



RFP# EPSD.TECH.2018.0005
East Providence School District
Hosted/Managed VoIP Services

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23 RFP Overview

1.1 Company Description

East Providence School District (EPSD) is a K-12 public-school district supporting the City of East Providence, Rhode Island. The district maintains thirteen facilities including multiple K-5, middle and high school campuses.

1.2 Purpose of the RFP

EPSD is seeking proposals from well-qualified vendors to replace the district's phone systems with current best-practice solutions using VOIP. Proposals may be accepted for purchase of on-premise VOIP/PBX solution but managed/cloud hosted or vendor owned and maintained solutions are preferred. Proposals must be inclusive of all equipment, initial system configuration, user training, maintenance and support for a minimum of 3 years from the date of solution purchase.

1.3 General Conditions

- 1.3.1 This RFP is not an offer to contract. Acceptance of a proposal neither commits our school district to award a contract to any Vendor, even if all requirements stated in this RFP are met, nor limits our right to negotiate in our best interest. We reserve the right to contract with a Vendor for reasons other than lowest price. We will thoroughly examine each proposal for best price, product quality, performance measures, flexibility and customer support.
- 1.3.2 Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work. All bidders must complete in their own interest and in their own behalf. If you are subcontracting any portion of this agreement, you must identify the subcontractor in your proposal and agree that all subcontractors are bound to all terms and conditions of this RFP.
- 1.3.3 The Vendor will absorb all costs incurred in the preparation and presentation of the proposal.
- 1.3.4 All Vendors who submit proposals will be notified of the results of the selection process.
- 1.3.5 East Providence School District reserves the right to reject any or all proposals, in whole or in part, with or without cause, even if all the stated requirements are met. In addition, East Providence School District may enter into negotiations with one or more entities simultaneously and award a contract without notification. At the sole discretion of East Providence School District, bidder presentations may be requested before award of the contract. East Providence School District may also request the opportunity to conduct an on-site review of the Vendor's facility and/or other locations where these services are provided, or a demonstration of the proposed technology.

1.4 Proposal Effective Period

Vendors should state in writing that all furnished information, including prices, will remain valid for 90 days from the date their proposal is received by East Providence School District.

2 Vendor Instructions

2.1 RFP Schedule

Any changes in deadlines will be communicated to all Vendors via the E-Bids@epschoolsri.com address. We reserve the right to disqualify any vendor that does not comply with these deadlines.

Activity	Date/Time
RFP Released	4/25/2018
Deadline for questions	5/15/2018
Q/A Addenda Issued	5/18/2018
Proposal Submission Deadline	5/29/2018 by 4PM Local Time
Bidder Presentations (if requested)	TBD
School Committee Approval (date subject to change)	TBD

2.2 Vendor Questions and RFP Addenda

2.2.1 Questions regarding the content of or schedule for the RFP must be submitted in writing by e-mail to **E-Bids@epschoolsri.com** according to the RFP schedule provided in Section 2.1.

2.2.2 East Providence School District will issue answers to all Vendor questions, as noted in that schedule. In the event that modifications or additions to the RFP become necessary, vendors will be notified in writing and posted to www.epschoolsri.com/purchasing.

2.3 Proposal Format and Submission Requirements

2.3.1 Proposals are to be organized in the following format:

2.3.1.1 Section 1: Executive Summary. The three-page maximum executive summary is to briefly describe the vendor’s proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The reader should be able to determine the essence of the proposal by reading the executive summary.

2.3.1.2 Section 2: Vendor Information. Proposers must provide in-line responses to all requirements outlined in RFP Section 3.3 - Vendor Information.

2.3.1.3 Section 3: Response to RFP Requirements. Proposers must provide in-line responses to all requirements outlined RFP Sections 3.4 - Technical Requirements, Section 3.5 - Implementation, and Section 3.6 - Support and Maintenance

2.3.1.4 Section 4: Pricing. Proposers must complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.

2.3.1.5 Section 5: Additional Information. Proposers may include additional information regarding their products and services in this section.

2.3.2 Sealed Bid Requirements:

Mail or deliver sealed bid proposals to the following address by the date and time identified in the schedule in Section 2.1. The EPSD Finance Department will receive all bids and include a timestamped form to record arrival date/time.

Attn: Craig Enos
RFP# EPSD.TECH.2018.0005
145 Taunton Ave.
East Providence, RI 02914

Note: Include electronic copy of all proposal materials and a Microsoft Excel (editable) version quotations with the printed proposals on USB Flash memory stick

2.3.3 Bid Evaluation

2.3.3.1 The district contemplates award to the lowest price, technically acceptable vendor proposal. To determine whether proposals are technically acceptable:

2.3.3.1.1 The district will determine whether each proposal is complete

2.3.3.1.2 The solution specified in the proposal meets the technical needs of EPSD and offers the most value to the schools

2.3.3.1.3 Whether it is responsive to all requirements established in the RFP and addenda

2.3.3.1.4 Whether the proposing vendor maintains and has submitted documentation of applicable certifications from Manufacturer(s) selected

2.3.3.1.5 Whether references related to past performance are favorable.

2.3.3.1.5.1 With regard to references, vendors are free to submit references they wish the East Providence School District to consider; however, the East Providence School District reserves the right to investigate references for any and all projects on which the vendor has worked in the last three (3) years. Proposals not deemed technically acceptable may be eliminated from consideration

2.3.3.2 The East Providence School District may choose to seek clarifications from vendors with regard to their proposals.

2.3.3.2.1 All responses will be provided in writing to the E-Bids@epschoolsri.com address, and incomplete or unclear responses may result in a proposal being deemed technically unacceptable. However, the East Providence School District reserves the right to make a selection without requesting clarification. Additionally, the East Providence School District may not necessarily seek clarifications from all vendors submitting proposals.

2.3.3.3 Any contract awarded under this RFP is subject to funding, and approval by the East Providence School Committee. The East Providence School District reserves the right to make no awards under this RFP.

3 Requirements

3.1 Background

The East Providence middle schools and high school currently have Inter-Tel Axxess phone systems which are past their End of Life (EOL) from the manufacturer. Elementary grade schools utilize Centrex phone services from Cox. Some phone systems in the district have issues with dropping calls, inadequate capacity for expansion requests and require hourly service calls for system changes. This project is intended to upgrade from our current analog/legacy phone systems, to today's standards using VOIP and cloud management that can be maintained by internal staff.

3.2 Scope of Services / Project Goals

- 3.2.1 Provide a system design that offers the school district a unified telecommunication system throughout the district
 - 3.2.1.1 Design must offer flexibility of deployment as the rollout may be phased in building-by-building over multiple years; therefore, implementation costs must be provided in a way that offers deployment flexibility.
 - 3.2.1.2 If the proposal includes the purchase of equipment, these costs should be offered in upfront and lease pricing options
- 3.2.2 Replace and remove all existing legacy, analog phone systems
 - 3.2.2.1 note: rollout may be phased in building-by-building over multiple years.
- 3.2.3 Where applicable, system must connect directly to school intercom or door access controllers
- 3.2.4 System must allow for easy expansion/reduction of lines at all sites as needs for each school may change from year to year.
- 3.2.5 Support for alarm, fire and fax lines (as needed).
- 3.2.6 Virtual fax conversion

3.3 Vendor Information

3.3.1 Company Background Information

- 3.3.1.1 Legal name of the company
- 3.3.1.2 Number of years in business
- 3.3.1.3 Headquarters location address, phone number, website
- 3.3.1.4 Company type
- 3.3.1.5 Number of employees
- 3.3.1.6 Tax ID number

3.3.2 Company Experience and References

- 3.3.2.1 Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.
- 3.3.2.2 Please provide project details for at least three (3) projects of similar size and scope to that requested by EPSD. Project details should include:
 - 3.3.2.2.1 Deployment date and period of performance
 - 3.3.2.2.2 Number of handsets, including increases/decreases in project scope
 - 3.3.2.2.3 Number of supported locations, including increases/decreases in project scope
 - 3.3.2.2.4 Overview of project performance, including successes, challenges, etc.

3.3.2.3 Vendors are free to submit references they wish the East Providence School District to consider. However, the East Providence School District reserves the right to investigate references for any and all projects on which the vendor has worked in the last three (3) years.

3.3.3 Vendor/subcontractor Insurance Requirements

3.3.3.1 The vendor and subcontractors of the vendor will maintain at their own expense during the term of this contract, the following insurances:

3.3.3.1.1 Workers' Compensation Insurance with Rhode Island statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.

3.3.3.1.2 Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage.

3.3.3.1.3 Automobile Liability Insurance covering all owned, hired and non-owned vehicles with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

3.3.3.1.4 Insurance companies, named insurers and policy forms shall be subject to the approval of the East Providence School District. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to the East Providence School District. Vendor and any subcontractors shall furnish East Providence School District Project Coordinator with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract.

3.4 Technical Requirements

3.4.1 Hosted Unified Communication Platform

3.4.1.1 Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?	
3.4.1.1 Where is the platform hosted? Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.	
3.4.1.2 Describe guaranteed availability/up-time.	
3.4.1.2.1 Include standard Service Level Agreement (SLA).	
3.4.1.2.2 Detail High Availability phone circuit/voice trunks	

<p>3.4.1.2.3 What business continuity / system survivability options are available?</p>	
<p>3.4.1.2.4 What happens to service in the event of a local power or WAN outage?</p>	
<p>3.4.1.2.5 Provide details of vendor-provided, on premise, uninterruptible power supply (UPS) battery backup for power outages at customer site</p>	
<p>3.4.1.2.6 Please describe platform security/encryption options. How is call data protected?</p>	

3.4.3 Telecom Services

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers		
4-digit extension dialing, regardless of geographic location		
Unlimited local dialing		
Unlimited domestic long distance		
International dialing (include current rates)		

Toll-Free service (include current rates)		
911/E-911 Registration to near-exact location for emergencies		

3.4.4 Management and Modification features

3.4.1.1 How is the system managed/administered? Please describe customer Administrator interface	
3.4.1.2 Is self-service supported for users?	
3.4.1.3 Describe the process for moves, adds, and changes	
3.4.1.4 How is services added or removed? Please include contract requirements and termination costs	
3.4.1.5 Please describe real-time reporting options.	
3.4.1.6 In event of school emergency, describe process to access call logging details	

3.4.5 Features / Functions

East Providence School District requires the following features/functions:

Feature	Included? (Y/N)*	If Optional, include price
Voicemail for all users in the system		
Auto Attendant for each site/department		
Auto Attendant templates easy to change (Snow Day)		
Softphone/Mobile App for mobility		
Find me/Follow Me for mobility		
Voicemail to email with transcription		
Virtual Fax number(s). (Secure E-send and E-receive)		
Integration to intercom systems		
Integration with door access controllers		

3.4.6 Phone Specifications and Options

East Providence School District requires the following features/functions:

Feature	Included? (Y/N)*	If Optional, include price
3.4.1.1 Networking: 100MB Ethernet minimum		
3.4.1.2 Networking: Gigabit Ethernet preferred		
3.4.1.3 Networking: PoE supported for 802.3af		
3.4.1.4 Networking: 802.11N/AC Dual-band Wi-Fi preferred (include power supply if not included)		
3.4.1.5 Networking: Data pass-through RJ45		

3.4.1.6 Networking: Support 802.1q VLAN trunk		
3.4.1.7 Economy phone option specifications: <i>Features comparable to Grandstream GXP1625</i>		
3.4.1.8 Front desk phone option specifications: <i>Features comparable to Grandstream GXP2160</i>		
3.4.1.9 Advanced/Wi-Fi phone option specifications: <i>Features comparable to Grandstream GS-GXP1760W</i>		
3.4.1.10 Conference phone option specifications: <i>Features comparable to Grandstream GAC2500</i>		

3.5 Implementation

3.4.7 Implementation Planning

3.4.1.1 Please give a brief overview of your implementation methodology	
3.4.1.2 Please provide a typical timeline for an implementation from date contract is signed	

3.4.8 Cabling Requirements (if applicable)

- 3.4.1.1 For all phone locations identified, CAT 6 cabling option must be available with the proposal. Select locations will have Gigabit capable CAT 5e or better cabling to the desk that may be reused.
- 3.4.1.2 Cabling must be tested and labeled upon completion
- 3.4.1.3 Existing cabling may be reused/repurposed only if it meets the specifications listed on this RFP and is tested and labeled properly
- 3.4.1.4 Vendor must guarantee all cabling in the event of installation error for 1 year from the date of project completion
- 3.4.1.5 Cabling contractor or subcontractors must maintain Rhode Island Telecommunication Service Contractor (TSC) license and all technicians maintain the Telecommunications Service Technician (TST) license. For more information, please visit <http://www.dlt.ri.gov/profregs/TelcommMain.htm>
- 3.4.1.6 Cabling contractor is responsible to pull permit(s) as necessary with City of East Providence for all low voltage electrical work to be performed.

3.4.9 Terminations/ Outlets:

- 3.4.1.1 Terminate CAT6 cabling to EIA/TIA 568B Standard
- 3.4.1.2 Terminate MM fiber cabling with SC connectors and coupler
- 3.4.1.3 Wall drops are to be flush mounted wherever possible

3.4.10 CAT6 Patch Panels:

- 3.4.1.1 Provide rear cable management bar for cabling support
- 3.4.1.2 Cables shall be laced, in a neat and clean fashion, so that cable weight is distributed evenly. Only use Velcro for cable ties in all IDF/MDF locations
- 3.4.1.3 Fingerstyle wire management is NOT used

3.4.11 Pathways:

- 3.4.1.1 If existing pathways allow for additional fill, they are to be used in this project. It will be the responsibility of the vendor to determine the best pathways for both copper and fiber cabling.
- 3.4.1.2 Where allowed, copper cable must be supported above t-bar or ceiling by JHooks, spaced no farther than 5' apart.
- 3.4.1.3 Walls should be fished where possible. Surface mount raceway used where required.
- 3.4.1.4 Fiber should be installed in vendor provided UL rated innerduct, where feasible.
- 3.4.1.5 Contractor shall provide and install EMT conduit sleeves as required through any intervening walls/fire-walls to properly route the station cabling to the required locations.
- 3.4.1.6 Conduit sleeves provided by Contractor, or existing sleeves utilized by Contractor, to properly route station cabling from the station to the appropriate MDF, IDF, shall be properly fire-caulked by Contractor.
- 3.4.1.7 All exposed conduit ends and sleeves shall be properly protected with plastic bushings.
- 3.4.1.8 All wire (copper, fiber, and ground) will enter and or exit equipment closets by passing through contractor provided and installed EMT conduit fastened where needed by unistrut.
- 3.4.1.9 Pull strings must be left in all conduits and sleeves exceeding four (4) feet in length.
- 3.4.1.10 Penetrated firewalls will must be returned to their original fire rating using UL approved firestop system or sleeve

3.4.12 IDF / MDF Device Installation Order:

- 3.4.1.1 Patch panel and switchgear installation order is as follows:

- 3.4.1.2 Fiber Patch Panel (1U*) (Top, if any)
- 3.4.1.3 CAT6 Patch Panel 48P (2U)
- 3.4.1.4 Switchgear 48P (1U)
- 3.4.1.5 CAT6 Patch
- 3.4.1.6 Panel 48P (2U)
- 3.4.1.7 Switchgear 48P (1U)
- 3.4.1.8 Etc...
- 3.4.1.9 UPS mounted near bottom of rack (minimum of 8 inches off floor)
- 3.4.13 All distribution frames shall be mounted on a backboard that is attached to no less than three (3) studs on the wall by lag bolts. Lag bolts shall penetrate the studs by no less than 3 inches. IDF/MDF cabinet shall be attached to the mounted uni-struts with 3/8ths spring nuts and bolts.
 - 3.4.1.1 All distribution frames shall be permanently Grounded both the main unit as well as the door if plastic hinges are used
- 3.4.14 IDF Cabinets/ Racks:
 - 3.4.1.1 All floor mount Racks are to be grounded and installed with Seismic kits (Ladder racks and floor brackets bolted to the floor).
 - 3.4.1.2 Cabinets shall have solid front door. Double swing, configurable left or right swing. Conduit sleeves shall be used for penetrations.
 - 3.4.1.3 Wall mounted cabinets shall be installed on a white back board min 3/4" thick. Backboards shall be mounted securely to support the weight of cabinet and gear.

3.6 Support and Maintenance

Feature	Included? (Y/N)*	If Optional, include price
3.4.2 Equipment RMA/replacement cycle 3.4.1.1 All on-premise equipment must include next-day replacement warranty		
3.4.1.2 Vendor owned equipment must have a planned upgrade cycle, please describe		

<p>3.4.3 Platform Maintenance 3.4.1.1 What is your strategy for upgrades and new releases?</p>		
<p>3.4.1.2 Is deployment of application changes seamless, non-disruptive, and remote? Explain the process.</p>		
<p>3.4.1.3 Are new features automatically available to existing customers? Or is a service upgrade required?</p>		
<p>3.4.1.4 Training on-demands. Please describe your offering for new user training and any associated costs.</p>		
<p>3.4.1.5 Please describe remote diagnostic capabilities for both the platform and individual client sites.</p>		

Attachment 1 - Pricing Proposal Form

(District Total) One-Time / Non-Recurring Charges

Description	Unit Price	QTY	TOTAL
Account setup			
Project Management			
Solution Sales Engineering			
Number Porting			
Solution Configuration / Customization			
Solution Testing / Verification			
Deployment support			
User Training (remote)			
User Training (onsite)			
Administrator Training (remote)			
Administrator Training (onsite)			
Deployment Engineering / Technical Support (remote)			
Deployment Engineering / Technical Support (onsite)			
Cabling to phone/desk			
Hardware			
Carrier phone circuit installation			
Phone System Components (PBX/Voicemail)			
Standard Gigabit Handset - Make/Model: _____ (Purchase option)			
Executive Gigabit Handset - Make/Model: _____ (Purchase option)			
ATA device (for traditional fax, analog interface) (Optional)			
Voice gateway (to support survivability options)			

(Optional)			
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(District Total) Monthly Service / Recurring Charges

Description	Unit Price	QTY	TOTAL
Standard business user			
Included features / quantities:			
Optional services / quantities:			
Maintenance, Service, and Support:			
Hardware			
Standard Handset - Make/Model: _____ (Lease/Rental option)			
Executive Handset - Make/Model: _____ (Lease/Rental option)			

Cost breakdown by school

School Name	Estimated Phones	Fax/Alarm	Total One-time costs	Monthly Recurring Costs
Martin Middle School	27	3		
East Providence High School	48	4		
Whiteknact School	5	2		
Kent Heights School	5	2		
Myron J. Francis School	5	2		
Silver Spring School	8	2		
Agnes B. Hennessey School	5	2		
Riverside Middle School	11	3		
Oldham School	4	2		
Waddington School	10	3		
Orlo Avenue	4	2		
City Hall	34	4		
Career Technical Center (CTC)	7	1		