



Office of Technology Services  
Jefferson City Public Schools  
204 Dix Rd  
Jefferson City, MO 65109  
voice: (573)659-3121 fax: (573)659-8406

# **Request for Proposal**

## **Hosted Voice Over IP**

### **Telephony Service**

**Bid Due: February 26, 2012 at 3pm**

**SECTION ONE**  
**REQUEST FOR PROPOSAL**  
**GENERAL INFORMATION**

**INTRODUCTION AND INTENT:** Jefferson City Public Schools is looking to move to a turn-key hosted VOIP solution. This document constitutes a Request for Proposal from qualified Vendors to provide JCPS with the requested hosted solution, and to provide technical help in the migration process. Due to the size of the District, this migration will take 3-5 years to complete, and will be in stages. The initial install/migration for 2013-2014 school year will be the Board Office and Dix Rd Education Center. The intent of this RFP is to provide the potential Vendor with sufficient information to enable them to prepare an acceptable response.

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**TIMELINE:**

- **RFP Issued.....January 14, 2013**
- **Bids Due & Opening.....February 26, 2013 at 3pm**
- **Vendor Selection.....On or before March 4, 2013**
- **Implementation.....July 2013**
- **Acceptance.....August 1, 2013**

**PRE-BID MEETING:** There will be no meeting for this RFP.

**IMPLEMENTATION SCHEDULE:** The winning Vendor will start working with JCPS Technology Services on July 1, 2013. Services shall be ready for Acceptance on or before August 1, 2013. Due to school starting mid-August, the selected Vendor’s solution MUST be ready for use on or before August 1, 2013. If the Vendor misses August 1, 2013 date, there will be a \$100/day charge, to be used as a credit toward the first months’ bill.

**DUE DATE:** Sealed bids will be received until 3pm, February 26, 2013. They will, at that time, be opened & reviewed by District personnel. Late responses will NOT be considered. Submit bid responses to:

Technology Services  
Attn: Rob Benefield, Technology & Information Systems Engineer  
Jefferson City Public Schools  
204 Dix Rd  
Jefferson City, MO 65109

Sealed bids can also be hand-delivered to Technology Services Monday thru Friday during normal business hours: 7:30am-3:30pm. The District shall not be held liable for late responses due to late mail or carrier problems. **Please be sure to put 'RESPONSE TO HOSTED VOIP SOLUTION' on your bid package AND on the outside envelope.**

**DISTRICT CONTACT:** The bidders during this RFP will direct all questions to the Project Manager, Rob Benefield. Email: [rob.benefield@jcschools.us](mailto:rob.benefield@jcschools.us). Phone: 573-659-3121.

**TERMS:** The term of this contract will begin July 1, 2013 and end June 30, 2014. Vendor will need to propose a 3-year and 5-year option.

**E-RATE:** As the District will be filing for E-Rate funding for this project, all Vendors must adhere to the SLD invoicing requirements and be an approved Vendor with a SLD SPIN# in order to be considered for this RFP. If E-Rate is approved during the initial year and not funded for any other year, the District reserves the right to terminate the signed contract and the remaining years will be void. Questions related to this clause shall be directed to the District Contact or to the Technology Director ([garrett.miller@jcschools.us](mailto:garrett.miller@jcschools.us)).

**UPDATES/CANCELLATIONS:** The District may modify or cancel the RFP at any time prior to the Due Date by issuance of an Addendum or Cancellation to all Vendors who are participating in the bid process. Any Addendums or Cancellations will be posted on the District's RFP/RFQ website:

<http://www.jcschools.us/Page/9601>

Vendors should monitor the website for any updates or cancellations to this RFP. Any verbal or email modifications to the RFP shall not be binding upon the District.

**CONTRACT DOCUMENT:** Vendor acknowledges that the awarding of this project is on condition of a signed contract between the District and Vendor. The contract will contain the specifications as outlined in this RFP, any addendums, and the term options as noted in **TERMS**.

**SUBSTITUTIONS:** All Vendors must provide the requested components specified in this RFP. Bidders can offer equivalent components, and must be marked in **RED**. Any bid that does not have the requested components listed will not be considered.

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## SECTION TWO

### NETWORK INFORMATION

**INTRODUCTION:** This section will be used to help the Vendor tailor their proposed Hosted solution to the Districts' network infrastructure, and the current analog phone system. The Vendor will note the use of HP Network equipment throughout the District.

**NETWORK INFRASTRUCTURE:** The District utilizes a 100mb Internet Connection (upgrading to approx. 300mb before July 1, 2013) that is serviced by MOREnet. All WAN connectivity is via 1Gb fiber, with HP 5406zl switches at the building core level. The various HP switches that the District utilizes are:

- 5406zl (J9642A) PoE+
- 2910al-48G (J9148A) PoE+
- 2810-48G (J9022A) non-PoE

This list is current as of January 7, 2013. The District upgrades network equipment on an as-needed basis, thus the District may install different HP equipment in the future. The Vendor's hosted solution MUST work with the above equipment. The District will not substitute network equipment to work with the Vendor's solution. Also, the District and its' network equipment will not be a test bed for the Vendor's hosted solution.

The District utilizes VLANs to separate data traffic. The Vendor's solution will become part of the Voice VLAN. The District will set up any VLANs necessary under the Vendor's direction.

**CURRENT ANALOG PHONE SYSTEM:** The phone system at Dix Rd Education Center and at the Board Office utilizes the Centrex system. The Vendor will need to know how the Centrex system operates in order to migrate to the hosted solution. The District Buildings and Grounds department handles the analog phone system, thus they will be consulted during the implementation.

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## SECTION THREE

### HOSTED SOLUTIONS REQUIREMENTS

**INTRODUCTION:** This section outlines the specifics that the District will require from the Vendor to migrate from our current analog system to a Hosted IP solution. The Vendor will need to make sure any PRI's or other equipment are in place that are needed to fulfill the District's requirement of a turn-key solution.

**SERVICES:** The hosted solution shall provide the following:

- Must be compatible with the current District Infrastructure as outlined in **SECTION TWO**. All IP circuits must include QoS to provide preferential treatment for voice calls over data traffic. Vendor will work with District Tech Services to set this up. District Tech Services will rely on the Vendor to make sure QoS is set up correctly.
- The hosted solution must support E911 Service from any building location.
- The District will utilize the hosted solution for all inbound, local, long-distance, and toll free calls.
- 4-digit dialing will be required between in-District phones. Caller ID service will also be required.
- Must provide Voicemail for an initial 100 users, with a full deployment of 1200 users once the District has implemented the hosted solution District-wide. Integration of Voicemail to Email (Outlook) will be required.
- Service must provide a solution to current fax/security/fire/elevator analog lines. There are approximately 10 lines for this initial migration. Vendor must work with CenturyLink (current Analog provider) to ensure lines are able to still be used.
- Must be fully redundant. Vendor will ensure proper equipment is in-place in-case of server or other equipment failure (either on-site at District or at Vendor location). District will be responsible for ensuring redundancy on Internet pipeline.
- Must provide 24x7x365 proactive network monitoring for all hosted circuits. Vendor must also provide 24x7 technical phone support with a maximum of 2 hour on-site response time if deemed necessary by District Technology Services staff.
- Hardware and software maintenance shall be performed during non-business hours (6pm-5am M-F) and shall notify District designated staff 24-hours prior to proposed maintenance time.
- Web Portal will be required for designated staff members to make changes to the operation of their phone and/or Voicemail (such as Voicemail to Email integration). Two groups of users will be necessary: administrators and users. District Tech Services staff

(administrators) shall have the ability to create new login users as needed, and to make changes to individual user/phone settings. The administrator group shall have necessary rights to move/add/change phones without having to call the Vendor.

- Vendor shall provide on-site training to the District Technology Services staff on their system. WebEx or other web-based training will not be acceptable, unless it is as a supplement to the on-site training.
- Solution should allow access to reporting and tracking of phone calls.
- Ability to customize JCPS logo or other information on phone displays.
- Solution should include the possibility of attaching to each buildings' bell system. This is not a requirement, but the District is interested in any potential of this function.
- Ability to set up automated attendant/call distribution on selected lines, such as Technical Services, Food Services, Finance, etc.
- A Priority One E-Rate eligible solution for the leased/hosted VOIP service is required. Any non-Priority One E-Rate or non-E-Rate eligible solutions/equipment shall be priced separately.

**PHONE SETS:** Vendor will be required to provide IP-based phones to be used with their solution. Pricing for non-E-Rate phones will need to be separated from this RFP.

- Must be gigabit-capable, & offer dual switched network port capability.
- Power adapter available for those phones not connected to a PoE+ switch.
- Monochrome backlit display.
- At least 2-line for basic phones.
- Vendor must be able to procure, and support, phones that have Attendant capabilities, for use in areas such as Secretaries, District Operator, etc.
- Vendor shall include various models and pricing of phone sets that meet the above criteria. District will work with the selected Vendor on the phone sets to be purchased for their solution. Leasing of phones is an option.

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## **SECTION FOUR**

### **INSTRUCTIONS TO VENDORS**

**INTRODUCTION:** The District's expectations with respect to the performance by each bidder and by each seller in connection with the District's purchase are set forth in the Instructions to Vendors section. Bidders who fail to examine and comply with the bid documents do so at their own risk.

**PROPOSAL PREPARATION:** Any explanation desired by a bidder regarding the meaning or interpretation of any portion of these Documents must be requested in writing and directed to the Project Manager in sufficient time for a reply to be posted on the District website before the submission of their Proposals. Oral explanations or instructions given before the opening of the proposals will not be binding. Any information given to one prospective bidder will be furnished to all prospective bidders as a Proposal Addendum and will be located on the Districts' website for RFPs/RFQs, if such information is necessary to bidders in submitting their proposals or if the lack of such information would be prejudicial to an uninformed bidder. Vendors are requested to check on the District website daily for any new Addendum's to this RFP.

**REQUIRED INFORMATION:** Each bidder shall furnish the information required by these Documents. The bidder shall sign the proposal page (at the end of this section), all addenda, Scope of Services Checklist, and their Cost Proposal Sheet. The person signing the BID must initial erasures or other changes. Proposals signed by an agent must be accompanied by evidence of the agent's authority.

Proposals must be firm. If the bidder believes it necessary to base his/her price on price adjustment, such proposal may be considered, but only as an alternate. The district is not required to pay Federal Excise Taxes and Missouri and local retail sales and use taxes (except 'Resale Items'). Tax exemption certificates will be provided upon request.

The District expects that all proposals will remain valid until sixty (60) days after the bid opening or until contracts are signed and operational, whichever comes first. If a bidder indicates in the BID that he/she may withdraw the proposal in less than 60 days, this factor will be considered in awarding a contract.

The bidder warrants that it will ensure its compliance with current Missouri Employment laws, and will register and participate in the status verification system for all newly hired employees.



**SUBMISSION OF PROPOSALS:** Sealed bid responses should be returned in an envelope marked on the outside with the bidder's name, address, and '**RESPONSE TO HOSTED VOIP SOLUTION**'. Send the response to: Technology Services, Attn: Rob Benefield, Technology & Information Systems Engineer, Jefferson City Public Schools, 204 Dix Rd, Jefferson City, MO 65109. Sealed responses may also be delivered in person to the address noted.

Responses must be returned in sufficient time to be received and stamped at the Technology Services offices on or before the opening date and time. Responses presented after the time and date of the opening process will **NOT** be accepted. The District will not be held responsible for late mail or other carrier delivery.

This RFP does not commit the District to award a contract, to pay any costs incurred in the preparation of the proposal, or to procure or contract for the articles of goods or services.

**MODIFICATION OR WITHDRAWAL OF BIDS:** Bid proposals may be modified or withdrawn by written notice received by the Technology Services office prior to the exact hour and date specified for receipt of the bids. All modifications must be presented in a sealed envelope. A proposal may be modified or withdrawn in person by the bidder or an authorized representative, provided his/her identity is made known and signs a receipt for the modification or withdrawal, and only if the modification or withdrawal is made prior to the exact hour and date set for the receipt of proposals.

**EVALUATION FACTORS:** The District will award contracts to the bidders who submit the '**lowest and best value**' proposal. After awarding the proposal, the District reserves the right to negotiate the '**lowest and best value**' proposal, if in the District's sole discretion negotiation is in the best interest of the District. The District reserves the right to request the '**best and final**' proposal from the '**lowest and best value**' proposal bidder after the opening of the bids.

The District reserves the right to:

- Reject any and all bids
- Award the entire bid to one bidder
- Award the bid (or portions) to more than one bidder
- Award the bid under the most beneficial terms for the District
- Extend the opening time and date
- Re-bid proposal

The District will review each submitted bid, and will select proposals for a detailed review and evaluation. As part of this detailed review of proposals, selected Vendors may be required to make oral presentations of their proposals to the District. This will provide an opportunity for

the Vendor to clarify their proposals and to answer any questions the District may have. We will select a winning Vendor on or before March 4, 2013.

**APPLICABLE LAW:** This bid shall be governed by the laws, rules and regulations of the state of Missouri General Assembly which are effective and in force on the date of this bid together with any and all laws of the United States, Ordinances of the County of Cole, Missouri and the City of Jefferson City, Missouri and the policies and procedures of the Jefferson City Public School District.

**HOLD HARMLESS:** Bidder shall fully indemnify, save and hold harmless the District, its officers, employees, and agents (hereafter "the indemnities) against any and all liability, damage, loss, claims, demands and actions of any nature whatsoever on account of personal injuries (including, without limitation on the foregoing, worker's compensation and death claims), property loss or damage of any kind whatsoever, which arise out of or in any manner are related to or connected with, or are claimed to arise out of or be in any manner connected with, the performance of the BID and its awarded products/services. Bidder shall, at its own expense, investigate all such claims and demands, attend to their settlement or other disposition, defend all actions based thereon and pay all charges of attorneys and all other costs and expenses of any kind arising from any such liability, damage, loss, claims, demand and/or actions.

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**Bid/RFP title: HOSTED VOIP TELEPHONY SERVICE**

By signing below I certify that:

- No federal or state suspension or debarment is in place.
- No criminal history of the firm/contractor or its employees exists.
- There is no collusion involved in presenting the BID or its components.
- The minimum insurance requirements are in place.

Signature: My signature certifies that, as agent for:

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Company/Firm Name

I have read and will abide by each portion of the BID component "Instructions to Vendors" for the Jefferson City Public School District

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Signature

Date

# ATTACHMENT A

## SCOPE OF SERVICES CHECKLIST

**PLEASE COMPLETE AND SIGN THE SCOPE OF SERVICES CHECKLIST**

Checklist	Does your service meet the criteria below?		
	YES	NO	Additional information (if needed)
Service must be compatible with current District network Infrastructure, utilizing HP equipment			
Service must be scalable, to eventually include all District buildings and 1200 users			
Service must provide solution for approx. 10 analog lines (fax/fire/security/elevator)			
Service must provide Web Portal for both system administrators and regular users			
Service must be able to integrate Voicemail with District Email system (Outlook.com/Office365)			
Service must support E911 functions from any location			
Service should provide easy MAC's without District requesting MAC from Vendor			
Vendor should provide on-site training, with WebEx or other web-related training as a supplement (if needed)			
Service should provide 24x7x365 phone support, and 2-hour on-site response if deemed necessary by District Tech Services			
Service should allow access to reporting and tracking of phone calls			
Service shall allow 4-digit dialing to in-house phones			
Service should support automated attendant/call distribution on designated lines			
Service should provide all requirements listed in SECTION THREE/SERVICES			

**Vendor/Firm Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Representative:** \_\_\_\_\_