

Request for Proposal

Phone System

For

Central Middle School (CMS)

Due

December 14th, 2007



Cape Girardeau Public School District #63

Technology Department

301 N. Clark Ave.

Cape Girardeau, MO 63701

(573) 335-1867



1 Proposal Requirements

1.1 Overview

This Request for Proposal (RFP) documents Cape Girardeau Public Schools' requirements for an integrated communications system. This communications system will replace current systems. The proposed communications system must be able to support all the required call processing, voice messaging, management and administrative features of this RFP. In addition, the proposed communication system must be capable of meeting anticipated growth. It is expected that vendors will propose some combination of application servers and client and conference devices to meet these capabilities.

This Request for Proposal (RFP) is intended to provide a standard base from which to evaluate alternatives for communications systems and to allow the vendor flexibility in proposing the most appropriate, compatible, and cost-effective system. The acceptance of a proposal does not obligate Cape Girardeau Public Schools to purchase a system from any vendor. Cape Girardeau Public Schools reserves the right to reject all proposals and not make a decision. All costs for proposal preparation are the responsibility of the bidder. After receipt of the proposal, and prior to signing the contract, Cape Girardeau Public Schools reserves the right to modify the system requirements by adding or deleting specific equipment or optional features. Cape Girardeau Public Schools will be filing for E-rate internal connections, and agreement to purchase will hinge upon receipt of E-rate funding.

Cape Girardeau Public Schools is looking for a digital phone communication solution. Bidders should use their extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed Cape Girardeau Public Schools' requirements.

Preference will be given to the vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity and integration requirements, and ongoing service and support. Preference will also be given to companies that can provide local, certified support. In order to qualify as a potential bidder, the company must be a licensed vendor for the proposed system. *No alternative bids will be considered.*

1.2 Customer Contacts and Contract Requirements

For questions about the Request for Proposal or system requirements, contact:

Contact Name: Brian Hall, Technology Coordinator
Address: 301 N. Clark Avenue, Cape Girardeau, MO 63701
Phone Number: (573) 335-1867
Fax number: (573) 335-1820

E-mail address: bh@cape.k12.mo.us

Requests for clarifications should be e-mailed. Clarifications will be sent to all bidders.



1.3 Proposal Filing Date

All proposals must be received at the Board of Education offices by Dec. 14, 2007 at 3:00 pm.

1.4 Number of Bid Copies

3 copies of the proposal are to be delivered to Cape Girardeau Public Schools.

1.5 Schedule of Events

Event	Date
Request for Proposal Issued	11/16/07
Bidder's Conference (Optional)	11/27/07 @ 9:00 AM
Site Visit if Desired	<i>Call to Schedule</i>
Last Day for Questions/Clarifications	12/14/07 @ 3:00 PM
RFPs Due to Purchaser	12/14/07 @ 3:00 PM

1.6 Vendor Questionnaire

1.6.1 Address the following concerns along with the submitted bid:

- 1.6.1.1 Does the bidder install the product or use business partners?
- 1.6.1.2 Does the bidder maintain the product or use business partners?
- 1.6.1.3 Please provide a list of references.



1.7 Overview of Existing Environment

1.7.1 Fiber WAN

1.7.1.1 Gigabit fiber backbone with direct point-to-point links from CAO to all other locations.

1.7.1.2 AEC is located in the same building as CAO.

1.7.2 Existing Capacity and PBXs (***Note: These are NOT Desired Capacities***)

Site	Existing Capacity	Current PBX
CMS	58	Toshiba - DKSUB424a

1.7.1 Existing Wiring

Site	Type of Wire
CMS	Unknown



1.8 System Requirements

1.8.1 Brand and Model

- 1.8.1.1 Any phone system that is compatible with the existing Toshiba phone systems in the district. Existing Toshiba phone systems include the CTX670 at the Career and Technology Center (CTC) with a remote cabinet at Central High School (CHS) and the CTX100 at Franklin Elementary School.

1.8.2 Connectivity Requirements

- 1.8.2.1 Calls at all sites route through IP backhaul over existing fiber WAN to a PRI line at CAO.

1.8.3 Disaster Recovery

- 1.8.3.1 Emergency 911 functionality if WAN or if PRI connection fails.
 1.8.3.2 Battery backup providing at least 4 hours uptime during power outage.

1.8.4 Features Requirements

- 1.8.4.1 Appropriate Voicemail and Auto Attendant licenses for Voicemail System at Central Administrative Offices (CAO). Note: *DO NOT INCLUDE a voicemail server in bids. Only include the appropriate licenses needed to expand the "to be existing" voicemail system.*
- 1.8.4.2 Intercom Support for building-wide announcements.
- 1.8.4.3 Fax machine functionality over shared PRI lines.
- 1.8.4.4 Caller ID Support.
- 1.8.4.5 Incoming Call (outside calls) Monitoring Support.
- 1.8.4.6 Full-duplex/Talk-Back Paging Support.

1.8.5 Desired System Capacity

Site	Capacity	# of Phones	PBX?	Notes
CMS	66+	60	1 PBX	

1.8.1 Phone Quantity

QTY	Type of Phone
59	LCD Display Digital Speakerphones with 10 Buttons
1	LCD Display Digital Speakerphones Console Phone with 60+ Buttons



1.9 Optional Items

- 1.1.1 One-touch Call Recording Ability for all Calls.
- 1.1.2 Web Interface (Attendant) Console to manage calls and setup system and features.
- 1.1.3 Extra Licenses for Unified Messaging (i.e. Voicemails are emailed to users)
If necessary, break out pricing for licenses into bundles. *Note: DO NOT INCLUDE a server in bids. Only include the appropriate licenses needed to expand the “to be existing” system.*
- 1.1.4 Intercom Speakers appropriate for intercom announcements broadcast in hallways.
- 1.1.5 Wireless Headset Adapter for phone
- 1.1.6 Conference Room Speakerphone with 360 Degree Coverage.

1.10 Payment Options and Presentation of Pricing

1.10.1 Payment Options

Bidder will bid both payment options, below.

- Cash Purchase: Buyer purchases equipment.
- Leased: Buyer leases equipment for a period of five (5) years.

1.10.2 Presentation of Pricing

Bids should be presented so that relevant items under “System Requirements” (Section 1.8) are listed and totaled separately from those items under “Optional Items” (Section 1.9).

List phones as a line item in the bid.



2 Implementation

2.1 Project Management

Bidders are required to supply a complete description of the key activities required for the installation of the proposed system.

2.1.1 Project Organization Chart

In the project plan, the bidder will include a project organization chart with the reporting relationships of project team members and other key personnel.

2.1.2 Transparency

It is essential that the installation of the new system be as transparent as possible to the users. There should be no telephone service interruptions, no interim changes in dialing procedures, and no perceived degradation in the quality of service.



3 Installation Requirements

3.1 Responsibility

The selected vendor is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.

3.2 Initial Work

Vendor will perform station reviews, data base preparation, and original program initializations.

3.3 Telco Coordination

Vendor will coordinate the ordering of all long-distance and local communications facilities as deemed necessary by Cape Girardeau Public Schools as well as coordinating PRI line integration.



4 Facility Requirements

4.1 Additional wiring will be the responsibility of Cape Girardeau Public Schools.



5 Training

5.1 Requirements

Bidders must furnish all space, power, and environmental requirements for the proposed telephone system and optional voice messaging equipment.

5.2 Training Plan

Vendor will also provide a training program and training materials for designated Cape Girardeau personnel who will train future employees.



6 Vendor Service

6.1 Maintenance and Warranty

6.1.1 A complete maintenance and warranty agreement must be included as part of the bidder's proposal, including all options available for extended coverage and full pricing details for each level of coverage.

6.1.2 One Year Warranty

The telephone system and all associated equipment in the bidder's proposal must be warranted by the bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover.

6.1.3 Defective Parts

During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to Cape Girardeau.

6.1.4 Maintenance Personnel

All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization using personnel employed full time by the bidder and at no additional cost to Cape Girardeau other than those charges stipulated to maintain the warranty.