiple night services with an automated attendant for directory searching and extension forwarding.
19. During the day, administrative staff members (telephone attendants/receptionists) will answer calls to main telephone numbers. As appropriate, these calls will be transferred directly to 1) the desired party, or 2) the party's voice mailbox.

### 3.2 Telephone Handsets Quantities

The required number of telephone handsets required is listed below.

- **Primary Receptionist** – Telephone for handling and routing all incoming calls to desired extension or voice mailboxes as necessary. Telephone should be of necessary quality and have advanced features and functions to support this role. **Quantity required: 1**
- **Administrative Offices** – Telephone for administrative offices, some of whom may act as secondary receptionists for incoming calls. These telephones will mainly be installed in the Main Office and connected the wiring closet listed as “Administration Office”, see page 12. Telephone should be of necessary quality and have intermediate features and functions to support this role. **Quantity required: 12**
- **Small Office/Classroom** – These telephones only require basic set of features and options for receiving and placing calls. **Quantity required: 52 + 1 Spare**
- **Conference System** – A conferencing phone is required for a small conference/board room to facilitate telephone meeting calls and possibly 2-3 way incoming calls. **Require quantity: 1**

### 3.3 General Features for Handsets

1. Flexible support for inline power or local power
2. Built in switch to provide connectivity for a computer

3. Message wait indicators
4. Ability to forward call to another extension or directly to voicemail
5. Multi line appearances
6. Brightness and contrast control
7. Ringer and volume control
8. Ability to access a directory of extensions via the phone set.
9. Hearing aid compatible

### **3.4 Voicemail Requirements**

1. Equipped Support for 64 users and upgradable as more users are needed
2. Browser-based system administration console and tools for easy installation and maintenance
3. Ability for End users manage more of their own accounts
4. Option to press “0” to reach receptionist if during day hours
5. Require numeric password for voice mailbox access
6. Provide notification that the limits have almost been reach in regard to the maximum total number of minutes of messages than can be stored in a single voice mailbox.
7. Ability to timestamp/date each message
8. Remote voicemail access
9. Ability to transfer caller directly to internal voicemail
10. Obtain user instructions through system prompts
11. Ability to record multiple greetings for internal and external callers, out-of-office, etc.
12. Ability to later incorporate messaging services and integration with Novell GroupWise Email (optional)

### **3.5 Uninterruptible Power Supply (UPS) systems**

Proposer is to determine and provide UPS and other equipment necessary to ensure telephone system and selected phones mentioned below remain operational during the event of a power outage.

- Core Phone and Voice System remain operational for a minimum of 30 minutes.

- Core switch remains operational to ensure connectivity between Administration Office and Phone system. Core switch is Cisco Catalyst 3750G-24TS.
- All Phones connected to and the switch in the Main Office Wiring Closet remains operational including the Main Receptionist phone. See page 12 for switch model and number of phones.

Proposer may provide as an option, the equipment needed so that all phones and only the necessary switches/equipment remain operational to ensure telephone system availability for a minimum of 30 minutes

### **3.6 Telephone/Voice System Maintenance/Warranty**

1. Proposer must provide total annual maintenance costs and guaranteed maximum annual percentage increases for telephone and voice messaging platforms, such that these costs can be accounted for years two and three.
2. A complete maintenance and warranty agreement must be included as part of the bidder's proposal, including all options available for extended coverage and full pricing details for each level of coverage.
3. Telephone system and all associated equipment in the bidder's proposal must be covered under warranty by the bidder and the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year.
4. During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the school.

## **4.0 INSTALLATION SERVICES**

### **4.1 Contractor Responsibilities**

1. The Contractor shall coordinate with the Project Manager an installation schedule for the entire project.
2. Contractor is responsible to provide and install all cables and connectors necessary, including copper cables, to complete the installation.
3. Contract includes all software updates and upgrades for twelve (12) months following cutover at no extra cost (excluding labor).
4. Contractor is required to install, configure and test all materials and equipment.
5. Shipping delays are the sole responsibility of Contractor.

## 4.2 Installation Requirements

1. General: The Contractor is responsible to follow industry standards of good practice for the listed telephone and networking systems.
2. Aesthetic Factors: With the installation of equipment and cables, consideration shall be given not only to operational efficiency but also to overall aesthetic factors. The Contractor shall redo any work deemed by the School to appear sloppy or unprofessionally completed, at no cost to the School. The School or School's agent shall have final decision over whether work must be redone.
3. All equipment and materials shall be applied, installed, connected, erected, used and adjusted, as recommended by the manufacturers, or as indicated in their published literature unless specifically noted herein to the contrary.
4. Vendor will be responsible to install IP addresses in each device put in place as part of this project and to ensure network visibility.
5. There will be racks available in all technology closets. The Vendor is responsible to install/mount all proposed devices (if any) in those racks and put in place all needed patch cables.
6. The preference is that all equipment be rack mounted. If any items require shelves, rack ears, backboards, counters or tables, Vendor shall provide them.
7. Work shall be performed during normal hours of operation for the building where the work is taking place. Any deviations must be discussed with and approved prior to work occurring.

## 4.3 Training

Admin Informal Training: The Contractor shall supply at least eight (8) and up to sixteen (16) hours of training on the telephone system and equipment for at least three people during the installation process. Training shall include:

1. Familiarization with features of all components;
2. Specifics of equipment features in proposed products;
3. Configuration details of selected equipment, and how to reinstall and reconfigure in case of failure;
4. Provision of manuals (full documentation) for all components and explanation of where and how to obtain support;
5. Explanation of most effective methods to test and maintain components;
6. Training in basic use of software proposed.
7. Description of warranty and servicing procedures for all components.

User Informal Training: The Contractor shall supply at least four (4) and up to four (8) hours of training to district staff on general use.

#### **4.4 Documentation**

Instruction Manual: All users are to be provided with an instruction manual with feature codes defined for their assigned telephone instrument.

Technical Manual: A minimum of one (1) complete technical manual shall be provided by the end of installation detailing all information necessary for full use of the system.

Technical manual will include:

1. Documentation including installed system and programming summary, cabling if necessary, recorded software versions and end user telephone features.
2. List in spreadsheet format which telephone and telephone extension(s) is connected to which outlet jack, which in turn is connected to which switch port (e.g. extension 123 connected to outlet ID A21 connected to SWITCH-TECH-S1, port 21).
3. IP numbers assigned to all equipment must be noted both on diagrams and on a separate table/spreadsheet.
4. Where VLANs are used, VLAN documentation shall be included, showing configuration as completed.

### **5.0 BID SPECIFICATIONS**

#### **5.1 Additional Bid Specifications**

1. Alternates, variations and exception must be clearly stated.
2. All hardware, equipment, accessories must be new. Items classified as refurbished or remanufactured will not be accepted
3. The school reserves the right to consider proposals based on their relative merit, risk, and value to the school
4. The school reserves the right to cancel in part or all of this RFP if it is the best interest of the school.
5. This RFP does not commit us to award a contract, to pay any costs associated with preparation of a response, or to procure or contract for services or equipment.

6. Vendors must be an authorized re-seller of products proposed.
7. All bids must be itemized and include per unit and extended costs. Any delivery charges must be also listed.
8. Vendors may be asked to provide references related to product, financial stability and/or support services.
9. **Vendor must be able to invoice proposed solutions and services dated by June 30, 2008 or earlier.**

## **5.2 Rejection of Proposals**

JKL Bahweting School reserves the right to accept or reject any and all proposals and to waive any minor discrepancies or technicalities in the proposal or specifications when deemed to be in the best interest of the school.

## **5.3 Required Information in Response**

### ***Company Information***

- Company Name
- Years in business
- Number of similar projects
- Main Contact Person
- Full Mailing Address
- Telephone Number
- Fax Number

### ***References***

Proposers must possess extensive knowledge of all equipment proposed and must have at least three (3) year's experience with the same system(s) in a similar environment.

Preference will be given to Proposers with references for implementations at organizations most similar to the client.

**APPENDIX: EXISTING INFRASTRUCTURE AND EQUIPMENT**

<b>Wiring Closet Name</b>	<b>Switches Installed (All Cisco)</b>	<b># of Phones to be supported by closet</b>
Server Room	WS-C2950T-24: QTY 3 WS-C3750G-24T: QTY 1 WS-C3750G-24TS (Core Switch): QTY 1	16
Computer Lab	WS-C2950SX-24: QTY 2	1
Administration Office	WS-C3750-24TS: QTY 1	12
Technology	WS-C3750-24TS: QTY 1 WS-C2950SX-24: QTY 1	14
Middle School	WS-C3750-24TS: QTY 1 WS-C2950SX-24: QTY 1	11
Portable	WS-C2950-24: QTY 1	2
Elementary	WS-C3560G-24PS (POE) : QTY 1 WS-C2950-24: QTY 1	10

All wiring closets are connected to the core switch via gigabit copper or fiber cabling with the exception being the closet named “Portable” connects to “Middle School” via a 2 port ether channel. All switches within wiring closets are interconnected via gigabit copper or fiber cabling, except the Elementary closet switches are interconnected via a 100mbit copper cabling.

**EXISTING PHONE SYSTEM**

- Panasonic D1232 Digital Super Hybrid Switch with a TVS100 Voice Mail.
- Handsets are a mix of KX-T7425, 7453, 7235, and 7050 series phones and 1 Polycom Soundstation conference phone.

The school currently has 4 incoming voice phone lines and 1 incoming fax. The proposed system will need to support the current number and have the option to increase incoming voice lines to possibly 6-8 voice lines.