

Union County Board of Education

10 Hughes Street
Blairsville, Georgia 30512

September 16, 2008

Request for Proposal: Voice over Internet Protocol (VoIP).

The Union County Board of Education is soliciting proposals for VoIP as described herein.

Vendors must submit a sealed proposal. Sealed Proposals will be accepted until 10:00 AM October 20, 2008.

RFPs shall be delivered to the address below. Proposer assumes the risk of the method of dispatch chosen. The District assumes no responsibility for delays caused by any delivery service. Postmarking by the due date shall not substitute for actual proposal receipt by the District. Late proposals shall not be accepted nor shall additional time be granted to any potential proposer.

Union County Board of Education
Attn: Technology Department – RFP - VoIP Proposal
10 Hughes Street
Blairsville, GA 30512

Direct all questions concerning this RFP to Bill Driskell at 706-835-9125 or by email at bdriskell@ucschools.org

Sincerely,

Bill Driskell
Technology Director

Background: The Union County School District (District) operates a 100MB LAN connecting 4 schools and various administrative buildings in Blairsville. This network also includes a connection over 3MB DSL with the Woody Gap School in Suches GA. The District wishes to use the capabilities of this data network for telephone communications, taking advantage of Voice over Internet Protocol (VoIP) technology.

The Union County School System requests interested vendors to submit proposals to provide the necessary components and services to deliver a VoIP solution to the school District. Vendor proposals should meet the following criteria.

Current Environment: Vendor proposals should take into consideration the current operating environment of the Union County School System. We currently have 4 schools with Rauland Telecenter VI intercom / PBX systems, 1 school with a Valcom Class Connection Intercom, and 1 school with a Rauland ICS System. These systems have analog phones in all classrooms which connect to the current phone system through trunk cards. These systems need to be connected to the VoIP phone system also. The vendor should suggest the best way to connect these systems to the VoIP network. Our distribution of existing telephone usage not including the intercom phones is shown as follows.

<u>Facilities</u>	<u>Current Digital Phones</u>	<u>Current Analog Phones</u>	<u>Total Handsets</u>
High School	20	78	98
Middle School	18	0	18
Elementary School	22	0	22
Woody Gap K-12	8	0	8
BOE / Administration	56	0	56
Primary School	24	0	24
Academy	6	2	8
Total	154	80	234

The High School currently has 78 analog phones located in classrooms that are directly connected to the Mitel phone system. These could either remain analog or be replaced by limited feature IP phones. This should be proposed in 2 options in the bid. It is possible that we will cut down on the number of phones being used so the above totals may vary.

Desired Features: The vendor's proposal should address the following desired features. Where practical, the vendor should show examples in the proposal that addresses these features.

Soft Phone Capabilities: Union County Schools primarily use Macintosh Computers using the OS X operating system. Software needs to be available to operating a soft phone on the Macintosh platform.

911 Identification & Location: When a call is made out of the system to a standard 911 operator, the street address of the location from which the call is made must be displayed to the 911 operator.

Hearing Impaired: Facilities must be available to accommodate the hearing impaired.

Call Forwarding: The proposed solution must provide for call forwarding on all units.

Call Waiting: The proposed solution must provide for call waiting on all units.

Call Hold: The proposed solution must allow any user to place a call on hold.

Call Pickup: The proposed solution must allow any user to pickup a call from another local phone unit.

Call Recording: The proposed system should allow for call recording on demand.

Three-way Calling: The proposed solution must allow any user to make a three-way telephone call.

Call Restrictions: The proposed system must allow the system administrator to restrict toll calls, directory information calls, and 900 number calls on any phone set.

Voice Mail: The proposed solution must initially provide voice mail services for 300 users, with up to fifteen minutes of voice-mail storage per user. The voice mail system should allow for growth.

Central Administration: The proposed solution must provide a system for centrally administering new telephone accounts, and for changing or deleting existing accounts. The vendor's proposal must provide examples of this feature.

Tracking for Long Distance Billing: The proposed system must provide the caller identification information to long distance carriers, and should offer a system to track phone and call utilization within the network.

IP Telephone Handsets: IP Telephone handsets should be proposed with external power supply. And system should support non proprietary handsets.

Training: Please explain how much training will be included and how often training will be made available.

Statement of Purpose: It is the intent and purpose of this Request for Proposal to define the School District's minimum requirements, solicit proposals, and select a provider for a VoIP solution.

Scope of Service/Statement of Work: The District, intends to procure VoIP hardware and software using SPLOST and local funds. This system will replace the current Mitel

200SX PBX. During the installation we will require both systems to be operational prior to using the new system. Service from phone companies will be via PRI lines or equivalent alternate. Currently the District has multiple analog lines and plans to replace most of them with a PRI line in this upgrade. The District will retain some analog lines for fax service and catastrophic backup.

Proposal Duration: The Proposer shall guarantee proposal terms and prices through December 31, 2008.

Additional Terms and Conditions:

The laws of the State of Georgia shall prevail concerning all legal issues pertaining to this contract. The provisions of O.C.G.A 20-2-506 shall be made part of any contract resulting from this RFP.

The Board reserves the right to award this RFP to the proposer who in the Board's opinion is most responsive and responsible and will perform in the best interest of the Union County School District.

Insurance: The apparent successful proposer will be required to provide proof of adequate worker's compensation and public liability insurance coverage before entering into a contract. Additionally, the Board may, at its sole discretion, require the apparent successful proposer to provide proof of other forms of insurance. Any insurance required by the Board shall be in form and substance acceptable to the Board.

Licensure: Before a contract pursuant to this RFP is executed, the successful proposer must hold all necessary, applicable business and professional licenses. The Board may require any or all proposers to submit evidence of proper licensure.

RFP Amendment and Cancellation: The Board reserves the unilateral right to amend this RFP in writing at any time. The Board also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued it shall be posted on the District website at www.hcbe.net. Proposers shall respond to the final written RFP and any exhibits, attachments, and amendments.

Right of Rejection: The Board reserves the right, at its sole discretion, to reject any and all proposals or to cancel this RFP in its entirety when in its judgment; it will be in the best interest of the school system.

Any proposal received which does not meet the requirements of this RFP may be considered to be nonresponsive, and the proposal may be rejected. Proposers must comply with all of the terms of this RFP. The Board may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this RFP.

The Board reserves the right to waive formalities and technicalities in any proposal.

Disclosure of Proposal Contents: All proposals and other materials submitted in response to this RFP procurement process become the property of the Union County

School District. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, shall be held in confidence during the evaluation process. Upon the completion of the evaluation of proposals, the proposals and associated materials shall be open for review by the public. By submitting a proposal, the Proposer acknowledges and accepts that the full contents of the proposal and associated documents shall become open to public inspection.

Proposer Organization: The proposer must submit the following as part of their RFP submission

A. History of Company

B. Personnel Qualifications

C. Experience and Capabilities of Company.

Vendors must also cite specific history of successful implementation of projects of a similar size and scope, and must provide three references as part of the proposal.

D. References. Provide names and phone numbers of three references, preferably K-12 educational organizations, who are currently using your VOIP solutions

E. Miscellaneous. Provide any additional information that you believe is relevant to this RFP and your capability to provide the VOIP solution requested (e.g., product brochures, articles in trade journals).

RFP Response: The proposal response must address the following:

A. Hardware type and location.

B. Software to include reporting capabilities

C. Technical Capabilities of total system to include redundancies

D. Lines and services to be provided by Telephone Companies

E. Installation and implementation. The vendor must propose delivery, installation, and setup services for the implementation of the system components and any IP telephone handsets.

F. Training for system administrators, managers and users. The vendor must propose training for the network support staff that will be responsible for the ongoing maintenance and operation of the IP telephony system.

G. Pricing to include all hardware, software, installation and all fees and costs associated with implementation

H. Warranty and Maintenance: The vendor must propose his warranty on each component of the proposed solution, along with an ongoing maintenance offering following the warranty period.

Contract Monitoring: The contractor shall be responsible for the completion of all work and services set out in any resulting contract. All equipment, work and services are subject to inspection, evaluation, and acceptance by the Board. The Board may employ all reasonable means to ensure that the work and services are progressing and being performed in compliance with the contract.

Cost as a Consideration: Cost will be a major consideration in the awarding of any contracts resulting from this RFP.

Proposal Evaluation Process:

The evaluation process is designed to award the procurement not necessarily to the proposer of least cost, but rather to the proposer with the best combination of attributes based upon the evaluation criteria. The Technology Coordinator shall manage the proposal evaluation process and maintain proposal evaluation records. A Proposal Evaluation Team made up of three or more District employees shall be responsible for evaluating proposals.

The Board reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all proposers. The purpose of any such discussions shall be to ensure full understanding of the proposal.

Contract Award Process

The Board reserves the right to make an award without further discussion of any proposal submitted. Each proposal should be initially submitted on the most favorable terms the proposer can offer. There will be no best and final offer procedure.

The Board reserves the right, at its sole discretion, to negotiate with the apparent best evaluated proposer. Price will be a major determining factor.

Contract award shall be subject to the contract approval of all appropriate Board officials in accordance with applicable laws, policies and regulations.

The RFP files shall be made available for public inspection after the contract is awarded