

# **REQUEST FOR PROPOSAL (RFP)**

**VoIP Phone System**

**Madison Consolidated Schools**

**February 20th, 2019**

## INTRODUCTION

Madison Consolidated Schools (MCS) is a comprehensive Pre K-12 public school corporation which operates one high school (grades 9-12), one middle school (grades 6-8), four elementary schools (K-5), and one preschool (ages 3-4) serving approximately 2,700 students and their families in the Madison/Jefferson County, IN area.

## PURPOSE

MCS is looking to install a new VoIP phone system for the corporation. This on-premise phone system will be connected utilizing SIP lines and/or 2 PRI circuits and installed at Madison Consolidated High School located at 743 Clifty Drive, Madison, IN 47250. All buildings affected will be centrally managed from this address; all buildings are currently connected with a 1 GB speed fiber WAN connection. No new cabling is required within the buildings; existing cabling will be used accordingly.

The rollout will include 270 phones for classroom teachers and staff, 50 phones for administration use, and 10 ATAs for fax/other use. The system must also be connected to the existing intercom system in each school building.

### **New phones will be installed in the following buildings:**

- Administration Building - 2421 Wilson Ave., Madison, IN 47250
- Madison Consolidated High School - 743 Clifty Dr., Madison, IN 47250
- Madison Junior High School - 701 Eighth St., Madison, IN 47250
- Anderson - 2325 Cherry Dr, Madison, IN 47250
- Deputy - 14350 W. Mulberry St., Deputy, IN 47230
- E.O. Muncie - 800 Lanier Dr., Madison, IN 47250
- Lydia Middleton - 714 W. Main St., Madison, IN 47250
- Rykers' Ridge - 2485 N. Rykers' Rdg. Rd., Madison, IN 47250

## GENERAL TERMS AND CONDITIONS

Madison Consolidated Schools maintains a technology managed services contract with Five-Star Technology Solutions who provides technical expertise regarding the network infrastructure of the school district. Five-Star Technology consulted in the drafting of this RFP and may provide a response to this RFP with a recommended solution.

Quotes need to include: the required hardware, software, system configuration, warranty, any additional costs for features, support during and after deployment, training, and system maintenance.

All equipment shall be new, factory-sealed equipment currently available from the manufacturer; the District will not accept proposals of used, remanufactured, refurbished, "B stock," returns, open-box, discontinued, "gray market," or equipment in any condition other than new and factory-sealed with all original manufacturer warranties.

The Madison Consolidated Schools reserves the right to adjust quantities prior to purchasing to meet the needs of the corporation.

## **GOALS, FEATURES, AND MINIMUM SYSTEM REQUIREMENTS**

MCS is seeking quotes for a VoIP phone system in an on-premise hardware environment. On-premise hardware solutions running either as a virtual or VMWare server solution will not be accepted. The goals of this project are as follows:

- Allow voicemails to be automatically sent to existing school Gmail accounts
- Automatic daily on-site and off-site backups included
- Call logging and reporting
- Mobility app that allows 20 users to make and receive calls from their mobile device through the phone system
- Computer software for answering and transferring phone calls for at least 20 users
- Ability to record phone calls for users utilizing computer software to answer and transfer calls
- Conference bridging capabilities
- Multiple auto attendants for each building
- 911 call alerting to designated handsets and email addresses
- Scalable with our growing corporation to a minimum of 350 handsets with no additional licensing/cost
- A user directory/contact list that is user-friendly to update
- Must tie into the existing intercom system in each school building
- User Status / presence indicators on programmable buttons
- Visual Ring Indicator

## **PROPOSAL SPECIFICATIONS**

### **EQUIPMENT**

- Two Hundred seventy (270) handsets for classroom and other locations with a minimal number of programmable buttons, no paper labels, and includes a color information display
- Fifty (50) handsets for office/administration areas with 10 – 20+ programmable buttons and allow for sidecars, no paper labels, and includes a color information display
- Ten (10) single line Analog Telephone Adapters or ATAs

### **MAINTENANCE AGREEMENT**

- Responder to provide the cost for five (5) year maintenance agreement to maintain the system software updates, adds, moves, changes, labor, and onsite trip charges.

### **DEPLOYMENT & CUTOVER**

- Please describe and include the cost for phone system configuration and install
- Please describe and include the cost for assistance to deploy handsets to office/classroom locations prior to cutover.
- Please describe and include the cost of assistance and training during deployment and cutover and post-project support for the new phone system.

### **TRAINING**

- Must provide up to an eight-hour training to the technology department on the server and configuration of system
- Must provide up to a one-hour end-user training session to office staff in each building
- Must provide up to a thirty-minute follow up end-user training session to office staff in each building after thirty days of system being in use

### **WARRANTY**

- The system should have at least a five (5) year hardware and software warranty included in the quote.
- The phones should have at least a five (5) year hardware warranty included in the quote.
- Please quote additional years of support in one-year increments up to five (5) additional years after the initial warranty period with the price per year.

## REFERENCES

Include in the proposal a minimum of three references of K-12 School systems in which the solution you are recommending is currently functioning successfully. Information provided should include the name, address, and telephone number of the school system and person who may be contacted for further information. In addition, a brief description of services rendered for the reference should be included.

## IMPLEMENTATION TIMELINE

1. Complete installation, system setup, and initial training must be completed on or before June 24th, 2019
2. Assuming School Board approval on April 10th, 2019; please provide an implementation schedule demonstrating a chronological list of tasks and anticipated time frame for each step of the process.

## POINT OF CONTACT

Any questions and or clarification of items in the RFP must be emailed to [VoIP-RFP@madison.k12.in.us](mailto:VoIP-RFP@madison.k12.in.us)

Responses to these items will be sent via email, If a response is not received it is the responsibility of the vendor to make the follow-up contact.

## EVALUATION CRITERIA

While cost will be the most heavily weighted factor, the evaluation will also focus on the substance of the details provided in response to the requirements herein including but not limited to technical details, quality of service, support and training, experience, and references.

## PROPOSAL SUBMISSION / DUE DATE

Sealed proposals will be received at the MCS Administration Building located at 2421 Wilson Ave., Madison, IN 47250 until noon (12:00 p.m.) EST Friday, March 22nd, 2019. Proposals will be opened and publicly read at 1pm EST Friday, March 22nd, 2019 at the MCS Administration Building. The MCS Board reserves the right to reject any or all proposals.

- All quotes should include detailed line items and subtotals along with the total purchase price. All proposals must indicate that they are valid for no less than ninety (90) days from the proposal due date.
- The bidder's written proposal will be the basis for selection. However, following the initial screening of all quotes received, MCS may request additional information, clarification, or an on-site presentation.
- Structure your proposal based on the information requested above. Please ensure to address each section and item; it is your responsibility to address all aspects of this quote. Failure to address all aspects of this quote may result in disqualification at the sole discretion of MCS.
- MCS is not bound to accept the lowest cost proposal.
- MCS reserves the right to accept or reject any or all responses to the RFP and to enter into discussions and/or negotiations with more than one qualified Proposer at the same time should that action be in the best interest of the schools.
- Vendors are not to collude with other proposers and competitors or take any other action which will restrict competition. Evidence of such activity will result in rejection of the proposal.
- By submitting a proposal, the Proposer represents that it has read and clearly understands this RFP and that it is capable of providing the required services on the agreed contract commencement date.
- Failure to submit a Proposal Response on time may constitute grounds for the rejection of the proposal.

## PROPOSAL TIMELINE

- RFP Issued: Wednesday, February 20th, 2019
- Sealed Proposal Due: 12 p.m. EST, Friday, March 22nd, 2019
- Public opening and reading of proposals: 1 p.m. EST, Friday, March 22nd, 2019
- Target date for review of proposals: Wednesday, April 3rd, 2019
- Anticipated selection of vendor: Wednesday, April 10th, 2019