



**IP- Based Phone System
Stoutland R-II School District
7584 State Rd T
Stoutland, Mo 65567**

BID REQUEST

You are invited to bid as per the attached specifications and instructions:

Bids should be addressed to Superintendent Chuck Stockton
Specifications: Enclosed
Bid form to be used: Enclosed
Bid Due: January 15, 2020 – 4:00 PM CST
Bid Opening: January 15, 2020 – 4:30 PM CST

TO ALL BIDDERS:

All technical questions should be directed to Chuck Stockton, Superintendent, via e-Mail at stocktonc@stoutlandschools.com.

Sealed bids will be received by the Stoutland R-II Public School Board of Education, in the office of the superintendent until the above date and time.

All vendors must be licensed, bonded and insured to do work in accordance with the state and local codes. Use of the manufacturers' names and numbers is not intended to restrict the bidding of any dealer or manufacturer, but is solely for indicating the type, size and quality of materials or equipment considered best adapted to Stoutland R-II Public School Board's intended use.

*Please read carefully and follow the **Instructions to Bidders**.*

INSTRUCTIONS TO BIDDERS: IN ORDER TO RECEIVE CONSIDERATION, MAKE ALL BIDS IN STRICT ACCORDANCE WITH THE FOLLOWING:

Objective

The purpose of this Request for Proposal (RFP) is to install a District-wide IP- based Communications system. Included in the scope of the District-wide system shall be point-to-point wireless equipment to network the baseball field, bus barn and softball field. Implementing and integrating this system throughout all of the identified District buildings, sites and operations is the goal of this proposal. We would like all users to have access to all services including, but not limited to: direct inward dialing district wide, voicemail with voicemail indicator, caller ID, building and district-wide intercom paging. It is the intent of the District to use this IP-based system as the intercom system at all locations; therefore, the handsets should be capable of sending and receiving Multicast mass notifications. The system design must be capable of supporting a telephone communications network integrated with the existing data network. The system must be compatible with our SIP trunking. Fire alarm lines are not included in this RFP. Proposals should include a managed and self-hosted solution.



Vendor Eligibility

- The vendor is an authorized vendor for the proposed IP- based solution.
- **Required walk through scheduled with the superintendent, prior to bid submission.**
- *Bids will be rejected by any vendor who does not complete the required walk through prior to bid submission.*

Response Submissions

The vendor must submit a minimum of two (2) copies of the bid response, in addition to all other requested information. Each bid shall be enclosed in a sealed envelope bearing the title of the bid, the name of the bidder, and the date and hour of the bid opening. It is the sole responsibility of the bidder to see that his/her bid is received on time. The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. This section contains information vendors must include to submit their proposals. Please provide the information in separately identified sections as specified below.

Prices quoted in the bid shall be itemized to include individual **delivered and installed prices**, exclusive of all sales and manufacturer's taxes. This product is for exclusive use in the public schools.

Bid shall remain **firm**, after acceptance by the Stoutland R-II Public School Board of Education. Bids may be amended or withdrawn by the party submitting such bid or by their authorized representative, up until the scheduled opening time. No bid may be amended or withdrawn thereafter regardless of the circumstances.

Telegraphic Bids No telegraphic bid or telegraphic modification of bid will be considered. No bids received after the time set for receiving them will be considered. Late bids will be returned to the sender unopened.

Bid Bond If the *total bid price* exceeds \$10,000.00, state law, Section 39-2-4, requires that a bid bond be furnished. Copies of bid bonds are not acceptable. If bid bond cannot be obtained, a certified check, money order or cashier's check may serve as the contractors bid guarantee. Bid bond/guarantee check shall be an amount equal to 10% of the total bid price, not to exceed \$10,000.

Award or Rejection of Bids The Stoutland R-II Public School Board of Education reserves the right to reject any or all bids and to accept the *bid most beneficial to the school system* on all items combined or item-by-item, or any feasible combination of items, which *best serves Stoutland R-II Public Schools*.

The Owner (Board of Education) has the right to make an award at any time within 30 days after opening the bids and no bid may be withdrawn within that time. The successful bidder will be notified within that period that the contract has been awarded to him/her and by such notice will be bound to the bid price.

Required Proposal Response

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. This section contains information vendors must include to submit their proposals. Please provide the information in separately identified sections as specified below.

1. Proposal Summary
 - a) Summarize your proposal and your firm's qualifications. Additionally, you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it.



2. Any variation from the RFP requirements must be clearly identified.
3. General Vendor Information.
4. Customer reference.
5. Project schedule and work plan.
 - a) Provide a detailed project implementation plan.
6. Limitations.
 1. Describe any circumstances that might limit your ability to provide required or desired services described in this RFP in a timely manner

Delivery and Set-up

All orders should be delivered within 15 working days after the receipt of order. Partial shipments are acceptable if authorized by the ordering agency. Items will be delivered to the address listed on the purchase order or as specified by the ordering agency. The exact locations and quantities will be provided by the information. Dock deliveries not acceptable. All orders shall be F.O.B. destination with all freight charges paid by the vendor. Items may be delivered to various locations throughout Stoutland R-II Public Schools facilities. Inside delivery is required. If installation services are purchased, Vendors should include policy, availability, pricing and criteria for providing installation services with bid response.

Substitutions

Substitutions will be allowed whenever the item being replaced by a new item is equal to or greater than it in function and is equal or less than it in price. Stoutland R-II School Board will determine the equivalency.

Responsibilities

The Vendor is responsible for delivery, installation if specified, warranty service for all equipment, software, supplies, etc. regardless of whether or not the vendor is the original manufacturer. The vendor is the sole point of contact regarding contractual matters, including performance of services and the payment of any and all charges from contract obligations.

The Vendor will be totally responsible for all obligations of each order. The Vendor must provide trained and manufacturer supported in-state representatives to assist the Stoutland R-II School System in resolving technical issues in regards to configuration and compatibility. The Vendor must provide certified, trained technicians to respond to agencies in need of on-site diagnostic or repair. Failure of the Vendor to provide timely technical or maintenance support will be grounds for contract termination. Vendors shall warrant that all equipment/software shall be new and free of defects for the entire length of the contract. Vendor shall at its expense, correct, repair/replace all defective items to the satisfaction of the Customer.

Goal of Invitation Vendor shall install a District-wide IP- based Communications system. Implementing and integrating this system throughout all of the identified District buildings and operations is the goal of this proposal.



Site Locations

Site 1 Bus Barn

Site 4 Pre-K School

Site 6 Cafeteria

Site 2 Baseball Field

Site 5 K-12 School

Site 3 Softball Field

Integrated Service Solutions

The Vendor must provide (at no additional cost), any and all Integrated Service Solutions that are inherent functions of its network.

Technical Support Specifications:

1. This product must offer new versions with updates and enhancements to the existing service at no cost during the license term.
2. Vendor must provide at least six weeks of free, trial access to the product prior to the order deadline.
3. Training for end users and School System staff shall be provided.
4. Basic Maintenance will be provided as needed to cover all problems associated with the product 24 hours a day and 7 days a week without additional cost.

Maintenance, Support Services, and Training

Proactive Monitoring Services

Vendor should provide proactive monitoring of its infrastructure components to include the hours of 6 am until 6 pm. These hours will ensure knowledge of issues, which may affect productive learning hours.

Trouble Ticketing Services

Vendor must provide trouble-ticketing system, available via a Web interface, for school technical personnel to report issues and track resolution status on current issues. The interface should automatically record the date and time the ticket is opened or closed. The interface should also provide status of any ticket in the system as well as reporting capabilities to include failure analysis trending.

Dispatch Services

Vendor must provide dispatch support services for maintenance on covered equipment.

Change Control

Under no circumstances will the vendor make changes to the network without the prior approval or knowledge of the customer. This includes both hardware and software changes. Any non-emergency vendor proposed changes to the network must be approved by the customer and must be submitted to the customer for approval 5 business days before implementation.

Any emergency vendor proposed changes to the network must be approved by the customer before implementation. The method for communicating the proposed changes to the customer should be via email. The vendor should include any necessary supporting documentation and drawings with the request, including expected effect and rollback procedures should the proposed change fail.





The customer must approve any maintenance done by the vendor that could or would result in an outage of the network in advance. The customer will provide the vendor with a list of customers employees authorized to approve or request changes to the network.

The vendor will not make any customer requested changes unless they are made by a person on the vendors list of employees authorized to request / approve changes to the network.

Documentation

Term of Contract

Service start date shall be stated in the bid proposal. The total contract is not to exceed five years. The contract period should be stated in the bid proposal. An example of the contract must be attached to the bid proposal.

Vendor Requirements

We propose to furnish said items quoted and guarantee that if the order is placed with us, we shall furnish said items in accordance with your specifications and requirements unless otherwise indicated.

Project Cost

Full purchase price desegregated by, per item equipment cost, one-time expenses, monthly phone service charges to include any support costs (if in addition to and/or different than the district’s current telephone carrier) and annual costs for maintaining the system.

NOTE: Vendor must state if at the end of the contract all equipment will or will not continue to function if Stoutland R-II Public Schools moves to a different SIP provider.

Company Name: _____

Address: _____

City, State, & Zip: _____

Authorized Signature: _____

Title: _____

1. Three references for quality of services may be requested prior to final awarding of bid.
2. Must have five (5) **Missouri** K12 references of similar scope and size.
3. All communication lines must work with all existing equipment currently in place including but not limited to routers, firewalls, servers, filters, etc.
4. All pricing must include installation and setup fees. When installation is complete, vendor’s connectivity equipment must be ready to connect to the existing Stoutland R-II Public Schools network.



Equipment

Avaya IPO Control unit	(2) Wireless phones and installation hardware
Flash Card	EdgeMarc 30 intelligent edge solution
Power cords	Universal telephone interface
Phone system Combination Cord	IPO RTS APR NBD 500
Base card	IPO RTS 120
Mounting Kit	Installation and configuration
Voicemail Pro	(4) PTP Wireless Bridge
(16) SIP Trunk	(3) J-pole antenna mount
(76) Endpoint	Roof Mount
Essential Edition	Antenna mast swedge pole
Preferred Voicemail	(4) Surge Suppressor
(5) Expansion Module	(2) Ethernet Switch
(70) Phones and Installation hardware	(4) Passive PoE adapter
(10) Office phones and installation hardware	(5) Outdoor cable runs
Ethernet Patch Cable	Installation and Configuration

Use of the manufacturers' names and numbers is not intended to restrict the bidding of any dealer or manufacturer, but is solely for the purpose of indicating the type, size and quality of materials or equipment considered best adapted to Stoutland R-II Public School Board's intended use. The required walkthrough prior to bidding is intended to clarify equipment types and quantities to provide the most cost effective IP Communications system for the District.