INTRODUCTION

NICE Community Schools (hereinafter referred to as "Schools") seeks a solution that integrates its communications system with a Voice over Internet Protocol (VoIP) integrated voice and data system using our existing fiber network. There are four (4) locations in three (3) buildings. The proposed VoIP system will have to support PRI circuit, DID trunks, internet trunks and copper trunks. It has not yet been determined if the Schools will switch over to these new circuits, so any system will need to have the ability to utilize the current Centrex connectivity already in place. All existing telephones should be replaced with either equivalent new analog or IP phones that support basic telephony features. An employee should be able to log in anywhere on or off the schools network (home phone or cell phone) and automatically receive calls without administrative intervention. Any system proposed should have a failover option to Centrex lines should the PRI Service experience an interruption. Also PSTN failover capabilities should the WAN experience an interruption.

The Schools will require that any system have the capability to service remote locations with the same features and functionality as the main office should the need arise. Each location should be able to access all the features and functionality available at the main site even in the event of a service interruption. System directories, class of service for telephony capabilities, trunk group access, should apply to all locations.

SCOPE OF WORK

The new telephone system will be used by the Schools for the purpose of making and receiving calls during regular school hours as well as after hours. A receptionist will monitor the calls at three (3) of the four (4) answering points while on duty; when not on duty an auto attendant must take over. The Schools currently have an extension based system, but may switch to a DID system.

The telephone system must support the following minimum features:

- Call Forward Busy
- Call Forward No Answer
- Call Forward All Calls
- Call Redirect
- Call Hold/Release
- Call Park/Pickup
- Call Transfer
- Call Waiting
- Calling Line ID Name and Number
- Make/Drop Conference
- Last Number Redial
- Call History
- Missed Call Indicator
- Multiple Calls per Line Appearance
- Call Waiting Caller ID Name and Number
- Privacy
- Ringer Volume Adjust
- Shared Extensions on Multiple Phones

- Bridged Call Appearances
- Single Button Retrieve
- Speaker Phone Full Duplex
- Speaker Phone Mute
- Speed Dial (Auto-Dial)
- Programmable Buttons w/paperless labels
- Auto Off-Hook Preference
- Intercom
- Dial by Name Directory
- Hot Key Pad
- Message Waiting LED
- Voice Mail Login Button
- Group Paging
- Headset Compatibility
- Wireless headset on/off hook (without lifter)
- Time & Date

The 911 capabilities must provide crucial communications and safety benefits through automated alerting and real-time internal notification of 911 calls. The system must be able to mobilize internal resources and coordinate response to assist safety personnel, giving the school greater control over 911 emergency situations. 911 calls must integrate seamlessly into the telephony solution. Its capabilities should be suited to a school environment. Once a 911 call is detected the system should be able to send desktop alerts and/or phone calls to key personnel, who are prompted to acknowledge the alert immediately. The application should provide alerts containing the name and extension of a user who places a call to 911, as well as the physical location and site associated with the telephone from which the user placed the call. Based on the alerts, in-house recipients can mobilize on-premise resources to meet the public safety responders to guide them to the exact location of the emergency.

Equipment Requirements

The number of handsets will be **128** with the breakdown as follows:

Location	Address	Handsets Needed
Westwood Building		
Westwood High School	Classroom Phones	41
Westwood High School	Office Phones	11
Westwood High School	Operator Phones	3
Westwood High School	Conference Phone	1
Westwood High School	Voice Mail Users	55
Aspen Ridge Building		
Middle School	Classroom Phones	22
Middle School	Office Phones	11
Middle School	Operator Phones	2
Middle School	Voice Mail Users	35

Equipment Requirements (continued)

Elementary School	Classroom Phones	35
Elementary School	Operator Phones	1
Elementary School	Voice Mail Users	38
Garage Building *	Classroom Type Phone	1
	Total # of Phones	**128**
	Total # of Voice Mail Users	**128**

The two school buildings are connected via fiber
* Denotes location not on fiber. It is linked via microwave

Vendor proposed system must be able to integrate with analog telephones and analog telephone lines. Presently we have 26 analog lines coming into both school buildings as follows:

Westwood High School analog lines	16
Aspen Ridge analog lines	10

Of the above lines three (3) are analog fax lines located as follows:

Westwood High School	2
Aspen Ridge	1

It should be noted that the Schools may eventually put a PRI into Westwood and connect this to Aspen Ridge via our fiber. We want the new system to be able to handle this option from day one.

The telephone system must allow local administrator access to manage settings for such things as moves, additions and changes of extensions, voicemail setup and password resets. Other administrative capabilities and functionality should be detailed within the bid proposal.

VENDOR RESPONSIBILITIES

It shall be the responsibility of all bidders to indicate the brand name and model or series number of the product offered and to furnish with their bid such specifications, catalog pages, brochures, or other data that will provide an adequate basis for determining the quality and functional capabilities of the product offered. Only the latest model equipment as evidenced by the manufacturer's current published literature will be considered. Obsolete models of equipment not in production will not be acceptable. Equipment shall be composed of new parts and materials. Any unit containing used parts or having seen any service other than the necessary tests will be rejected. In addition to the equipment specifically called for in the specifications, all equipment catalogued by the manufacturer as standard shall be furnished with the equipment.

All bidders must be recognized and authorized dealers in the materials or equipment specified and be qualified to advise in their application or use. A bidder at any time requested must satisfy the Superintendent's Office and the School Board that he has the requisite organization, capital, plant, stock, ability and experience to satisfactorily execute the contract in accordance with the provisions of the contract in which he is interested.

The Vendor's response shall include detailed line-item cost sub-totals as follows:

A. Itemized Equipment Pricing

Submit complete itemized pricing for all equipment components necessary for the installation of the proposed VoIP telephone system that satisfies the requirements listed in the RFP. Itemize all charges for each individually identifiable component of the proposed telephone system. Pricing must include charges for all components required to connect and create an entirely functional system.

B. Itemized Software Pricing

Submit complete itemized pricing for all software and licenses necessary for the installation of the new telephone system. Itemize all charges for each individually identifiable software and license components of the proposed telephone system. Include additional costs of future software upgrades.

C. Itemized Pricing for Hardware and Services

Submit complete itemized pricing for all additional and optional hardware and software that the Schools might need and desire such as PoE equipment, server hardware, LAN cables, and any other hardware necessary for a complete operational telephone system.

D. Itemized Pricing for Professional Services

Submit complete itemized pricing for staff and consultants necessary for the design, installation, configuration, testing, cut over, project management and training for a complete VoIP telephone system.

The response shall include on-site training of the Schools technical staff consisting of initial configuration and management of the system (local administrator functions) as well as end-user training for each department. The vendor shall identify a Project Manager who will collaborate with the IT Manager to create an implementation plan defining delivery, installation, training, and deployment dates.

E. Warranty and Maintenance

Warranty coverage should be no less than one (1) year, effective upon acceptance date and include parts, labor and travel. The vendor shall include a copy of their warranty agreement describing warranty coverage for the entire system, including optional equipment.

All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization using personnel employed by the respondent and at no additional cost to the Schools other than those charges stipulated to maintain the warranty/maintenance agreement.

Respondents must describe their definitions of major and minor problems and response times should be defined for both. Response time should start when the problem is reported.

PROPOSAL FORMAT GUIDELINES

Please address the following sections in order to facilitate the comparison of Vendor Proposals by the Schools.

A. System Design

- How does the system architecture function? (give specific details)
- How is the equipment deployed across each site?
- How is call control processing managed and what open standards are supported?

B. Reliability

- What operating system is used?
- Is the proposed system server based or switched based?
- What happens if power goes out?
- What is required to back up the system configuration data?
- What is the MTBF (mean time between failure) of the proposed system?

C. Survivability (sometimes referred to as Redundancy)

- What happens if the Wide Area Network (WAN) fails?
- What happens to the users in remote offices if your WAN fails?
- What equipment is necessary for failover to the PSTN in these locations and what functions are lost?
- How many calls can you make between locations?
- Detail how 911 calls are handled from each end point?

D. Scalability

- How many users does the system support?
- How are future upgrades handled? Be clear and specific on any additional costs?
- Detail costs associated with adding additional users for all services?
- How many simultaneous calls between locations?

E. Management

- Is the system able to be managed by the Nice Schools staff? If yes, to what extent?
- How can one user manage all sites? Can this be accomplished from one endpoint?
- Is the voice mail managed in the same way or is it managed separately?
- How many screens are needed to add a new user?
- What are the steps in adding and moving a user?
- What is involved in adding a new user at a remote location and how does that get relayed to the other locations?
- Does the system have to be re-booted when changes are made?

F. Usability

- Can you see if any user is on the phone from all of the locations?
- As teachers move between classrooms, how will the classroom phone accommodate them? How will different teachers share the same classroom phone?
- What do you do if you want to work from another location; ex: home?
- Does the system integrate with Outlook?

- Does the system have an on-line directory?
- Is your proposal capable of using Unified Messaging? Give details.
- Explain Voice Mail capabilities and where messages are stored?

G. <u>Cost of Ownership</u>

- How many servers or PCs will be necessary to support all of the applications associated with the system? Voice Mail? Unified Messaging? Desktop Interface? E911 Compliance? Be specific per all locations?
- What training is necessary to manage the system? What costs are associated with training?
- Are all necessary user costs included?
- Are software updates included in the purchase price? If not, how much will they be?

H. <u>Other Needs</u>

- System must have call recording capability? As an option show this capability can be enhanced.
- Does the price include desktop user interface?
- Are all additional servers, licenses, training, network upgrades included in the price?
- Is the system capable of setting up ad hoc conference calling from any endpoint? How many people can be on a conference call? Internal and external callers?

INSTRUCTIONS TO BIDDERS

TIME FRAMES:

RFP Issuance:	**July 1, 2009**
Final Date Questions Accepted:	**July 15, 2009**
Responses due by:	**July 16, 2009 2:00 pm eastern time**
Desired Implementation Start Date:	**August 1, 2009**
Desired Project Completion Date:	**August 31, 2009**

Bidders should understand that the issuance of the RFP does not create any obligation on the part of the Schools to enter into any contract or undertake any financial obligations with respect to the service referred to herein. There will be no discussions with bidders until evaluation of the proposals has been completed.

All proposals submitted shall be subject to acceptance or rejection and the Schools specifically reserves the right to accept or reject any or all bids, to waive any technicalities and formalities in the bidding, and to waive any non-conformity, whenever such actions are in its best interest, as determined solely by the Schools. The Schools reserves the right to negotiate the proposals.

The estimated quantities given in the RFP are for the purpose of bidding only. The Schools may purchase more or less than the estimated quantity and the vendor must not assume that such estimated quantity is part of the contract.

The contract, if awarded, will be awarded to the responsible party submitting the best proposal, plus any acceptable alternatives. Considerations other than cost alone may be used in making the determination of the successful bidder. If only one proposal is received, it will be forwarded to the CFO and School Board for a determination to accept and award or to reject and re-bid.

Bids/Proposals must meet or exceed the specifications in order to be considered by Schools. The Schools reserves the right to award a bid to more than one bidder when two or more items appear on the bid schedule. Awards will be based on the bid deemed the best solution for Schools. Payment terms are Net 30 unless otherwise stated in the bid.

A contract will not be awarded to any corporation, firm or individual who is, from any cause, in arrears to the Schools or who has failed in any former contract with the Schools to perform work satisfactorily, either as to the character of the work, the fulfillment of the guarantee, or the time consumed in completing the work.

Contracts may be cancelled by the Schools with or without cause with a thirty (30) day written notice. Failure to provide the requested data or product information may be considered valid justification for rejection of bid.

Bidders shall submit all required forms and information simultaneously with proposals. Said forms and information become a part of the property of the Schools and will not be returned to bidders unless a written request to withdraw is received prior to the designated date and time of

the bid opening. All proposals should be tabulated, totaled and checked for accuracy. Proposals must be complete and include the following:

1. Completed Bid Proposal
2. Signed Bidder's Declaration

RFPs may be withdrawn by written request only, if the request is received prior to the time and due date set for the proposals. Negligence on the part of the bidder in preparing his proposal confers no right of withdrawal or modification if his RFP has been opened.

No change will be made to this RFP except when agreed to by Schools. Requests for changes must be in writing and received by Schools on or before July 15, 2009.

Questions regarding this RFP should be in writing and directed to:

Eric Shipman
Technology Director
Westwood High School
300 Westwood Drive
Ishpeming, MI 49849
Fax: 906-485-4095
Email: shipmane@nice.k12.mi.us

Inquiries should be received no later than July 15, 2009 5:00 pm Eastern time**.** Questions and answers will then be forwarded to the prospective bidders.

Bids must be received no later than **2:00 pm Eastern Time** on **July 16, 2009.** It is the responsibility of the bidder to verify receipt of the proposal. Proposals received after the designated date and time will not be opened nor returned.

Proposals shall be valid for a period of sixty (60) days from the date of submission.

All proposals shall be typewritten and follow the Proposal Format Guidelines in the RFP. An authorized agent or officer of the company submitting the proposal must sign all proposals in order to be considered. Failure of the authorized representative of the bidder to sign the Proposal, may be cause for rejection of the bid. Signature must be written in ink. Typewritten or printed signatures are not acceptable.

The Proposal shall be mailed or delivered to:

NICE Community Schools
c/o Superintendent's Office
300 Westwood Drive
Ishpeming, MI 49849

All proposals are to be submitted in sealed envelopes with **RFP VoIP TELEPHONE SYSTEM** clearly marked on the bottom left corner of the envelope. Facsimile and telephone proposals will not be accepted.

Deadline for submitting proposals is 2:00 p.m., Eastern Time, July 16, 2009.

TERMS AND CONDITIONS

- **Shipping & Handling** - Bid price to include shipping, packing, crating, and unloading at the address in the Instructions To Bidders. Title to remain with vendor until fully accepted by the Schools. Goods damaged or not meeting specifications will be rejected and removed at vendor's expense. Concealed damaged goods to remain the property of vendor until replaced or removed at Schools direction. Due to volume of order, delivery shipment schedule will be coordinated between the successful bidder and the Schools.

- **Risk of Loss** - Vendor agrees to bear all risk of loss, injury, and destruction of goods and materials ordered herein which occur prior to delivery and installation.

- **Bid Bonds** – Bid Bond is not required. Payment and Performance Bonds are not required.

- **Site Inspections** – When applicable, bidders should inspect the site to ascertain the nature and location of work and the general conditions which could affect the cost of the work. The Schools will assume no responsibility for representations or understandings made by its officers or employees unless included in this Request for Proposal. While site inspections are not a mandatory requirement to submit a proposal, vendors are urged to schedule inspections to ascertain all the requirements of this invitation.

- **Award of Contract** - Awards will be made to that responsible bidder, whose proposal, conforming to the Request for Proposal, will be most advantageous to the Schools. Prices will not necessarily be controlling, but quality, equality, efficiency, delivery, suitability of item(s) offered, maintainability, and reputation of item(s) in general use will also be considered with any other relevant factors. The Schools reserves the right to reject any and/or all bids submitted and to waive any technicalities or minor irregularities. A written award, mailed (or otherwise furnished) shall be deemed to result in a binding contract without further action by either party. Contract(s), if awarded, will go through a final negotiation between the awarded bidder(s) and the Schools. If any other payment terms are required by the bidder other than Net 30, they should be so stated. A breakdown of products/services will be listed on invoices. Contractor shall include discounts as a separate line item. Invoices will be paid within seven (7) days following approval for payment.

BIDDER'S DECLARATION

The bidder understands, agrees and warrants:

- That the bidder has carefully read and fully understands the full scope of the specifications.

- That the bidder has the capability to successfully undertake and complete the responsibilities and obligations in said specifications.

- That this proposal may be withdrawn by requesting such withdrawal in writing at any time prior to the scheduled bid opening, but may not be withdrawn after such date and time.

- That proof of similar work done in the past, proof of insurance, as well as contact names and numbers shall be provided.

- That proof of liability insurance with $500,000 of coverage, as well as proof that they have met all school student safety legislation as per federal and Michigan requirements (employee fingerprint check) will be required prior to implementation of the project.

- That a sworn and notarized statement disclosing any familiar relationship between the bidder and any member of the board or administration shall be provided.

- That the Schools reserves the right to reject any or all bids and to accept that bid which will, in its opinion, best meets the Schools needs. The Schools reserves the right to award the bid to separate bidders when more than one item appears on the schedule. The Schools reserves the right to waive any technicalities and formalities in the bidding.

- That the bidder understands that these specifications are the minimum requirements and must be met or exceeded in order to be considered by the Schools. The bidder acknowledges that the item bid is suitable for the intended application.

- That by submission of this proposal the bidder acknowledges that the Schools has the right to make any inquiry or investigation it deems appropriate to substantiate or supplement information supplied by the bidder. If a partnership, a general partner must sign. If a corporation, the authorized corporate officer(s) must sign and the corporate seal must be affixed to this bid.

BIDDER:

_____ _____

Name Date
Title

_____ _____

Name Date
Title