



Rich Hill R-IV School District
703 N. Third St., Rich Hill, MO 64779
Phone: (417) 395-2418 Fax: (417) 395-2407

Published: November 8, 2019

Responses Due: _____ January 24, 2020 3:00 PM CST

Submit bid to: Rich Hill School District
Attn: Heath Oates, Superintendent
703 N. Third St.
Rich Hill, MO 64479
Phone: (417) 395-2418
Email: hoates@richhill.k12.mo.us

Purpose

The purpose for this Request for Proposals (RFP) is to evaluate a phone system to enhance the communication systems in the Rich Hill School District.

Background

Rich Hill R-IV School District is a public school, located in rural Rich Hill, Missouri. The district is comprised of a single building on one campus, housing students in Pre-K, and K – 12 We have 334 students with a student-teacher ratio of 10:1.

The Rich Hill School District is seeking to replace its Toshiba CIX670 phone system with a new communications solution. In March 2017, Toshiba abruptly left the telecommunications market. Since that time, the school district has continued to operate as best it could, but now finds that system cannot support the students, faculty or staff of Rich Hill School District. As such, it has been determined the need for a new premise-based Unified Communications solution is imperative. The implementation project will begin in the winter months of 2020 and with installation during specified breaks in school.

General Bidding Instructions and Conditions

Proposals must be received by **3:00 PM local time (CST)** on January 24, 2019 by email, mail or hand delivery to:

Rich Hill School District
Attn: hoates@richhill.k12.mo.us
703 N. Third St.
Rich Hill, MO 64479
Phone: (417) 395-2418

Proposals received after the exact time and date noted will NOT be considered.

1. Proponents may not amend their proposal after the closing date and time, unless as a result of negotiations commenced by the RHSD but may withdraw their proposal at any time.
2. E-mail transmitted proposals will be accepted under the following conditions:
 - the proposal is received before the submission deadline at the e-mail address stated;
 - the RHSD will not accept liability for any claim, demand or other actions for any reason should the e-mail transmission be interrupted, not received in its entirety, received after stated closing time and date, received by any other e-mail system other than that stated herein, or for any other reasons.
3. All questions or inquiries concerning this Request for Proposals must be submitted to the email address provided above no later than two (2) business days prior to the proposal deadline. Verbal responses to any inquiry cannot be relied upon and are not binding on either party.
4. If a contract is to be awarded as a result of this Request for Proposals, it shall be awarded to the proponent who is responsible and whose proposal provides the best potential value to the RHSD, taking into account overall content of the proposal, cost, overall proposal, experience and qualifications of the firm, staff assigned and quality and content of the manner in which the services are proposed to be performed. While overall cost is considered, ***RHSD is NOT obligated to award solely on the basis of lowest bidder.*** The District may request additional information and/or an interview with some or all Proposers as part of the selection process. In no event shall the District be required to explain the evaluation process or award selection to any Proposer.
5. Notice in writing to a proponent and the subsequent execution of a written agreement shall constitute the making of a contract. No proponent shall acquire any legal or equitable rights or privileges whatever until the contract is signed.
6. The contract will contain the relevant provisions of this Request for Proposals and of the successful proposal, as well as such other terms as may be mutually agreed upon, whether arising from the proposal or as a result of any negotiations prior or subsequent thereto.
7. In the event of any inconsistency between this Request for Proposal, and the ensuing contract, the contract shall govern.
8. The RHSD has the right to cancel this Request for Proposals at any time and to reissue it for any reason whatsoever without incurring any liability and no proponent will have any claim against the RHSD as a consequence.
9. The RHSD is not liable for any costs of preparation or presentation of proposals.
10. The RHSD reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria.
11. The proposal and accompanying documentation submitted by the proponents are the property of the RHSD and will not be returned.
12. Vendor must notify RHSD of any specific portions of proposals considered confidential. RHSD will take reasonable efforts to protect the confidentiality of such material but makes no guarantees that such material may be protected. Entire proposals designated as confidential may be rejected.

13. Vendor proposal in response to this RFP will be incorporated into the final agreement between RHSD and the selected vendor, to the extent deemed appropriate by RHSD. The submitted proposal at a minimum should include the following sections:
- Cover letter introducing your company, summarizing your qualifications. This letter should also provide principal contact information for this RFP, including address, telephone number, fax number, e-mail, and website.
 - Documentation that provides information about the company's operations; and provide a description of your firm including size, location, number and nature of the professional staff to be assigned to the District, staff experience and training, including a brief resume for each key person listed.
 - Detailed information about the manufacturer and your company's relationship with the manufacturer (how many years selling, supporting and maintaining proposed solution, partnership status, etc.). What level of support does the manufacturer offer?
 - Services Rendered, project schedule and scope of work
 - Itemized Pricing and Total Sheet Summary
 - Exclusions or Exceptions to this RFP (please note that significant exceptions may make your proposal non-responsive)
 - RHSD and Vendor Responsibilities
 - Fees, Payments, Payment Terms, and applicable Trade-in credits
 - Legal Terms and Conditions
 - Product literature (data sheets, brochures)
14. Vendors must include references for projects of similar size and scope that have been completed within the past two years. These references must be schools, school district, higher education or business similar in size and contain the following:
- Job Location
 - Contact name and telephone numbers
 - Dates of contract
 - Project description
 - Equipment installed
15. A product demonstration may be required before an award is made.
16. All services must be provided solely by a single vendor. All contracting work must be approved by RHSD.

Current Status:

Rich Hill School District currently uses approximately 50 phones on a Toshiba CIX670 system. The system is currently supported by (6) POTS lines. Our current email platform is Google mail.

Products and Services to Be Provided:

- 1. The Rich Hill School District is looking for a solution in that ties in with our existing environment.** RHSD will consider plans that include an on-premise solution that supports analog, digital and IP telephones
 - a) Utilize the District's existing cabling infrastructure.
 - b) Integrate and synchronize with Google mail
- 2. Utilize and support standard SIP protocols as well as legacy POTS and PRI services.**
- 3. Telephone System Features—at minimum**
 - Support for analog, digital and IP telephones
 - Voice and Unified Messaging
 - Automated Attendant
 - Automatic call routing to employees or groups
 - Automatic Daylight Savings Time
 - Caller ID
 - Configurable Keymaps
 - Night Answer
 - Inbound call routing based upon on the time of day, day of the week or specific dates
 - System Park - Park a call for someone else to pickup
- 3. Phone Features**
 - a) Handsets
 - Basic/classroom handsets for common areas, 42 total:
 1. Feature Keys: Transfer, conference, hold, redial, voicemail, directory look up, call history
 2. Audio: Full duplex speaker phone, volume controls, mute
 - Business handsets for administrative areas, 9 in total:
 1. Same as basic/classroom phones except having at least a 4-line display window and headset option
 - Programmable Key Module
 1. Additional Busy Lamp Field/Direct Station Selector to add up 96 programmable buttons to an administrative phone
 - b) Voicemail options
 - Voicemail for all users
 - Password -protected user mailboxes
 - New user tutorial
 - On-demand record-a-call
 - Automated Attendant
 - c) E911
 - Provide Enhanced 911 information to 911 operator including which extension, and if possible, location in building, from which the call originated.

- d) Paging systems, optional
 - Pages must be heard over the speaker phone of each phone assigned to the page group or all of the building overhead speakers
- e) Other telephone feature
 - Caller ID
 - Handsfree answer
 - On-hook dialing
 - Station speed dialing
 - User-programmable keys
 - Microphone mute
 - Headset compatibility with 3rd party products
 - Message waiting indication

4. Making calls

- a) Allow RHSD to use its existing extension numbering scheme for internal calls and dialing a 9 for external calls.
- b) Include call routing allowing for returned calls to be initiated from the call log.

5. Management System

- a) Ability for RHSD to manage phone system and voicemail from a single browser-based interface, centralized voicemail management and retention, performance reports and troubleshooting.
- b) Provide auto-attendant features to answer calls during times of heavy call volume and after office hours.

6. Disaster Recovery

- a) Please describe your solution's provision for disaster recovery.

7. Support

- a) 3 and 5 year options for support covering software and appliances
- b) Describe the standard warranty and what is included
- c) Manufacturer warranties on hardware and software
- d) Discuss any ongoing software support required by the manufacturer
- e) Provide options for trouble reporting and remote monitoring
- f) Include service options with various response times
- g) Include training for administration, faculty and staff

8. Product demonstration

- a) A product demonstration may be a requirement before a final award. This must be done onsite in the district or in another area suitable to the district.

9. Installation

- a) All products from the core down to the handset should be unpackaged, configured, and installed throughout the district by the successful bidder.

Evaluation Criteria

Responses to this RFP will be evaluated based on, but not limited to, the following factors:

- Cost, including any cooperative purchasing agreements
- Functionality to meet needs
- System growth and expansion
- Ease of use
- Product quality, reliability, and warranty
- Industry reputation
- Service and support resources
- References

Proposal Content

Proposals should include the following items:

- Vendor Overview
- Vendor Qualifications
- Vendor Experience implementing proposed system
- Vendor References
- Proposed Solution (include model numbers with itemized expenses of all parts and services to be provided)
- Product Literature/Media
- Responses to Required Questions
- All licensing information for installation and expected yearly renewals shall be disclosed.