

Plateau Valley School rfp for new phone system

Notice is hereby given that Plateau Valley School is seeking Requests for Proposals (RFP) from qualified firms to submit proposals to provide: Replacement phone system and installation

The RFP sets forth relevant information regarding the detailed and specific information about the scope of services, submission requirements. The RFP will be available on the school web site.

A mandatory pre proposal meeting is scheduled for Friday, March 8th at 9:00 a.m. All questions relating to the RFP shall be made and are due , March 15 2019 by 4:00 p.m via e-mail to mbieser@pvdsd50.org . Phone calls will not be accepted. The school will post a copy of all questions received and their answers on the schools website. Proposals in response to this RFP are due on March 28th 2019 at 2:00 p.m. No electronic submissions or facsimile transmissions will be accepted. Qualifications must be submitted in sealed envelopes or boxes. Respondents are advised to carefully review submission instructions contained in this RFP. The school reserves the right to reject proposals with or without cause and for any reason, to waive any irregularities or informalities, and to solicit and re-advertise for other proposals. Incomplete or non-responsive proposals may be rejected by the school as non-responsive. The school reserves the right to reject any proposal for any reason, including, but without limitation, if the Proposer fails to submit any required documentation, if the Proposer is in arrears or in default upon any debt or contract to the school or has failed to perform faithfully any previous contract with the school or with other governmental jurisdictions. All information required by this RFP must be supplied to constitute a responsive proposal.

I. Introduction and Background

A. Purpose and Scope. Plateau Valley School seeks a solution for replacing a failing and outdated phone system whether it be voip, on premise, off premise, or digital pots on existing phone service lines.

The winning bidder will be expected to work directly with the schools IT Staff to ensure compatibility/call quality/reliability.

Plateau Valley also requires the ability to install a "failover/backup system" that will work in tandem with the main system to process calls as needed, either due to emergency, power outage or capacity issues.

Plateau Valley, in requesting this type of system, desires to take advantage of the benefits that a VoIP or updated system will bring. Each respondent should include in their response the benefits that their system will provide including, but not limited to, the increased efficiencies that staff and the community will realize.

The successful respondent for this contract will be the sole authority and responsible party for this installation. Plateau Valleys goal is to establish a relationship with a single point of contact for all support necessary for the project.

If the vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support it should be understood that the successful respondent will be the sole responsible party for all activities.

It is the intent of this Request for Proposal that the responder shall provide a complete, end to end solution for the installation. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post installation support for the project. Plateau Valley School staff will act in oversight and advisory positions only.

The vendor is also expected to provide a comprehensive training plan for all employees. It is expected that Plateau Valley School staff will require technical training at various levels and that staff will require training on the new systems. Plateau Valley staff will work with the vendor to develop a training plan that achieves these objectives.

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

Vendor Response to this RFP should cover the following general topics:

- IP-based Voice capabilities and Intelligent Network Infrastructure
- Reliability
- Voice Quality
- Experience and References
- Voice Messaging
- System Administration
- Support/Service Capabilities
- Scalability
- System longevity
- Simplicity of Installation
- Training and Usage
- Failover/emergency backup options

B. Qualifications. Qualifications for the provider are as follows:

1. Minimum of ten (10) years of experience in the telephone communication business telecommunications including install and support.
2. A demonstrated history of similar services as requested herein.

C. Submittal Closing, Time, and Location. Proposals shall be clearly labeled in a sealed envelope or box and delivered to the address below. Any proposal found ineligible or incomplete shall not be considered for selection. Proposers assume full responsibility for having their proposal deposited at the proper address and no later than the scheduled closing time. Faxed or emailed proposals or modifications will not be considered. Proposals will not be received after the closing date and time indicated below:

Proposal Labeling: REQUEST FOR PROPOSAL FOR PHONE SYSTEM & INSTALLATION

Submittal Closing: March 21st 2019 at 2:00 p.m.

Location: Plateau Valley School
Attn: Mike Page
56600 Hwy 330
Collbran, CO. 81624

Number of Copies: One (1) Original, two (2) copies, and one (1) digital copy (CD, Flashdrive, etc.)

II. Terms and Conditions

A. Proposal Preparation Costs. The School is not, nor shall be deemed, liable for any costs incurred by Proposer in the preparation, submittal, or presentation of their proposals.

B. Reservation of Rights. This RFP does not commit or obligate the School to accept or execute an agreement for any expressed or implied service. The School reserves the right to:

1. Reject any and all proposals received and to accept or reject any item(s) herein;
2. Take all proposals under advisement for up to ninety (90) days after opening;
3. Waive any informality on any proposal;
4. Be the sole judge of the relative merits of the material mentioned in the respective proposal received
5. Request any firm/individual submitting a proposal to clarify its proposal during the selection phase
6. Negotiate a final agreement and price with the successful firm providing the best overall value to the School as determined in the School's sole and absolute discretion;
7. Modify or alter any requirements herein, and issue addenda or amendments to this RFP;
8. Terminate this RFP process at any time.

C. Acceptance of Conditions. It is the Proposer's responsibility to examine the scope of the proposed work to fully acquaint themselves with the specifications and the nature of the work to be accomplished. Proposers shall have no claim against the School based upon ignorance of the nature and requirements of the services provided, misapprehension of the work environment, or misunderstanding of the specification or agreement provisions. By submitting a proposal, each Proposer expressly agrees to and accepts the following conditions:

1. Proposal and cost schedules shall be valid and binding for ninety (90) days following the proposal due date and will become part of the Agreement that is negotiated with the School.
2. The School may require whatever evidence is deemed necessary relative to the Proposer's financial stability and ability to perform these services. 3. The City reserves the right to request further information from the Proposer, either in writing or orally, to establish any stated qualifications.
4. The School reserves the right to solely judge the Proposer's representations, and to solely determine whether the Proposer is qualified to undertake these services pursuant to the criteria set forth herein.
5. The Proposer, by submitting a proposal, expressly acknowledges and agrees that the judgment of the School as to whether or not the Proposer is qualified to perform these services shall be binding, final and conclusive.

6. Any award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Proposers unless and until an agreement is reached.

D. Proposal Inclusions. The Request for Proposals documents shall be submitted in their entirety, with ALL applicable portions fully completed by the Proposer. All Proposers are encouraged to review and confirm that their proposal includes and specifically addresses all of the proposal requirements prior to submitting as outlines elsewhere in this document.

E. Withdrawal of Proposal Before Closing. Any Proposer may request the withdrawal of its/his/her submitted proposal by written request at any time prior to the scheduled closing date and time. Upon receiving written request to withdraw any proposal, the City will consider the proposal null and void, and return the proposal to the Proposer. Withdrawal of proposal will not impact Proposer's resubmittal for this or any future proposal(s).

F. Insurance Requirement. The Proposer shall, at its own expense, procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the Agreement by the consultants, its agent, representatives, employees, or subcontractors. Proposer shall also require all of its subcontractors assigned to provide services to procure and maintain the same insurance requirement for the duration of the Agreement. Specific insurance requirements are as follows: General Liability Insurance of at least \$1,000,000.00 per occurrence and \$2,000,000.00 general aggregate liability. Automobile Liability Insurance of at least \$1,000,000.00 per accident Combined Single Limit (CSL); Worker's Compensation Insurance of at least \$1,000,000.00 per claim;

G. Public Record. Be advised that all information contained in proposals submitted in response to this solicitation shall become a matter of public record upon contract award, and made available upon request, unless otherwise marked. The Proposer must identify, in writing, all copyrighted material, trade secrets or other proprietary information the Proposer claims are exempt from disclosure. The Proposer who claims such an exemption must also state in the proposal that: "The Proposer agrees to indemnify and hold harmless the School and its officers, employees and agents from any claims, liability or damages against the School and to defend any actions brought against the School for its refusal to disclose such material, trade secrets or other proprietary information to any party."

H. Equal Opportunity. The School requires all Proposers to comply with equal opportunity policies.

I. Independent Contractor. The selected Proposer will be an independent contractor. All persons employed by a firm in accordance with an executed agreement resulting from this RFP will be employees of the Proposer and not of the School.

J. Appendix. The appendix shall include any suggested additions or modifications to the scope that the individual/firm believes will enhance the quality of their proposal. Individual/Firm brochures, exhibits, and any other pertinent documents may be included in the Appendix.

III. Scope of Work

A. Summary of Requirements. The new Telephone and Voicemail design should provide a uniform communication system for the School's facilities and shall be expandable at the convenience of the school. The new system must provide a single system in terms of dialing, feature access, and administration.

The estimated total number of handsets, endpoints, and ports needed for each location can be found on Page 13 (Telephone and Location List).

B. Network Assessment. The School understands and expects that the respondent will need to conduct a full network assessment to determine the viability of integrating and installing the new voice system onto the existing data network. We desire the Vendor perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new Converged Data/Voice system. Respondent will provide all results of the assessment including necessary network maps, specification thresholds, specific problem areas and the recommended solution and cost for each.

C. Cable. The network assessment should include the cost to test existing network cabling. Vendor will provide cable from the wall to the phone. As the installation is expected to be "in-line" with the handset/endpoint existing between the wall jack and the computer, any additional cabling will be provided by the vendor.

The respondent will be responsible for wiring connections from the VoIP system to any communications equipment utilizing the VoIP system.

Respondent is responsible for re-termination of services from existing system to the new VoIP system.

Any additional cabling/wiring needed by the Respondent to complete the installation should be included as part of the RFP response.

D. Required Services.

1. One full year warranty parts and labor

2. Area paging and room paging

3. 911 Services - Emergency 911 Services are mandated for this system. The vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal

operations of the system. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result.

Additional capabilities expected from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within Plateau Valley School.

E. Feature Set. The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. Plateau Valley expects the successful vendor will have had experience with corporations and other businesses of Plateau Valley's size and scope and will be able to provide consulting advice, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are standard and which are added cost.

Automatic call back	Unified Communication
Call Waiting	Call Forward Busy / No Answer / All Calls
Call Redirect	Call Hold / Release
Call Park / Pickup	Call Transfer
Call Waiting	Calling Line ID Name and Number
Multiple Calls per Line Appearance	Call Waiting
Caller ID Name and Number	Prime Line Select
Shared Extension on Multiple Phones	Bridged Call Appearances
Speaker Phone Capable	Auto / Speed Dial
Programmable Buttons	Paging & Group Paging
Direct Inward Dial (DID)	Extension Dialing between Locations
Automatic Call Distribution	Custom Call Routing (CCR)
Find Me/Follow Me	Group Call Pickup
Remote Maintenance / Administration	Voicemail
Voice Mail forward to Email	Night/ After Hours Service
Softphone features	Consistent and excellent voice quality
Make/ Drop Conference	Add On Conference
Music on hold	Conference bridging for internal and externa
Automatic alternate routing	Call forward capability to external numbers
Voicemail Light Indicator	Remote Handsets
2 Remote Headsets (Wireless for Office)	

F. Single Point of Responsibility. Plateau Valley expects to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. Irwindale will not enter into any agreement that does not provide a single point of accountability for the installation of the system

G. Technical Requirements. The vendor must provide a complete system design showing the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality throughout the system.

If respondent proposes a switching solution based on Power over Ethernet (POE), respondent shall provide detailed specifications for the switching equipment, pricing and placement for the equipment. Maintenance costs of this equipment shall be reflected in the maintenance section of the response.

H. 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. Please provide your solution to assure the system is operational 24/7. It is our intent to explore the possibility of installing another "backup" system at another location that calls can be automatically rerouted to in the event of a main system failure.

I. System Administration. Plateau Valleys IT staff will administer the system. Installation of the new phone system will include training for staff in system administration.

Remote administration of the system must be available to technical and operations staff. Respondent to supply all additional equipment and software needed for the system programming and operation.

J. 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 Irwindale's Active Directory and should allow the administrator to control class of service and class of restriction. The winning bidder will also supply ALL system level passwords to Irwindale.

K. Vendor Requirements. Respondent 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.

L. Project Management. Vendor is expected to provide a project manager for this installation that will interface and become the main contact with the vendor for the duration of the project. This project manager will be assigned to Irwindale throughout the life of the project. Irwindale reserves the right to request a change in project management based on performance.

M. Maintenance and Support. Vendor shall provide Irwindale with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

1. An itemized list of services for each site.
2. Ongoing Maintenance cost.

3. Forecast any increase for 2-3 years for hardware, software maintenance, licensing needs
4. Respondent to provide detail of local support, hours or limits of coverage for service and repairs.
5. Respondent to provide their maintenance plan options with one hour or less response times.
6. Provide software upgrade plans inclusive in Maintenance.

N. Transition Plan. Plateau Valley expects the installation of the new system to have little or no impact to ongoing operations. Vendor is expected to have experience in this area and to provide Plateau Valley with a plan to accomplish this as follows:

1. Respondent 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 preplanned schedule for notification purposes.
2. Respondent to provide how (and validate procedure) the parallel process will migrate old to new.

O. Telephone Count. 51 phones 2 call routing attendant phones

IV. Evaluation and Selection Process

Proposal Evaluation. A selection committee composed of School staff will review the proposals

Proposal timeline.

Mandatory walk through March 8th 2019 9:00 A.M. at Plateau Valley School

Proposal questions due March 15th 2019 4:00 P.M.

Proposal due March 28th 2019 at 2:00 P.M.

*Each contractor submitting a proposal is required to attend the pre proposal site visit. Contractor must attend this facility walk to submit a proposal. It will be assumed that following the facility walk, the Contractor is satisfied as to the conditions to be encountered, the character, quality and quantities of work to be performed, the equipment and facilities furnished, and those the Contractor will need to furnish to fulfill the requirements of the proposal.

NOTE: These dates represent a tentative schedule of events. The City reserves the right to modify these dates at any time, with appropriate notice to prospective contractors.