Request for Proposal (RFP)
Voice over IP Telephone System

Xenia Community Schools

819 Colorado Drive

Xenia, OH 45385

Proposed Responses Due: Jan 28, 2022

General Information

The intent of this RFP is to provide the potential vendor with sufficient information to enable them to prepare an acceptable proposal.

Introduction

Xenia Community Schools is looking for a VoIP Service. This document constitutes a Request for Proposal from qualified vendors to provide Xenia Community Schools with a requested solution.

Currently, Xenia Community Schools has the following locations:

School Site	Service Address
Central Office	819 Colorado Drive
Central Preschool	425 Edison Blvd.
Arrowood Elementary	1588 Pawnee Drive
Cox Elementary	506 Dayton Ave
McKinley Elementary	829 Colorado Dr. Xenia, OH 45385
Shawnee Elementary	92 East Ankeney Mill Road
Tecumseh Elementary	1058 Old Springfield Pike
Warner Middle School	600 Buckskin Trail
Xenia High School	303 Kinsey Road
Maintenance	

Current Telephone System:

- Cisco VoIP (managed by NWOCA / DataServ)

Current Network

- 1 Gb LAN/WAN
- 1 Gb Connectivity between building MDFs and IDFs.

Xenia Community Schools seeks a firm that can provide a Voice over Internet Protocol (VoIP) telecommunications system. This system will replace the existing VoIP system. It must be capable of meeting future needs. The project requires the design, implementation, and support of a VoIP telephone system. Preference will be afforded to Vendor that provides a comprehensive, cost-effective solution for current and future capacity requirements, and ongoing service and support. Each respondent should include in their proposal the benefits that their system will provide including, but not limited to, the increased efficiencies and potential cost savings the district will experience.

Below is a breakdown by location of Xenia Community Schools' number of extensions needed. This number could vary depending on location and staffing.

Site Name	General Use Units	Receptionist Units	Total Units/Site
Central Office	6	27	33
Central Preschool	39	2	41
Arrowood Elementary	47	4	51
Cox Elementary	48	4	52
McKinley Elementary	47	4	51
Shawnee Elementary	49	4	53
Tecumseh Elementary	44	4	48
Warner Middle School	79	9	88
Xenia High School	101	9	110
Maintenance			

General Use units are intended to have most basic features such as dialing outgoing calls (local and long distance), receiving incoming calls, 911 emergency call capability, internal calls (extension to extension), voicemail with PIN passcode, speakerphone, place calls on hold, caller ID, and call forwarding.

Receptionist units are intended to have all the above functions plus the ability to to transfer calls to any extension within the same building, as well as transfer/forward calls from one building to another.

NOTE: If any of these features will incur additional charges they will need to be specified on the proposal.

Xenia Community Schools seeks a solution that includes Unified Messaging and integrates with our existing network infrastructure. XCS uses Cisco PoE switches at all locations. All existing phones should be replaced with current IP phones that provide the required features.

The winning bidder will be expected to work directly with the XCS Technology Department Staff and their network providers to ensure compatibility, call quality, and reliability.

XCS is interested in the installation of a limited "failover/backup system" that will provide services (especially 911) in the event of a failure of the main system, to process calls as needed, either due to an emergency, power outage, or capacity issues. This "failover/backup system" may reside on-site or at an offsite location.

The successful respondent for this contract will be the sole authority and responsible party for this installation. XCS' goal is to establish a relationship with a single point of contact for all support necessary for the project.

If Vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support, it should be understood that the successful respondent will be the sole responsible party for all activities.

It is the intent of the RFP that the responder shall provide a complete solution for all aspects of the project. Vendor shall provide all design, planning, system architecture, installation, network analysis, training, and post-installation support for the project. XCS will act in oversight and advisory positions only.

Vendor is also expected to provide a training plan for all employees. The training plan will take into account the different levels of training needed for various employee groups. XCS staff will work with Vendor to develop training plans that achieves these objectives.

Vendor is expected to plan and conduct the installation of the project with minimal impact on daily operations and staff through close coordination with XCS.

RFP Instructions and Information

Vendor shall create one (1) digital PDF proposal, signed by the firm's authorized representative. The submission shall be emailed to:

Jason Brodehl
Technology Integration Specialist
jbrodehl@xeniaschools.org

The email subject line should read "VoIP Proposal" and should be sent on or before 12:00 pm Februrary 4, 2022

Late submissions will not be considered. All proposals received will be retained by XCS.

Oral, telephonic, or facsimile proposals are invalid and will not be considered. XCS reserves the right to reject any proposals, to request additional information concerning any proposals for purposes of clarifications, to accept or negotiate any modifications to any proposal, following the deadline for receipt of proposals.   And to waive any irregularities if such would serve the best interest of the XCS.

RFP Timeline

Event	Date
RFP released to Vendors	Jan 19, 2022 Through media outlets via Kristy Creel
Personal Onsite or virtual conference calls for questions must be scheduled for the week of:	Jan 24, 2022 thru Jan 27, 2022
Last Day to submit questions	Jan 28, 2022
Proposals Due 12:00 PM	Feb 4, 2022
Evaluation and Selection of Finalist	Feb 4, 2022
Vendors Informed of District Selection	Feb 10, 2022
Target Project Implementation Start	Jun 1, 2022
Target for Project Completion	Jun 30, 2022

All questions regarding the scope of work shall be submitted to:

 Jacob Steberl
IT Technician
jsteberl@xeniaschools.org

The email subject line should read "VoIP Proposal Question".

Proposal Submission Requirements and Evaluation

1. All proposals shall be prepared in strict compliance with the Proposal Format outlined below. Failure to comply with all provisions of this RFP may result in the proposal being disqualified.
2. Vendors shall submit proposals that are complete, thorough, and accurate. Website, brochures, and other materials may be electronically linked/attached to the proposal but

may not be used by the evaluation team in determining the extent to which the proposal is responsive or complete.

3. All proposals must be written within a single document in PDF or MS Word format and must include the following items (in order). This is the main proposal. It does not include any later listed required attachments and optional appendices.

    a. Title Page: The title page should include the subject of the proposal: the proposing company's name and postal address; the name, email address, and telephone number of a contact person; and the date of the proposal.

    b. Table of contents

    c. Executive summary: This summary, limited to three (3) single-spaced pages, should provide a high-level description of Vendor's ability to meet the requirements of the RFP and a statement describing wny Vendor believes itself to be the best qualified to provide the specified services. The summary must also include:

        i. Names, titles, and background of the officers and operating personnel who would work on the project with XCS.

        ii. Location and current staff size of the servicing office

        iii. An approximate breakdown of the type of clients served by your firm over the past five year (K-12 schools/Other/etc)

    d. A statement of whether or not your firm, in the event of an award, would be able to provide insurance meeting or exceeding the requirements.

    e. Project experience and References

        i. Provide (3) three references from school districts or organizations that Vendor has worked to provide similar telecommunication systems. Each reference should include the organization name, postal address, phone number, contact person's email address, number of students and/or employees, and contact person's name. Also, give the title and brief scope of the project.

        ii. Scope of services (implementation plan):

            1. Identify the specific team members from your firm that will be assigned to this project and include a description of their roles and responsibilities on this project. XCS expects the submitted staff to be involved in the roles proposed throughout the duration of the project including punch list resolutions that occur within a year of building occupancy. Any changes must be approved by the district.

            2. Identify any proposed subcontractors/consultants and their key staff members that will be involved in the project.

            3. Describe your implementation plan and include a project timeline and sequential tasks chart. Make sure you have addressed the questions in section Questions To Vendor.

            4. Based on the preliminary assessment of the project, please list any equipment, hardware or software, service, wiring/cabling, etc. Vendor proposes to acquire, configure, and install as part of this

on-prem VoIP project. List all the equipment by make, model, and quantity.
5. Be sure to clearly outline District manpower that would need to be allocated to work with Vendor and at which stages of the project.
6. Describe how you will keep the project within budget and on schedule.
7. Include any unique capabilities or qualities of your firm that would make your approach stand out.

iii. Recommended system requirements: Please indicate the minimum and recommended system requirements for all configured and installed technology.
1. Support services: Please indicate the minimum and recommended system requirements for all configured and installed systems.
2. Installation
3. Testing
4. Documentation
5. Training/Professional Development
6. Ongoing technical support
7. Ongoing maintenance plans with warranty expiration (optional)
8. Other (specify)

iv. Required Attachments
1. (Attachment A) Requirements and Warranties: Vendor shall include with the RFP response a detailed overview of all applicable warranties, including exclusions. Detail responsibilities XCS will assume during the warranty contract period. Describe services provided during the warranty period.
2. (Attachment B) Cost Proposal: Provide a pricing matrix similar to the ones found in the section Pricing Schedule of this RFP for all equipment and services, including hardware and software licenses, labor, and etc. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. Costs should not include taxes as XCS is a tax-exempt public school district.

v. Appendices: The content of the appendices is left to Vendor's discretion, but should be limited to material that will be helpful in describing the services proposed. Products and services which are not specifically requested in the RFP, but which are necessary to provide the functional capabilities offered by Vendor, should be included in this section and referred to in the main proposal.

vi. Items to include in the Proposal - An email must be sent with the proposal attachments. This email should briefly state the Vendor's understanding of the work to be done and provide a commitment to perform the work included in the proposal attachments. It should also identify all materials and enclosures included in response to the RFP.

     vii.   Exceptions to Format - It is intended that this RFP describe the requirements and response format in sufficient detail to secure comparable proposals, recognizing that various proponent approaches may vary widely. Proposals that differ from the described format may be rejected. All information requested must be submitted, or alternatively, a statement giving the rationale for Vendor for not submitting the requested information. XCS may, if it deems it to be in the best interest, take such statements into consideration in determining the responsiveness of the proposal.

Factor	Weight
Qualification and experience with same or similar equipment/services	10 points
Technical merits of specifications, system capabilities, reliability, and flexibility	10 points
System Design and Implementation	20 points
Warranty terms	5 points
Comprehensiveness of proposal and adherence to format	5 points
Total Cost	25 points
Past work history with XCS	20 points
Reference from 3 customers with same or similar service	5 points
Total Points Available	100 points

False or Misleading Statements

Vendors must take great care to ensure that sufficient information has been provided to allow XCS to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting documentation, technical documentation, references and points of contact, corporate capabilities, etc. Vender understands that if in the opinion of XCS, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, XCS reserves the right, in its sole discretion, to reject the proposal. Vendor also understands that if the information provided does not support a function, attribute, capability, or condition as proposed by Vendor, XCS may reject the proposal. Vendor understands that any modifications to the questions in this RFP by the bidder may result in immediate rejection of the proposal.

Acceptance of Proposal Content

Vendor understands that XCS reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms, and statements contained herein will be binding upon Vendor. Upon acceptance of the proposal by XCS, the successful proposal, including all terms and conditions and pricing contained therein, will be incorporated into the awarded contract. Vendors must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendors must clearly identify any limitations and/or exceptions to the requirements inherent in the proposal system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to XCS.

No Obligation to Buy

XCS reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel XCS to purchase.

Withdrawal of Proposals

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of Vendor must be submitted to the RFP Contact. Vendor may submit another proposal at any time up to the proposal closing date and time.

Cost of Preparing Proposals

XCS is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP. XCS shall not reimburse any vendor for the cost of responding to this RFP.

Permits

Vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all ordinances, and regulations bearing on the conduct of the work, specified herein. On any work that requires an inspection certificate issued by local authorities, the National Board of Fire Underwriters, or any other governing body, such inspection certificate shall be obtained by and paid for by Vendor. The chosen vendor shall procure all required certificates of acceptance or completions issued by the state, municipality or other authorities and must deliver these to XCS.

Damage Liability and Insurance

The successful bidder is liable and responsible for any damage to the premises and existing equipment (e.g., floor, walls, network devices, etc.) caused by the vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

Vendor shall, at its own expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect Vendor's personnel and XCS against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by Vendor or by Vendor's subcontractors, or anyone directly or indirectly employed by Vendor. The District will require the Vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance, and workers' compensation insurance coverage as needed.

Such coverage must be provided by an insurance company(ies) authorized to do business in the State of Ohio. Certificates must name the District as an additional insured and shall provide that contractor's policy is primary over any insurance carried by the District and that the policy will not be canceled or materially changed without thirty (30) days prior notice in writing to XCS. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless the District, its officers, agents and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to the commencement of any work, these and other provisions will be established contractually.

RFP Responses

All materials submitted by the Vendor in response to this RFP become the sole property of XCS upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of Vendor. Any documentation that is to be considered confidential must clearly be identified as confidential or it will become part of the public records of XCS.

Scope of Services and Requirements

The new Voice over Internet Protocol (VoIP) Telephone, Voicemail, and Unified Messaging System design should provide a uniform communication system for all XCS facilities and shall be expandable at the convenience of XCS. The new system must provide a single system in terms of dialing, feature access, and administration.

Required Services

Unified Messaging - The District envisions a VoIP system that provides four-digit dialing between locations, a centralized voice mail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.

The equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models will not be accepted. XCS is interested in integration of the proposed system with Google Workspace for Education applications such as Gmail. Vendor shall propose any possible options to achieve this with full functionality and with minimal impact on services. Preferably, users could opt to have massages only in their email inbox and not on the phone handset. Vendor shall also provide any costs necessary for licensing that may be required to achieve this.

Call Accounting System - A Call Accounting System (CSAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound, and internal calls and usage reports for all types of inbound, outbound and internal calls. Specifically, XCS is very concerned about metrics for call length, the number of calls unanswered going to voicemail, and dropped calls.

911 Services - Emergency 911 Services are mandated for this system. Vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result. Additional capabilities preferred from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks with XCS and to have a text number be notified when a 911 call is placed.

Feature Set and Technical Requirements

The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. XCS expects the successful vendor will have had experience with corporations and other school districts of XCS size and will be able to provide consulting services, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. Please verify which features are included, not included or available at an added cost.

Handsets:
- Automatic call back
- Call Forward Busy/ No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer
- Call Recording

- Calling Line ID Name and Number
- Caller ID Name and Number
- Speaker Phone Capable
- Auto/Speed Dial (directory and user-entered)
- Programmable buttons w/ paperless labels
- Intercom/Paging and Group Paging
- Extension Dialing between locations
- Automatic Call Distribution (ACD)
- Workgroups (Groups)
- Custom Ring Routing (CCR) Four-digit dialing to all sites on the network
- Conference calls (include maximum number of participants)
- Integrated messaging with email (Gmail)
- Temporary call relocation to another extension
- Compatibility with Remote Handsets
- Built-in 1 GB switch to provide connectivity to the computer
- Flexible support for PoE or local power
- Shared Extension on Multiple Phones
- Wall-Mount Option
- Bridged Call appearances
- Music on hold
- Support of American Disability Act (ADA) requirements

Voicemail:
- Access to all voicemail features from multiple locations
- Voicemail options for users without an assigned phone
- Password/PIN required for login
- Voicemail message easily set by the user from any location
- Voicemail forward as an audio attachment to Email and Selection of Message Storage Location (on a handset, email only, or both)
- Voicemail Light Indicator
- Automated attendant features

Management:

- Remote management through a web interface with the ability to make internal changes such as the renaming of extensions, voicemail configurations and changes to the auto attendant, reset password, etc.
- Allow various levels of calling privileges such as long-distance and international calling to be programmable by extension.
- Ability to reroute to an alternative phone backup system on the failure of the system.
- Multiple levels of administrators with each having different capabilities of system access and each with a unique password.
- Administrator activity logging.
- Ability to run detailed reports on system utilization by date, time, extensions, etc.

Emergency Services:

- Call Notification to several users when 911 is dialed from anywhere in the district.
- Phone or text notification to select phone numbers whenever a 911 call is placed. Allow all users to call 911 to reach emergency services,
- Each and every site on the network will be able to place a 911 call that will send the correct address of the site and the handset location.

XCS currently routes faxes to email, but features like eFax Management/Fax Server may be presented as options for the District to consider. Vendors are welcome to present other options in their proposal that may be advantageous to the district.

Vendor must provide a complete system design showing the integration of the voice network into the data network. Further, Vendor must provide a methodology for assuring voice quality throughout the system.

Redundancy/Failover

It is the intent of this proposal to have an on-premise system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of a power failure or other incidents. Please provide your solution to assure the on-premise system is operational 24/7.

System Administration

Vender will administer the system. Installation of the new VoIP system will be accomplished through a web interface and include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent is to supply all additional equipment and software needed for system programming and operation.

Vendor Requirements

Respondents will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches, and routers, as well as any other relevant equipment.

Project Management

Vendor is expected to provide a project manager for this installation that will interface and become the main contact with Vendor for the duration of the project. This project manager will be assigned to XCS throughout the life of the project.

XCS reserves the right to request a change in project management based on performance.

Vendor 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 disruptions to the normal operations of the district.

Maintenance and Support

Vendor shall provide XCS with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan, As follows:
- An itemized list of services for each site
- Ongoing Maintenance cost
- Forecast any cost increases for the next five (5) years for hardware, software maintenance, licensing needs
- Details of local support, hours or limits of coverage for service and repairs
- Maintenance plan options with one hour or less response times
- Software upgrade plans inclusive in maintenance

Transition Plan

XCS expects the installation of the new system to have little or no impact on ongoing operations. Vendor is expected to have experience in this area and to provide XCS with a detailed plan to accomplish the transition from the old system to the new system with minimized disruption to staff.

All documentation, installation, reports, and materials must be provided to XCS prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC). Respondents will be expected to interface as needed with the District's internet providers for any necessary changes during the transition.

PRICING SCHEDULE

Provide a pricing matrix including information found below for all equipment, labor, licensing, and services. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. The respondent must list any and all charges, expenses, and/or costs to be incurred by XCS. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.
- XCS wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, and any other anticipated charges.

Equipment (Hardware & Software)

- Provide a detailed list of costs for all equipment that will be part of your proposed solution. Present the training options that are available. Optional equipment should be clearly identified in the form.
- Item Description, Quantity, Unit Price, and Total (Include all charges)
- (Vendor add additional lines as needed)

Labor

- Provide the costs for all labor involved with your proposed implementation plan. Present the training options that are available.
- Task Description, # of Hours, Hourly Rate, and Total (Include all charges)
- (Vendor add additional lines as needed)

Training

Provide the costs for training, if available, also indicate training that will be at no additional charge. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.
- Item Description, # of Sessions, Cost per Session
- Total (include all charges)
- Admin training Advanced training for Admin users
- End-User Training "Train the Trainer" sessions for end-users
- (Vendor add additional lines as needed)

Maintenance

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.
- Description Length of Term Total (Include all charges)
- Full maintenance: supporting hardware and software 8 am-5 pm Mon-Fri with NBD onsite response
- Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hour onsite response
- Emergency response in case of critical failure to include response times.
- Software Upgrade cost
- (Vendor add additional lines as needed)

QUESTIONS TO VENDORS

In addition to the aforementioned requirements, please include responses to these critical questions below in your proposal. Most of these questions should be addressed in your implementation plan.

1. Introduction
    a. What is your methodology to test and certify the installed system for overall performance?
2. Required Services
    a. What is your solution to the Call Accounting System? Attach samples of various reports that can be generated.
    b. What is your plan of action to perform the 911 services according to the requirements in this RFP?
3. Training
    a. What is your comprehensive training solution for XCS employees? Provide a summary of online and in-house training for end-users.
    b. How many hours are dedicated to administrative training?
4. Feature Set
    a. A list of features was provided in SCOPE OF SERVICES AND REQUIREMENTS that outlined the "Feature Set." What is the availability of each feature? Indicate by noting "included," "optional" or "not included."
    b. How many handsets do you offer? Can you provide it with multiple options?
5. Single Point of Responsibility / Accountability
    a. XCS' expectation is to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. This is of a critical nature for this RFP; a contract will NOT be awarded to a vendor who does not have this single point of accountability. Indicate your understanding and compliance with this requirement. Who will be this person?
6. Technical Requirements
    a. Are there any required/recommended improvements to connectivity to implement the proposed solution? Do you recommend additional equipment not included in your plan that will/may need to be installed by XCS? Include pricing if appropriate.
    b. What are your system design and methodology for ensuring system-wide reliability and voice quality? Are there any performance guarantees for future years?
    c. What is your solution to redundancy/failover in case of system-wide failure?
    d. What is your plan for delivering an initial equipment inventory for each location including model/serial numbers, for phones and other relevant equipment?
    e. What maintenance and support services are available and what range of services are offered, including software updates/upgrades? Do you offer remote diagnostic services beyond what is included in the management package?

f. What are the warranty coverages of each component of the system?
g. How will your implementation plan and schedule provide for a "minimally disruptive" transition from the existing system to the new system?
h. Summary
i. Explain in one page or less how your solution will differentiate you from other vendors and why we should choose you as our successful vendor. List the unique features, expertise, and services that other companies may not offer.