



WARREN COUNTY R-III SCHOOL DISTRICT

REQUEST FOR PROPOSAL

**Warren County R-III School District
385 West Veterans Memorial Parkway
Warrenton, Missouri 63383
636-456-6901, 636-456-7687 FAX**

**REQUEST FOR PROPOSAL FOR
Voice over IP (VoIP) Services RFP.: **District Voice over IP 2020****

DATE DUE: 02/05/2020

Technical questions about the specifications or this
RFP request should be addressed to:

Ronald Greer
Technology Director
302 Kuhl Avenue
WARRENTON, MO 63383
Phone: 636-456-6955
Email: greerre@warrencor3.k12.mo.us

Objective

The Warren County R-III Board of Education (hereinafter referred to as "The Customer") is seeking Voice over IP Services (VoIP) as a communication tool for our school system.

The Customer herewith requests proposals for these services as described in the attached specifications from interested companies (hereinafter known as "The Vendor"). The Vendor must submit a RFP for all areas and show an integrated approach with respect to services and support. The Customer requests that quotes be itemized with the separation of services. The Customer requires that any proposal include seamless conversion of all existing data. The Customer reserves the right to reject any and all proposals, waive any technicalities, and award all or part of the contract in a manner that is in the best interest of the Warren County R-III School District.

The term of the contract shall be for a period of three (3) years beginning on July 1, 2020. The Customer at its option may extend the period of this contract up to a maximum of five (5) years in one (1) year increments after the first three (3) years of the contract. The contract may be cancelled with thirty days prior written notice.

All rates quoted shall be firm for the complete contract period. Any rate change beyond that date shall be based on a change in the contractors fixed cost. Any request for rate increase is subject to the approval of the Customer and must be supported by a statement or affidavit reflecting the reason for the change. The Customer reserves the right to reject any application for an increase and seek competitive quotations for service. An increase, if accepted, shall become effective thirty (30) days after receipt of request. Price reductions are acceptable at any time with no notice necessary.

Specifications in this bid are not intended to eliminate any reputable manufacturer, brand or bidder. Reference to manufacturers, brand names, suppliers, catalog number, etc. is intended to set quality and feature standards and does NOT exclude bids from others as long as quality and feature standards are met. Pictures, descriptions and specifications shall accompany all bids.

The Customer is seeking either a purchased VoIP solution or a leased/hosted VoIP solution.

Other information may be made available to interested persons by contacting the Technology Coordinator.

Schedule of Events

The following is the required schedule of events for this project. The schedule may change depending on the results of the responses and a final schedule will be established prior to contracting with the successful Vendor.

Event	Date
1. Release of RFP	01/22/2020
2. Deadline for Proposal Submission	02/05/2020 at 2:00 pm
3. Evaluation of Responses	02/05/2020
4. Determine feasibility & funding	02/12/2020 – Board Meeting
5. Services Started	7/01/2020
6. Services Completed	06/30/2023

Provide Voice over Internet Protocol (VoIP) Services for the following locations.

Location Name	Address
Warren County R-III Central Office	385 W. Veterans Memorial Parkway
Warren County R-III Early Childhood Center	395 W. Veterans Memorial Parkway
Warren County R-III Datacenter & Maintenance Buildings	302 Kuhl Avenue
Warren County R-III Transportation	702 South Street
Warrenton High School	803 Pinckney Road
Alpha Academy	1037 Armory Road
Black Hawk Middle School	300 Kuhl Avenue
Rebecca Boone Elementary School	836 South Street
Daniel Boone Elementary School	813 Vosholl Avenue
Warrior Ridge Elementary School	800 Warrior Avenue

Basis of Award

The customer does not guarantee any award of contract by submitting an RFP. These factors will be utilized in weighing the RFP responses as follows:

Factor	Weight
Price	30%
Prior Experience, References, Customer Satisfaction	20%
Quality of proposed solution	15%
Transition and Implementation Plan	20%
Flexibility of Services/Plan	15%
TOTAL	100%

Specifications of Services to be included:

Services shall include:

The Customer is seeking pricing for either a purchased VoIP solution or a leased/hosted VoIP solution to be integrated with the existing WAN to create a converged voice/data IP solution providing services to all locations identified above.

The system must provide the ability to route calls across the Customer WAN.

The proposed system must be Session Initiated Protocol (SIP) based.

The Customer currently has a leased VoIP Broadworks solution and leased Polycom phones. Please note that the customer does not own the existing phones, therefore using existing equipment is not an option. Please provide pricing for your proposed phones.

The Vendor must specify what equipment must be installed at each site to make sure we maintain 911 call capabilities.

The Customer would like to keep all existing telephone numbers and extensions. If this is not possible, please provide alternate solutions.

The Customer would like an additional, managed internet connection different from its existing internet connection (currently Charter) to provide redundancy in case of an outage.

The WAN service provider is responsible for providing all network components necessary to operate VoIP within the District.

Fire alarm lines are not included in this RFP.

Centralized voicemail services integrated with the VoIP system providing:

Voicemail boxes

Message forwarding capabilities

Ability to log into voicemail system from any phone inside and/or outside the network

All phones must have visual indication that a message is waiting

All phones should be able to retrieve a message from a keyset by pressing a message key

Other features needed:

Ability to use same 4 digit extensions we use today

Transfer call capability to other extensions

Call Forwarding

Conference Call

Call Hold

Call Park

Hunt Group or Rollover

Caller ID name & Number

Ability to plug a user's IP Phone anywhere on the network and automatically receive calls without administrative intervention

Each location will require an answering greeting with the ability to enter an option for certain departments or to dial by extension.

System must be configurable to limit dialing options of each phone as needed (i.e. restrict long distance calling, etc.)

System must allow customer IT staff access to manage settings for such things as hold message/music, voicemail setup and password resets. Other administrative capabilities and functionality should be detailed within the bid proposal.

Please quote any other options separately.

The proposed system will consist of all necessary equipment to support the immediate phone needs with the ability to grow in the future for the term of the contract.

All communication lines must work with all existing equipment currently in place including but not limited to routers, firewalls, servers, filters, etc. If additional customer equipment is needed the Vendor must specify in their response, otherwise the Vendor will be responsible for providing any required equipment at no additional cost to the Customer.

All pricing must include installation, setup, configuration, training and maintenance fees. When installation is complete, the Vendor's connectivity equipment must be connected to the Customer's existing network.

The Vendor will be required to work cooperatively with the Wide Area Network provider to implement, manage, and support the VoIP services which will need to traverse the WAN.

Vendor must provide estimated pricing for adding additional/new locations if needed during the term of the contract.

Vendor must provide references of comparable size and scope with a summary of services provided.

Vendor must provide a transition plan defining and describing the activities and timelines necessary to complete implementation of each of the requested services.

System and services must be installed, tested and fully operational to all specified sites at least 48 hours prior to July 1, 2020. If system is not operational by this time the vendor must provide alternative connectivity to all specified locations at their cost. Service activation must be transparent and down time, if any, must be at a time determined by the Customer.

Equipment

Vendor must supply the manufacturer and model numbers of all equipment being proposed.

Vendor must supply the cost of equipment even if the initial cost of equipment is \$0.00 so that the price for the term of the bid is set should the Customer need to purchase additional or replacement equipment.

Vendor must be able to supply, program, and deliver equipment to the Customer, as needed.

Vendor information must clearly state the warranty period for all equipment proposed.

Vendor should include pricing for at least two models of handsets that are capable of providing the same service as the models we have today. Leased and purchase pricing for VoIP user handsets is being sought to enable users to communicate within the schools, the district, and outside the district using the VoIP system and creating a seamless capability. The Customer has an initial requirement for:

277 Classroom Phones (2-lines)
61 Office Phones (6-line)
28 Admin/receptionist Phones (10-line)
11 Cordless Phones
9 Conference Phones

Instructions and Training

The Vendor shall provide printed instructions on the use of equipment, features, and service.

The Vendor will instruct a group of users on the use of the equipment at no additional cost to the Customer, when requested.

The Vendor will provide training to the WARREN COUNTY R-III SCHOOL DISTRICT Technology Staff on how to maintain the VoIP system at no additional cost.

Customer Support

Must be available from 7:00 am until 5:00 pm CST for questions and problems. The Vendor shall provide pricing for this service.

Requests for changes must come from authorized System personnel.

Costs Associated with Preparation of the Vendor's Response

The Customer will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

Vendor Requirements

The Vendor will be required to furnish evidence that they maintain permanent places of business of a type and nature compatible with their proposal and are in all respects competent and an eligible Vendor to fulfill the terms of this request and provide quality of service (QOS) to all locations. The Customer may make such investigation as deemed necessary to determine the ability of the Vendor to provide the items required and reserves the right to reject any Vendor's proposal if evidence fails to indicate the Vendor is qualified to provide the items on this request.

The Vendor must provide information on any Specializations and /or Certifications of your company and employees to design, implement, and maintain the equipment proposed in your solution. If relevant certifications are not available, vendor should provide a narrative description of the vendor's past experience with designing, installing, and configuring the proposed solution and equipment.

The Vendor must provide a Narrative Description on the installation, set-up, configuration, and maintenance of the Customer's project. This should include a description of the proposed VoIP solution and its capabilities specifically for the Warren County R-III School District project. The vendor must provide a transition plan defining and describing the activities and timelines necessary to complete implementation of the VoIP Service for the Warren County R-III School District project.

The Vendor must provide three (3) references of comparable size and scope with a summary of services provided. The reference list shall include the services provided, the scope of the services provided, names, addresses, phone, and email contact information for each reference.

The Vendor must offer all services requested in this bid.

Interpretation and Changes

The intent of this RFP is to communicate the Customer's requirements to any qualified and interested vendor. Our intention is to receive RFP's for the Warren County R-III School District as previously stated in this RFP. The Customer may make corrections, or changes to the RFP. If the customer makes changes or corrections to the RFP it will be via a written ADDENDUM. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and The Vendor shall not rely upon such interpretations, corrections, or changes. Addendums will be issued as expeditiously as possible via the District's website at www.warrencor3.org. It is the Vendor's responsibility to check the website and to determine whether all addendums have been received.

To view any questions/addendums for this RFP, please go to www.warrencor3.org/departments/finance/request_for_proposal, click on the RFP in the RFP Folder.

The following documents must accompany your proposal. These can be found at www.warrencor3.org/departments/finance/request_for_proposal.

- References and Experience
- Affidavit Compliance With Prevailing Wage Law
- Missouri Division of Labor Standards
- Federal Work Authorization Program

Questions

Questions concerning this RFP should be direct to the Technology Director.

Proposal Binding Period

Prices quoted in The Vendor's response for all services and equipment will remain in effect for a period of at least 90 business days from the issuance date of The Vendor's response.

Omissions

Omissions in the proposal of any provision herein described shall not be construed as to relieve The Vendor of any responsibility or obligation to the complete and satisfactory delivery, operation, and support of any and all equipment or services.

If a bid differs in any way from the bid specifications, the bidder must list the differences on

the bid proposal form telling exactly where and how the bid deviates from said specifications. If no exceptions are listed on the bid, it will be presumed the bidder proposes to meet the specifications in every respect; and if awarded the contract, performance on this basis will be required.

Price Quotations

Price quotations are to include the furnishing of all materials, equipment, maintenance and training manual, tools, and the provision of all labor and services necessary or proper for the completion of the work.

Pricing must remain the same or less throughout the duration of the contract including any renewal periods. Should the Vendor become unable to continue the contracted pricing terms for a renewal period it must notify the Customer in writing, immediately. This may result in a cancellation of the contract.

During the contract period, the Customer must be able to purchase services in any quantity necessary. Accounts may be started or stopped at any time, as needed. The Vendor must agree to bill the Customer only for the active term of service for each account at the rates originally bid (or less) regardless of how many active accounts the Customer maintains.

The Warren County R-III Board of Education is exempted from all sales and use taxes.

Evaluation of Responses

The Customer may, at its discretion and at no fee to The Customer, invite any Vendor to appear for questioning during response evaluation for the purpose of clarifying statements in the response. Each proposal will be evaluated based on criteria and priorities defined by the Warren County R-III Board of Education. Proposals will first be screened based upon compliance with the base requirements.

The final awarding of this bid will be made by the Warren County R-III Board of Education based on the recommendation from the Superintendent.

Equal Employment Opportunity

In connection with the execution of this Contract, The Vendors and subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, or national origin. The Vendors shall take affirmative action to ensure that minority and disadvantaged applicants are employed and employees are treated during their employment without regard to race, religion, color, sex, age, or national origin.

Right to Reject

The Customer reserves the right to accept or reject all proposals or sections thereof when the rejection is in the best interest of the Warren County R-III Board of Education. The Customer reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable terms that The Vendor proposes. The Customer reserves the right to reject the proposal of a Vendor who has previously failed to perform properly or completed on time contracts of a similar nature; and to reject the proposal of any Vendor who in the opinion of the Customer is not in a position to adequately perform the contract.

The Customer reserves the right to reject any or all proposals; any part or parts of a proposal, waive any technicalities/informalities, increase or reduce quantities, make modifications or specifications, and award any or all of the contract in a manner that is in the best interest of Warren County R-III Board of Education. Contracts will be awarded to The Vendor submitting the proposal determined to be in the best interests of the Warren County R-III School District.

Response Submission

Responses to this RFP must be submitted in sealed packages and delivered to 385 W. Veterans Memorial Parkway, WARRENTON, MISSOURI no later than 2:00 pm on February 5, 2020. It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. The Customer will reject all late arrivals. The Vendor must submit three (3) copies of the response along with any required supporting documentation. **“District Voice over IP 2020”** should be clearly marked on the face of the envelope containing the RFP along with the opening date of February 5, 2020. Failure to comply with this may cause the RFP to be misdirected and therefore not to be considered. Responses must be for the entire project. No substitutions or partial RFP’s will be allowed. Oral, telephone, faxed or telegraphic RFP’s shall not be considered, nor will modifications of RFP’s by such communication be considered. The completed RFP form shall be without erasures or alterations. Signatures on the proposals shall be in longhand and executed by an individual duly authorized by The Vendor to make a contract. RFP’s made out in pencil will NOT be accepted.

A Bid Bond in the form of a bond from an approved bonding agency or company, or cashers check in the amount of \$500 must accompany vendors bid in sealed envelope. All bonds from vendors not receiving the award will be returned to the vendor within 30 days. Awardees bond will be returned upon commencement of acceptable services as described herein. Make bond payable to the Warren County R-III Board of Education.

REQUIRED ATTACHMENTS

(A) Completed and signed RFP Response Form

Description (with pictures) of equipment and warranty information

Narrative description on the installation, set-up, configuration, and maintenance of this project. This should include a description of the proposed VoIP solution and its capabilities specifically for the Warren County R-III School District project. The Vendor must provide a transition plan defining and describing the activities and timelines necessary to complete implementation of the VoIP Service for the Warren County R-III School District project.

(D) Any Specializations and/or Certifications of your company and employees relevant to this project.

Reference list of at least three (3) other customers for whom company has provided similar size and scope of services

Bid bond or Certified Check

(G) Equipment pricing of equipment (lease and buy options)

(H) Any other supporting documentation

RFP Response Form RFP District Voice over IP 2020

Vendors must use the following form to quote its price:

TO: Warren County R-III Board of Education 385 W. Veterans Memorial Parkway
WARRENTON, MISSOURI 63383

VENDOR:

Name of Firm

Mailing Address

City, State, Zip Code

Operating as an individual corporation organization and existing under the laws of
MISSOURI, or a Partnership, or a joint
venture consisting of

Required Pricing Format

Voice IP Services

For accounting purposes, the monthly cost is to be broken down below. The Vendor must note any additional charges – installation, equipment, etc – if the monthly cost does not include these additional costs.

Pricing below is for ALL sites receiving VoIP services.

Product/Service	Quantity	Costs Per Month
Monthly Price for VoIP Services for all locations		
VoIP one-time installation or setup costs, if any		
VoIP Estimated Taxes and Fees, if any		
Cost to lease additional voicemail boxes (provide bundled pricing if appropriate)		
Other Optional Items**		

**Specify if these charges are monthly, annually, or one-time only charges.

Phone Costs:

Product/Service	Quantity	Lease Costs	Purchase Costs
Proposed Phone Model(s) Please list all phone manufacturers/models available and their cost (lease and buy options). See requirements above. This should include all hardware, software, license, etc. needed for operation.			

**** Please list any exceptions to specifications and/or comments. If Vendor recommends services not requested in the RFP or identified on the bid form, specify below. *****

Having carefully examined the invitation to RFP documents prepared by Warren County R-III Board of Education entitled Voice Over IP Services, RFP **District Voice over IP 2020**, and together with such addenda, if any, as listed hereafter, the undersigned hereby proposes and agrees to provide all components as specified in the attached Proposal Schedule, these sheets being a part of the Proposal, for the total lease price shown and under the terms of the attached lease. It is agreed that the undersigned has complied with all requirements concerning Vendor Qualifications, licensing, and with all other local, state, federal laws, and that no legal requirement has been violated in making or accepting this proposal in awarding a contract to him or in the delivery of products. In submitting this proposal, it is understood that the right is reserved by the Customer to reject any or all proposals and waive all technicalities/informalities in connection therewith. It is also agreed that this proposal may not be withdrawn for a period of Ninety (90) days from the opening thereof.

The undersigned declares that the person or persons signing the Proposal is/are fully authorized to sign on behalf of the firm listed and to fully bind the firm listed to all of the conditions and provisions thereof. In view of the terms of this Invitation to RFP, the undersigned proposes to furnish all items for a total sum of:

Signature: _____

Title: _____

Date: _____