

**SAN RAFAEL CITY SCHOOLS
310 NOVA ALBION WAY
SAN RAFAEL, CA 94903**

**VOICE OVER IP (VoIP) SYSTEM
REQUEST FOR PROPOSAL #19-06**

The San Rafael City Schools is requesting proposals from VoIP service providers to provide either a cloud-based or premise-based VoIP solution including the installation, test, turn-up, acceptance test and annual on-site customer service for the following school:

San Pedro Elementary School 498 Point San Pedro, San Rafael, CA 94901

Date	Event
5/17/2019	Release of RFP
5/24/2019	Last Date to Submit Questions
5/29/2019	Proposals due no later than 5:00:00 PM Pacific Time Zone. Submitted via email to Dr. Dan Zaich: dzaich@srcs.org and Greg Lowry: greg@hwc-consultants.com . The email subject line must reference the Client's name and "VoIP RFP #19-06."
6/3/2019	Recommendation and Notification
6/8/2019	Last Date for Bid Protest
6/11/2019	Contract Award Date
8/6/2019	Anticipated Installation Due Date

The full Request for Proposals and associated exhibits are available on the San Rafael City Schools' website: <http://www.srcsbondprogram.org/domain/16>

Questions or clarifications may be submitted in email to Greg Lowry (greg@hwc-consultants.com) no later than 9:00AM May 24, 2019.

San Rafael City Schools – VoIP System RFP #19-06

Objectives

San Rafael City Schools (“the Client”) is located in San Rafael, California. This project is to provide a VoIP system for the Client’s San Pedro Elementary School. The Client will evaluate cloud-based; premise-based; and hybrid VoIP solutions. The objectives are for the system to reduce overall telephone costs and provide integrated telephony and messaging features. The VoIP solution must allow callers to select either English or Spanish prompts after choosing their language preference. This RFP requests the VoIP system connect and interoperate with a Bogen Quantum IP paging system.

Overview

The San Pedro School is a trial site to test the selected service provider’s VoIP technology as a future solution for the Client’s entire district. The Client’s district is comprised of thirteen (13) schools, one (1) administrative building and one (1) operations and maintenance building. There are approximately 7,000 students and 737 administrators and staff. Provided that the selected service provider’s solution and customer service meets the Client’s expectations, it is the Client’s intention to expand the project throughout the district.

The Client currently has an AT&T Switched Ethernet (ASE) fiber network. The bandwidth at San Pedro School is 500Mbps. The Client connects to the Corporation for Education Network Initiatives in California (CENIC) network with a 2Gbps AT&T connection via the Marin County Board of Education. Additionally, there is a 2Gbps Comcast Internet connection at Terra Linda High School. The Client currently uses Lightspeed as well as a Meraki MX450 firewall. The plan is to migrate off of the Lightspeed service and only use the Meraki firewall.

The Client will select the service offering that will be the most cost-effective means of meeting the Client’s needs. Having a turnkey solution that is managed and supported by a service provider with onsite local representation is of the highest importance. This RFP details the technical and operational requirements for the VoIP system and states the instructions for submitting proposals.

Bid Scoring Matrix

Factor	Maximum Points
Price of Eligible Services	30%
Ability To Deliver Turn-key Solution (Track Record)	20%
Ability to Satisfy Client Requirments	15%
Local Representation for Maintenance and Support	15%
Completeness of Response	10%
References	10%
Total	100%

Timeline

Release of RFP.....	May 17, 2019
Last Date to Submit Questions.....	9:00 AM May 24, 2019
Due Date for RFP Responses.....	5:00 PM May 29, 2019
Recommendation and Notification.....	June 3, 2019
Last Date for Bid Protest.....	June 8, 2019
Contract Award Date	June 11, 2019

Final system on-site test, turn-up, training and acceptance should be no later than August 6, 2019.

The Client reserves the right to modify these dates as may be necessary.

RFP Instructions

1. Please submit questions by 9:00 AM May 24, 2019, so that all potential bidders may be provided with the same information. Any questions regarding this RFP should be addressed to: Greg Lowry: greg@hwc-consultants.com, 917.749.6196.
2. **Proposals are due on May 29, 2019 no later than 5:00 PM** and must be submitted via email to Dr. Dan Zaich: dzaich@srcs.org and to Greg Lowry: greg@hwc-consultants.com.
3. The email subject line must reference the Client’s name and “VoIP RFP #19-06.”
4. Each subsection and each question requires a written response with an answer such as “Acknowledge” or “Comply.” The bidder must list any and all exceptions to the RFP.
5. Responses must be directly below the RFP question and be in a **different font color** to easily differentiate the responses from the questions.
6. Indicate if your company is a registered participant in the California Teleconnect Fund (CTF) program.
7. The project start date will be determined at the time of contract negotiations.
8. All bidders must act as the sole agent responsible for the services to the Client. Therefore, the selected bidder will be directly responsible for all services proposed, whether by your company, or a third party, or subcontracted entity. Bidder may not use any third-party contractors without the consent of the Client.
9. Use the new system requirements listed in the New System Configuration Section to determine the system size, and quantities to provide itemized pricing. Refurbished equipment is not allowed.
10. This solicitation is for information purposes only. Information provided to the Client under this solicitation may or may not be used to acquire services. Respondents to this solicitation may in no way construe a commitment by the Client to award a bid or contract. The Client shall not be responsible for any costs associated with preparing or delivering responses to this RFP. The Client reserves the right to reject any and all bids or to waive irregularities in any bid.
11. All proposals shall be firm offers subject to acceptance by the District and may not be withdrawn for a period of ninety (90) calendar days following the bid opening date. Proposals may not be amended once submitted to the District. The Client may incorporate all or part of the response in development of any contract with the bidder.
12. All equipment, system cabling, accessories, database information, training, software, hardware, programming, labor, and materials must be furnished for the installation of the VoIP system as specified. Any additional material or equipment necessary for installation and operation of the system not specified or described herein will be deemed to be part of these specifications.
13. The quote must include a sample contract for all proposed equipment and services including maintenance as well as a complete bill of materials to be delivered.

14. Information and materials submitted by the Client must be treated as confidential and cannot be used for any other purpose than the response to this RFP. Information submitted by any bidder will be considered confidential and will not be used for any other purpose than evaluating bidder responses.
15. Provide your company's:
 - a. Legal name
 - b. Address
 - c. Telephone number
 - d. Contact Person
 - e. Brief description of the company including its experience in providing VoIP systems and how long the company has been providing the system that is proposed.
16. Include **at least three references** for schools in the San Francisco Bay Area, with **operations similar** to the Client's. The references must use the system proposed. Include contact names, titles, telephone numbers and addresses.

Telephony/Network Equipment And Environment:

San Pedro Campus:

10. Seven (7) buildings (see attached drawing)
11. Head Start classrooms are not part of this project
12. MPOE and MDF are located in Building A – Administration Building
13. MPOE and MDF are moving in June 2019 to another location in the Administration Building
14. IDFs are located in Buildings B through G
15. The San Pedro School network has all Meraki equipment
 - a. A Meraki MS425 16-port core switch will be installed after the MDF move
 - b. Meraki MS250 access PoE Switches will be installed after the MDF move
 - c. The site's WAPs are Meraki MR42s and will be installed campuswide summer 2019
16. Cabling: provided by Client and is CAT5 or rated higher. No cabling installation will be required.
17. Paging system: Bogen Quantum IP
18. UPS System: backs up MDF
19. Current telephone system, Vodavi XTS with a Digital Dispatch Voice Mail System, will be replaced with the winning bid
20. Dedicated AT&T analog lines for fire, fax and security will remain as is
21. Total telephone lines to port to new system: TBD
22. Client will configure the network per the winning bidder's specifications – firewall, switches, etc.

New System Configuration

The following are the capacity requirements of the VoIP system. Provide itemized pricing in the proposal including any associated taxes, fees, surcharges, shipping, etc.

	San Pedro Campus 498 Point San Pedro Road, San Rafael, CA 94901
	Telephone and External Paging Configuration Requirements
	<i>108 total telephones all with speakers consisting of:</i>
1.	Of the 108 telephones five (5) will be administrative/executive telephones. Three (3) with sidecars with the ability to monitor a minimum of 20 lines/extensions
2.	Of the 108 telephones 103 will be classroom telephones
3.	All telephones must have LED key displays – no paper labels
4.	All users require voice mailboxes plus users without assigned telephones. It is preferred that the number of voicemail boxes is unlimited
5.	Three (3) wireless headsets - quote as options
6.	Two (2) cordless, (wireless) phones - quote as options
7.	Bidder is required to be onsite to install all telephone sets, paging and to implement all system installation and setup requirements
8.	Provide integration with the Bogen Quantum IP paging system
9.	Current Internet bandwidth is 500Mbps

Required Paging Features

1. The system **must** be able to integrate with the existing Bogen paging system and be able to page individual paging zones and/or to all paging zones.
2. The Client requires a minimum of four (4) paging zones.
3. How many paging zones are available with your system?
4. Describe the requirements for your system to integrate with the Bogen paging system.
5. If the bidder is quoting a cloud-based system: do paging data packets stay on the local-area-network (LAN) or are they sent to the cloud-based system and back again?
6. Indicate the bandwidth requirements for a page to the Bogen paging system.
7. Any telephone on the system must be able to initiate a page.
8. Integration with the paging solution requires on site installation – test – turn up and acceptance of the solution. Include Itemized pricing for any paging interfaces.

Required Telephone System Features

1. The system must be the latest version of hardware and software. Confirm that all hardware and/or software upgrades are included in the price.
2. Provide an alphabetized list of the features itemized by system, telephone sets and voicemail.
3. Provide product descriptions and brochures for the proposed equipment, including system, telephone sets and voicemail.
4. Describe the steps for the following procedures – simplicity in conducting these steps is highly desired.
 - a. Adding new telephones to the system
 - b. Moving telephones to a new location
5. Indicate the bandwidth requirements per voice call.
6. Does your system use voice compression? If yes, provide the details.
7. Are all domestic U.S. local and long-distance calls included with the monthly service charges? If not, describe what calls are not included.

- a. Provide a current calling rate sheet and how calls are billed – in six second increments, by the minute, etc.?
8. Does the system support analog station interfaces?
9. The system must support caller ID by name and number.
10. The system must support Direct Inward Dial (DID).
11. Each classroom has its own telephone and inbound calls must be able to be restricted.
12. The system must support internal/external parties for conference calls.
 - a. A minimum of three (3) conference call parties must be supported including any combination of internal and external parties. What is the maximum number of conference call parties supported?
 - b. How many simultaneous conferences can occur?
13. Does the system log calls so that users can see who has called and who they have dialed?
14. The system should distinguish between internal and external calls including when a call is transferred or forwarded.
15. Extensions and telephone lines must have the ability to have a name and number assigned.
 - a. How many characters can be displayed?
16. The system must support: intercom calling from any extension to any other extension; and be able to either ring the called extension or call via hands-free announce. Hands-free announce is defined as an intercom call that uses a telephone's speaker so that the called party can hear the calling party without picking up the handset to answer.
17. Call transfer must also support hands-free announce.
18. The system must be able to transfer a call directly to voicemail without ringing an extension.
19. The system must provide Unified Messaging. Describe how the feature operates with your system.
 - a. If it is not a standard feature for all users, provide pricing.
 - b. If different feature sets are available, provide pricing and a feature comparison chart.
20. Speed dial is required. Provide a description.
21. Does the system offer integration with any Microsoft 365 or Google applications (G Suite)? For example, the ability for users to dial from a contact list on their computer. Which applications are compatible and in what way? Is this feature compatible with Apple Mac OS, Windows and with Apple and Android smartphones/tablets?
22. The system must provide an option for music or promotional messages on-hold.
23. The system must allow multiple extensions to appear on a telephone set.
 - a. How many lines can be assigned to a telephone set?
 - b. Calls to the senior staff members must be able to be answered by an assistant and then transferred.
24. Enhanced 911 calls must accurately identify the Client's name and address to the Public Safety Answering Point (PSAP).
25. The system must be able to identify the telephone extension and room that initiates an E-911 call and provide that information to the Public Safety Answering Point (PSAP).
 - a. The system must be able to provide notification to designated system users that an E-911 call was initiated. Provide details how this is done including the type of notifications available and if there is any restriction on the number of notifications.
26. In case of an emergency (for example a lockdown) the campus must easily be able to call forward its traffic to another campus.
 - a. Describe how this would be accomplished?
 - b. Can a button be programmed to enable this feature?

27. The system must include a minimum of eight (8) different day/night auto attendant phone trees:
 - a. The system must allow callers to select either English or Spanish prompts after choosing their language preference.
 - b. Auto attendant dial by department with a minimum of eight (8) greetings.
 - c. The auto attendant, night setting, must automatically activate each weekday at a user definable time or by a manual command.
 - d. The system must automatically de-activate the auto attendant, night setting, each weekday morning at a user definable time or by a manual command.
 - e. If the receptionist doesn't answer a call by a predetermined number of rings, the auto attendant must answer.
 - f. The system must allow callers to repeat auto attendant greetings and to step back in the auto attendant tree.
 - g. Callers must be able to bypass greetings by entering a code.
28. The system dial-by-name directory must be simple and straightforward.
 - a. Describe how the feature works.
29. Mailboxes must be configurable by the user or system administrator.
30. As users are added or deleted does the system automatically create a voicemail box and update the auto attendant directory?
31. The system must allow for remote access for diagnosis, maintenance and administration.
32. A general delivery mailbox must be available for messages.
33. If there is a failure of the VoIP system or of the Internet service, calls must be able to failover to alternative services (i.e., analog lines, etc.) in order to make outbound calls and receive calls. Additionally, intercom calling and paging must be available.
 - a. Describe how your system can provide this service
 - b. Can calls to the main number be redirected to an analog line or another telephone number?
34. Describe the system's security and password protection.
35. Does the system have performance alerts?
 - a. If so, are they real time or historical?
 - b. How are system administrators notified?
36. List the reports that the system can generate, for example: performance, traffic, call detail recording, etc.
37. List network settings that are required to operate your system – firewall, LAN switches, etc.
38. Provide reliability statistics for the solution (e.g., mean time between failure, etc.).
39. Multi-site integration: If all fifteen (15) campuses are added to the system, what system numbering plan is recommended?

Installation – Testing – Turn-Up and Acceptance

1. If any customer premise equipment is required, describe the equipment and provide the electrical, space, rack units and environmental specifications. Confirm that any customer premise equipment is both UL approved and FCC certified.
2. An onsite network assessment is required to determine network readiness before beginning the project.
3. Onsite installation and training will be required. Describe this service. Or, include the response in the Maintenance and Onsite Support section – Item (2).

4. The bidder must agree to review the system setup after system acceptance with an onsite representative from the Client to ensure that the system is operating to their satisfaction. The bidder must agree to make programming adjustments for no additional charge. If the changes require an onsite visit the bidder must agree to make the adjustments for no additional charge.
5. Customer service is extremely important
 - a. Local representation with onsite customer support is required.
 - b. It must be responsive (quick reply time) and have effective troubleshooting.
 - c. Have a proven record of exceptional customer support
6. Where is the customer service department located?
 - a. What are the customer service hours?
7. Define the bidder's Service Level Agreement (SLA) policy.
8. The bidder must be responsible for the full restoration to original condition of all office surfaces, buildings, and grounds.
9. The bidder must secure any and all permits and guarantee that installation of all equipment will be in full compliance with all local, and state or provincial laws, ordinances, rules and regulations, or other bodies having jurisdiction. All material, equipment, furnishings, labor, etc., must conform to federal, state or provincial, and local building and fire statutes, codes and regulations.
10. The selected bidder must have the following insurance coverage and provide copies of the certificates of insurance. The Client must be listed as the insured. These documents must be mailed to:

Dr. Dan Zaich
 Senior Director – Capital Improvements
 San Rafael City Schools
 310 Nova Albion Way – Room 505
 San Rafael, CA 94903

Type of Coverage	Minimum Requirement
Commercial General Liability Insurance , including Bodily Injury, Personal Injury, Property Damage, Advertising Injury, and Medical Payments	
Each Occurrence	\$1,000,000
General Aggregate	\$2,000,000
Automobile Liability Insurance - Any Auto, Vehicle	
Each Occurrence	\$1,000,000
General Aggregate	\$2,000,000
Workers Compensation	Statutory Limits
Employer's Liability	\$ 1,000,000

Required Client Documents

1. Document 00 45 19: Non-Collusion Declaration (Public Contract Code Section 7106)
2. Document 00 45 26: Workers' Compensation Certification
3. Document 00 43 36: Designated Subcontractors List (Public Contract Code Sections 4100-4114)
4. Document 00 45 46.08: Criminal Background Investigation Fingerprinting Certification
5. Bidder will be required to sign a hold harmless agreement.

Training Requirements

End user training may require multiple sessions due to the availability of users.

1. Describe how users are trained.
 - a. Include a list of online and hard copy reference tools and training materials (e.g., videos) that may be used for both initial and ongoing training.
 - b. It is desirable to have all training materials in both English and Spanish
2. Provide on-site training the day before, the day of and the day after installation.
 - a. Provide train the trainer courses.
 - b. Provide on-line courses throughout the term of the contract.

Warranties

1. Specify the duration and breadth to which the installation and supplied equipment are warranted. Specifically list all exceptions and limitations to the warranty coverage.
2. List equipment replacement costs for unwarranted equipment repairs, and any conditions that would exclude equipment from warranty repair or replacement.

Maintenance and Onsite Support

1. Confirm that all system maintenance is included in the pricing.
2. Provide an annual onsite customer support contract with pricing and terms.
3. Explain how additional equipment added to the system will increase service costs.
4. Provide pricing for any of the following:
 - a. Service call during regular hours.
 - b. Service call after hours.
 - c. Moves, Adds and Changes (MACs).

Pricing

Pricing and discounts must be guaranteed until the system is accepted. In addition, all per unit pricing and service support pricing must remain constant through the initial warranty period. Pricing must be comprehensive including any taxes, fees, surcharges, shipping, etc.

1. Provide itemized pricing for all components including installation labor, training, etc.
2. Provide pricing with volume quantities for future locations based on incremental growth (e.g., 75 to 100 phones/seats; 101 to 300 phones/seats; 301 to 800 phones/seats, etc.).
3. The bidder must state their payment terms and be prepared to offer terms to the Client such as the following:
 - a. Payment at system acceptance, no sooner than ten (10) days following the system cutover.
 - b. Any one-time charges should be prorated over the lease term.

Financing and Contract Term

Bidders should offer two financing models:

1. Purchasing the telephones.
2. Leasing/rental of the telephones for 12, 36 and 60-months.
3. Provide contract term pricing for 12, 36, and 60-months.