



**Alton Community Unit School District #11
-Technology Department -**

Request for Proposal:

Multi-Site Phone System

Equipment and Installation/Support

Bid Reference: TECH_PHONE-SYSTEM_1718

ISSUED: March 31, 2017

Sealed Bids due by 3:00p.m. Friday, April 28, 2017

SEND PROPOSALS TO THE FOLLOWING ADDRESS:

Alton School District
C/O Dan Brynildsen
1854 E. Broadway
Alton, IL 62002

dbrynildsen@altonschools.org

GENERAL CONDITIONS

1. The Technology Department of the Alton Community Unit School District #11 (hereafter "District") will receive sealed Proposals for providing Phone Systems equipment, installation and support from qualified manufacturers and their distribution partners (hereafter "Vendor").
2. This project is being locally funded and will be subject to authorization from the Alton School District Board of Education.
3. The Vendor must submit a complete Proposal covering all requirements identified in this RFP package in order to be considered. All Proposals will be carefully scrutinized to ensure that such requirements can be met. Proposals submitted must be the original work product of the Vendor.
4. The Vendor must submit one original hard copy and one electronic copy of the Proposal in sealed envelopes plainly marked with the name "RFP: TECH_PHONE-SYSTEM_1718." Proposals should be delivered to:

Dan Brynildsen
Technology Coordinator
Alton School District
1854 E. Broadway
Alton, IL 62002

5. Proposals will be received until 3:00 p.m., CDT, **Friday, April 28, 2017**. We will accept proposals as paper copy with a second copy in Electronic format. Facimile proposals will not be accepted in response to this RFP.
6. Proposals may be modified or withdrawn by written notice or in person by the Vendor or its authorized representative, provided its identity is disclosed on the envelope containing the Proposal and such person signs a receipt for the Proposal, but only if the withdrawal is made prior to the deadline.
7. The information presented in the RFP is not to be construed as a commitment of any kind on the part of the District. There is no expressed or implied obligation for the District to reimburse responding firms for any expenses incurred in preparing Proposals in response to this request.
8. Any explanation or statement that the Vendor wishes to make must be contained with the Proposal but shall be written separately and independently of the Proposal proper and attached thereto. Unless the Vendor so indicates, it is understood that the Vendor has proposed in strict accordance with the RFP requirements.
9. The District reserves the right to reject any or all Proposals that do not adhere to these "General Conditions".
10. All Proposals shall be deemed final, conclusive and irrevocable and no Proposal shall be subject to correction or amendment for any error or miscalculation. No Proposal shall be withdrawn without the consent of the District after the scheduled closing time for the receipt of Proposals.
11. Proposals, prices, terms and conditions shall remain firm for a period of ninety (90) days from the due date for Proposals or until that time when the District takes official action on the Proposals.
12. The Vendor is responsible for its own verification of all information provided to it. The Vendor must satisfy itself, upon examination of this RFP, as to the intent of the specifications. After the submission of the Proposal, no complaint or claim that there was any misunderstanding will be entertained.

13. No oral interpretation will be made to any Vendor as to the meaning of the RFP. Any oral communication will be considered unofficial and non-binding on the District. Unauthorized contact by the Vendor with other District employees or Board members regarding the RFP may result in disqualification.
14. Requests for interpretation must be made in writing or by electronic mail to the IT Director of Alton School District no later than 4:00 p.m. on April 14, 2017. Any information given to a Vendor concerning the RFP will be furnished to all Vendors as an addendum to the RFP, if in the District's sole discretion, such information is deemed necessary to all vendors in submitting Proposals on the RFP, or the lack of such information would be prejudicial to uninformed vendors. The Vendor should rely only on written statements issued by the District in the form of an addendum to the RFP.
15. Proposals may contain data that the Vendor does not want used or disclosed for any purpose other than evaluation of the Proposal. The use and disclosure of such data may be so restricted, provided the Vendor marks the cover sheet of the Proposal with the following legend: **"Technical data contained on pages ____ and ____ in this Proposal furnished in connection with the Request for Proposal of the Alton School District shall not be used nor disclosed except for evaluation purposes, provided that , if a Contract is awarded to this Vendor as a result of or in connection with the submission of this Proposal, Alton School District shall have the right to use or disclose technical data to substantiate the award of a Contract."**
16. The above restriction does not limit the District's rights to use or disclose without the Vendor's permission any technical data obtained independently from another source. Proposals shall not contain any restrictive language different from the above legend. Proposals submitted with restrictive legends or statements which differ from the above will be treated under the terms of the above legend. The District assumes no liability for disclosure or use of unmarked technical data and may use or disclose the data for any purpose.
17. The District may accept one part, aspect or phase, or any combination thereof, of any Proposal unless the Vendor specifically qualifies its offer by stating that the Proposal must be taken as a whole.
18. The District may award a contract based upon the initial Proposals received without discussion of such Proposals. Accordingly, each initial Proposal should be submitted with the most favorable price and service standpoint.
19. To facilitate consideration of the Proposals, the District may, at its option, conduct interviews and evaluations after receipt of the Proposal. If this is necessary, the Vendor will be contacted to arrange a time for an interview and product evaluation.
20. The District reserves the right to hold negotiations in an attempt to clarify and qualify terms of any Proposal.
21. The District reserves the right to negotiate final contract terms with any vendor, regardless of whether such vendor was interviewed or submitted a best and final Proposal.
22. The District may accept any Proposal as submitted whether or not negotiations have been conducted between the parties.
23. Neither the commencement nor cessation of negotiations shall constitute rejection of the Proposal or a counteroffer on the part of the District.
24. The Vendor shall not, under penalty of law and immediate disqualification of the Proposal, offer or give any gratuities, favors or anything of monetary value to an officer, employee, agent, or Board of

Education member of the District for the purpose of influencing favorable disposition toward a submitted Proposal or for any reason while a Proposal is pending or during the evaluation process.

25. No vendor shall engage in any activity or practice, by itself or with other vendors, the result of which may be to restrict or eliminate competition or otherwise restrain trade. Violation of this instruction with result in immediate rejection of the Vendor's Proposal.
26. In the event of a conflict between the Proposal and the RFP, the District shall resolve any inconsistency in favor of the RFP. Additionally, the District shall in good faith decide all inconsistencies and/or disputes pertaining to the RFP and the Proposal. The Vendor agrees to abide by the decisions of the District.
27. The District, in its discretion, may terminate the Agreement in whole or in part at any time, whenever it is determined that the successful Vendor has failed to comply with or breached one or more of the terms and conditions of the Agreement or specifications incorporated therein and the successful Vendor has failed to correct such failure or breach to the District's satisfaction within a period of 30 days after receiving written notice thereof from the District. In the event of the partial or total termination of the Agreement, it is hereby agreed that the District shall only be obligated to pay in accordance with the terms of the Agreement for materials and services, which have been accepted by the District.
28. The District may terminate the Agreement without cause by notifying the successful Vendor in writing 30 days prior to the effective date of termination. The successful Vendor shall not incur new obligations after the effective date of termination and shall cancel as many outstanding obligations as possible.
29. In the event the Board of Education of the District fails to approve the appropriation of funds sufficient to provide for the District's obligations under the Agreement, or if the funds are not appropriated due to federal, state or local action, the District shall have the right to terminate the Agreement by providing written notice to the successful Vendor and the District will thereby be relieved from all further obligations under the Agreement.
30. The District may terminate the Agreement immediately without further cost or liability in the event of the occurrence of any of the following: insolvency of successful Vendor; liquidation or dissolution of successful Vendor; the institution of any voluntary or involuntary bankruptcy proceeding by or against the successful Vendor; assignment by successful Vendor for the benefit of creditors; or the appointment of a receiver or trustee to manage the property of the successful Vendor.
31. Initial Proposals may not be withdrawn for 90 calendar days from the due date for Proposals except with the express written consent of the District. If a Proposal is accepted as submitted, the negotiated final Agreement shall consist of the Agreement, this RFP, plus any addenda thereto, and the Vendor's Proposal.
32. In the event the Agreement initially awarded by the District is terminated for any reason within 120 days of the due date for Proposals, the District reserves the right to negotiate and accept any other submitted Proposal in accordance with ERATE guidelines.
33. The District shall not be responsible for any pre-Agreement expenses of any vendor, including the successful Vendor, incurred prior to the commencement of the Agreement.

OVERVIEW OF PROJECT

The Alton School District is planning to replace its current legacy phone system with a new VOIP phone system. This project will include replacing all handsets and server equipment required for phone system. This project will not include data networking switches as the District will have PoE switching in place to power phones. However, these proposals should include any required server equipment and uninterrupted power supplies (UPS) with battery backup. This phone system will service all schools and active facilities in the Alton School District.

We are seeking Vendors who can supply complete turn-key solutions including all hardware, equipment, licensing, support, software, hardware replacement warranty, and initial installation and configuration. We would like to see proposals in two formats: Five (5) year total cost and Ten (10) year total cost. Since ongoing support after project completion is important to us, our preference will be to use local vendors or vendors with proven track record with the ACUSD#11 if and where possible. We expect to get 10 years of use out of this phone system and expect a partnership that will last as long.

All Proposals and responses to this RFP shall be written with line-item detailed pricing to ensure a fair and honest evaluation of proposals between Vendors.

A mandatory walk through will be required – email dbrynildsen@altonschools.org for more information.

Timeline for Project:

1. RFP release: **March 31, 2017**
2. Mandatory vendor walk-through: **April 13, 2017**
3. Final day for submitting inquiries via email: **April 21, 2017**
4. Proposals due from vendors: **3:00pm May 1, 2017**
5. Selection of Vendor and Proposal (May Finance Committee Meeting): **May 8, 2017**
6. Potential Start of Work: **June 1, 2017**
7. Work must be completed by **August 1, 2017**

***This project is being locally funded (non-ERate) in our 2017-18 fiscal year budget which means no payments can or will be made until after July 1, 2017. Please submit your most competitive bid.**

The final decision will be made and proposals will be judged based on the following scoring rubric:

Category:	Weight:
Total 5 and 10 year Cost of System	30%
Satisfaction of Technical Requirements and Complete System Proposal	25%
Compatibility with Current System	25%
Vendor K-12 Experience and References	20%

GENERAL TECHNICAL INFORMATION

The Alton School District uses a 1Gb WAN to connect all school buildings and facilities back to Alton High School which is the hub of our “hub and spoke” style WAN. The Main PBX and voicemail server is and will remain to be located at Alton High School which has two (2) T1/PRI circuits that currently handle phone calls for half of the district. We also have a second PBX and voicemail server at Alton Middle School which has one (1) T1/PRI Circuit to handle that half of the district. We would like to keep this configuration and potentially use the two sites as failover for each other if possible.

We will have 1Gb PoE infrastructure in place to handle connection to the phone location. Switches will not be required as part of this project unless needed for new server equipment. All equipment including phones need to be rated for at least 1Gb speeds. All phones should have built in hub/switch to connect additional equipment inline. We will not require any new cabling run as part of this project.

Locations:

Alton High School: 4200 Humbert Rd. Alton, IL 62002 (Primary Data Center)

Alton Middle School: 2200 College Avenue, Alton Illinois 62002 (Secondary Data Center)

East Elementary School: 1035 Washington Ave. Alton IL, 62002

Godfrey School: 6008 Godfrey Rd, Godfrey, IL 62035

Eunice Smith Elementary: 2400 N. Henry St. Alton, IL 62002

Gilson Brown Elementary: 1613 West Delmar, Godfrey, Illinois, 62035

Lewis and Clark Elementary: 6800 Humbert Rd. Godfrey IL 62035

Lovejoy Elementary: 1043 Tremont St., Alton, IL 62002

Mark Twain School: 907 Milton Road, Alton IL 62002

James Center (MAC): 2512 Amelia Street Alton, IL 62002

North Elementary: 5600 Godfrey Road Godfrey, IL 62035

West Elementary: 1513 State Street Alton, IL 62002

Admin Center: 1854 E. Broadway, Alton IL 62002

SPECIFICATIONS OF PHONE SYSTEM AND PHONES

Phone System and PBXs should be capable of these features (minimum):

- VOIP (and VOIP over WiFi capable)
- Multiple PBX
- High Availability or Redundancy over the WAN
- Integrate POTS lines and SIP trunks via T1/PRI circuits or Internet
- Customizable auto-attendants (time of day/number of rings)
- Voicemail (and Voicemail to e-mail/text) - **1000 voicemail boxes**
- Conferencing
- Ring Groups
- Scalable (future ready - video calling)
- Capability to record calls
- Call accountability - records of all calls in/out and length of calls
- Mobile integration capabilities (mobile twinning - mobile SIP)
- Wireless and Bluetooth capabilities for headsets and cordless handsets
- Support for Fax Machines
- Video calling
- Expandability to include other current and evolving telecom features (future-proof)

Phone Features:

***We have 3 categories of phone users whose need vary as follows:**

- **Classrooms (700 phones)**
 - Basic phone features
 - Maybe PA or Bells functionalities
 - Emergency features
 - 1 button call to office
 - 1000MB/1GB hub built-in (at least 1 outbound port)
- **Administrators (100 phones)**
 - Same features as Classrooms plus:
 - More Advanced Phone features
 - Conference call
 - Speaker phone
 - Transfers
 - Voicemail
 - Hold/park
 - Do Not Disturb
 - Auto Forward to Mobile/Secretary/
 - Easy to Customize buttons
- **Offices (50 phones)**
 - Similar features as Administrators plus:
 - Expansion ability (Sidecar options) - up to 100 extra buttons
 - Multiple incoming/outgoing phone lines

*All further questions and requests for clarification should be emailed to: dbrynildsen@altonschools.org

LICENSING – SUPPORT – SOFTWARE - WARRANTY INSTALLATION – CONFIGURATION – DOCUMENTATION TRAINING

***For each of the following items, we would like to see all inclusive pricing for 5 and 10 years.**

Licensing:

All licensing costs (hardware and software) should be included in the proposals for 5 and 10 years.

Support:

We will require a support agreement for key components of the phone system with guaranteed <4 hour response times during normal business hours, Monday-Friday.

Software:

Any software, including operating systems for servers should be included in proposal.

Warranty:

All OEM and extended warranty options need to be clearly specified in proposal.

Installation:

We expect vendors to install all components of phone system. Technology department may be able to help place and connect phones if specified clearly in proposal.

Configuration:

We expect vendor to perform all initial configuration of entire phone system with input from Technology Department.

Documentation:

We expect all logical, technical, and various other pertinent configuration information to be thoroughly documented and turned over with complete electronic configuration backup files at the completion of project. We will also expect equipment testing documented and shared.

Training:

We will expect that designated members of the Technology Department be fully trained on all aspects of the new system. We also expect the vendor to hold training sessions to train secretaries, clerks, and key individuals. In addition to this we expect training tutorials or videos provided to disense to all ACUSD staff.

BIDDER'S QUALIFICATIONS AND SUPPORT CAPABILITIES

Company Name _____

Legal Name (if different) _____

Service Provider Identification Number (SPIN): _____

Years in Business _____

Number of years installing/supporting systems similar to this bid _____

Contact Person _____

Full Mailing Address _____

Telephone Number _____

Email Address _____

Distance from Alton, IL _____

Able to provide same-day support? (Yes/No) _____

Willing to Provide Installation/Support only (Yes/No): _____

REFERENCES

To be a qualified Bidder, if Vendor has not done similar work for the District in the past 5 years, the Bidder must include below three (3) references with similar scope of work. Preference will be given to Bidders with references for implementations at organizations most similar to the client. **References will be contacted – please verify information before submitting.** All references will be called. Please inform your contacts that a 10-15 minute call may be anticipated.

Reference 1

Organization Name: _____

Address: _____

Type of Business: _____

Contact Person: _____

Telephone Number: _____

Dates of Installation or Service: _____

Description of Systems/Services Provided: _____

Reference 2

Organization Name: _____

Address: _____

Type of Business: _____

Contact Person: _____

Telephone Number: _____

Dates of Installation or Service: _____

Description of Systems/Services Provided: _____

Reference 3

Organization Name: _____

Address: _____

Type of Business: _____

Contact Person: _____

Telephone Number: _____

Dates of Installation or Service: _____

Description of Systems/Services Provided: _____
