



# **SEDALIA SCHOOL DISTRICT #200**

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## **REQUEST FOR PROPOSAL (RFP)**

VoIP Phones and Devices

December 1, 2023

\*Revised February 13, 2024

Issued by:  
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## **1. Overview**

### **a. Goals**

Sedalia School District is planning to implement a fully functional, district-wide, cloud or premise-based telecommunications system utilizing VoIP, ensuring long-term growth through effective management and maintenance in the district. Sedalia School District invites proposals from qualified firms that can provide a cloud-based or on-premise VoIP telephone system that meets or exceeds the specifications listed in this RFP. The project requires the design and implementation of a new IP telephone system and includes the interconnection of this system to the District's multi-site data and telecom network. Proposals must not only meet the current functionality requirements but should also be adaptable for future growth of users and system features.

### **b. Current Environment**

Sedalia School District currently maintains a mixture of telephone equipment that is aging and is no longer supported by the vendor. The District's current public switched telephone network (PSTN) is a Primary Rate Interface (PRI) phone system, but the District would like to switch to a Session Initiation Protocol (SIP) phone system. The District wishes to migrate to an on-premise or cloud VoIP based system for improved functionality. The District does currently have enough Power over Ethernet (POE) ready switches to support the VoIP based phone system.

The vendor will install an on-premise or cloud-based VoIP system that blends technologies into a reliable and manageable system that will grow with the needs of the District, while working with Socket to switch the District from a PRI system to a SIP system. All proposed equipment should be able to integrate with existing network infrastructures to form a complete telecommunications system that accommodates current and emerging trends. It will need to be incorporated with our Valcom intercom system at each of the locations.

The District consists of several locations listed below. The current two PRI locations are at Smith-Cotton High School and the Smith-Cotton Junior High School. The current estimated counts (they are not exact number) of phones at each school are as follows:

- District Office: 24 Phones
- Loftus Early Childhood Center: 38 Phones
- Heber Hunt Elementary: 56 Phones
- Horace Mann Elementary: 40 Phones
- Skyline Elementary: 48 Phones
- Parkview Elementary: 50 Phones
- Washington Elementary: 36 Phones
- Sedalia Middle School: 52 Phones
- Smith-Cotton Junior High School: 113 Phones
- Smith-Cotton High School: 138 Phones
- Whittier High School: 10 Phones

### **c. General System Requirements**

#### Call Control System:

- Redundant Call Control
- High Quality Voice with Minimal Latency
- Configure to Support at Least 610 Users and Scalable Beyond 610 Users
- SIP Compatible
- PC – Web Based Management Interface
- Detailed Call Logging and Reporting
- Telephones Capable of Providing 1000MB/s Pass Through

#### Voice Mail Servers:

- Voice Mail
- Configured to Support at Least 610 Users and Scalable Beyond 610 Users
- SIP Compatible
- Web Based Management Interface

#### Deployment and Training Services:

- Provide Install of All Equipment
- Provide Programming Services for the Call Control and Voice Mail Messaging Server
- Provide Phone Programming
- Provide Technical Support Staff Training
- Provide End-user Training

### **d. System Features**

Please indicate whether the proponent's system includes the following features with an explanation if necessary. Proponents can add additional features available with the proposed solution.

- Failover System (If one system were to fail, another system will pick up those phones)
- Call Control
- Call Menus
- Call Hold
- Call Parking
- Call Forwarding Busy/No Answer
- Call Routing
- Multicast
- Conference Calling (Max number of users in Conference Call/Max concurrent CCs)
- Auto Attendant
- User Directory (Integrated with Active Directory)
- Integrated Voice Response
- Automated Phone Installation Configuration

- Automatic Phone Moves (Follow Me)
- Direct Inward Dialing
- Performance Monitor Interface
- Visual Message Displays
- Web Administration
- Group Paging through Phones
- Call Logging w/ Export Abilities
- Call Accounting
- Roaming User Support (Log into Phone)
- Enhanced 911
- Caller ID
- Network Data pass-through
- Multiple Line Appearance on Phones
- Message Waiting Light
- Messages on Hold
- Distributed or Centralized System
- How is Quality of Service (QoS) managed
- Soft Phone Availability
- Full Duplex Speaker Phones
- Backlit Displays

#### Voicemail:

- Unified Messaging
- Email Integration
- Voicemail Hardware Platform
- Distributed or Centralized System
- Voicemail Storage Limit
- Voicemail Simultaneous Access Limit
- Maximum Users Supported
- Virtual Voicemail

#### System Maintenance and Upgrades

- Management Platform (PC, Browser, etc.)
- Cost of Adding Users Beyond the Capacity of the System Bid
- Event Logging
- Email Notification
- Security
- How is Documentation and Support Provided
- Scalability
- Built in Monitoring and Troubleshooting
- Self-administration w/ Nominal Training
- Single Management Interface to Manage All Sites

Usage Scenario/Purpose	QTY	Device Type	Comparable Model Example
Teachers, Counselors, Basic users	525	BASIC	Yealink T33P/G or similar
Principals, Directors, Coordinators, etc.	75	ENHANCED	Yealink T48S or similar
Superintendents, CO Admin Asst.	10	ADVANCED	Yealink T48S with addition like Yealink T4U Series Expansion Module or similar

#### **e. Facilities Inspection**

As an option, Proponents may schedule a visit if necessary to the Smith-Cotton Junior High Data Center at their expense prior to the submission of its proposal and take the time to ascertain site conditions and surrounding features for the performance of the work. Proponents shall report to the District any condition which might prevent them from executing the work in the manner intended.

#### **f. Scope of Work**

The proponent will provide all costs for the installation and setup of an on premise VoIP phone system meeting the minimum specifications provided in this RFP including any equipment, connection cables, cross connect wire, grounding wire, power connection cables, lightning protection, and any other hardware, software, adapters, and other materials or labor not specified, but required for a complete working system. The proponent will provide all costs for the purchase, installation, and setup of all phones at every location. This includes the process of working with Socket to change our current PSTN connectivity from PRI to SIP. It also includes incorporating our Valcom Intercom system to the new phone system to allow the front offices at the schools to page the rooms. The proponent will also include the cost to add an additional phone along with any adapters or cabling that it will require, if needed in the future. The proponent will not interrupt the current phone system operation until the approved cutover date.

#### **g. Network Assessment**

The District understands and expects the proponent to conduct a full network assessment to determine the viability of integrating and installing the new VoIP system into the existing data network. The needs and expectations of a converged network place different requirements on the network in terms of Quality of Service (QoS), packet prioritization, cable quality, termination specifications, etc.

#### **h. Project Management**

The Proponent is expected to provide a project manager for this installation that will be the primary contact for the duration of the project. This project manager will be assigned to the District throughout the life of the project. The proponent is required to present a proposed schedule that includes projected completion dates for various phases of the project. The implementation will be coordinated with District schedules in order to

minimize any impact to the normal operations of the District. Any changes to the project timeline must be approved by the District's designated representative.

On the first day after cutover, the Project Manager will ensure a technician(s) will be on-site to ensure a smooth transition and optimum user acceptance.

#### **i. Training**

The proposal must include a plan that outlines how system users will be trained on the proposed system. Training must be conducted prior to system cutover. Training will include enough information and experience to familiarize users with system software and handset features, functions, and basic operation.

Similar training must be provided for all the Sedalia School District Technology Department personnel of the proposed system, enabling them to administer, maintain, and troubleshoot the system after cutover. Administrative training shall include moves/adds/changes, voicemail administration, call handling management, conference calling set-up/reservation, call forwarding, desktop forwarding (each phone type), and auto attendant/attendant console features and training. Each administrator who is trained shall be able to provide simple system administration, such as moves, adds, and changes, without incurring additional charges from the vendor.

All system administration and end user documentation must be provided. Documentation may be in hard copy form, but electronic documentation is preferred.

Staff will not be required to travel for any training, so only on site, in person (at a District facility) or web based (video conference) training will be considered.

In developing this training plan, in no case will ad-hoc or demonstration-only training be considered adequate to fulfill the training requirement for any operational level position.

## **2. Submittal Procedure**

### **a. Proposals**

Proponents must submit one (1) printed original, signed in ink, and sealed. Proponents may elect to either personally deliver, or mail, their proposals to:

#### ***Hand, FedEx, UPS Delivery***

Sedalia School District

Attn: VoIP RFP

2806 Matthew Drive

Sedalia, MO 65301

### **b. Proposal Format**

All proposals should be electronically generated, and the printed original signed in ink. Proposals need not be submitted in elaborate or expensive binders. Legibility, clarity, and completeness are important and essential.

The deadline for the submission of proposals is no later than February 28, 2024 at 10:00 AM CST.

Proponents may submit their proposals at any time prior to the above stated deadline. Failure to submit the required number of copies by this deadline may be subject to disqualification from the RFP process.

#### **c. Addenda and Modifications**

Requests for additional information and questions may be addressed to Madeline Kempton via email at [kemptonm@sedalia200.org](mailto:kemptonm@sedalia200.org) with subject title "VoIP RFP Request" no later than February 20th, 2024. Any changes to the RFP or the RFP process shall be posted to the website as addenda at <https://www.sedalia200.org/site/default.aspx?DomainID=70>.

#### **d. Estimated Timeline**

Event	Date
Issue RFP	February 13, 2024
Deadline for Submitted Proposals	February 28, 2024 at 10AM
Approval of Contract	March 11, 2024 at SSD Board Meeting
Start of Installation	July 2024

#### **e. Information for Bidders**

Bidder must submit: Title Page. The title page includes the heading: "VoIP RFP", full legal name of business entity, mailing information and telephone information for headquarters and local office; contact information including phone, cell, fax, and email address. A Pricing Structure Sheet must show a detailed breakdown for every item. Minimum of two references, along with contact information to allow follow-up is required.

#### **f. Evaluation Procedures**

A contract shall be awarded to the most responsible and responsive Vendor based upon, but not limited to, the following criteria:

- The quality of the system(s) proposed, conformity with technical specifications, ease of operation, and ease of administration.
- The ability, capacity, and skill of the Vendor to provide the goods and services required, including the character, integrity, reputation, judgment, experience, and efficiency of the Vendor.
- The ability for the Vendor to provide a minimum of a 4-hour onsite response time in the event of a system malfunction.
- The ability for the Vendor to pass a background check for any work.
- The capital (purchase) cost and life cycle costs for all products and services considered or proposed.
- Training, maintenance, and ongoing servicing issues.
- Additional system functions or capabilities beyond the specified requirements but pertinent to the County's use of the system.
- Such other information may be secured and have bearing on the decision to award the contract.

### **3. Miscellaneous**

- Please specify any minimum purchase, term or volume discounts, package pricing or exclusivity that may pertain to your offer.
- Bids must be quantified on a Pricing Structure Sheet and must be good for 180 days after submission date.
- Specify and/or separate recurring fees and 1-time fees.
- Alternative and/or additional required products must be completely and thoroughly described, including associated costs.
- The Sedalia School District is tax exempt.
- Bidders must provide details on their technical support commitment, including hours of operation and technical capabilities.
- All bids must include all shipping/handling/postage charges and fees.
- Bidders must provide a delivery schedule.
- Bidders must show unit prices.
- The Sedalia School District reserves the right to cancel this RFP or to reject any or all proposals received prior to contract award.
- The Sedalia School District reserves the right to waive any provisions contained in this RFP.
- The Sedalia School District reserves the right to request clarification of any proposal after all proposals have been received.