

Houghton Lake Community Schools

VoIP Telephone System REQUEST FOR PROPOSALS June 21, 2010

I. INVITATION TO BID

Houghton Lake Community Schools, hereby known as “District”, will accept sealed responses (“Bids”) to this Request for Proposals (RFP) for a new VoIP Telephone System. The general conditions, along with the product and service specifications are defined below. The completed responses are to be submitted to the District at the following address:

**Houghton Lake Community Schools
Administrative Office
Attn: Jared Socia
6001 West Houghton Lake Drive
Houghton Lake, MI 48629**

All responses to this RFP must be in a sealed envelope labeled “*VoIP Telephone System*” and “*1:00 P.M., July 09, 2010*”. This RFP is not an offer to enter into a contract, but rather a solicitation for Bids. All Bids received by the District will be publicly opened and read at the **Houghton Lake Administrative Office, 6001 West Houghton Lake Drive, at 1:00 P.M., July 9, 2010**. No oral, telephonic, e-mail or facsimile Bids will be considered. No Bids will be considered after 1:00 P.M., July 09, 2010. The District reserves the right to reject Bids submitted without a RFP signed signature page.

II. GENERAL CONDITIONS

A. RIGHTS OF ACCEPTANCE OR REJECTION

The District reserves the right to reject any and all Bids in whole, or in part, and accept any Bid or portion of the Bid that, in their opinion, best serves the interests of the District.

B. PRICING

All prices quoted in the Bid must be on a unit price basis and include the total price. A complete Bill of Materials with line item pricing must be included in the Bid response. Alternate pricing is to be listed separately from the base bid. The price of an item or unit of a given product as promised in a Bid cannot be changed by the service provider regardless of whether the District changes the quantity of the item or unit needed.

C. MANUFACTURER(S) DISCOUNTS

The District reserves the right to receive any and all manufacturer(s) price reductions, discounts or rebates that are received by the selected vendor for the specified products and/or services. The selected vendor agrees to pass any and all cost savings from the manufacturer(s) for the specified products and/or services to the District by way of a setoff of monies owed or refund of monies paid by the District.

D. CLEAN-UP

The selected vendor must, at all times, keep the premises free from accumulations of waste materials, caused by the work; and upon completing the work, must remove all work related rubbish from and about the building(s) and must leave the work area broom clean, or its equivalent. In the case of a dispute, the District may remove the rubbish and charge the cost to the selected vendor.

E. ADDENDA

Any clarifications or modifications to the specifications for the RFP will be issued by the District in the form of an addendum. Any addendums issued during the bidding time will become part of the specifications and a copy will be sent to all bidders. No verbal statements by the District will be considered as binding or enforceable against the District. No requests for clarifications or modifications will be processed within four (4) days immediately prior to the Bid opening date.

F. FEDERAL, STATE AND LOCAL TAXES

All products and/or services furnished by the selected vendor must comply with all applicable federal, state and local codes, and regulations. All Bids must include, and the selected vendor must pay, all taxes levied by the Federal, State, and Local Governments, on both labor and materials. The District reserves the right to require evidence of such tax payments prior to final payment of the contract. The District is exempt from Federal Excise and State Sales Taxes. To comply with these regulations, sales tax is not to be included in the Bid.

G. QUALIFICATION OF BIDDERS

For the purpose of assuring the District of the quality of workmanship, materials, products and/or services, the District will retain the right and has complete discretion to qualify or disqualify any bidders on the basis of available information concerning the bidder's ability to perform as needed and the suitability of the products and/or services included in the Bid. The District may request any and all bidders to submit the following information before awarding the contract:

1. The bidder's performance record(s).
2. The address of the bidder's plant or permanent place of business and a description of the products and/or services requested.
3. The bidder's financial statement(s).
4. Any additional information that will satisfy the District that the bidder is adequately situated and able to fulfill the terms of the proposed contract.
5. A description of any other project(s) that will be performed simultaneously with the District's project(s).

H. NO DISCRIMINATION

The selected vendor and their subcontractors are required not to discriminate against any employee or applicant for employment, to be employed in the performance of the Bid, with respect to hire, tenure, terms, conditions or privileges of employment, because of race, color, religion, national origin, or ancestry or also because of age or sex, except based on a legitimate occupational qualification. Violation of this requirement may be regarded as a material breach of the Michigan Fair Employment Practices Act and may be subject to prosecution.

I. MAILING OF BIDS

All Bids must be mailed in an opaque, sealed envelope and clearly marked as indicated in the Invitation to Bid section I. above.

J. NOT ACCEPTED

No oral, telephonic, e-mail or facsimile Bids will be considered.

K. WITHDRAWAL OF BIDS

Upon presentation of proper identification, any bidder may withdraw his/her Bid at any time prior to the scheduled Bid opening date and time. After the opening of the Bids, no Bid can be withdrawn for a period of sixty (60) days.

L. SIGNATURE PAGE

The signature page required in this RFP must be in longhand, in ink, by an authorized representative and submitted with the Bid. Bids in non-compliance with this request, will be subject to rejection.

M. NOTICE OF AWARD

The contract(s) will be deemed as having been awarded when the formal notice of acceptance of his/her Bid has been duly served upon the intended awardees by an officer, or agent, of the District duly authorized to give such notice.

N. PARTIAL BIDS

Partial Bids will be not be considered.

O. FAMILIAL DISCLOSURE

The Bid shall be accompanied by a sworn and notarized affidavit disclosing any familial relationship that exists between the bidder and/or any employee of the bidder and any member of the District's Board of Education and/or Superintendent. The District will not accept a Bid that does not include the sworn and notarized familial disclosure affidavit. Bids in non-compliance with this request are subject to rejection.

P. PROJECT SEQUENCE

1. Request for Bid Proposal Distributed: Monday, June 21, 2010
2. Questions and Clarification Deadline: Tuesday, July 5, 2010
3. Bids Due: Tuesday, July 9, 2010 @ 1:00 pm
4. Project awarded on Wednesday, July 19, 2010
5. Substantial Completion by Wednesday, August 11, 2010
6. Project Completed by Wednesday, August 25, 2010

Q. QUESTIONS

Any questions regarding this RFP can be sent to Jared Socia, Technology Director, sociaj@hlcsk12.net

R. BID FORMAT

District requires one (1) copy of the Bid response. Bid response to be formatted as:

Tab 1: Executive Overview – explain proposed solution in detail, provide company overview

Tab 2: Pricing – Provide complete Bill of Materials with total price. Also include any alternates in this tab.

Tab 3: Forms – Signature Page, Familial Disclosure Affidavit

Tab 4: Manufacture Cut Sheets

Tab 5: Exceptions – clearly write out any exceptions to this RFP.

III. PRODUCTS AND SERVICES SPECIFICATIONS

Considerations for awarding contracts will include price, product quality, service, delivery, and maintenance of products and/or services, adherence to specifications, past performance to the District, vendor reliability, warranties and familiarity with the scope of work and the facilities of the District. The District will evaluate the merits of all Bids submitted and reserves the right to accept or reject any or all Bids.

A. VoIP Telephone System

1. Description of Project

- a. The district wishes to replace the existing Nortel PBX system with a VoIP system. See table below for connectivity requirements.
- b. Contractor shall advise, coordinate and work cooperatively with Owner representatives and/or owner's designee related to any installation or special security provisions.
- c. The contractor shall supply, physically install, connect, test, document, train owner representatives and warrant fully operational and compliant system, complete with full functionality as specified within.

2. Warranty

- a. Base bid is to include a one-year manufacturer's warranty for the proposed solution. The warranty will cover all components of the proposed VoIP solution with the exception of the handsets.
- b. This system warranty shall commence on date of substantial completion as certified by the owner.

3. Contractor

- a. The Contractor shall accept complete responsibility for the installation, certification and support of the system. Contractor shall be an authorized vendor of all major components.
- b. All work shall be performed and supervised by Project Managers, Engineers and/or Technicians who are qualified to install system and perform related tests as recommended by the manufacturer and in accordance with the manufacturer's best practices and methods.
- c. Project Managers, Engineers and Technicians employed on this project shall be properly and fully trained and qualified by the manufacturer on the installation and testing of the equipment and systems to be installed.
- d. The Contractor shall have a proven track record in phone system configuration and installation. This must be shown by the inclusion of references of at least three (3) VoIP telephony projects.

4. Voice Processor Requirements

- a. Proposed VoIP system must be capable of supporting the specified configuration and an additional ten percent (10%) more stations without additional hardware or software investment required (actual station hardware cost excluded).
- b. Central Voice Processor shall properly and acceptably communicate over, and attach to, Owner's new PoE data network.
- c. Central Voice Processor equipment at all locations shall be configured to be redundant providing for full communications and critical feature availability in the event of any component failure in the primary unit.
- d. System shall provide full functionality of the following feature sets:
 - a. Distinguish internal calls from external calls and route them accordingly.
 - b. Incoming callers must have the option to transfer out of a call path/control to a directed number, central answering position, and/or specific extension.
 - c. Call Block
 - d. Call Forwarding
 - e. Call Hold
 - f. Call Pick-up
 - a. Directed
 - b. Group
 - g. Call Waiting
 - h. Conference Calling

- i. Day/Night Class of Service
 - j. Direct Inward Dial (DID)
 - k. Direct Outward Dial (DOD)
 - l. Do not Disturb
 - m. Flexible Numbering Plan
 - n. Incoming Call Identification (Caller ID)
 - o. Last Number Redial
 - p. Least Cost Routing
 - q. Music/Message on Hold
 - r. Multiple Console Operation
 - s. Night Ring Assignments
 - t. Paging/intercom –audible in classrooms
 - a. Zone
 - b. All Call
 - u. Remote Diagnosis
 - v. Remote moves, adds and changes
 - w. Speed Dial
 - a. System
 - b. Personal
 - x. Station to Station Dialing (3, 4 or 5 digit)
 - y. Toll Restriction
 - a. 0 /1 Access
 - b. By Area Code
- e. System shall be capable of being administered from any web browser attached to the network.
- a. Administration access shall be protected by unique and secure log on (User ID and Password).
 - b. System administrator shall be capable of complete system back-up and full system restoration from a previously saved configuration.
 - c. System reporting shall include, but not be limited to:
 - i. Real time trunk and gateway status.
 - ii. Status of all system and call routing components.
 - iii. Real time Station status.
 - iv. Complete historical call detail reporting.
- f. All sites shall have system survivability that provides basic telephone system functionality to local Public Switched Telephone Network (PSTN) lines in the event of a Wide Area Network (WAN) outage.
- g. System shall be configured to provide standard acceptable Ethernet Quality of Service (QoS) identification to Owner’s new network infrastructure so as to insure end-to-end priority delivery of voice traffic across the network.
 - h. System shall have echo cancellation technology or equivalent to provide clean voice communication
 - i. System shall integrate with new public announce system via three (3) trunk lines. One trunk port per main campus building with integrated pa access via phone handset.
 - j. System shall provide for adequate call admission control with Owner’s new network infrastructure to guarantee Local Area Network/Wide Area Network (LAN/WAN) links are not oversubscribed.
 - k. System shall comply with all requirements for telephone access, including, but not limited to the following, and as required by federal, state, local and Owner statutes, guidelines and/or policies:
 - a. 911 services
 - b. TDD services
 - l. In the event of a power failure, system shall automatically re-initialize and “become active” to the last configuration in use with no human intervention.
 - m. System shall be configured for two (2) appropriate power fail telephone instruments per site (ground or loop start as required). Power fail jacks and telephones shall be acceptably and clearly labeled as “Power Fail Phones”.

n. PSTN Requirement Table

Location	# of PRI ports	# of POTS	Comments
Houghton Lake HS	0	2	Connects to MS/ES via Fiber
Houghton Lake MS/ES	1	4	Connects to HS via Fiber
Admin Office	0	4	Connects to MS via public VPN

5. **Voice Mail System**

- a. The voice mail system shall properly and acceptably communicate over, and attach to, Owner’s newly installed Ethernet communications network.
- b. The voicemail system shall provide for one hundred sixty-five (165) voicemail boxes in the initial deployment, with the option to expand to two hundred (200) mailboxes without additional investment by Owner in hardware components.
- c. System shall support a minimum of twenty (20) simultaneous connections from any combination of external and internal devices.
- d. System shall include capability of accessing the voice message system from the Public Switched Telephone Network (PSTN) or internally. System shall provide full functionality of the following feature sets:
 - i. Record personal greetings
 - ii. Message waiting indication
- e. Message forwarding
- f. Message reply
- g. Users must be able to retrieve messages from both on and off premise
- h. Messages must be time and date stamped.
- i. Replay messages
- j. Transfer messages to other subscribers and append them with comments
- k. Edit and/or modify personal distribution lists
- l. Dial by department/ organization directory
- m. System shall produce reports detailing voice mail and automated attendant usage, system availability, and capacity utilization.

6. **VOICE TERMINALS**

- a. All Voice Terminals (Telephone Instruments/Sets) shall be Ethernet devices, and shall properly and acceptably communicate over, and attach to, Owner’s newly installed PoE Ethernet communications network.
- b. Classroom Terminals
 One hundred fifty(150) classroom terminals shall be provided.
 Classroom terminals shall simultaneously provide, but not be limited to the following:
 - i. Single line call appearance.
 - ii. Two (2) Ethernet ports.
 - iii. Message waiting notification lamp or indicator.
 - iv. Hold button transfer button.
 - v. Conference button.
 - vi. Caller ID name, number.
 - vii. Dial pad on base.
 - viii. Single line display.
 - ix. Speaker and Microphone for hands free communication.
 - x. IEEE Standard Power over Ethernet (PoE) compliance.
- c. Office/Executive Terminals
 Twenty (20) office terminals shall be provided.
 Office Terminals shall simultaneously provide, but not be limited to the following:
 - i. Two (2) line operation.

- ii. Two (2) Ethernet ports.
 - iii. Message waiting notification lamp or indicator.
 - iv. Hold button.
 - v. Transfer button.
 - vi. Conference button.
 - vii. Dial pad on base.
 - viii. Four (3) programmable soft keys.
 - ix. Three (3) line display.
 - x. Speaker and Microphone for hands free communication.
 - xi. IEEE Standard Power over Ethernet (PoE) compliance.
- d. Conference Terminals
Three (3) conference terminals shall be provided.
Terminals shall simultaneously provide, but not be limited to the following:
- i. Conference room quality microphone and speaker
 - ii. Audio mute
 - iii. hold
- e. Computer Integrated Operator panel
Three (3) office terminal software solutions on user provided workstations or server.
- i. On screen call monitor/transfer mechanism
 - ii. On/off hook status monitor

7. Training

- a. Base bid to include two days of on-site technical administrative training.
- b. Base bid will also include one day of end-user training for each of the three locations. End user training will consist of five (5) one-hour sessions, spread across the day. One of these sessions will be designated for operator training. Contractor will coordinate with District for this training schedule.

IV. SIGNATURE PAGE

I have examined the RFP Bid conditions and specifications herein and agree that if my company is awarded a contract to provide any of the products and/or services sought in this RFP, my company will provide the District with the products and/or services according specifications of this RFP and the Bid submitted herewith. Any and all deviations from the RFP Bid specifications are in writing and attached.

SUBMITTED BY:

Company Name: _____

Company Address: _____

City, State & Zip: _____

Telephone: _____

Fax: _____

Representative Name: _____

Title: _____

Signature: _____

Date: _____

V. FAMILIAL DISCLOSURE AFFIDAVIT

All Bids shall be accompanied by a sworn statement disclosing any familial relationship that exists between the owner(s) or any employee of the bidder and any member of the Board of Education of the District and/or the Superintendent of the District.

The undersigned, owner or authorized officer of _____ (the bidder), pursuant to the familial disclosure requirement provided in the Houghton Lake Community Schools proposal, hereby represent and warrant, except as provided below, that no familial relationships exist between the bidder or any employee of the bidder, and any member of the Houghton Lake Community Schools Board of Education and/or the Superintendent.

The following are the bidders familial relationship(s) with the Houghton Lake Community Schools:

Bidder/Employee Name	Related to:	Relationship
1. _____	_____	_____
2. _____	_____	_____

(Attach additional pages if necessary to disclose all familial relationships.)

There is no familial relationship that exists between the bidder and/or any employee of the bidder and any member of the Houghton Lake Community Schools Board of Education and/or the Superintendent.

Bidder:

(Company Name)

By:

(Signature)

(Title)

This instrument was acknowledged before me, a Notary Public, in and for _____ County, _____ on this ___ day of _____, 20__.

SS:

(Notary Public Signature)

My Commission expires: _____

Acting in the County of: _____