

# **REQUEST FOR QUOTE (RFQ)**

**VoIP Phone System**

**Elwood Community School Corporation**

**April 5, 2019**

## **Introduction**

Elwood Community School Corporation is a comprehensive pre K-12 public school corporation that operates one junior/senior high school (grades 7-12), one intermediate school (grades 3-6) and one elementary school (K-2) serving approximately 1470 of students and their families in Elwood, Indiana of Madison County.

## **Purpose**

ECSC is looking to install a new VoIP phone system for the corporation. This on-premise phone system will be connected utilizing the current one (1) PRI circuit and will be installed at Elwood Junior/Senior High School located at 1137 N 19th St. Elwood, IN 46036. All buildings affected will be centrally managed from this address; all buildings are currently connected with a 500 MB speed fiber WAN connection. No new cabling is required within the buildings; existing cabling will be used accordingly.

The rollout will include 188 handsets for classroom teachers and staff, 8 for administration use, and two ATA'S for fax/other use. The system must also be connected to the existing intercom system in each school building.

### **New phones will be installed in the following buildings:**

- Administration Building - 1306 N. Anderson St. Elwood, IN 46036
- Elwood Junior/Senior High School - 1137 N 19th St. Elwood, IN 46036
- Elwood Intermediate School - 1207 N 19th St. Elwood, IN 46036
- Elwood Elementary School - 940 N 19th St. Elwood, IN 46036
- Hinds Career Center - 1105 N 19th Street Elwood, IN 46036

## General Terms and Conditions

ECSC 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 Solutions consulted in the drafting of this RFQ and may provide a response to this RFQ with a recommended solution.

Quotes need to include: the required hardware, software, system configuration, 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 quotes 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.

ECSC reserves the right to adjust quantities prior to purchasing to meet the needs of the corporation.

## Goals, Features, and Minimum System Requirements

ECSC 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 will not be accepted.** 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 20 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 with our growing corporation to a minimum of 220 handsets 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

## **quote Specifications**

### **Equipment**

- 188 handsets for classroom and other locations with a minimal number of programmable buttons, no paper labels, and includes a color information display
- 8 for office/administration areas with 10 to 20+ programmable buttons and allow for sidecars, no paper labels, and includes a color information display
- 2 single line Analog Telephone Adapters (ATAs)

### **Maintenance Agreement**

- Responder to provide the cost for 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 the 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 quote a minimum of three references of K-12 school districts 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

1. Complete installation, system setup, and initial training must be completed on or before July 30, 2019
2. Assuming school board approval on May 16, 2019; please provide an implementation schedule demonstrating a chronological list of tasks and anticipated time frame for each step of the process.

## Point of Contact

Any questions and or clarification of items in the RFQ must be emailed to VoIP-RFQ@elwood.k12.in.us. Responses to these items will be sent via email, If a response is not received it is the responsibility of the vendor to make the follow-up contact.

## Evaluation Criteria

While cost will be the most heavily weighted factor, the evaluation will also focus on the substance of the details provided in response to the requirements herein including but not limited to technical details, quality of service, support and training, experience, and references.

## Quote Submission / Due Date

Sealed quotes will be received at the ECSC Administration Building located at 1306 N. Anderson St., Elwood, IN 46036 until 9:00 AM EST on Tuesday, April 23, 2019. Quotes must be submitted in a sealed envelope with a return address and plainly marked on the outside (**RFQ for VoIP Phone System**) or submitted electronically to [VoIP-RFQ@elwood.k12.in.us](mailto:VoIP-RFQ@elwood.k12.in.us) with (**RFQ for VoIP Phone System**) as the subject line. Quotes will be opened and publicly read at 2:00 PM EST on Tuesday, April 23, 2019 at the ECSC administration building. The ECSC Board reserves the right to reject any or all quotes.

- All quotes should include detailed line items and subtotals along with the total purchase price. All quotes must indicate that they are valid for no less than ninety (90) days from the quote due date.
- The bidder's written quote will be the basis for selection. However, following the initial screening of all quotes received, ECSC may request additional information, clarification, or an on-site presentation.
- Structure your quote based on the information requested above. Please ensure to address each section and item; it is your responsibility to address all aspects of this quote. Failure to address all aspects of this quote may result in disqualification at the sole discretion of ECSC.
- ECSC is not bound to accept the lowest cost quote.
- ECSC reserves the right to accept or reject any or all responses to the RFQ and to enter into discussions and/or negotiations with more than one qualified proposer at the same time should that action be in the best interest of the schools.
- Vendors are not to collude with other proposers and competitors or take any other action which will restrict competition. Evidence of such activity will result in rejection of the quote.
- By submitting a quote, the proposer represents that it has read and clearly understands this RFQ and that it is capable of providing the required services on the agreed contract commencement date.
- Failure to submit a quote response on time may constitute grounds for the rejection of the quote.

## Quote Timeline

- RFQ Issued: April 5, 2019
- Sealed Quote or Electronic Quote Due: 9:00 AM EST on Tuesday, April 23, 2019
- Public opening and reading of quotes: 2:00 PM EST on Tuesday, April 23, 2019
- Target date for review of quotes: Tuesday, April 30, 2019
- Anticipated selection of vendor: Tuesday, May 7, 2019