

ISD Technology Department  
201 N. Forest Ave  
Independence, MO 64050

May 14, 2018

REQUEST FOR PROPOSAL

TELEPHONE AND VOICEMAIL SYSTEM UPGRADE

RFP# 2018-14-05

Sealed proposals must be received by the Independence School District, Technology Department at 201 N. Forest Ave, Independence, MO 64050, by June 1, 2018, 2:00 PM (CST)

It is the responsibility of interested firms to check the website: <http://sites.isdschools.org/purchasing/bids-and-rfps> for any addendums or notices of information prior to the opening date and time of this RFP. All addendums must be signed and included with your submitted Proposal.

## 1.0 Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals on upgrading or replacing the existing telephone system within the Independence School District (“District”). The District is looking to change the current telephone and voice mail systems to accommodate expected growth, increase functionality and provide simpler management.

## 2.0 Background/Demographic Information

The District has approximately 37 locations. The District currently has an Enterprise Avaya S8800 Phone System that is 10+ years old and does not support the current SIP technology. It is also difficult to manage and expensive to maintain.

## 3.0 Scope of Work

The District currently has a “ring with in a ring” network configuration with an HP Procurve Core. We are requesting two versions of pricing. Pricing A would be a one-time expenditure to replace or upgrade the current telephone system with a VoIP system including voicemail. Use of the existing Avaya telephones (1600 & 9600 Series) is expected but not required. Pricing B would be manufacturer support cost for 5 years. Diagrams of current district setup are included within this RFP. All pricing should include a turnkey solution in which the vendor sets up and installs all components of the phone system from voicemail boxes to end user phone devices (if replaced). The District would like to keep the current numbering system setup across the district.

There are currently 37 locations that will need to be considered for this proposal. Any solution will need to be mindful that school is in session from approximately 7am-4pm. Any downtime of the phone system will need to be minimized and coordinated around school hours. The current phone system will need to be functional until the time of cutover.

- There are approximately 2100 physical phones within the District.
- The District currently uses Unified Messaging with Exchange 2010 and would like to move away from it to another voicemail platform. The District wants all voicemail forwarded to our Gmail accounts.
- Virtually every room within the school district would require a physical phone.
- There is approximately 3500 voice mailboxes district wide.
- All current equipment is installed in location 1 on the map, Benton Elementary School.
- All work completion dates will be negotiated with the winning vendor.
- Old equipment will be surplus by the Board of Education.
- Sip trunking for 75 trunks and (cost of 75 inactive trunks at DR for failover)

Items to consider include:

- System Level
  - Time of day internal versus external calls routing
  - Single call accounting platform
  - E911 that directs responses to the building level
  - Easy to administer auto attendants for each location

- 5 digit dialing for internal calls
- Efficient use of VMware resources
- Automatic failover resiliency for system, auto attendants and telephone lines
- Management through Client Application and Web Browser
- User Level
  - Gigabit phone equipment with display
  - Softphone application for Android or iPhone to allow staff to use their school DID when calling from personal cell phone or laptop
  - Caller ID
  - Hold/Flash/Forward/Transfer/Redial/Speaker phone
  - Group paging through the telephones minimum 100 users (multiple options from Admin Office of Building)
  - Allow a group of users to easily see and answer ringing lines or extensions during peak call periods.
  - Conference call *ad hoc* up to 5 callers, Meet me conference to 30 callers
  - Department call park slots
  - Group Mailboxes
  - EC 500/ Twinning
  - Record on demand
  - Multiple voicemail greetings
- Contact Center
  - Capable of supporting six (6) Multi-Media Agents (voice, email, chat) with Supervisor reporting and call recording all agents.
- 25 soft phone/ mobile application licenses.
- Emergency 911 (E911) – ideally the system has the ability of sending out specific caller ID based on a location.
  - Each teacher has a unique DID associated with his/her login that can move with them from room to room. An outbound call this is not E911 would present their unique DID.
- Support
  - 2 or more local reseller employed technicians within thirty (30 miles of Central Office location
  - Authorized proficiency and certification with the manufacturer at the highest level in Sales, Implementation, and support
  - End user training or Train the Trainer arrangement
  - Five (5) years of manufacturer support
- Services should include a turnkey solution that would include
  - Project Management for the duration of the project
  - Setup of all electronic communications needed

- Setup of all users and voicemail boxes
- Setup of all integration with (email) system
- Training of District System Administrators
- End User training documentation and videos
- Diagram of installed system

#### 4.0 Performance Period

The awarded contract will be for the materials, installation, setup, testing, and training for the new system.

#### 5.0 General Information

- 5.1 Point of Contact - The following individual shall provide clarification of the specifications for this RFP:

Todd Theen  
ISD Technology Department  
201 N. Forest Ave  
Independence, MO 64050  
Todd\_Theen@idschools.org

All questions regarding this RFP shall be submitted via e-mail to Todd Theen at todd\_theen@idschools.org. The e-mail shall be clearly labeled with the appropriate title, "**TELEPHONE/VOICEMAIL PROPOSAL ENCLOSED**". Questions must be received no later than May 30, 2018. All written inquiries will be answered at the sole discretion of the District. All questions should, to the degree possible, cite the specific RFP section and paragraph number(s) to which the question refers.

- 5.2 Right to Amend or Withdraw

The District reserves the right to alter, amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to the award of a contract, if to do so is in the best interest of the District.

- 5.3 Ownership of Responses

All responses become the property of the District. Responses may be reviewed by any person after selected vendor or vendors and the District have signed contracts. The District reserves the right to use any and all information and materials presented in reply to this RFP. Disqualification of a vendor does not eliminate this right.

- 5.4 Pre-Agreement Costs

The District is not liable for any cost incurred by any responding vendor prior to issuance of a Purchase Order.

## 5.5 Submission Requirements

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that proposals be organized in the manner specified. Each volume shall be submitted no later than June 1, 2018, 2:00PM. Vendors shall submit two (2) copies of a complete response. One copy should be labeled "ORIGINAL" and contain original signatures. The proposal shall be submitted to:

Independence School District  
Technology Department  
201 N. Forest Ave  
Independence, MO 64050

The external packaging of the response must reference closing date, company name and **"TELEPHONE/VOICEMAIL PROPOSAL ENCLOSED"**.

### 5.5.1 Order of items in proposal

The items in the proposal shall be in the following order:

- Cover Sheet
- Questionnaire
- References
- Proposers Price for Project
- Additional Information as provided by Proposer
  - Proposers can offer additional value-added partnership opportunities with the District in this section.

## 5.6 Timeline

The following timeline will be used as a guide for RFP DISTRICT TELEPHONE/VOICEMAIL.

Posting of RFP	May 14, 2018
Question Deadline	May 30, 2018
RFP Submittal Deadline	June 1, 2018, 2:00PM
BOE Approval	June 12, 2018

## 5.7 Notice of Award

Award of the bid lies at the discretion of the District's Board of Education. A recommendation for award of contract will be submitted to the Board of Education at the Board's June 12, 2018, meeting.

## 5.8 Reservation of Rights

**THE DISTRICT RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL PROPOSALS AND WAIVE ANY INFORMALITY IN THE PROPOSAL OR REQUEST FOR PROPOSAL.**

## **6.0 Other General Terms and Conditions**

- 6.1 Late Proposals: Proposals must be at the Purchasing Office prior to the closing date and time. NO LATE PROPOSALS WILL BE ACCEPTED for any reason. It is the sole responsibility of the proposer to ensure timely delivery of the proposal. The District will not be responsible for failure of service on the part of the U.S. Postal Office, courier companies, or any other form of delivery chosen by the proposer.
- 6.2 Acceptance: The District will sign an agreement between the proposer and the District after the Board of Education has awarded the contract for services.
- 6.3 Invoices/Preferred Payment Method: Invoices must be prepared by the successful proposer and submitted to:

Independence School District  
Technology Department  
201 N. Forest Ave  
Independence, MO 64050

Payment Method: Normal payment terms are approximately thirty (30) calendar days, given that the services are performed in satisfactory manner.

Taxes: Tax Exempt

- 6.4 Proprietary Information: All material submitted to the District becomes public property and is subject to the Missouri Sunshine Law upon receipt. If a proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The District will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Missouri Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.
- 6.5 Transfer: Transfer or assignment of the contract by the proposer is prohibited.
- 6.6 Independent Contractor: The proposer is performing as an independent contractor. The proposer is responsible for providing all insurance coverage required by law, such as but not limited to unemployment, liability, accident, others as needed.
- 6.7 The use of specific manufacturer's names and models are for brevity only and do not necessarily mean the items are required; indicate the equivalent.

## **7.0 Cancellation/Default of Contract**

- 7.1.1. The District may terminate contract(s) entered into pursuant to this RFP with cause upon thirty (30) day written notice.
- 7.1.2. Either party may terminate contract(s) entered into pursuant to this RFP, for any

reason or no reason at all, upon ninety (90) day written notice.

## **8.0 Term**

- 8.1.1. The initial award is for 60 months starting July 1, 2018. All prices MUST remain firm during this time period and either party can terminate with cause.
- 8.1.2. District reserves the right to renew and extend the executed agreement pertaining to terms and conditions and specifications upon mutual agreement between the District and contractor for one (1) year periods based on pricing and level of service. Either party can terminate agreement for any reason after initial contract period with a 90 days written notice.
- 8.1.3 July 1, 2018 will be the first date of this contract.
- 8.1.4 Each term shall end on June 30.

## **9.0 Required Insurance**

### ***9.1 Liability***

- 9.1.1. \$1,000,000 per incident
- 9.1.2. \$2,000,000 per year

### ***9.2 Workers Compensation***

- 9.2.1 Statutory limits

### ***9.3 Bond***

- 9.3.1. Payment: Amount of Agreement
- 9.3.2. Performance: Amount of Agreement

## **10 Disclosures and notifications**

### ***10.1 Conflicts of interest***

- 10.1.1 Proposal must state whether proposer has any professional, business, or familial relationship with any current member of the Board of Education of the District or with any administrator of the District.

## **11 Contract terms**

### ***11.1 E-Verify***

- 11.1.1 Missouri law requires all companies doing business under contracts greater than \$5,000 with government entities to attest that all their employees and subcontractor's employees are "lawfully present in the United States."

## **11.2 Prevailing Wage**

- 11.2.1 Missouri law requires agreements to contain the following prevailing wage terms: "A wage of no less than the prevailing hourly rates of wages for work of a similar character in the locality in which the work is performed shall be paid to all workmen employed by or on behalf of any public body engaged in public works exclusive of maintenance work" (§ 290.220) and "Not less than the prevailing hourly rate of wages specified in wage determination as requested from the State shall be paid to all workers performing work under this contract" (§ 290.250). The contractor shall forfeit as a penalty to the State, County, City, and County, City, Town, District or other political sub-division on whose behalf the contract is made or awarded. Ten (\$10.00) Dollars for each worker employed, for each calendar day, or portion thereof such worker is paid less than the said stipulated rates for any work done under this contract by him or by any sub-contractor under him. § 290.250. All payroll records of the contractor are to be submitted to the School District, with the approved Prevailing Wage Statement, prior to final acceptance of the project.

## **11.3 Applicable law**

- 11.3.1 Missouri law will govern contracts entered into pursuant to this RFP, irrespective of choice of law principles.

## **11.4 Termination**

- 11.4.1 The District may terminate contracts entered into pursuant to this RFP with cause upon 30 day written notice.
- 11.4.2 Either party may terminate contracts entered into pursuant to this RFP, for any reason or no reason at all, upon 90 day written notice.

## **11.5 Compliance with laws and policies**

- 11.5.1 Proposer must comply with all federal and state anti-discrimination laws.
- 11.5.2 All work shall be done in strict accordance with the provisions of the current edition of the building codes adopted by the City of Independence, Missouri and all city ordinances in effect during performance of this contract.
- 11.5.3 Contractor must be licensed to do business in the City of Independence.
- 11.5.4 All work shall meet or exceed the Americans with Disabilities Guidelines.
- 11.5.5 *A-133 Compliance Supplement*: The contractor must certify that they and their principals are not debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal Department or Agency.



## **11.6 Background Checks**

11.6.1 Contracts entered pursuant to this RFP must require that all employees who will interact with students will be fingerprinted and background checked under the background checks required by the District's Board Policies. Results of background checks of employees working directly with students must be provided to District. District reserves the right to refuse to allow any employee access to students if the employee completes no background check acceptable to the District.

## **11.7 Indemnity**

11.7.1 The District will not agree to indemnify any contractor for its own negligence, for injuries or damages that do not arise from acts or omission of the District, or for injuries or damages for which the District has sovereign immunity.

## **11.8 Proposed contract**

11.8.1 Proposals must include a copy of proposed contracts or service agreements if available or disclose terms required by the proposer of this RFP.

## **12 Interpretation, Questions, Withdrawal**

### **12.1 Interpretation**

12.1.1 The District will make no oral interpretations for proposers of meaning of the terms in this RFP.

12.1.2 Requests for interpretations to the meaning of this RFP must also be made in writing to Independence School District no later than 4:00 p.m., April 13, 2018 and failure by the successful proposer to do so shall not relieve the proposer of the obligations to execute such services under a later interpretation by the school district. All interpretations made to the proposers will be issued in addenda to the RFP and will be sent to all proposers.

## **13 Proposal Evaluation**

### **13.1 Award**

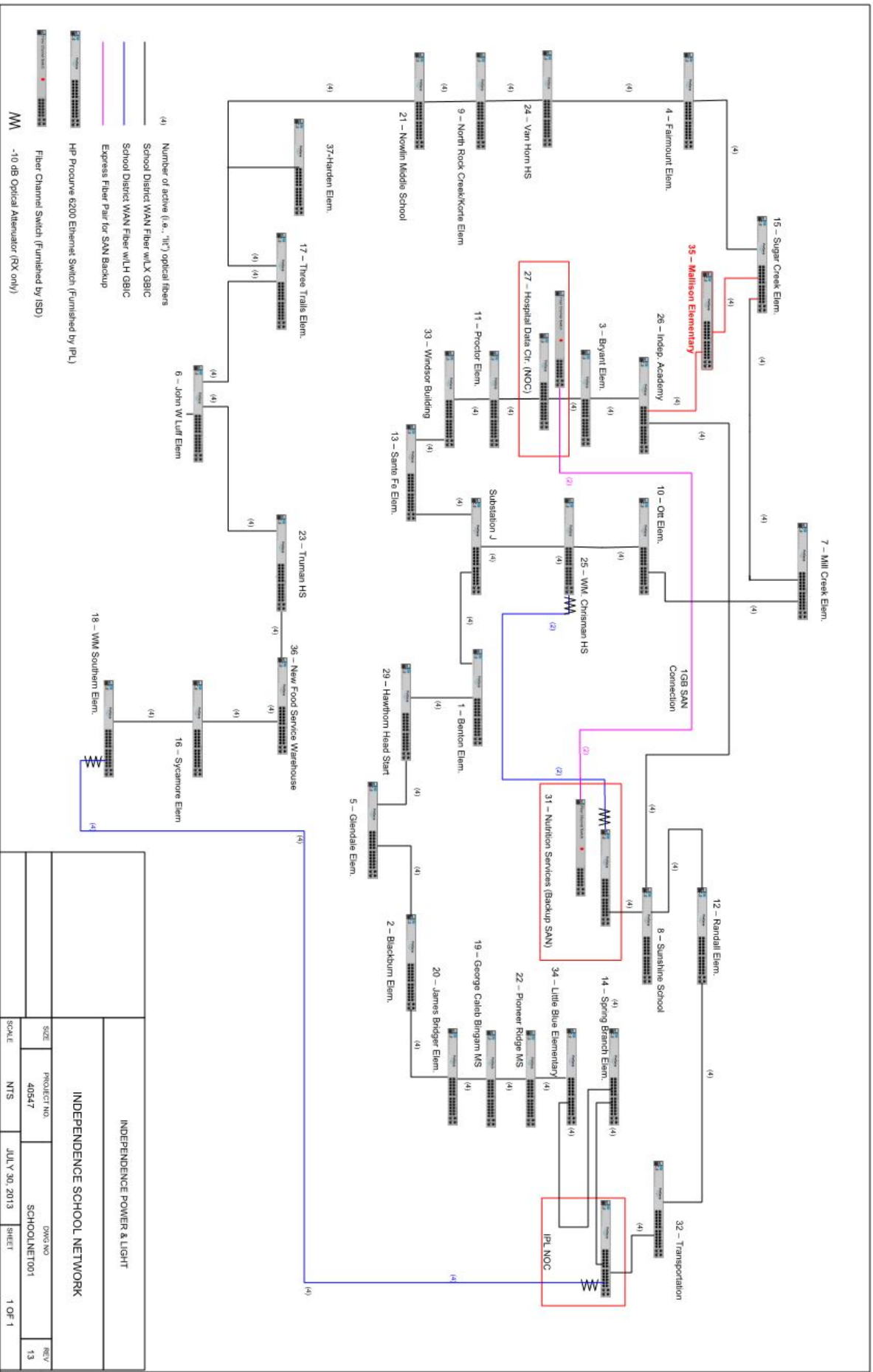
13.1.1. The contract will be awarded to the firm submitting the best responsible proposal complying with this RFP if the proposal is reasonable and in the best interest of the District to accept. The firm selected will be notified at the earliest practical date. The decision regarding acceptability of any firm's qualifications/proposal shall remain entirely with the District, at the District's sole discretion. The criteria for making this judgment will include but not be limited to price, demonstrated capability and general responsiveness to the RFP.

13.1.2 District has the right to award all, or any portion, of this RFP to multiple contractors if deemed in the best interest of the District.

- 13.1.3 The District notifies all proposers that minority business enterprises will be afforded full opportunity to submit proposals in response to this Request and will not be discriminated against on the grounds of race, color, or national origin in consideration of an award. Proposer agrees that, should proposer be awarded this contract, proposer will not discriminate against any person who performs work under it because of race, religion, color, sex, national origin or ancestry.
- 13.1.4 The District reserves the right to reject any or all proposals, to waive any informalities or technical defects in proposals, and unless otherwise specified by the District, to accept any item or groups of items in the proposal, as in the best interest of the District.
- 13.1.5 Proposers are advised that, in the event of receipt of an adequate number of proposals which, in the opinion of the District, require no clarification and/or supplementary information, such proposals may be evaluated without further discussion. Should the proposals submitted require clarification and/or supplementary information, vendors should be prepared to submit such additional information in a timely manner, when requested to do so.

## **13.2 Acceptance Period**

- 13.2.1 All proposal offers must be firm for 90 days.



INDEPENDENCE SCHOOL NETWORK			
INDEPENDENCE POWER & LIGHT			
SIZE	PROJECT NO.	DWG. NO.	REV.
SCALE	40547	SCH00LN1001	1/3
NTS	JULY 30, 2013	SHEET	1 OF 1

**CUSTOMER NAME**  
**COVER SHEET**  
**TELEPHONE/VOICEMAIL SYSTEM**

I {We} are proposing in accordance with the general conditions and established specifications.

COMPANY:

---

ADDRESS:

---

TELEPHONE:

---

FAX NUMBER:

---

E-MAIL ADDRESS:

---

FEDERAL TAX ID #:

---

WEB SITE:

---

ADDITIONAL INFORMATION:

---

---

AUTHORIZED REPRESENTATIVE:

---

AUTHORIZED SIGNATURE:

---

**CUSTOMER NAME**  
**PROPOSER'S QUESTIONNAIRE**  
**TELEPHONE/VOICEMAIL SYSTEM**

PROPOSER'S NAME: \_\_\_\_\_

PROPOSER'S ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

WEB SITE: \_\_\_\_\_

ACCOUNT REPRESENTATIVE: \_\_\_\_\_

YEARS IN BUSINESS: \_\_\_\_\_

YEARS SELLING PROPOSED PRODUCT: \_\_\_\_\_

WARRANTY OF PROPOSED PRODUCT: \_\_\_\_\_

ADDITIONAL WARRANTIES AVAILABLE & COST: \_\_\_\_\_

EXPLAIN ANY CURRENT DISTRICT CONTRACTS: \_\_\_\_\_

\_\_\_\_\_

The undersigned swears to the truth and accuracy of all statements/answers contained herein:

DATE: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

**CUSTOMER NAME**

**REFERENCES**

**TELEPHONE/VOICEMAIL SYSTEM**

**Provide references (3) with similar scope of work per specifications.**

SCHOOL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

EMAIL: \_\_\_\_\_

SCHOOL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

EMAIL: \_\_\_\_\_

SCHOOL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**APPENDIX A  
FEDERAL WORK AUTHORIZATION PROGRAM AFFIDAVIT**

I, \_\_\_\_\_, being of legal age and having been duly sworn upon my oath, state the following facts are true:

1. I am over twenty-one years of age; and know of the matters set forth.
2. I am employed by \_\_\_\_\_ (“Company”) and have authority to issue this affidavit on its behalf.
3. Company is enrolled in and participating in the United States E-Verify federal work authorization program regarding Company’s employees working in connection with the services Company is providing to, or will provide to, the District, to the extent allowed by E-Verify.
4. Company does not knowingly employ any person who is an unauthorized alien in connection with the services the Company is providing to, or will provide to, the District.

FURTHER AFFIANT SAYETH NOT.

By: \_\_\_\_\_  
(individual signature)

For \_\_\_\_\_  
(company name)

Title: \_\_\_\_\_

Subscribed and sworn to before me on this \_\_\_\_ day of \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
NOTARY PUBLIC

My commission expires:

**APPENDIX B**

**PERSONNEL QUALIFICATIONS**

Bidders are REQUIRED to provide the information below in FULL DETAIL.

Indicate the person who will be supervising project and years of experience in similar work.

Name: \_\_\_\_\_ Number of Years: \_\_\_\_\_

Type of Experience: \_\_\_\_\_

Complete the following for employees that would be working on this project. List any previous work directly relating to the scope of this project for other school districts and/or governmental agencies or private companies in the last five years. Attach a separate sheet of paper if needed.

EMPLOYEE NAME	QUALIFICATIONS	EXPERIENCE/TRAINING



## APPENDIX C

### BID PROPOSAL SUBMISSION FORM– TELEPHONE AND VOICEMAIL SYSTEM UPGRADE

Proposal of \_\_\_\_\_ (hereinafter called "Bidder"), organized and existing under the laws of the State of \_\_\_\_\_, doing business as a corporation, a partnership, an individual (circle one) to the Board of Education, School District of Independence, Missouri (hereinafter called "Owner").

1. In compliance with your Advertisement for Bids, Bidder hereby proposes to perform all work for the INDEPENDENCE SCHOOL DISTRICT – TELEPHONE AND VOICEMAIL SYSTEM UPGRADE. In strict accordance with the Contract Documents, within the time set forth herein and at the prices stated below, bidder should propose on individual base bids for specific project locations as noted below. Owner will award contract per individual base bid.
2. By submission of this Bid, each Bidder certifies, and in the case of a joint Bid each party thereto certifies as to its own organization, that this Bid has been arrived at independently, without consultation, communication, or agreement as to any matter relating to this Bid with any other Bidder or with any competitor.
3. Bidder acknowledges receipt of the following ADDENDA: \_\_\_\_\_.
4. The undersigned, having familiarized itself with local conditions affecting the cost of the work at the place where the work is to be done and with all Bidding Documents, including the Instructions to Bidders, Plans and Specifications, General and Supplementary Conditions, the Standard Form of Agreement and the other Contract Documents, and having examined the location of the proposed work and considered the availability of labor and materials, hereby proposes and agrees to perform everything required to be performed, and to provide and furnish any and all labor, materials, supervision, necessary tools, equipment, and all utility and transportation service necessary to perform and complete in a workmanlike and timely manner all of the work required for the project, all in strict conformance with the Instructions to Bidders and other Contract Documents (including Addenda noted above, the receipt of which is hereby acknowledged), for the lump sums hereinafter specified.

**APPENDIX C** (con't)

RESPECTFULLY SUBMITTED:

\_\_\_\_\_

Signature

\_\_\_\_\_

Title

\_\_\_\_\_

Name (Please type or write clearly)

\_\_\_\_\_

Date

\_\_\_\_\_

Company Name

\_\_\_\_\_

Telephone Number

\_\_\_\_\_

Fax Number

Street

\_\_\_\_\_

Email address

\_\_\_\_\_

City, State, Zip Code

\_\_\_\_\_

License number (if applicable)

By signing, he/she certifies that they are an authorized agent of said company and has the authority to legally enter into a binding Service Agreement.

SEAL - (if BID is by a corporation)