

**Dilley ISD**

**Request for Proposal**

**Telephone System Replacement**

**RFP 2019-001**



**Dilley ISD  
245 W HWY 117  
Dilley, TX 78071  
(830)965-1912**

## **Introduction and General Information**

### **Telephone System Service**

Dilley ISD is seeking to establish a contract with an established firm that meets all of the criteria as established within this request for proposal. The qualified contractor will be required to provide the telephone system and services as per the specifications of Dilley ISD.

### **Schedule of Events**

This request for proposal will be governed by the following schedule:

- 1) Release of RFP January 24, 2019
- 2) Pre-proposal Meeting February 11, 2019, DISD Admin Building – 3:30 pm CDT not mandatory – but provided to offerors who want to see the facilities, etc.
- 3) Deadline for written questions February 12, 2019
- 4) Responses to questions; February 14, 2019 posted on district website
- 5) Proposals are due; February 28, 2019 at 2:00 PM CDT
- 6) Recommendation to Board of Trustees, March 25, 2019
- 7) Notification of award; March 26, 2019
- 8) Project completion date, June 14, 2019

### **Mandatory Specifications**

- 1) All proposals must include the below documents for the Offeror submitted proposal to be considered in the evaluation of bids. The documentation must be completed in total. Offeror is encouraged to address the documentation immediately upon receipt of the proposals.
- 2) The offeror must have a minimum of five (5) years of experience in providing the services as applicable to the specifications of this RFP.
- 3) Offeror must submit one (1) signed original proposal and three (3) copies of the proposal. Failure of the offeror to submit the required copies of the offeror proposal could result in the offeror being disqualified.
- 4) Any information provided to an offeror outside the procedural guidelines of this RFP shall be considered not to be valid and will not be considered during the evaluation process. Offeror is encouraged to route questions through the IT department. All questions submitted from potential offerors will be responded to in writing: and placed on the district's website for all offerors to have the same information. It is the responsibility of all offerors to frequently review the districts' website for updates to the question/answer document.

## **Background Information**

Dilley ISD's current telephone system is comprised of a Cisco Unified Communication Manager(CUCM), with about 100 active extensions in use. Dilley ISD has three school buildings, and five auxiliary buildings; all are interconnected by a 10 Gb fiber backbone. Our district has a 1 Gb upload and download from our ISP.

We have a CUCM server at our NOC and voice gateway routers at each school building. Each school has 4 POTS lines. All devices are connected via a 1 Gb Ethernet port which upload on a 10 Gb backbone link. Currently all our phone lines are POTS lines.

## **Scope of Summary**

The Information Technology Department of Dilley ISD is requesting proposals for the replacement of the districts antiquated telephone system. The district would prefer to replace the telephone system with current voice/data technology and is requesting the new telephone system to be Voice over Internet Protocol (VoIP), but would consider other technological equivalents. The proposals should reflect a complete system, yet the district does reserve the right to reuse any viable equipment currently in use by the district.

It is the intent of the Request for Proposal that the responder shall provide a complete, end to end solution for the installation. The Offeror shall provide all design, planning, system architecture, installation, training and post installation support for the project.

The Offeror is also expected to provide the District IT staff with the required technical training. IT staff will work the Offeror to develop a training plan schedule.

The Offeror is expected to plan and conduct the installation of the project with minimal impact to daily operations of the District and minimal impact to District staff. District IT staff will work closely with the Offeror to create a working project plan that will achieve these goals.

**The District's timeline to begin the project is anticipated to begin in January, 2019 with the advertising of the RFP and the project should be completed no later than June 14, 2019**

## **Proposal Acceptance Conditions**

This RFP does not commit Dilley ISD to award a contract or to pay any costs to Proposers in preparation of their proposal. Dilley ISD, at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, negotiate with any qualified source, or to cancel this RFP in part or in its entirety. All proposals will become the property of Dilley ISD. If any proprietary information is contained in the proposal, it should be clearly identified. Following the award of the RFP, information submitted by the Proposers is subject to review and the general public.

## **Evaluation Criteria**

An evaluation team will evaluate the RFP responses received from each offeror. Prior to recommendation of the award, Dilley ISD reserves the right to conduct onsite visits of any offeror facilities and require each offeror to present items contained in the RFP response and any other items deemed appropriate by Dilley ISD.

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to the District with price and other factors including, but not limited to, responses to RFP questions; demonstrated technical ability and expertise; financial stability; reference calls and/or recommendations; licenses, ISO certifications or any other applicable certifications; presentations to the District Evaluations Team (if applicable); onsite visits at offeror's site (if applicable); product samples which the District may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by the District which would lend itself to establishing the Service Provider's viability to perform the work as outlined in this RFP.

When determining whether a respondent is responsible, or when evaluating a respondent's proposal, the following factors will be considered, any one of which will suffice to determine if a respondent's proposal is not the most advantageous to the District.

- 1) Compliance with the equipment specifications, or approved equal, as outlined in this RFP **(15 points)**
- 2) The ability and skill of the respondent to perform the contract or provide the services required **(15 points)**
- 3) Whether the respondent can perform the contract within the time specified **(10 points)**
- 4) The quality of performance of previous public and private contracts or services. Including, but not limited to, the respondent's failure to perform satisfactory or complete any written contract **(10 points)**
- 5) Evidence of collusion with any other respondent, in which case colluding offeror's will be restricted from submitting further bids on the subject project.
- 6) The District may use some or all of the criteria in its evaluation and comparison of the proposals submitted. The criteria listed are not necessarily an all-inclusive list. The order in which the criteria appears is not intended to indicate their relative importance.
- 7) Any other reason deemed proper by the District.

The District may also contact and evaluate the offeror references; contact any offeror

to clarify any response; contact any user of an offeror service; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The District shall not be obligated to accept the lowest priced services, but shall make award in the best interest of the District.

After written proposals have been reviewed, discussions with prospective firms may or may not be required. If scheduled, the oral interview will be a question/answer format for the purpose of clarifying the intent of any portions of the proposal. The individual from your firm that will be directly responsible for carrying out the contract if awarded should be present at the oral interview.

## **Notices and Response Criteria**

This RFP has been compiled in good faith. The information contained within is selective and subject to the District's updating, expansion, revision, and amendment.

The District reserves the right to change any aspect of, terminate, or delay this RFP, the RFP process and /or the program which is outlined within this RFP at any time, and notice shall be given in a timely manner thereafter.

Recipients of the RFP are advised that nothing stated herein, or any part thereof, or any communication during the evaluation and selection process, shall be construed as constituting; offering or awarding a contract, representation or agreement of any kind between the District and any other party, save for a formal written contract, properly executed by both parties.

Responses to this RFP will become the property of the District, and will form the basis of negotiations of an agreement between the District and the successful offeror.

The District is not liable and will not be responsible for any costs incurred by any offeror(s) for the preparation and delivery of this RFP responses, nor will the District be liable for any costs incurred prior to the execution of any agreement, including but not limited to, presentations by RFP finalist to the District.

Note: Please review the following additional criteria:

- 1) Waiver of Minor Administrative Irregularities  
The District reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.
- 2) Single Response  
A single response to the RFP may be deemed a failure of competition, and in the best interest of the District, the RFP maybe canceled
- 3) Proposal Rejection  
The District reserves the right to reject any or all proposals at any time without penalty.
- 4) Withdrawal of Proposals  
Offeror's may withdraw a proposal that has been submitted any time up to the proposal closing date and time. To accomplish this, a written request signed by the authorized representative of the offeror must be submitted to the District's IT department. The offeror may submit another proposal at any time up to the proposals closing date and time.
- 5) Proprietary Proposal Material  
Any information contained in the proposal that is proprietary must be clearly designated. Marking the entire proposal as proprietary will be neither accepted nor honored. If a request is made to view an offeror's proposal, the District will comply according to Missouri Sunshine law.
- 6) Response Property of the District

All materials submitted in response to this request become the property of the District. Selection or rejection of a response does not affect this right.

- 7) No Obligation to buy  
The District reserves the right to refrain from contracting with any offeror. The release of this RFP does not compel the District to purchase.
- 8) Cost of Preparing Proposals  
The District is not liable for any costs incurred by offeror's in the preparation and presentation of proposals and demonstrations submitted in response to this RFP.
- 9) Errors in Proposal  
The District will not be liable for any errors in offeror's proposals. offeror's will not be allowed to alter proposals documents after the deadline for proposal submission.
- 10) Response Information  
Information regarding this Request for Proposal, including any addenda, is available by contacting the IT department.
- 11) Contract Award and Execution  
The District will select the proposal that, in its sole discretion, is the most advantageous to the District. The District reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the offeror can offer.

The District shall attempt to negotiate a contract with the Respondent who offered the most advantageous proposal at a price which the District determines is fair and reasonable. If the District is unable to negotiate a satisfactory contract with the firm selected at a price the District determines to be fair and reasonable, negotiations with that firm shall be formally terminated and the District shall select the next best proposal and continue until an agreement is reached or the process is terminated.

## **Scope of Services**

The Information Systems Technology Division of Dilley ISD is requesting proposals for the replacement of the District's antiquated telephone system. The proposals should reflect a complete system, yet the District prefers to reuse any viable equipment currently in use by the District.

### **1. DISTRICT REQUIREMENTS**

The new telephone system design should provide a uniform communication system for all current District facilities and shall be expandable at the convenience of the District. The new system must provide a single system in terms of dialing, feature access, and administration. The District intends to have the new telephone system administered from our District Data Center located at the Dilley High School.

The District's desire is to take advantage of the investment already put into place for a Voice over Internet Protocol solution and wishes for all offeror to make their proposals accordingly. The District will not entertain proposals that do not offer VoIP as the primary recommendation solution. The District will allow offeror's to submit up to one (1) additional alternative proposal but the alternative proposal will not be reviewed as the primary basis for award. The District is entertaining proposals to be submitted in two (2) formats.

- i. Outright purchase of hardware and installation
- ii. Leasing of system hardware and installation

This RFP does not specify a manufacturer, the District does desire for each offeror to utilize any and all current equipment for the purposes of reducing the overall cost of the new telephone system. If an offeror finds the current equipment not compatible the District would prefer to see an offeror to show in their proposal a trade-in-value to offset some of the cost affiliated with the new telephone system. The District anticipates offeror's will evaluate the District's functional requirements and propose the best solution for the District's needs regarding the Equipment and Manufacturer Platform.

## 2. REQUIRED SERVICES

**911 Service.** Emergency 911 Services are mandated for this system. The Offeror shall provide a solution for 911 dialing from within the District's telephone network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system.

## 3. TRAINING

The offeror is to provide a comprehensive training plan on the usage of the proposed system. Time and places for training will be determined following the contract award.

## 4. FEATURE SET

The offeror should use the list below as a baseline and as a starting point for the expected operations of the system. The District expects the successful offeror will have the experience with municipalities, corporation and other businesses of the District's size and scope and will be able to provide consulting advice, input and insight into what other districts are using and to provide suggestions that will enhance the usability and functionality of the system.

Some of the features but not limited to these:

- ✓ Automatic callback
- ✓ Call waiting
- ✓ Paging and group paging
- ✓ Direct Inward Dial
- ✓ Distinctive Rings
- ✓ Various Analog devices (stations, fax, modems)
- ✓ Automatic call distribution groups
- ✓ Custom call routing
- ✓ Group call routing
- ✓ Group call pickup
- ✓ Remote maintenance
- ✓ Voicemail accessible from multiple devices and platforms

- ✓ Night service
- ✓ Soft phone features
- ✓ Consistent and excellent voice quality
- ✓ Toll charges, classes of service for toll restriction
- ✓ Add on conference
- ✓ Conference bridging for internal and external calls
- ✓ Call forwarding capability to external numbers
- ✓ Station message detail report
- ✓ Music on hold
- ✓ Voice mail light indicator
- ✓ Remote handsets (cell phone pick up and call transfer)
- ✓ Remote web administration

## **5. SINGLE POINT OF RESPONSIBILITY**

The District requires a single point of contact and authority and a single contracting entity for this project. The District will not enter into any agreement with an offeror that does not provide a single point of accountability for this installation of the system.

## **6. TECHNICAL INFORMATION**

The offeror must provide a complete system design showing the integration of the voice network to the data network. And the offeror must provide the methodology for assuring voice quality throughout the system.

Core system servers, switches, call managers and other equipment will be installed in the District Data Center. The offeror will provide recommendations and drawing showing the placement of the equipment in the appropriate network racks.

## **7. REDUNDANCY / FAILOVER**

It is the intent of this proposal to have a system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Offeror is to provide a solution to assure the system is operational 24/7. The District currently has backup UPS for District buildings. The offeror shall provide a plan to assure continuous operations in all areas throughout the District.

## **8. SYSTEM ADMINISTRATION**

The District's Information Systems division staff will administer some of the basic features of the system. Installation of the new VoIP system will include training for staff in system administration. The offeror is to supply all additional equipment and software needed for the system programming and operation.

## **9. SYSTEM DESIGN REQUIREMENTS**

The District uses a 4-digit internal dialing plan. The offeror may include the same dialing plan within the proposal or include a new dialing plan that is applicable to the proposed new system. The offeror shall be responsible for developing a new plan if proposed and to

assure training needs and corrective operations are met.

## **10. SECURITY**

The system should have security set features built in that allow the administrator to remotely administer security levels of users. It should fully integrate with the District's Active Directory and should allow the administrator to control class of services and class of restriction.

## **11. OFFEROR REQUIREMENTS**

Offeror will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches and routers, as well as any other relevant equipment.

## **12. PROJECT MANAGEMENT**

Offeror is to provide a project manager for this installation that will interface and become the main contact with the District for the duration of the project. The project manager will be assigned to the District throughout the life of the project and whose assignment will not be changed without the prior consent of the District. The District expects that the Project Manager to attend all meetings affiliated with this project. The District reserves the right to request a change in project management based on performance.

## **13. MAINTENANCE AND SUPPORT**

The offeror shall provide the District with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support. As follows: An itemized list of services for each location

- ✓ Ongoing Maintenance costs
- ✓ Forecast any increase up to 5 years for hardware and software maintenance
- ✓ Offeror to provide detail of local support, hours or limits of coverage for service and repairs.
- ✓ Offeror to provide maintenance plan options
- ✓ Provide software upgrade plans inclusive in maintenance.

## **14. TRANSITION PLAN**

The District expects the installation of the new system to have little to no impact to on-going District operations. The offeror is expected to have experience in this area and to provide the District with a plan to accomplish this as follows:

- ✓ Offeror to create a design to move the units off the old system to the new system with minimized disruption to staff and to create a pre-planned schedule for notification purposes.
- ✓ Offeror to provide how (and validate procedure) the parallel process will migrate old to new
- ✓ All documentation, installation, reports and materials must be provided to Dilley ISD prior to commencement of installation, followed by submission of any moves, additions, or changes.

## **OFFEROR PROPOSAL OUTLINE**

The offeror must follow the outline as shown below when submitting their proposal as related to the RFP. The District will be using the information as requested as part of the evaluation process when comparing proposal submissions from each offeror.

### **TRAINING**

- 1) Indicate your comprehensive training solution to train the District employees.
- 2) Indicate your comprehensive training solution to train IT Staff.
- 3) Provide a summary of in-house training for end users. Times and places will be provided to the successful offeror and will become part of negotiations.
- 4) Indicate the number of manuals and operational handbooks to be provided.
- 5) Indicate the method that the District will use to obtain additional manuals and handbooks.

### **SINGLE POINT OF RESPONSIBILITY / ACCOUNTABILITY**

The District's expectation is to have a single point of contact, i.e. a single point of authority and a single entity for this project. This is of critical nature for this RFP; a contract will NOT be awarded to an offeror who does not have this single point of accountability. Indicate below you understand and compliance with this requirement.

### **EMERGENCY OPERATIONS CENTER (EOC)**

Indicate a list of features that support the establishment of an EOC on short notice.

## **GENERAL QUESTIONS**

- 1) Does your company meet this business size requirements? The District prefers not to represent more than 30% of any offeror's total revenue.
- 2) How many years has your company been in business? How long have you been providing telephone systems? What is your company's primary line of business?
- 3) Please provide credit references to demonstrate your company's future viability. Please include your Dunn & Bradstreet number.
- 4) Please provide status of any current or pending litigation against your company that might affect your ability to deliver the services you offer.
- 5) Do you anticipate that your company will be acquired in the foreseeable future? Is your company planning to acquire other companies?
- 6) Provide at least two (2) companies and three (3) municipalities/school districts you have serviced in the last five (5) years; to include a description of the project, project costs, and if the project was completed within the offeror project bid amount.
- 7) Include the names of three (3) current customers (Title, and phone numbers) that have had installations similar to that described in this RFP and a letter of recommendation from each.
- 8) Describe any other value-added services your company is capable of providing.

## **SUMMARY**

Explain in one page or less how your solution will differentiate you from other offeror's and why we should choose you as our successful offeror. List the unique features that give your company a competitive edge in the telephony industry.

## **PRICING SCHEDULE**

Provide pricing in the matrix below for all equipment and services, including switches, telephones, telephone cabling, labor, etc. All pricing on equipment must be itemized as shown and must be submitted on the form shown below. Additionally, the District reserves the right to purchase all or some of the proposed solution.

The District wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), and travel expenses to be reimbursed, the percentage of mark up on any materials.

The equipment, labor and training prices below must remain firm until 30 days from the opening of the RFP. Any price adjustments through the life of this agreement will be mutually agreed upon in writing at the time of the award.

**Dilley ISD**  
**Request for Proposal – Telephone System Replacement**  
**Pricing Schedule**

**Equipment (Hardware & Software)**

Item	Description	Quantity	Unit Price	Total
1				
2				
3				
4				
5				
6				
7	(Vendor add additional lines as needed)			

**Labor**

Item	Description	# of Hours	Hourly Rate	Total
1				
2				
3				
4				
5				
6				
7	(Vendor add additional lines as needed)			

**Training** – also indicate training that will be at no additional charge

Item	Description	# of Classes	Cost per class	Total
1				
2				
3				
4				
5				
6				
7	(Vendor add additional lines as needed)			

**Maintenance**

Provide annual maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.

Item	Description	Discount	Length of Term	Total
1				
2				
3				
4				
5				
6				
7	(Vendor add additional lines as needed)			

**Other Costs**

Offeror must list any and all charges, expenses, and/or costs to be incurred by Dilley ISD that are not included in this section. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

## **CONTACT INFORMATION**

The response documents must be received in the districts' Administration office no later than February 28, 2019 @ 2:00 pm CDT. We will not accept any faxed and/or emailed proposals. The Proposals must be in a sealed envelope and be clearly marked "RFP 2019-001 Telephone Replacement System. Send to the contact information below:

### **RFP 2019-001 – Telephone Replacement System**

Dilley ISD  
Attn: Information Systems  
245 W. Highway 117  
Dilley, Texas 78017

Questions regarding the general requirements for the RFP can be addressed to:

Pam Bendele  
Business Manager  
[Pamela.bendele@dilleysd.net](mailto:Pamela.bendele@dilleysd.net) Please have subject line as "Phone RFP"  
830-965-1912 Ext 4022

Technical questions regarding the RFP can be addressed to:

Matthew Aguilar  
IT Director  
[Matthew.Aguilar@dilleysd.net](mailto:Matthew.Aguilar@dilleysd.net) (Please have subject line as "Phone RFP")  
830-965-1912 Ext 4003