

REQUEST FOR PROPOSAL (RFP)

VoIP Phone System

Sunman-Dearborn Community Schools

January 31st, 2022

INTRODUCTION

Sunman-Dearborn Community Schools (S-DCS) is looking to install a new VoIP phone system for the corporation. This on-premise phone system will be connected utilizing 1 PRI circuit and installed at East Central High School located at 1 Trojan Place, Suite A, St. Leon, IN 47012. All buildings affected will be centrally managed from this address; all buildings are currently connected with a 1 GB speed WAN connection. No new cabling is required within the buildings; existing cabling will be used accordingly.

The rollout will include 325 phones for classroom teachers and staff, 60 phones for administration use, and 5 ATAs for fax/other use. The system must also be connected to the intercom system using the intercom systems existing analog card interface.

New phones will be installed in the following buildings:

- Administration Building - 1 Trojan Place, Suite B, St. Leon, IN 47012
- East Central High School - 1 Trojan Place, Suite A, St. Leon, IN 47012
- Sunman-Dearborn Middle School - 8356 Schuman Road, St. Leon, IN 47012
- Bright Elementary - 22593 Stateline Road, Lawrenceburg, IN 47025
- North Dearborn Elementary - 27650 Sawmill Road, West Harrison, IN 47060
- Sunman Elementary - 925 North Meridian St., Sunman, IN 47041

GENERAL TERMS AND CONDITIONS

Sunman-Dearborn Community 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 and installation of all equipment, 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 Sunman-Dearborn Community Schools reserves the right to adjust quantities prior to purchasing to meet the needs of the corporation.

PROPOSAL DELIVERY/DUE DATE

Sealed proposals will be received in the Sunman-Dearborn Community Schools Administration Building at the following address 1 Trojan Place, Suite B, St. Leon, IN 47012 until 10 o'clock (10:00 a.m.) EST Wednesday, March 2nd, 2022, and publicly read at the hour of two o'clock (2p.m.) EST at the Sunman-Dearborn Community Schools Administration Building. Proposals must be submitted in a sealed envelope with a return address, plainly marked on the outside; "RFP for VoIP Phone System" to Sunman-Dearborn Community Schools Administration Building, 1 Trojan Place, Suite B, St. Leon, IN 47012.

Sunman-Dearborn Community Schools reserves the right to reject each and every bid, and to waive informalities, irregularities, and errors in the bidding to the extent permitted by law. This includes the right to extend the date and time for receipt of bids. In the event that a responsible bid is not received or if it is determined that the low bid received is too high, the bid received will be rejected and the project will be canceled or re-bid.

TIMELINE

- Bids Due Wednesday, March 2nd, 2022, at 10:00 AM EST
- Bids Opened Wednesday, March 2nd, 2022, at 2:00 PM EST
- Anticipated Selection of Vendor Thursday, March 10th, 2022

POINT OF CONTACT

Any questions concerning technical specifications or Statement of Work (SOW) requirements must be directed to:

Holly Patz, Director of Technology

Email: hlpatz@sunmandearborn.k12.in.us

GOALS, FEATURES, AND MINIMUM SYSTEM REQUIREMENTS

S-DCS 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 must include all server equipment required to do so.

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 10 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 to a minimum of 450 handsets/users 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

- Three Hundred Twenty-Five (325) handsets for classroom and other locations with 4 - 8 programmable buttons, no paper labels, and includes a color information display
- Sixty (60) handsets for office/administration areas with 10 – 20+ programmable buttons and allow for sidecars, no paper labels, and includes a color information display
- Five (5) single line Analog Telephone Adapters or ATAs
- Three Hundred eighty-five (385) Cat-6 seven-foot patch cables

MAINTENANCE AGREEMENT

- Provide the cost for a 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

- Complete installation, system setup, and initial training must be completed on or before June 30th, 2022
- Assuming school board approval on March 10, 2022; please provide an implementation schedule demonstrating a chronological list of tasks and anticipated time frame for each step of the process.