

# Shepherd Public Schools

## Shepherd MI, 48883

### Telecommunications Request for Proposal

Dear Vendor:

This request for proposals is for the purchase and installation of a voice over IP (VOIP) telecommunications system for Shepherd Public Schools. The due date for RFP responses is April 9th, 2021, no later than 3:00 P.M.

Thank you for taking part in this process. If you have any questions or require clarification, feel free to contact:

Technology Director	Phone Number	Fax Number	Email Address
Corey Grim	(989) 828-6601	(989) 828-5452	cgrim@shepherdschools.net

#### 1.00 Advertisement for bids and bidder Response Instructions

- 1.01 Shepherd Public Schools will receive proposals from qualified contractors for a VOIP Telecommunications System. Qualified bidders will be certified in the installation, maintenance, and service of the products they propose in the RFP. Shepherd Public Schools will retain the right and has complete discretion to qualify or disqualify all bidders on the basis of available information concerning the bidder's qualifications and ability to provide the product, installation, maintenance, service and past performance.
- 1.02 The bid opening will be at 10:00 A.M. on April 12th, 2021 at Shepherd Public School Superintendents Office. All bids must be received by 3:00 P.M. on April 9th, 2021 to be included in the bid opening. No late bids will be considered. Bid responses must be sealed and sent to the following address:

Shepherd Public Schools  
c/o Julie Freeze  
RE: VOIP Phone System bid  
P.O. Box 219  
Shepherd MI 48883

- 1.03 Shepherd Public Schools reserves the right to accept or reject any and all bids.

- 1.04 Walk through – All bidders are encouraged to attend a virtual walk through meeting at 1:30 pm on March 3<sup>rd</sup>, 2021. Included in this walk through meeting will be an opportunity for a question and answer session with district staff. Please email Corey Grim at [cgrim@shepherdschools.net](mailto:cgrim@shepherdschools.net) to attend the meeting on or before February 26<sup>th</sup>.
- 1.05 Clarifications and Corrections – Please direct any questions regarding this RFP to Corey Grim, Director of Technology at [cgrim@shepherdschools.net](mailto:cgrim@shepherdschools.net). All questions and clarifications will be communicated back to all bidders via email.
- 1.06 BID EVALUATIONS- 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/contractor reliability, warranties, familiarity with the projects and the facilities of the district. Shepherd Public Schools will evaluate the merits of all bids submitted and reserves the right to accept or reject any or all bids.

## **2.00 Scope of work**

VENDOR/CONTRACTOR RESPONSIBILITY - It shall be the responsibility of the selected vendor/contractor to provide the configuration and system quantities to all locations stated within this RFP. SHEPHERD PUBLIC SCHOOLS is not responsible for any omission, failure to detect any requirement, or any other condition required to complete the scope of work.

The awarded bidder shall:

- Meet jointly with representatives of the district to exchange information and agree on details of equipment arrangements and installation interfaces for this Telecommunications project.
- Have sufficient resources in order to complete the scope of work within the allotted time frame and shall, upon request, demonstrate that they have the resources necessary to complete the Scope of Work within the specified time frame.
- Furnish all labor, supervision, tooling, and miscellaneous mounting hardware and consumables for the telephone system installed at the district.
- Test (100%) all hardware for defects in installation and to verify performance under installed conditions.
- Provide installation, administration, testing, and “as-built” documentation required from and/or maintained by the selected vendor/contractor during the course of the entire network electronic installation project.
- Provide a written guarantee/warranty covering the installed telephone system against defects in workmanship, components, and performance, and follow-on support after project completion for a period of three (3) years.
- Any telephones or VoIP handsets will have at least a 1 year warranty.

The selected vendor shall provide a VOIP Telecommunications System and installation of system, providing E911 compliant telecommunications to classrooms and offices at all Shepherd Public Schools locations.

Vendor will install VOIP Switching equipment at the Shepherd Public School locations. Installation of VOIP Switching equipment will be scheduled to limit as much as possible phone service down time.

Vendor will program VOIP system to SHEPHERD PUBLIC SCHOOLS specifications and will also provide consulting time to prepare for conversion, adjust programming, and any additional consulting necessary for the installation of the VOIP telecommunications system.

Vendor will work with the districts Telco/tone provider to interface the VoIP system with the districts existing connection.

## Detailed System Installation Specifications:

**The Proposed system must equal or exceed the following minimum requirements:**

### **Base system capabilities:**

System capable of a minimum of 24 call paths, upgradable to 48 call paths. As of this date, Shepherd PUBLIC SCHOOLS call path handoff is provided by Winn telephone Co.

Hot Desking System-wide, conferencing capabilities, conference call and mute.

Desk phone to cell phone twinning.

Desktop and Phone presence via GUI interface.

Voicemail to Email - supporting Gmail.

Mobile client option.

Optionally work in conjunction with our Paxton door access system

Ability to add remote users securely without additional equipment (VPN).

Must be able to integrate existing overhead paging systems.

Must be able to integrate with Active Directory and/or Google Domain.

System will support a minimum of 250 VOIP stations. 300 Voice mailboxes.

System (VOIP Switching equipment) will run on hardware provided by the Vendor.

Phones should allow for network pass through to computer workstations.

Solution must be able to be virtualized within VMWare ESXi. Virtualized systems will be considered, hardware boxes, or cloud implementations. bids/options for both may be submitted.

**Paging and Bells group support:**

Shepherd Elementary: System will interface with existing overhead paging speakers allowing for building wide voice paging as a single zone from any handset and provide scheduled bells for student release. Vendor will supply all 110 blocks, amplifiers, wiring, and any other materials/programming required to interface the system to the existing building overhead speakers. System will provide a minimum of 5 different tones that can be programmed to sound at specific times daily (as a bell system) and can be sounded from any handset in the building via a simple, easily programmable and easily changeable code (as an emergency/fire/tornado claxon system). System will also be capable of paging all telephone handsets (that have speakers) within Shepherd Elementary school both as zones/paging groups and individual classroom extensions. System will be able to receive exact time from external time sources, and will be able to act as a time source for other systems.

Winn Elementary: System will interface with existing overhead paging speakers allowing for building wide voice paging as a single zone from any handset and provide scheduled bells for student release. Vendor will supply all 110 blocks, amplifiers, wiring, and any other materials/programming required to interface the system to the existing building overhead speakers. System will provide a minimum of 5 different tones that can be programmed to sound at specific times daily (as a bell system) and can be sounded from any handset in the building via a simple, easily programmable and easily changeable code (as an emergency/fire/tornado claxon system). System will also be capable of paging all telephone handsets (that have speakers) within Winn Elementary School both as programmed zones/paging groups and individual classroom extensions. System will be able to receive exact time from external time sources, and will be able to act as a time source for other systems.

Shepherd Middle School: System will interface with existing overhead paging speakers allowing for building wide voice paging as a single zone from any handset and provide scheduled bells for student release. With the addition of paging the high school section as well. With the ability to program rooms to receive bells for the middle school or high school or both. Vendor will supply all 110 blocks, amplifiers, wiring, and any other materials/programming required to interface the system to the existing building

overhead speakers. System will provide a minimum of 5 different tones that can be programmed to sound at specific times daily (as a bell system) and can be sounded from any handset in the building via a simple, easily programmable and easily changeable code (as an emergency/fire/tornado claxon system). System will also be capable of paging all telephone handsets (that have speakers) within Shepherd Middle School both as programmed zones/paging groups and individual classroom extensions. System will be able to receive exact time from external time sources, and will be able to act as a time source for other systems.

Shepherd High School: System will interface with existing overhead paging speakers allowing for building wide voice paging as a single zone from any handset and provide scheduled bells for student release. With the addition of paging the middle school section as well. With the ability to program rooms to receive bells for the middle school or high school or both. Vendor will supply all 110 blocks, amplifiers, wiring, and any other materials/programming required to interface the system to the existing building overhead speakers. System will provide a minimum of 5 different tones that can be programmed to sound at specific times daily (as a bell system) and can be sounded from any handset in the building via a simple, easily programmable and easily changeable code (as an emergency/fire/tornado claxon system). System will also be capable of paging all telephone handsets (that have speakers) within Shepherd High School both as programmed zones/paging groups and individual classroom extensions. System will be able to receive exact time from external time sources, and will be able to act as a time source for other systems.

Odyssey High/Middle School: System will interface with existing overhead paging speakers allowing for building wide voice paging as a single zone from any handset and provide scheduled bells for student release Vendor will supply all 110 blocks, amplifiers, wiring, and any other materials/programming required to interface the system to the existing building overhead speakers. System will provide a minimum of 5 different tones that can be programmed to sound at specific times daily (as a bell system) and can be sounded from any handset in the building via a simple, easily programmable and easily changeable code (as an emergency/fire/tornado claxon system). System will also be capable of paging all telephone handsets (that have speakers) within Odyssey High/Middle School both as programmed zones/paging groups and individual classroom extensions. System will be able to receive exact time from external time sources, and will be able to act as a time source for other systems.

From the Central Office and the Transportation Facility, administrative handsets will have the ability to page all indoor speakers per building, and any/all VoIP phones. System will be programmed for a district wide auto-attendant phone menu/tree setup for all incoming calls from the PSTN.

### **Training Opportunities:**

Vendor will include onsite training options for maintaining the telecommunications system for Technology Staff, and also training for end users and building secretaries to make calls internal and external, use various features available, and also how to access and use their voicemail. “Quick Start” and “How To” documentation will be provided for distribution to end users. “Quick Start” and “How To” documentation should cover the basic usage of the telephone handset, and setup and usage of end-user voicemail. Instruction for Technology Dept. staff will be ongoing, and the vendor will provide a contact for questions, and will provide documentation for the most common functions of the system administrator, to include adding and removing users/handsets, and resetting voicemail password.

**Phone Set Specifications:**

<b>Building</b>	<b>Admin Phones</b>	<b>Standard Phones</b>	<b>Conference Phones</b>	<b>Fax Lines</b>	<b>Elevator Lines</b>
Shepherd Elem	5	49	1	1	1
Winn Elem	4	12	1	1	
Shepherd Middle	12	26	1	1	
Laidley Building		4			
Shepherd High	14	36	1	2	2
Odyssey Middle/High	4	8	1	1	
Central Office	7			1	
Transportation Office	4			1	
Maintenance Shop		2		1	
Mat Room		1			
Track/Football Complex		1			
<b>Total</b>	<b>50</b>	<b>139</b>	<b>5</b>	<b>9</b>	<b>3</b>

Vendor will also provide a list of software options and costs allowing telecommunications connectivity to the VOIP system from smart phones, tablet computers, and laptop and desktop computers.

**Analog Connectivity Requirements:**

Vendor will provide options for integrating analog phone handsets into the VoIP system. Options will be provided for:

- 5 Analog lines per location
- 10 Analog lines per location

## 20 Analog lines per location

These analog port options would be specifically for giving the district the option to use low-cost, consumer grade, 2 wire (tip/ring) telephone handsets/telephones vs. vendor specific proprietary VoIP handsets/telephones.

The district will be responsible for any POTS / copper pairs that need to be provided to locations for FAX machines, security/fire/elevator/energy systems.

The district may ask for specific numbers to be ported over to the VoIP system, but the expectation is that these numbers would not need 1:1 analog ports/options and that there will be a small amount of numbers to be ported from POTS to VoIP.

### **Existing Infrastructure:**

SHEPHERD PUBLIC SCHOOLS has a gigabit fiber optic WAN that should be more than sufficient to support the IP traffic required by the VOIP Telecommunications System. Vendor will provide consultation at no additional cost to configure QoS and /or VLAN on all district network switching equipment, if needed, both at the time of installation and during the following 6 months after the completion of the equipment installation. district networking equipment is all Hewlett Packard. Shepherd Public School will be responsible for providing POE switch ports to every location that requires them. Shepherd Public Schools will provide the resources and personnel to physically place handsets/telephones in every classroom, and verify conductivity back to the VoIP system. The vendor will provide an initial setup the handsets/telephones if required, and deliver the telephones to each building. The vendor will provide enough patch cables to provide 1 x 15' CAT6 cable for each handset/phone.

Below is a list of addresses where end user telecommunications devices will be installed.

Shepherd High School	321 S Fourth St, Shepherd MI 48883
Shepherd Middle School	350 S Chippewa St, Shepherd MI 48883
Odyssey Middle/High School	3441 S Wise Rd. Mt. Pleasant MI 48858
Shepherd Elementary	301 S Fourth St, Shepherd MI 48883
Winn Elementary	8190 Church St, Winn MI 48896
Transportation	318 N First St, Shepherd MI 48883
Central Office	258 W Wright Ave, Shepherd MI 48883

### Projected Timeline

The selected vendor/contractor shall have sufficient resources in order to complete the scope of work, within the allotted time frame and shall, upon request, demonstrate that they have the resources necessary to fulfill the timeline requirements for completing the entire project. The district is anticipating the project to be completed in accordance with the following project timeline:

RFP available on-line or for pickup	February 1, 2021
Virtual Walk Through	March 3, 2021 at 1:30 P.M.
RFP Responses due	April 9, 2021 by 3:00 P.M.
Bid Opening	April 12, 2021 10:00 A.M.
Board Approval	April 20, 2021
Installation Begins	June 21, 2021
Installation Complete	July 30, 2021

### 3.0 General Provisions

These specifications set forth conditions, and include the work to be performed, equipment to be installed, and certain methods to be employed to implement a complete operable installation. At the end of the project Shepherd Public School will have a 100% operational VoIP telephone system that is configurable, scalable, and built to the districts specifications.

#### 3.01 Submittals

##### Proposal

The response to the RFP may not be emailed, and must be sealed and delivered as noted previously in the bid document.

- All submittals will include:
  - Proposal(s)
  - Bid Signature Page -- Appendix A
  - 3 References, one being a school or school district, preferably of similar size to Shepherd Public Schools.
  - Bill of Materials – Appendix B
  - Familial Disclosure Affidavit – Appendix C

Each sheet of descriptive literature submitted shall be clearly marked to identify the material or equipment.

Vendors who have multiple solutions are welcome to submit multiple proposals.

### 4.0 Products

- 4.0.1 Any material and equipment installed within SHEPHERD PUBLIC SCHOOLS school buildings shall be furnished new and listed by Underwriters' Laboratories Inc. or other applicable testing agencies.



## **5.0 Installer Qualifications and System Warranty**

- 5.0.1 Warranty shall be provided by the service provider for all components of the VOIP Telecommunications System. No costs will be incurred by SHEPHERD PUBLIC SCHOOLS for any reason for maintenance or replacement of equipment under warranty to include the vendors travel and labor.

## **6.0 INSTALLATION**

- 6.01 Shepherd PUBLIC SCHOOLS (Owner) will work with awarded vendor to plan the installation and cutover date as defined in the anticipated project schedule.

## **7.00 WARRANTIES**

The selected vendor/contractor(s) must furnish the district written warranty documentation. This warranty documentation shall include all components and have one (1) point of contact person for all system issues.

- 7.0.1 The selected vendor/contractor must warrant that all materials and supplies incorporated within the Bid, is new, unless otherwise specified, and that all work performed will be of good quality, free from faults and defects, and in adherence to the Product and Services Specifications in this RFP.
- 7.0.2 The telephone system shall be warranted under this provision for three (3) years, and telephones / handsets for 1 year.
- 7.0.3 If the manufacturer replaces the product under the warranty, they may replace it with a new or reconditioned product of similar or same design as agreed upon by the vendor and the district's representative.
- 7.0.4 Any such repairs or replacement by the manufacturer will be warranted for either a) ninety (90) days or b) the remainder of the original three (3) year warranty period, whichever is longer.

## **7.1 CORRECTION OF work**

The selected vendor/contractor shall correct any work that fails to conform to the requirements of the awarded contract where such failures or any defects is due to faulty materials, equipment or workmanship which appear within a period of three (3) years from the date of completion of the contract *or* within such longer period of time as may be prescribed by law or by the terms of any applicable special guarantee required by the Contract. These provisions apply to all work performed by employees of the selected vendor/contractor and any Subcontractors.

## **7.2 RIGHT TO REJECT OR STOP THE work**

If the selected vendor/contractor fails to correct any defective work or fails to supply labor, materials, or equipment in accordance with the specifications of the awarded contract, the

district may order the selected vendor/contractor to stop all work, or any portion thereof, until the cause for such order has been eliminated.

### **7.3 INDEMNIFICATION**

The selected vendor/contractor shall indemnify and hold harmless the district and its agents and employees from and against all claims, damages, losses and expenses including attorneys' fee arising out of or resulting from the performance of the project; provided that any such claim, damage, loss or expense is attributable to a) bodily injury, sickness, disease or death, or to injury to or destruction of tangible property including the loss of use resulting from and b) is caused in whole or in part by any act or omission of the selected vendor/contractor, and/or Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder. In any and all claims against the district or any of its agents or employees, by any employee of the selected vendor/contractor, and/or Subcontractor, anyone for whose acts any of them may be liable, the indemnification obligation shall not be limited in any way by any limitations on the amount or type of damages, compensation or benefits payable by or for the selected vendor/contractor and/or any Subcontractor under workmen's compensation acts, disability benefit acts or other employee benefit acts.

### **7.4 FORCE MAJEURE**

Except for the district's obligation to pay the selected vendor/contractor, neither party shall be liable for any failure to perform its obligations under the awarded contract or any scope of work if prevented from doing so by a cause or causes beyond its control, including without limitations, acts of God or public enemy, fire, floods, storms, earthquakes, riots, strikes, war, and restraints of government.

### **7.5 LIABILITY REQUIREMENTS**

The selected vendor/contractor shall be responsible for initiation, maintaining, and supervising all safety precautions and programs in connection with the project. The selected vendor/contractor shall take all reasonable precautions for the safety of, and shall provide all reasonable protection to prevent damage, injury or loss to 1) all employees on the project and other persons who may be affected thereby, 2) all the SOW and all materials and equipment to be incorporated therein, and 3) other property at the site or adjacent thereto.

The selected vendor/contractor shall comply with all applicable laws, ordinances, rules, regulations and orders of any public authority having jurisdiction for the safety of persons or property or to protect them from damage, injury or loss.

All damage or loss to any property caused in whole or in part by the selected vendor/contractor, any Subcontractor or anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable, shall be remedied by the selected vendor/contractor, except damage or loss attributable to the fault or negligence of the district.

## 7.6 INSURANCE REQUIREMENTS

No work connected with this project may start until the selected vendor/contractor has submitted a Certificate of Insurance executed by the selected vendor/contractor's insurance carrier showing required insurance coverage **and Shepherd Public Schools is named as additional insured on said policy**. An endorsement or statement waiving the right of cancellation or reduction in coverage, unless thirty (30) days prior written notice is given to the district by registered or certified mail, shall be included. **As a condition of performing work as a vendor/contractor, vendor must provide the district with satisfactory evidence of insurance coverages as follows:**

Workers Compensation and Employer's Liability Insurance covering your statutory obligations in the State of Michigan.

Automobile Liability Insurance with a limit of \$1,000,000 per accident covering your owned, non-owned and hired automobiles.

Commercial General Liability Insurance written on an OCCURRENCE policy form includes coverage's for your operations, personal injury, XCU (explosion, collapse and underground), independent Contractors, contractual and products-completed operations with limits of liability as follows:

**7.6.1** If your policy is written on the 1986 ISO Simplified form, minimum limits are as follows:

\$1,000,000 Occurrence

\$2,000,000 General Aggregate

\$2,000,000 Product-Completed Operations Aggregate

If your policy's general aggregate is per job, then a \$1 million limit of liability is acceptable for the general aggregate and the products-completed operations aggregate.

**7.6.2** If your policy is written on a form other than the 1986 ISO Simplified form, minimum limits are as follows:

\$1,000,000 Occurrence (bodily injury & property damage combined)

\$1,000,000 Aggregate (applicable to products-completed operations only)

**7.6.3** Products-completed operations liability must be maintained for not less than one (1) year after acceptance of completion of your work.

**7.6.4** Evidence of your insurance coverages, required herein, is to be provided to the district on Accord Certificate form 25 or 25-S.



**APPENDIX  
A – BID 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 to the Invitation to Bid, bidder Instructions, General Conditions, scope of work, timeline Requirements, Awarded Contract Requirements, and Products and Services 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: \_\_\_\_\_

Email: \_\_\_\_\_

Representative Name: \_\_\_\_\_

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***Do not write below this line: For district Use Only***

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The following items are enclosed and/or included on the Bid:

- \* Proposal(s)
- \* Bid Signature Page (Appendix A)
- \* Three (3) references, one (1) of which is a school or school district
- \* Bill of Materials (Appendix B)
- \* Familial Disclosure Affidavit (Appendix C)

**APPENDIX**

**B – BILL OF MATERIALS**

I/we, the bidder, hereby propose to furnish, deliver and install the below listed items for the unit price indicated in accordance with the terms, conditions and specifications included in the Request For Proposals – Telecommunications system.

**NOTE: The bidder may attach additional pages for Bill of Material as needed.**

**BASE BID - telephone system (Must include all components and installation costs)**

[BUILDING NAME]			
Quantity	Description	Unit Price	Total Price
<b>Grand Total</b>			

Estimated date of equipment delivery: \_\_\_\_\_

**APPENDIX**

**ALTERNATE 1 BID - telephone system (Must include all components and installation costs)**

[BUILDING NAME]			
Quantity	Description	Unit Price	Total Price
<b>Grand Total:</b>			

Estimated date of equipment delivery: \_\_\_\_\_

**C - FAMILIAL DISCLOSURE AFFIDAVIT**

**APPENDIX**

*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 Shepherd Public Schools Telecommunications Request for Proposals, 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 Shepherd Public Schools Board of Education and/or the Superintendent.

**D The following are the bidders familial relationship(s) with Shepherd Public Schools**

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

(Attach additional pages if necessary.)

**D There is no familial relationship that exists** between the bidder and/or any employee of the bidder and any member of the Shepherd Public Schools, the 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\_\_\_\_.

\_\_\_\_\_

(Notary Public Signature)