



BID # 190020

REQUEST FOR PROPOSAL (RFP)

VOICE OVER IP (VoIP) SYSTEM

DATE ISSUED: 7-30-2019

DATE DUE: 8-12-2019 by 5:00 PM

**Orcutt Union School District
Technology Department
500 Dyer Street
Orcutt, California 93455
(805) 938-8945**

Introduction and background

This Request for Proposal (RFP) is intended to solicit proposals from vendors capable of satisfying the Orcutt Union School District's requirements for replacing its existing telephone system. Vendors shall provide a response outlining the roll-out of an On-Premise or Hosted Voice over IP (VoIP) telephone system. Vendor responses will be evaluated and ranked based on the criteria described in this RFP. In addition to soliciting written responses, this document provides information to assist vendors in preparing their responses and facilitates the subsequent evaluation and comparison process. In that regard, this RFP:

- Provides information essential to soliciting meaningful recommendations and realistic commitments from the vendors;
- Specifies the desired format and content of proposals in response to this RFP;
- Outlines the District's evaluation and selection procedures;
- Establishes a schedule for the preparation and submission of proposals in response to this RFP; and,
- Establishes a performance standard for the selected vendor.

This RFP, and the selected proposal in response to this RFP, will be incorporated into the contract resulting from this solicitation; provided, however, that the contract may contain terms different from or in addition to this RFP and the successful proposal. **Please see Appendix A for phone/extension requirements by site.**

Project Objectives

The District is planning to replace the disparate phone systems servicing its multiple buildings and locations with a modern and unified system. In doing so, the District seeks to address several challenges in the current environment, including but not limited to:

- Limited or inadequate functionality in current systems;
- Limited or inadequate support from vendors (including technical, hardware & software support);
- Difficulties in servicing old equipment (obtaining replacement parts, lack of expertise, etc...)

Definitions

Term	Definition
9-1-1 Notification	A process where, whenever an extension dials 911, an administrator is notified by either automated voice or text message containing the extension that dialed.
Announcement Line	A phone number that is not tied to a physical extension, and simply plays a recorded message (e.g. job line).
Auto-Attendant	A process that answers calls to a Hunt Group, DID, or extension and provides an interactive menu of options for the caller
Auto-Dial	A process where an extension automatically calls another extension or phone number when the handset is picked

	up.
Busy Redial	A process that allows an extension to repeatedly call another extension or phone number at regular intervals until it does not receive a busy signal.
Call Flow	A process that controls what happens with an incoming call. (e.g. Calls that ring an extension or Hunt Group that do not get answered after 4 rings go to voicemail/auto-attendant)
Call Forwarding	The ability to present forward a call to another extension or phone number.
Call Queue	A process by which, when all extensions in a Hunt group or DID are busy, the system will place the caller in a queue to wait for the next available extension.
Call Waiting	The ability to place a call on hold and take an incoming call.
Digital to Analog (D2A) device	A device that allows an analog device to use a digital phone line.
Day/Night Mode	A feature that turns off the Hunt Groups at a certain time and presents a separate call flow.
Dial in Direct (DID)	A single phone number that rings on a single extension.
Do Not Disturb(DND)	A feature that prevents an extension from ringing. The call will follow the call flow designed for the extension.
Extension monitoring	The ability for one extension to see whether another extension is currently on the line.
Failover	A process which calls a backup number when an extension is not available, either through phone or network failure.
Follow me	A process by which an incoming call is rolled to another extension or phone number after a certain number of rings or time segment. (e.g. An incoming call to the director's extension will call the director's cell phone after the main extension does not answer for 20 seconds). Failed calls should go to the original extension's voicemail.
Hunt Group	A single phone number that has the ability to ring multiple extensions. Each department may have multiple Hunt Groups depending on their configuration.
Call Recording	The ability to press a button or sequence of buttons to allow the recording of certain phone calls.
Overhead paging	The ability to page through a public address system.
Soft phone	A program that runs on a computer or mobile device that simulates a phone extension.
Speed Dial	A process that allows a sequence of buttons to call another phone number

A. General Requirements

The District requests the following general features to be provided:

ID#	Feature
A1	Integrated Corporate Directory (describe)
A2	End-user interface for configuring devices
A3	Programmable auto-attendants
A4	Unlimited auto-attendants
A5	Programmable Call Queue

A6	Conforms to FCC requirements for Enhanced 911 (Explain process)
A7	Four or six digit extension dialing
A8	Hunt Groups
A9	Ability to tag an extension for reporting/billing purposes
A10	Failover for extensions
A11	Announcement line
A12	9-1-1 notification
A13	Reporting by tag, extension, hunt group including: <ul style="list-style-type: none"> • tag/department/extension • number of calls incoming • number of calls outgoing • billable numbers dialed
A14	Reporting for call queues including: <ul style="list-style-type: none"> • number of calls incoming/outgoing • time to answer • time on hold • disposition of call (answered or forwarded) • extension handling call • lost/abandoned calls
A15	Configurable day/night mode for Hunt Groups
A16	Programmable call flow
A17	Always on and On-demand call recording
A18	Ability to have electronic bill presentment broken down by department and/or extension, billable charges by extension, hunt group, or DID
A19	Redundant phone servers/call managers in separate geographic areas
A20	Capability to replace an extension with a spare phone (explain process)
A21	Provide a wide range of phone types including: <ul style="list-style-type: none"> • Basic phone • Soft phones • Video phones • Multiline phones • Expansion ports for secretaries • Wireless phones • Blue-tooth capable phones
A22	Programmable hold music/message by department, Hunt Group, or extension
A23	Ability to block certain toll calls
A24	Ability to block nuisance callers
A25	Ability to route specific incoming calls to an extension
A26	Ability to page a hunt group or all extensions
A27	Overhead paging interface
A28	Incoming Fax to e-mail
A29	D2A device for modems and/or faxes
A30	Instant messaging presence
A31	Video person to person or conference calls
A32	Voice bridge capabilities and ability to interface into meeting invites
A33	WebEx or similar conferencing capabilities
A34	LDAP/AD integration
A35	Ability for phone system to migrate or implement from PRI circuits to SIP trunks to reduce/eliminate long distance charges

B. Extensions

The District requires the following features:

ID#	Feature
B1	Call Hold
B2	Do not Disturb
B3	Call Pickup from extension
B4	Call Pickup from Hunt Group
B5	Call Waiting
B6	Call transfer
B7	Call Forward All
B8	Call Forward Busy
B9	Call Forward No answer
B10	Voicemail
B11	Distinctive Ring
B12	Unique four digit extension
B13	Enhanced 911 address
B14	DID number and/or Hunt Group number
B15	Extension monitoring by light/display
B16	Incoming message/voicemail light/display
B17	AutoDial
B18	Caller ID
B19	Three way calling
B20	Follow me
B21	Speed Dial
B22	Memory Buttons
B23	Redial
B24	Busy Redial
B25	Outlook integration
B26	Password or other restriction for billable long distance
B27	Ability to reassign E911 address for mobile/travelling workers
B28	Conference Calling (include maximum number of participants)
B29	Forward call to extension voicemail
B30	Difference messages for no answer or busy/DND

C. Voicemail

The District is requiring that the voicemail system have the following features:

ID#	Feature
C1	Time and Date of call
C2	Extension or number of caller
C3	Message
C4	Save message
C5	Delete message
C6	Forward/copy message to extension
C7	Forward/copy message with annotation to extension
C8	Forward/copy message to multiple extensions
C9	Text notification to recipient
C10	Voicemail forward/copy to e-mail
C11	Remote voicemail retrieval (explain process)

D. Training

As part of the Project Scope, the selected vendor will develop, provide, and manage a detailed plan for training. This Training Plan must include the information described below.

1. The role and responsibility of the system and/or roll-out vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to District end-users).
2. The role and responsibility of the District staff in the design and implementation of the training plan.
3. Overview of proposed training plan/strategy, including options for on-site and/or off-site training services, for the core project team, end-users, and technology personnel.
4. Proposed training schedule for District personnel of various user and interaction levels.
5. Descriptions of classes/courses proposed in the training plan. (The vendor should specify the unit of measure for its training, e.g., units, classes, days, etc., and define the hours associated with these units of measure.) The vendor must be very clear about exactly what training courses are included in the cost of the proposal.
6. The knowledge transfer strategy proposed by the software and/or roll-out vendor to prepare District staff to maintain the system after it is placed into production.
7. Detailed description of system documentation and resources that will be included as part of the roll-out by the vendor including, but not limited to, detailed system user manuals, "Quick Reference" guides, online support, help desk support, user group community resources, and others as available.

E. System Documentation

As part of the Project Scope, the selected vendor will develop and provide documentation that describes the features and functions of the proposed application software. The documentation shall be provided for both users and the technical personnel who will administer and maintain the system. It is desirable that differing levels of documentation (user documentation and technical documentation) exist. The selected vendor shall provide documentation in web-based and PDF forms for each application module.

F. Company Background, History and References

This section of the proposal should include a comprehensive narrative history of the firm, including the development of its experience in providing services similar to those described in this RFP. The following points should be addressed in the proposal.

1. Total number of employees;
2. Office locations;
3. Total number of active clients;
4. Total number of active government clients;
5. Total number of active District government clients;
6. Total years offering systems similar to the proposed system;
7. Largest active government installation including population;
8. Smallest active government installation including population; and
9. Other products offered by company
10. Three company references from similar VoIP deployments.

G. Pricing

As part of the Project Scope, the following pricing should be included in the proposal.

1. All installation costs
2. All one-time hardware costs
3. Monthly ongoing costs
4. Annual support, if applicable

H. Warranties

Specify the duration and breadth to which the installation and supplied equipment are warranted. Specifically list all exceptions and limitations to the warranty coverage.

I. Maintenance

Confirm that all system maintenance is included in the pricing.

J. Bid Submission Process

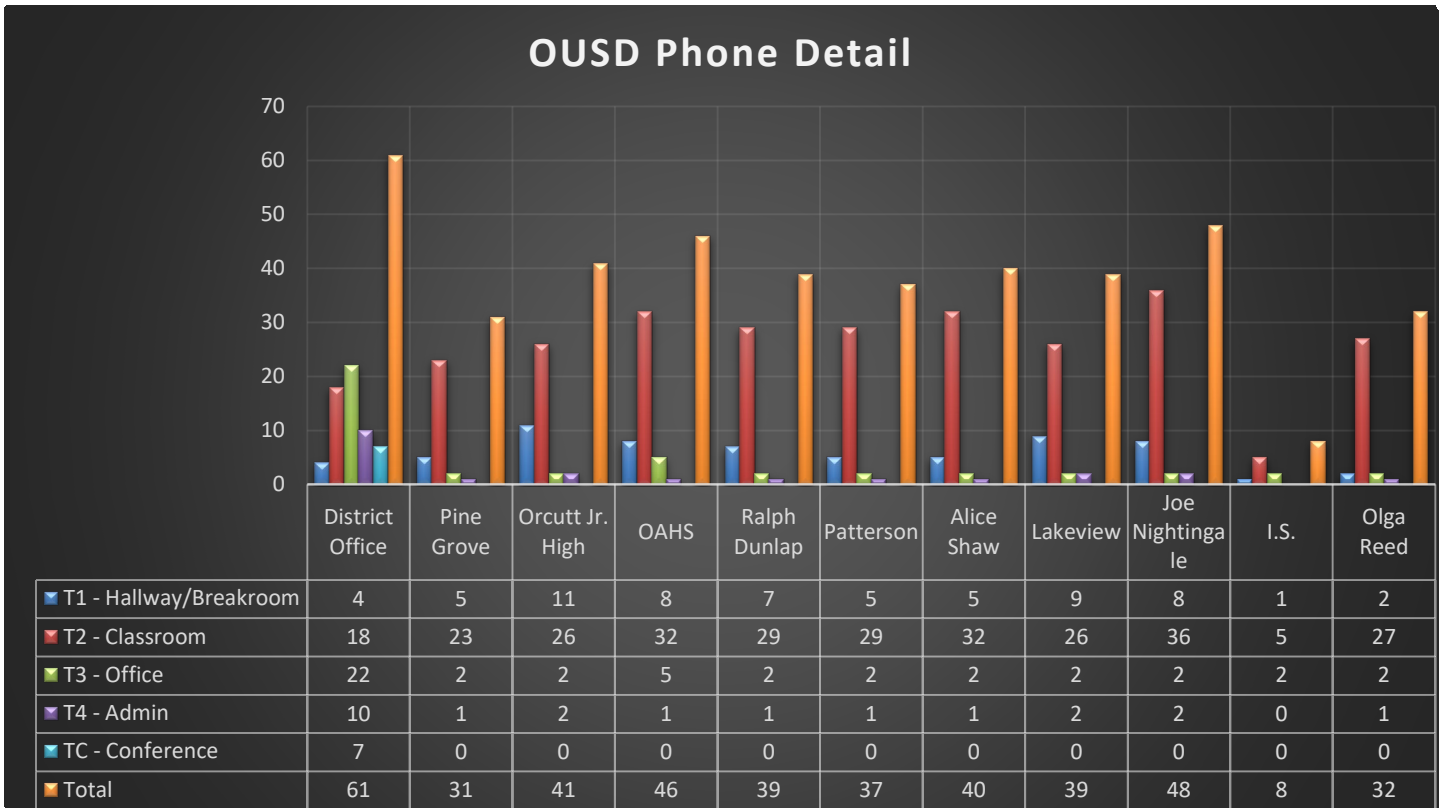
Bids must be received by **5:00 p.m., on August 9, 2019**. Bids must be submitted in a sealed envelope, marked with the Bid number and title, and returned to the Orcutt Union School District, Technology Department, 500 Dyer Street, Orcutt, CA 93455.

Bids received later than the designated time and specified date will be returned to the bidder unopened. Facsimile (FAX) copies of the proposal will not be accepted.

The District reserves the right to accept or reject any or all proposals or any combination thereof and to waive any informality in the bidding process.

Copies of the bid documents may be obtained from **Orcutt Union School District website: www.orcuttschools.net**, or by contacting the **Technology Department, 500 Dyer Street, Orcutt, CA 93455**. Refer any questions to Kirby Fell by e-mail: kfell@orcutt-schools.net or Telephone: (805) 938-8944.

Appendix A



T1 Hallway/Break room	T2 Classroom	T3 Office	T4 Admin	TC Conference	Total Phones Needed
65	283	45	22	6 Small/1 Board	422
Polycom VVX 101 (or similar)	Polycom VVX 201 (or similar)	Polycom VVX 401/501 (or similar)	Polycom VVX 601 (or similar)	Small Rooms Polycom IP 5000 (or similar)	
No Voicemail – Basic Line	Voicemail	Voicemail and full Features	Voicemail and full Features	Board Room Polycom Trio 8800 (or similar)	
		Some Sidecar	Some Sidecar		