

# RFP: for a Voice-Over-IP PBX TELEPHONE SYSTEM

BID DEADLINE: Friday, JANUARY 30, 2009 at 11:59 PM (PST).

**RFP: A General Overview** [NOTE: The complete details are stated later in this document]

- We are seeking a PBX phone system for our district.
- This may be ONE PBX system that can cover two schools, or TWO separate PBX systems, one in each school.
- The single system would be preferred, with the two schools connected by a fiber-optic line.
- The schools are approximately one-half mile apart.
- The main school is the previously existing school. The new Middle School, is really the old school that is being refurbished. I will refer to the schools as the Main School and the Middle School. We will be soliciting the PBX vendors on the PROs and CONs of each option.
- The core of the PBX System should consist of:
  - a system installed in a single cabinet [or two cabinets, one in each school]
  - with a telephone card cabinet wired for 112 ports (expandable to 512 ports) - 40 or so for the Middle School and 80 or so for the main School

## OTHER FEATURES including

- training for operator use and administrator use
- ability to integrate computers with the phone system including, but not limited to, the ability to power-dial a number from the PC screen

## OPTIONAL COMPONENTS

The following items are funded by the eRate program. They will be purchased separately by the District. We need your prices on these items, but these prices are to be separated out from the items of the internal connections that can be funded by the Rate program.

## TELEPHONE SETS

- 1 - executive digital set with a visual display and one-key transfer
- 23 - digital phone sets with a small display
- 64 - single line phone sets
- 12 - portable, wireless phone sets

## An INTEGRATED VOICE-MAIL UNIT

- Voice-mail unit should be integrated with the PBX system
- Preferably it should be from same manufacturer as the PBX system
- All phones must have a visual indication that a message is waiting.
- All phones should be able to retrieve a message from a keyset by pressing a message key
- Users should be able to leave and retrieve messages by dialing an extension number after having reached the automated attendant.

## REMOTE ACCESS CAPABILITIES

- users should be able to call in from a modem-equipped PC at home or on the road and enter the extension number of the modem equipped PC at the school to access files.
- The exact details of how to integrate this with our network is to be presented by the vendor.

## VIDEO CAPABILITIES

- if it is technologically feasible, several of the digital units should be capable of using video conferencing
- the exact details of this is to be submitted by the bidding vendor
- if possible, the telephone should be able to tie into the K20 video-conferencing unit we are currently in the process of installing

#### OTHER OPTIONS

- as an option, we would like to consider 8 - video capable telephone sets accessible via the PBX system

NOTE 1 - Bids will include costs of installation, maintenance and one year of service. The Wellpinit School District reserve the right to reject any and all features of any and all bids, if it should prove too cumbersome or too costly for our foreseeable needs.

#### **DETERMINING FACTORS FOR AWARDING THIS CONTRACT**

- Cost (both initial and sustained)
- Reliability
- The details of the exact feature set proposed.
- Though the bid is primarily for a PBX core, we will evaluate in part on the ability of the vendor to supply the OPTIONAL ITEMS mentioned on this RFP.
- Reputation of firm in both performance and service
- Vendor is not listed on the Federal Excluded Parties Listing Systems (EPLA) excluded from working with government contracts or subcontracts.
- A willingness to work through the FCC eRate program
- Other Services Provided

#### **BIDDER QUALIFICATIONS**

The proposer must be an established Distributor and shall provide a labor and parts warranty on all hardware and software for a period of at least one year from date of signed customer acceptance of the equipment.

#### **PROCESS FOR RFP SUBMISSION**

The following procedure should be followed for responding to this RFP:

- Price quote(s) for any recommended configuration.
- Evidence that the product line meets the determining factors for awarding of the contract must be submitted with quotes.
- Prices must be guaranteed up to 300 days from the date of contract award. The Wellpinit School District reserves the right to order the equipment anytime during that time period in their efforts to maximize the availability of Universal Service Funds.
- Vendor must work through the Federal eRATE System, the Universal Service Fund, in order to obtain the Federal Portion of the cost of the project.
- All service contracts are to begin once the installation is completed.
- All bills are to be paid when services are satisfactorily completed.

IMPORTANT NOTE I - The purchase of this item is dependent upon the Wellpinit School District receiving approval through the Federal eRate program. No purchase will be approved before such approval is received and no purchase will be made without such approval.

IMPORTANT NOTE II - The Wellpinit School District reserve the right to reject the video conferencing feature of any and all bids, if it should prove too cumbersome or too costly for our foreseeable needs.

IMPORTANT NOTE III - Please break down your bid into components. Price each component separately. We may not obtain funding for all options on the PBX.

All bids and ancillary materials should either be EMAILED to  
Magne Kristiansen / Technology Director  
magne@wellpinit.wednet.edu

or FAXED to:  
Magne Kristiansen / Technology Director  
Wellpinit SD 49  
at fax number: 509.258.7378

or sent by mail/courier to:  
Magne Kristiansen / Technology Director  
Wellpinit SD 49  
PO Box 390  
Wellpinit WA 9904

## RFP for a VOIP phone system for the Wellpinit SD

### I. Interrogatories:

#### 1. Industry Experience

Demonstrate your experience in designing, developing, implementing and maintaining network infrastructures for educational entities.

#### 2 Funding Experience

- a) Proposer understands that it is anticipated that some or all of the Board's cost under the Contract shall be eligible for the "E-rate" discount under the Federal Communications Commission (FCC) Universal Service Provision (FCC-97-157) ("E-rate Program"). Guidelines for the E-rate program are available from the SLD/USAC in the document "The SLD Guide to Service Provider Participation in E-Rate". Proposer is advised to read these guidelines before submitting a proposal. The document may be found at this web site: <http://www.sl.universalservice.org/vendor/manual/>. Proposer will be required to have or obtain a SPIN number and invoice pursuant to E-rate procedures established by the federal government.

Proposers unable or unwilling to participate in the federal E-rate Universal Services Program will automatically be eliminated from this RFP process.

### 3. Enhanced 911 (E911)

Describe in detail your company’s strategy in addressing the processes that comprise an end-to-end E911 solution. Specifically, how do you address remote phone support for 911 in situations where an IP Phone is remote to the school facility.

## II. Background and Objectives

### A. Wellpinit School District Demographic and Background Information

The Wellpinit School District is a public School District in Wellpinit, WA. Wellpinit School District operates one administrative buildings, two schools (on site), and 2 portables. Within the next 5 years, one school will undergo major renovations but no new schools will be built. Wellpinit School District employs more than 100 teachers, administrators and non-instructional staff and serves over 600 students of various racial groups. The main school is 95% Native Americans. 80% of students come from economically disadvantaged households.

### B. Current Environment

## Voice Network

The School District currently has a PBX telephone system and voice mail system located at the main school and connected by a fiber-optic cable to the middle school.

### Centrex Voice Summary Grid

Site	Average number of total Centrex lines per site	Centrex services supported (and for what % or number of total lines) e.g., incoming, outgoing, 5-digit dialling, intercom features, voice messaging, etc.	Avg. monthly recurring cost per line
Administrative Buildings	5	Incoming, outgoing, speakerphones, voice-mail.	Unknown
Existing Schools	65	Incoming, outgoing, speakerphones, voice-mail.	Unknown
Portables	9	Incoming, outgoing, speakerphones,	Unknown

		<b>voice-mail.</b>	
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## Wide Area Network

While the District runs two private T-1 lines to ancillary schools in Moses Lake, and Whote Swan, these are not involved in the current bid. The new phones system is for the two schools, the Administrative office, and three outbuildings covered by the current LAN. The two schools are connected over a fiber-optic line running on telephone poles. The School District's wide area network (WAN) consists of an Ethernet network running Microsoft server 2003. . The network supports electronic mail, Internet access, and a limited number of client/server administrative systems) for students, faculty and administrative personnel.

With the exceptions noted below, of a few The WAN is capable of supporting additional traffic to be realized under the desired future mode of operation.

## Cabling and Power

**NOTE: Although we have wiring in place, some of it will need to be reconfigured for the new system. We expect the vendor to do this part of the process. The District will be responsible for having lines in place, abd the vendor will be responsible for reconfiguring existing lines to work with an VOIP system. The places where we anticipate exsiting cabling reconfiguring via patch panels would be in The Alliance portable (2 lines), in the Bus Barn (1 line, connected to the Alliance partable) and a few rooms in**

### 1. Administrative Building

- The buildings have been cabled for standard telephones with Category 3 cable for voice.
- The buildings have been cabled with one Category 5/ 6 cable for data. We have a twelve-pair overhead cable connecting the middle school with the Administrative Office. We anticipate that exiting phone line pairs will be taken down and used to configure a second Ethernet line from the MS MDF to the Administrative building. We would expect the vendor to help with this process.
- Cat5 outlets and electrical power are available in all offices.
- Cat 5 outlets and electrical power are available at this school portables. The network cab;ing will have to be reconfigured to set up a separate voice network. A Power-over-ethernet switch will have to be supplied.

### 2. Existing Schools

- The schools have been cabled for standard telephones with Category 3 cable for voice.
- The schools have been cabled with Category 5/ 6 cable for data.
- Cat5 outlets and electrical power are available in every classroom and multi-purpose room.

- A few rooms only have only one data line. The District will run lines so that all rooms in the two schools will have a set of cables that can be used exclusively for a VOIP phone system.
- Switches and electrical power are available however the district anticipates that upgrades will be required to support a VoIP solution. In particular, for Power-over-Ethernet, the vendor will have to supply those switches.

### 3. New Schools

- The district do not anticipate any new schools.

### 4. Portables

#### a. **Outbuilding at main school.**

- Portables have been cabled for standard telephones with Category 3 cable for voice.
- Portables have been cabled with Category 5/ 6 cable for data.
- Cat 5 outlets and electrical power are available at this school portables. The network will have to be reconfigured to set up a separate voice network. A Power-over-ethernet switch will have to be supplied.

#### b. **Alliance outbuilding (coming from the Middle School)**

- Portables have been cabled for standard telephones with Category 3 cable for voice.
- Portables have been cabled with Category 5/ 6 cable for data.
- Cat 5 outlets and electrical power are available at this school portables. The network cabling will have to be reconfigured to set up a separate voice network. A Power-over-Ethernet switch will have to be supplied here.

#### c. **The Bus Barn (coming from the Alliance building)**

- Portables have been cabled for standard telephones with Category 3 cable for voice. This line will have to be reconfigured to be a VOIP line.
- Portables have been cabled with Category 5/ 6 cable for data.
- Cat 5 outlets and electrical power are available at this school portables. The network will have to be reconfigured to set up a separate voice network. Depending on the configuration chosen,

### Cabling and Power Summary Grid

Site	Cat3 for Voice	Cat5/6 for Data for VoIP	Electrical Outlets	Plans to upgrade (Y/N)
<b>Administrative Building (Portable)</b>	ALL	ALL	YES	Reconfigure 12-pair overhead lines
<b>Main School</b>	ALL	ALL	YES	Some cabling will be rerun (by us)
<b>Middle School</b>	ALL	ALL	YES	Not necessary
<b>Portable at Main</b>	ALL	ALL	YES	Cabling OK. Will have

				to reconfigure.
<b>Alliance Portable</b>	ALL	ALL	YES	
<b>Bus Barn</b>	By Line from Alliance	By Line from Alliance	YES	

## Local Area Network

### 1. Main School

- Building is served by a Layer 2/3 (Core) switch;
  - One Allied Telesyn
  - One SMC
- Our layer 2/3 switches are NOT PoE enabled

### 2. Middle School

No layer 2/3 switches  
Switches are NOT PoE enabled

### 3. Portables

4. No layer 2/3 switches
5. Switches are NOT PoE enabled
6. Copper cords going from portables to the main network room

## Local Area Network Summary Grid

Site	Layer 2/3 Switch (Y/N)	Brand	Type	S/W Revision	PoE Enabled (Y/N)	Interconnection type
<b>Administrative Buildings</b>	N					
<b>Main Schools</b>	2	<b>SMC</b> <b>Allied Telesin</b>		??	N	Cat 6
<b>New Schools</b>	0					
<b>Portables</b>	0					

## 1. Wireless Local Area Network

### 1. Administrative Buildings

- Administrative buildings are not served by a wireless LAN.

### 2. Main Schools

- Main school has a number of low-end WAPs. The coverage is not total..

### 3. Middle School

- 4. Main school has a number of low-end WAPs. The coverage is not total.

### 5. Portables

- Portables are not served by a wireless LAN.

### Wireless LAN Summary Grid

Site	Wireless LAN (Y/ N)	Brand	Type	Software Revision	Coverage Area
Administrative Buildings	N				
Main school	Some	Linksys	Low-end		
Middle school	Some	Linksys	Low-end		
Portables	N				

## C. *Proposed Environment/ Solution Objectives*

### 1. General

The Wellpinit School District is inviting vendors to submit a proposal to address the restructuring of the School District's telecommunications infrastructure including the system servicing the District administrative buildings and the network connecting these buildings and the schools and the current outbuildings. The Wellpinit School District desires that this telecommunications solution be a VoIP network solution which, in addition to addressing the physical requirements defined above, must also enable the school district to achieve the following educational goals and objectives:

Solution Objectives:

1. enhance educational opportunities
2. improve over-all communications
3. reduce costs
4. ensure compliance with Federal and State laws regarding 9/11

5. provide disaster recovery and business continuity capabilities
6. employ up-to-date and advanced technologies
7. enable new application development and allow for future growth

## **2. VoIP Solution Type**

The School District stipulates that the Proposer recommend the optimal VoIP solution mix for the School District based on the information provided above. The system must have the sophistication and capacity to meet current needs and accommodate future growth.

## **3. Messaging System**

The School District requires a Messaging System to upgrade or replace the existing voice mail system(s). Please see solution specifications as per Section IV “Technical Requirements”, part J “Messaging System”.

## **4. Management/ Administration**

The School District stipulates that the VoIP network solution have a centralized Voice Processing and Network Management capability for all of the buildings and schools within the district e.g., Centralized Directory, TCM, necessary to centrally administer and manage the entire Wellpinit School District network. Please see solution specifications as per Section IV “Technical Requirements”, part H “Centralized Management” and part J “Messaging System”.

## **5. Interoperability, Scalability and Cost Effectiveness**

Interoperability and integration with existing systems, cost effectiveness given differences that exist among administrative buildings and schools, and the ability to easily manage growth across the school district are paramount to Wellpinit School District. The proposed VoIP network solution must therefore clearly address each of these three key points. Please see solution specifications as per Section IV “Technical Requirements”, part M “Interoperability, Scalability and Cost Effectiveness”.

## **6. System Availability: Disaster Recovery and Business Continuity**

Proposer must provide a detailed disaster recovery and business continuity strategy for the proposed system network. Please see solution specifications as per Section IV “Technical Requirements”, part N “System Availability: Disaster Recovery and Business Continuity”.

## **7. Enhanced 911 (E911)**

The School District stipulates that the VoIP network solution provide E911 capabilities in compliance with state law. Please see solution specifications as per Section IV “Technical Requirements”, part M “Enhanced 911”.

## **8. Call Center System and Applications**

Proposer must detail an integrated Call Center Solution that ensures all School District clients will receive consistent, efficient, and personalized service. The solution must be able to handle a medium volume of incoming and outgoing calls at the same time, to screen calls and forward them to the appropriate resource and to log and monitor calls. Please see solution specifications as per Section IV “Technical Requirements”, part K “Call Center System and Applications”.

## **9. Call Accounting**

A Call Accounting system ability must be a part of the proposed solution. The Call Accounting system will give the School District the ability to record, archive and report on district-wide call activity. Please see solution specifications as per Section IV “Technical Requirements”, part L “Call Accounting”.

## **10. Outbound Messaging Solution**

The District is interested in deploying an automated outbound messaging solution for the delivery of multi-media messages (voice, email, text messaging) to a predefined or selected list of recipients. This will be an optional component. Please see solution specifications as per Section IV “Technical Requirements”, part R “Outbound Messaging Solution”.

The intent is to install the systems starting in Wellpinit of 2009. The implementation of the desired network is before June 30, 2010 years.

### ***D. Descriptive Summary***

Provide a descriptive summary of the proposed network, systems, equipment, software, and applications. Ensure you detail the benefits of your system architecture and overall solution design.

## **III. Response specifications**

### ***A. Submission Details***

Please e-mail one copy of the response by **Wellpinit** date to **Wellpinit** [magne@wellpinit.wednet.edu](mailto:magne@wellpinit.wednet.edu). Bids may also be faxed or sent in by mail or courier. A printed copy should always be sent by mail.

**Name:** Magne Kristiansen  
**Title:** Technology Director  
**Organization:** Wellpinit SD 49

**Address:** PO Box 360, Wellpinit WA 99208  
**Email Address:** magne@wellpinit.wednet.edu  
**Telephone:** 509-258-4535  
**Fax:** 509-258-7378

***B. Bidder Response Due Date***

All bids must be received by Monday, January 26, 2009 at NOON  
RFP submissions that are delivered late will not be considered.

***C. Selection Decision Date and Cutover Date***

Wellpinit plans to make its selection decision by early February of 2009. If we get eRate approval, and if we accept a bid for a system, work will begin after September 1, 2009.

***D. Local Access from Central Office***

Local access to/from the central office will be digital and analog.

***E. Questions***

All questions must be received via email (Attn: Magne Kristiansen, magne@wellpinit.wednet.edu) no later than January 26, 2009. Questions will be answered by email or phone ASAP.

***F. Premises***

Existing construction will be used for Wellpinit's operations. If new cables need to be run, this will be done by the District. We anticipate just a small number of new cables will need to be run.

***G. Scope, Quality of Work, Guarantee***

The selected vendor shall furnish all labor, materials and equipment necessary to perform and complete the work called for in the specifications, plans or other instructions attached to or referred to in the resultant contract. All work shall be done in a professional manner by technicians and others skilled in their respective trades. All materials furnished shall be new and the best of their respective kinds, unless otherwise specified. The work shall be completed within the time stated in the contract, but the successful vendor shall not be liable for delays due to causes beyond its reasonable control. The successful vendor will comply with the customer's performance schedule unless the customer formally declares and approves an extended time interval for work completion and system acceptance. The successful vendor must repair or replace, at its expense, any equipment or materials found to be defective within one (1) year from the date of system acceptance.

In your bid, please list the warranty time periods and any conditions for:

- hardware;
- software; and
- peripherals

**H. Compliance with Laws and Permits**

The successful vendor shall comply with all rules, regulations, ordinances, codes and laws relating to the work or the conduct thereof, and shall secure and pay for any permits and licenses necessary for the execution of the work.

**I. Proposal Format**

Please follow the proposal formats (content and price) outlined in Section 2, Section 3, and the appendices of this RFP. Incomplete responses will not be given further consideration.

**J. Proposals Must Include all Costs (Valid for 300 Days)**

Proposals must include all costs incidental to the successful implementation of the system(s). Price quotes must be valid for a period of at least 300 days after the submission date.

**M. New and Unused Equipment**

All proposed equipment and components must be new and unused. Prospective suppliers must guarantee that the systems proposed will be supported for a minimum period of 3 years from the date of installation.

**N. Supplier Assumption of Risk, Loss or Damage**

The selected supplier(s) shall assume all risk of loss or damage to the equipment or work performed, and shall assume all liability for death, personal injury, or property damage, arising out of work done on the systems prior to cutover, unless brought about by the willful misconduct of any of X's employees.

**O. Supplier 3<sup>rd</sup> Party Liability**

Prospective suppliers must specify the amount of third party liability insurance carried and make the documents available for review if requested.

**P. No Client Obligation or Commitment**

Neither the transmission of this RFP to a prospective supplier, nor the acceptance of a reply, implies any obligation or commitment by Wellpinit.

**Q. Terms & Conditions**

1. Proposer's Execution Page.  
The Proposer's Execution Page must be appropriately completed and signed by an authorized representative of the Proposer.

2. Proposer Staff/Certification Requirements.

The Proposer must submit:

- Copy of license to do business in the area
- Copy of documentation from the USAC verifying the Proposer's SPIN number.
- Proof they

**R. References**

Provide a minimum of 3 references from VoIP implementation programs of similar scope and magnitude for which the Proposer is currently providing service. Proposer must include name, telephone number and address of the contact person. The School/Board reserves the right to contact these references.

**S. Insurance requirements**

Evidence of current insurance coverage must be submitted. If Proposer's current coverage does not meet the requirements stated in this RFP, the Proposer shall include a statement of a commitment to acquire the required insurance coverage, should it be awarded a contract for these Services.

**IV. Technical Requirements**

**A. General**

1. Proposer acknowledges and agrees that they have all the components necessary to complete this project, including, but not limited to, technology, systems, equipment, materials, licenses, specifications, as well as engineering, design, support and training resources.
2. Proposer understands and acknowledges that many school sites have modular units and/or buildings not attached or without a network point of presence (PoP). Proposer is required to address how the proposed solution will provide service to all units or buildings associated with a school site.
3. Proposer must submit a descriptive summary of its system, including manufacturer, model or series number, physical dimensions, weight, BTU output and type of programming memory retention. Proposer must describe general and specific features of its systems, including system capacities, blocking factors, and optional characteristics. System capacity limitations for all features and functions must be stated and described in detail. These capacities must include, but are not limited to, quantity of hunt groups, ACD/UCD groups, restriction tables, account codes, T1 circuits, system speed dials, CO lines, and stations.
4. Proposer must provide logical schematic diagrams and physical design drawings showing physical and environmental parameters for all locations.
5. Proposer must supply an itemized list of proposed system equipment including all common, station and auxiliary equipment necessary for the successful operation of the proposed system, such as equipment cabinets, distribution frames, and power requirements.

6. Proposer must furnish all labor, equipment and materials necessary for a complete installation of systems, in accordance with recommendations of the equipment manufacturers. Proposer must agree to employ procedures and practices for design and installation that meets or exceeds the School/Board's and industry standards for such work.
7. Proposer must provide project management for coordination and scheduling of walk-throughs, site surveys, installations and inspections. Proposer must provide resumes of all proposed project management resources. Project management will also include development of a plan to eliminate previous vendor's equipment (may mean migrating off Centrex lines) to maximize savings and coordination of installation/disconnection of Voice and WAN circuits as needed.
8. Proposer will provide owner's manuals, manufacturer's data sheets and a complete equipment list, with manufacturer's names, model numbers, and specific terms and conditions of warranty and service provisions as well as manufacturer's contact information.
9. Selected Proposer must provide guidance in making the School District's current network(s) voice/data-ready. Any and all engineering assistance and time required prior to implementation will be at no cost to the School/ School District. All Proposers must include resumes of qualified engineers as part of their proposal.
10. Selected Proposer will fully test all systems and equipment to ensure satisfaction of functional requirements and that systems are free of short circuits, ground loops, hum, RF interference, instability and noise beyond published specifications of the equipment. All Proposers will also provide a method to track testing results and supply a sample report.

## ***B. Network Design and Configuration***

1. Network Design and Configuration: Proposer must include specific information about the design and configuration of the proposed network. Proposer must also include network diagrams that clearly and logically show the proposed network design concept. If the proposed solution includes multiple central distribution points, they must be able to provide failover redundancy. Proposer must also include network diagrams depicting anticipated failure points and failover paths.
2. System and Equipment Configuration: Proposer must include specific information regarding the configuration of the network's systems and equipment including but not limited to, central processing unit(s), cabinets, power supply(s), cabling and all hardware, software and miscellaneous equipment necessary for operation. This configuration is to be based on the entire project.
3. Capacity: Proposer must provide the size or scale to which the system can be increased without the necessity for a model change or field upgrade. Proposer must also provide the configuration requirements at which additional cabinets, shelves, DTMF receivers, and power supplies will be needed. Initial installation of all PBXs, cabinets, shelves, wiring, cross-connects, and other equipment must be sized such that inclusion of any additional equipment up to the capacity limit can occur solely by the addition of sets, station wiring and jacks, and appropriate card insertion.

4. Retention of Current Numbering System: The School/Board requires the retention of its current numbering system. Selected Proposer must provide details for retaining the Board's established number system with current service provider.

### ***C. Cabling and Infrastructure***

1. Proposer agrees that any and all wiring and equipment installation will be in strict adherence to the School/Board's Infrastructure Standards. All station wiring shall be four-pair twisted cable (Category 3 minimum for voice and Category 5 minimum for data/VoIP) installed by others. It is also the responsibility of the Proposer to inter-connect all service from the local exchange carrier to proposed equipment.

Proposer will provide racks, cabinets and enclosures required for equipment having sufficient capacity to expand to capacity limits described above for all locations.

### ***D. Equipment and Materials General***

1. The School/ School District will accept only new originally manufactured contract equipment, materials and/or goods. The School/ School District will not accept any equipment, materials or contract goods that have been refurbished, rebuilt, restored, or renovated in any manner. In addition, the School/ School District will not accept experimental materials. Experimental materials shall be defined as contract equipment, materials or goods not produced by regular production methods and/or which have not been offered for sale to the public through accepted industry trade channels for a reasonable period of time prior to the offering of the proposal. Proposer acknowledges and agrees to the terms explained above.
2. The equipment proposed must have PBX functionality using stored program control and Pulse Code Modulation and Time Division Multiplexing (PCM/TDM). Proposed system must comply with state regulations regarding E911; including, but not limited to, an automated process to pass necessary information to the PSAP. The system must provide an open architecture interface supporting IP Telephony and must provide flexible line access capability, i.e., capable of accessing OPX, DID, Loop Start, Ground Start, T1, and ISDN PRI CO facilities.
3. As described above, all common equipment and sets must be new. Analog instruments must utilize single-pair wiring and be capable of being plugged into a standard modular jack, so that sets may be inter-changed throughout the system. Digital instruments must use IP networking protocols over the 10/100BaseT Ethernet network.

### ***E. IP Private Branch Exchange (IP PBX) Voice Systems***

1. Proposed solution may include multiple central distribution points (PBXs) and must therefore include connectivity and communication between each additional distribution point.
2. All proposed PBXs must have the capacity of supporting ISDN Primary Rate Interface (PRI) Services and/or DS-1, POTS, Centrex and Ethernet services. The system must

also have the QSIG networking option enabled. If this is not included, please provide a detailed costing for this option to be added to the total solution.

3. All PBXs must be SNMP manageable and must have the capability of sending traps to a central network management system and/or log server.
4. Proposer must provide interface units to connect each PBX to the existing School/School District location's public address. This connection must be integrated to all associated school buildings including annexes, modulars and field houses.

#### ***F. Centralized (Hub Site) Distribution PBX(s)***

1. The Proposer shall provide a detailed design on PBX System interfaces and connectivity.
2. The Centralized Distribution PBX(s) shall be capable of distributing DID and DOD lines.
3. The Centralized Distribution PBX(s) shall also include the necessary hardware and software to conduct IP Trunking over Wellpinit School District's wide area network. Proposer will install Centralized Distribution PBX equipment in the telephone distribution rack located in MDF, connecting all horizontal voice cabling and all connectivity lines from the school PBX's as well as the DID/DOD lines terminated by local exchange carrier for routing and call distribution.
4. Proposer will configure the Centralized Distribution PBX to interconnect School PBX's through T-1, PRI or equivalent circuit(s) as necessary.
5. Proposer will configure the PBX with appropriate call routing and Messaging System Messaging System functions as designated by the specific School/ School District.

#### ***G. School PBX(s)***

1. Proposer will install School PBX equipment in telephone distribution rack located in MDF, connecting all cabling and all T-1, PRI or equivalent lines from the centralized distribution PBX as well as the POTS lines terminated by local exchange carrier.
2. The School PBX shall be sized for:
  - 16 Analog Phone Ports, scalable to 32. One analog port will be dedicated to a modem (which will be provided by Selected Proposer) for out-of-band (OOB) network troubleshooting.
  - 100 Digital Phone Ports, scalable to 200.
  - Minimum of 100 phone ports.
  - Minimum of 100 IP telephones with an integrated 10/100 fast Ethernet port.
  - Minimum of three console units that can be used as main switching stations, with features so that calls are automatically transferred to another attendant if the first attendant is not available
  - Must be compatible with powered Ethernet switches.
3. The School PBX shall be equipped with the ability to conduct IP trunking over District's wide area network.

4. Proposer will configure School PBX to interconnect to Centralized Distribution PBX through DS1, PRI, or equivalent circuit. Provide necessary equipment for transport connections.
5. Configure PBX to connect to existing Local Area Network and configure and install at least one (1) IP Phone and one (1) Soft phone at the MDF, administrative office, or as directed at each site.
6. Proposer will configure the PBX with appropriate call routing and Messaging System functions as designated by the specific School or School District location.
7. Proposer will install all telephones.
8. All PBX Systems must include the following functions or features:
  - Uniform Dialing Plan. The system must be able to function with a variable numbering plan arrangement up to five digits in length for station address designation.
  - Caller ID. The system must support Incoming Caller ID services from the local carrier. Please describe how this is accomplished and with what equipment.
  - Direct Inward Dialing capability.
  - The system must be programmable to send classroom DID calls to voice mail during the day and directly to the classroom before and after school hours.
  - Internal users must be able to dial to the classroom at any time of the day.
  - Power Failure Back-up. System must provide option for 2 to 4 hours of uninterrupted back up in the event of power failure.
  - System Open Architecture Interface. The system must provide OAI for communication with an external computer for possible ACD or CTI applications.
  - Desktop Interface. The system must provide have the option of an interface for connecting a users PC with their telephone. This should allow control by the PC of the telephone set.
  - ANI/DNIS. The system should support ANI, ALI, DNIS, and \*ANI/DNIS\* service to the carrier and/or the Public Safety Answering Point. Additionally, calls should be routed to a specific station based on this information.
  - Automatic Call Distribution (ACD). The system must support multiple ACD groups and be able to send calls to an agent based on either which agent has been idle for the longest period of times, or which agent has received the fewest calls.
  - Interconnection with Public Address System: System supports up to 4 connections to each building's public address system.
  - Uniform directory integrated with network LDAP resources. System must be interfaced with Global directory to provide capabilities of exporting numbers into LDAP and importing user information from LDAP.
9. The above PBX system features are minimal features only. Please provide a complete list of additional PBX system functions and features that are important in a K-12 environment.

#### **H. Voice Administration/ Management**

The School District stipulates that the VoIP network solution have a centralized Voice Processing and Network Management capability for all of the buildings and schools within

the district e.g., Centralized Directory, TCM, necessary to centrally administer and manage the entire Wellpinit School District network. The School District stipulates that the system solution must:

- include centralized management capabilities that have the ability to complete user provisioning and system data management;
- provide all user related information in a single view;
- be accessible remotely via a secure connection;
- be capable of integrating with existing business systems through open standard interfaces to deliver a single corporate directory;
- constantly monitor the voice quality of the network and proactively notify administrator of any network degradation;
- automatically schedule propagation of all user information changes across the network;
- collect outgoing call records (automated, from a single location);
- place entire system in day or night mode at administrator defined times;

For single platform solutions the management capability should deliver full administration in a single easy to use interface. The administration tool(s) should offer different levels of service depending on the users authorisation rights. Desktop device programming should be made available to the end user from a web-based tool without the need to remember any feature codes.

Proposer must explain how their management solution will work and what components make up this solution.

### ***I. Handsets, Consoles and Administrator Functions***

Proposer must provide a detailed description of each type of phone offered as well as a description of the phone's advanced features, if applicable.

- Single line desk or wall set. Single line sets must be analog, with keypad, and at least three (3) programmable keys. The unit must consist of a handset connected to a desk or wall unit by a coiled cord of 6 feet minimum length, with the desk or wall unit containing the required circuitry to receive and make calls. The set must also provide a message waiting notification light and provide AC ringing.
- Multi-line Set (8 Button minimum) with Speakerphone Specifications. Multi-button sets must be two-piece, fully modular, with hot keypad, consisting of a handset connected to desk or wall unit by a coiled cord of six (6) feet minimum length, with the desk or wall unit containing the required circuitry to make or receive calls. Any of the multi-buttons must be fully programmable. Each set must also provide a message waiting notification light.
- Multi-line Set (8 Button minimum) with Speakerphone and Display Specifications. All features and functionality of the multi-button speakerphone display sets must be identical to the multi-line sets with the addition of a display that shows, at a minimum, digits dialled, calling party, and date/time.
- Multi-line Set (20 Button minimum) with Speakerphone and Extended Display Specifications. All features and functionality of the multi-button speakerphone extended display sets must be identical to the multi-line speakerphone display sets with the

addition of an extended display (at least 6x16) that provides text voice mail prompts, intercom and speed dial directories, and access to other features.

- IP Set (single line). Single line IP sets with keypad and at least 3 user-programmable keys. The unit must consist of a handset connected to a convertible desk or wall unit by a coiled cord of six (6) feet minimum length, with the desk or wall unit containing the required circuitry to receive and make calls. The set must also provide a message waiting notification light. Unit has user-adjustable ring tones and a hearing-aid-compatible handset. IP address assignment is selectable for DHCP or static.
- Soft Phones. Proposer will provide a detailed description of the features and functionality of the soft phone offered as part of the overall solution. In addition, Proposer must provide associated minimum computer specifications and related components.
- DSS/BLF Console. The console can be a DSS/BLF attachment to the sets or to a multi-line digital handset. Proposer must indicate how many DSS/BLF appearances are available (minimum of 48) and how many additional DSS/BLF units can be linked together (minimum of 2). Also, Proposer must indicate the number of system ports required for each additional DSS/BLF unit.
- PC Attendant Console. All PBX systems must offer a Windows-based attendant console. The software must be compatible with Windows XP and Vista and Server 2003 (oif applicable) and provide a screen-pop when incoming calls are received. Proposer must provide information about features and costs.

**Handset Features. The following are minimum station feature requirements:**

- Direct Outward Dialing (CO Line) Access. Defined stations may access CO lines by dialing a common one digit access code or selecting a CO line that appears on the phone.
- Direct Inward Dialing Access (Capability) Defined stations may receive incoming DID calls directly without attendant intervention.
- Call Transfer. Permits a call to be transferred from one station to another station.
- Call Pick-Up. This feature permits one station to answer incoming calls originally directed to another station. It will also allow a station to pick up a call that is holding at another station.
- Call Forwarding. This feature allows a call directed to a station to be routed to another destination under various conditions. The other destination can be either another station within the system or an outside phone number. The conditions required are:
  - Forward all Calls. Forwards all calls immediately to another destination.
  - Forward if Busy. Forwards calls when station is busy.
  - Forward if No Answer. Forwards calls when not answered within a pre-programmed time limit.
- System Speed Dialing. Allows station users within the system to call any of a list of pre-programmed numbers by dialing an abbreviated code of two or three digits.
- Station Speed Dialing. This feature allows users of individual stations to call any of a list of pre-programmed numbers by dialing an abbreviated code of one or two digits. The list can be programmed from the station.

- Conference Calling. This feature allows all stations to dial a conference code and establish their own conference. An attendant should be able to establish a conference call and transfer it to another user. A minimum of four parties must be able to be conferenced together.
- Station Hunting. A group of lines with consecutive or random directory numbers shall be arranged so that a single pilot number can be called and the system will hunt for an available station.
- Station Toll Restriction. Individual stations may be restricted to various pre-programmed dialing levels, thus prohibiting certain stations from various levels of toll access. Changes to Toll Restriction should be able to be made by the administrator set.
- Paging. The system must allow access to existing or future external paging systems by an access code. Station class of service must be able to deny paging access to preset stations, or groups of stations, thereby allowing paging access to only designated stations.
- Directories. Allows display sets to search for extension numbers or system speed-dial numbers. The numbers can then be dialed, if desired.
- Background Music. Allows for background music to be heard through station speakerphone.
- Do Not Disturb. Allows user the ability to halt all intercom calls, transferred calls, and system pages to the station.
- Advisory Messages. Allows the user to customize display message for other display stations to see.
- Mute Key. This feature turns on or off the telephones microphone during a call. It muted, the user can hear the other party, but the party cannot hear the user.
- Redial. This feature will redial the last outside telephone number dialed or saved at the station.
- Ring Tone Selection. Allows the user to choose from multiple ring tones.

#### **J. Messaging System**

Proposer must detail an integrated Auto Attendant and Messaging system as outlined herein. The price of the system must include installation, integration with the specified network system, user training, user guides for all users, and all services necessary to accomplish the complete activation and on-going management of the Auto Attendant and Messaging system. Proposer has the option to upgrade, replace, or inter-network with the existing voicemail system(s). The current installed voice mail system is Coral/Taderan PBX with 128 of ports and 100 number of mailboxes.

The proposed system must employ the following features, at a minimum:

- Customizable system prompts
- Single key access to department / group directory, remote site (answering service), other extension
- Dial-by-name
- Multiple decision trees, each with its own answering point,

- Day/night, time of day, day of week, day of year, holiday schedule
- Dial-0 for operator/attendant
- Activation of emergency greeting (over-ride) e.g. emergency school closure
- Custom menus for individual mailboxes
- Information mailboxes, Q&A interview mailboxes,

Please quote speech-enablement as an upgrade option.

### **Voice Messaging**

The voice messaging system must support 100 number of users initially, with the ability to expand by 150% over the next 5-10 years.

The system must employ the following features, at a minimum:

- Provide an easy to learn telephone user interface OR closely emulate our existing telephone user interface in order to minimize training requirements.
- Allow a receptionist/attendant to easily transfer callers directly into a mailbox.
- Allow a specific mailbox for each user. Certain users may share phones. Multiple mailboxes may be assigned to a single phone; a menu should direct callers to select a specific mailbox/user for which/whom they wish to leave a message.
- Allow a unique, user assigned password (up to 8 digits)
- Multiple means for notifying users of waiting messages (notification, stutter tone, message waiting lamp)
- Record caller ID, date, and time as part of the message header. This header information may be played with every message, or as requested by the user.
- Allow messages of up to three (3) minutes in length, initially 20 minutes per user with the ability to assign different limits to groups of users.
- Allow messages to be saved, erased, answered, or forwarded at the discretion of the message recipient (except for messages marked private).
- Subscribers must be able to reply to a message with a call-back.
- When creating messages, system must allow use of dial-by-name and distribution lists for addressing. System must also allow caller/user to mark message as urgent, private, and request a read receipt.
- Allow for delivery of messages at a future time.
- Allow the creation/edit/delete up to 99 private distribution lists by system users and up to 99 public distribution lists for use by all. Lists must be manageable via telephone (optional via computer).
- Allow for users to pause, fast forward, and rewind during message playback. The ability to speed up/slow down is optional.
- Allow for cascade notification of several different phone/beeper numbers or email addresses (at least 5) when a message is received. Advanced notification options such as notify for urgent messages only or scheduled notifications are also desirable.

- Allow the user to record personal greetings and name recording. Support for standard and busy greetings is required. Support for optional/status greetings is desirable.
- Allow broadcast messages to groups of users or all users.
- Support Record a Call, allowing at least 24 to users to record their telephone conversations into their voice mailbox. System may provide recording notification tone to all parties involved in the conversation.

### **Fax Support (Optional, depending on cost and funding)**

Fax applications to be supported include Fax-on-Demand, inbound fax detection/routing, and outbound fax support. Currently Wellpinit users require the ability to receive fax messages directly into their personal mailbox. One (1) fax port is required to support the current volume. Please allow for a 100% increase over the next 2-3 years.

The system must employ the following features, at a minimum:

- Ability to integrate with a 3<sup>rd</sup> party fax server application. (OR)

If a customer does not already have a fax server, the system must support the following requirements:

- Allow callers to select specific documents from a menu that they wish to have faxed to a definable fax number (Fax on Demand)
- Allow callers to send a fax. The system must either auto-detect the incoming fax, or a menu may be provided to the caller to select the appropriate destination for the fax (i.e., a specific teacher/administrator, or mailbox (absentee letters)).
- Allow users to retrieve fax messages from their mailbox and direct to a pre-defined or definable fax number or pre-defined printer.
- Support notification for fax messages. (optional)
- Allow a user to submit a document to the fax queue from their computer. (optional)

### **Unified Messaging (Optional, depending on cost and funding)**

Unified Messaging capabilities may not be implemented at the present time, depending on cost. However we will look at the ability of your proposed system to do this in the future.,

This option would have to work with out current email environment, which is MS Exchange 2003. User's clients include Outlook 2003, in XP, Vista and web access. Out of the total number of voice mail users noted above, 25% would require the ability to access their voice/fax messages from their standard email client or web interface. 25% of the total voice mail users noted above would require the ability to access their voice/fax messages from their standard email client or web interface AND access their email messages over the telephone (text to speech).

The proposed system must be able to currently support or be upgraded to support unified messaging. Please detail how this would be accomplished.

The proposed system must employ the following features, at a minimum:

- a) Ability to play a voice message or view a fax message from the email client or web interface.

- b) When playing a voice mail from the computer, user must be able to direct the audio playback to computer speakers or a definable telephone number.
- c) Ability to save a voice/fax message to an email folder or to the computer disk drive.
- d) Ability to reply / forward voice/fax message via email to another user or external party. Voice/fax message file format must be standard WAV and TIF file.

The School District has concerns regarding bandwidth/storage/plugin required to support Unified Messaging. Please explain how your solution supports the following:

- a) Voice/Fax messages stored on messaging server and/or email server.
- b) File format and file size (per minute for voice / per page for fax) of messages stored (voice and fax). Please state compression rates used for files.
- c) Any modifications required to the existing email server and/or directory.

In addition to the requirements stated above, the system may optionally provide the following features:

- a) Text-to-speech access to email messages over the telephone.
- b) Ability to reply with a voice mail to an email message that has been accessed using Text to Speech.
- c) Accurate message waiting indication independent of access method (i.e.: if voice messages read from computer, message waiting lamp would extinguish)
- d) Notification of email or fax messages via telephone/pager (may be scheduled).

### **Proposer must address the following:**

Configuration of the proposed system:

- a) Total number of voice ports
- b) Number of voice mail storage hours
- c) Total number of fax ports
- d) Total number of user licenses (unified messaging)
- e) Total number of TTS ports
- f) Included hardware and software features
- g) System and Feature capacities (maximum number ports, mailboxes, distribution lists etc...)
- h) Can system prompts be customized?

Proposer will provide per user costs for additional voicemail boxes that may be required by the School District – example: providing voicemail to all teachers without phone units.

Proposer must describe the environmental and physical characteristics of the proposed system.

Proposer must describe the procedures for activation of mailboxes after initial system installation.

Proposer must supply a back-up power supply system capable of supporting the system for a minimum of 2 hours. This back-up system should be combined with the back-up power system requirement for the phone system, resulting in a single system.

The system must have the ability to backup all system programming, voice mail files, including system prompts and voice mail messages.

The system must provide reports. Please indicate reports available for the proposed system.

#### ***K. Call Center System and Applications***

Proposer must detail an integrated Call Center Solution that ensures all School/Board clients will receive consistent, efficient, and personalized service. The solution must be able to handle a large volume of incoming and outgoing calls at the same time, to screen calls and forward them to the appropriate resource and to log and monitor calls.

The price of the system must include design, installation, integration with the overall proposed network, user training, on-line and paper user guides for all users, ongoing support, upgrades and all services necessary to accomplish a complete Call Center Solution.

Proposer has the option to upgrade or replace (under the described buy-back parameters) the existing Call Center solution but either option must provide the following features as a minimum:

- a) Call Management
- b) Automatic Call Distribution (ACD)
- c) Agent Split/Skills Management
- d) Service Observance On-Demand and Remote
- e) Multiple Call Handling/Load Balancing
- f) Call Vectoring
- g) Vector Administration
- h) Call Recording
- i) Direct Agent Calling
- j) Least Occupied Agent
- k) Virtual Call Routing
- l) Multiple Music/Audio Sources
- m) Multiple Split Queuing
- n) Priority Queuing
- o) Redirect-on-No-Answer
- p) Automatic Number Identification
- q) Dialed Number Identification Service (DNIS)
- r) Caller Information Forwarding (CINFO)
- s) Advanced Call Management Monitoring and Reporting
- t) Remote Agent Login
- u) IP Agent

- v) Latest state-of-the-art phones and headsets

**L. Call Accounting (optional depending on price)**

A Call Accounting solution is required and must be a part of the proposed solution. The Call Accounting solution will give the School District the ability to record, archive and report on district-wide call activity. The Call Accounting system will be installed at Main Wellpinit School. At a minimum, the system should have the following capabilities:

- a) Capacity to handle a minimum of 30 days of call records.
- b) Costing of calls using tariff information, or the District specified costing information.
- c) Generate multi-level (minimum 3) organizational summary reports.
- d) User defined exception reports (e.g. short or long calls, calls to specific numbers, system/trunk usage by time of day, day of the week, etc.).
- e) Store historical data - minimum of one year.
- f) The system proposed must be able to route call records to the centralized storage location even when long distance calls are routed through a remote site.

In addition to meeting the criteria outlined above, Proposer must clearly detail the following Call Accounting solution elements:

- a) Architecture. Define the architecture type (e.g., client/ server, standalone, web-based, etc.) and benefits.
- b) Licensing. How is the solution licensed?
- c) Multi-location Support. Does the solution provide support for multiple locations and if so, is district-wide management provided?
- d) Security. How does the solution proposed prevent unauthorized access? Is tenanting possible? Is it possible to allow a third party to gain access to the solution?
- e) Reporting. Detail the types of reports as well as the types of District-wide reports available. Specify how reports are scheduled and disseminated (email) by the system. What is the format of the reports and can reports be easily customized?
- f) Data Mining. Please explain how the solution enables users to refine and filter call statistics (beyond standard reporting). Is there an option for answering FAQs?
- g) Toll Fraud. What type of toll fraud can be identified? Please specify how toll fraud is identified by the solution.
- h) Integration Capabilities. What products will the solution integrate with? What platforms is the solution compatible with? Can the product collect data from alternative collection points?
- i) Hardware/ Software and Services. Proposer must include all necessary hardware/ software and services (e.g., installation, training, software set-up, etc.) as part of their proposal. Proposer must also state the hourly charge for producing any changes to the Call Accounting solution after acceptance of the solution.
- j) Investment Protection. Technology changes from year to year. Explain your product strategy for being future-ready.

### **M. System Availability: Disaster Recovery and Business Continuity**

Proposer must provide a detailed disaster recovery and business continuity strategy for the proposed system, using the following scenarios:

- Loss of Administrative office
- Loss of a hub site (if applicable)
- Loss of a non-hub site PBX (school)

Strategy must address how the proposed solution will survive and operate as well as how the School District will recover from the above scenarios. Response must address the following:

- Ensure that end users at each location (Admin office, hub site, non-hub site) can retain full functionality in the event of one of the other locations going out of service.
- How resources for a particular location can be geographically distributed to minimize the effect of unforeseen events.
- How resources within a single location can be distributed to minimize the effects of equipment failure.

### **N. Enhanced 911**

Proposer must provide a detailed E911 plan including all costs, systems, equipment, software, implementation procedures and processes for on-going compliance. E911 compliance must be included in the total solution and not offered as an option.

In Washington State, the Emergency Telephone System Act, commonly referred to as "Enhanced 911" or "E911" was enacted by the legislature. This Act mandates that businesses, schools, not-for-profits and local government agencies that use PBX or Centrex telephone systems and occupy 40,000 square feet or more of space per location must ensure that their systems can provide accurate street address, specific building location information and a call back phone number to the local Public Safety Answering Point (PSAP) or 911 Call Center. In addition, distinct facilities (such as schools) with multiple buildings that share the same street address must comply with the Act regardless of square foot size. The objective of E911 is to direct police, fire fighters or others who respond to emergency calls to the exact location of the emergency situation.

Proposer must develop a solution that will accomplish the following, at a minimum:

- Inventory all of the School District's voice components.
- Create an initial E911 database that is easily and automatically updated with any moves, adds, or changes.
- Ensure the accurate and verifiable transmission of data to the National E911 database on a scheduled routine and timely basis.
- Enable calls placed to the 911 Center to transmit ANI and ALI data.
- Provide automated transaction logs and history to migrate the risk associated with not providing accurate station location information.

Any third party software, equipment or components must be included in the overall E911 solution. In addition, any recurring costs required by voice service providers must be included. Proposer must provide an inventory data collection plan and sample reports.

Proposer needs to include a detailed description on how all phones including IP and soft phones will be recognized by the system based on a move, add, change or deletion to

ensure E911 compliance. Proposer will also need to provide a detailed architecture on how the system works from the originating phone call to updating the PSAP.

#### ***O. Memory Retention***

Proposer must provide and describe the method of memory retention of all specified system features if there is a commercial power failure. The capacity and type of memory shall be stated, with any time limits.

#### ***P. Power, Surge Protection and UPS***

Proposer must document and employ practices that prevent damage due to shock or environmental conditions that exceed ratings of material prior to installation. Proposer is responsible and liable for installation practices required to properly store, handle and mount materials to avoid damage to workers, the facility or the material.

Protection from power surges, spikes, and voltage transients with adequate regulators, filters, and isolators must be included as part of Proposer's system. Proposer must also provide protective devices to prevent equipment damage due to static discharge, electrical surges, under-or over-voltage, or mis-wired building circuits.

Proposer must thoroughly outline in their responses the number and types of protective devices to be used between the system and power source for this purpose. This must include at least 60 minutes of battery-powered backup in the event that power is lost. System must also provide notification of power outages to the Central Management System.

#### ***Q. Outbound Messaging Solution (optional)***

The District is interested in deploying an automated outbound messaging solution for the delivery of multi-media messages (voice, email, text messaging) to a predefined or selected list of recipients (i.e., parents, teachers, students). The system is required to be scalable and be deployed centrally at a hub location or distributed (multiple hubs) across school a district.

The system is required to provide the following capabilities, at a minimum.

- Interface to the voice system and use the outgoing trunks for delivery of voice messages.
- Deliver personalized, pre-defined and/or pre-recorded messages to a list of recipients (phone numbers or email addresses within specified start and end dates and times).
- Deliver multiple messages on multiple lists simultaneously.
- Support for multiple languages.
- Allow manual and automated creation of recipient lists.
- Allow assigning of parameters/policies to govern the behavior of lists (e.g. start date and time, number of retries, time between retries, etc.)
- Automated delivery of status reports via email about outbound messaging activities.
- Multi-level (e.g. administration, user) controlled access to authorized users.
- A web-based interface for remote system management
- Adherence to FCC 'do not call' lists.

Vendors responding to this option should include descriptive information about the system being proposed, its operation, automated capabilities, and management flexibility. In providing cost information, vendors must identify how the system is priced (e.g., by number of lines supported, functions, etc.)

## **V. Business Overview**

### ***A. Proposer background information***

Provide an overview of your company, including mission statement and future vision.

### ***B. Manufacturer's Product Strategy***

Describe the plans of the manufacturer of the proposed IP PBX to change the current system architecture, station equipment, voice mail, and/or ACD, over the next several years. Describe how the School/District will be affected.

### ***C. Competitive Differentiators,***

Describe competitive differentiators of the proposed product and the Proposor's company.

### ***D. Not Excluded from Government Contracts***

Vendor must certify in writing that they are not listed on the Federal Excluded Parties Listing Systems (EPLA) and excluded from working with government contracts or subcontracts.

## VI. Warranty and Services

### 1. Warranty

The School/Board expects and the Proposer agrees that the initial warranty period for all systems, equipment, software, related components and installation will be free from defects for a period of one (1) year from final acceptance by the School/Board. Final acceptance is to be determined on a per site basis and will be contingent upon reaching system availability of 99.999% for a six month period. Warranty shall automatically be extended until system availability of 99.999% uptime is reached for a 3 month period.

Subsequent maintenance for all systems, equipment, software, and related components will be implemented on a per site basis and that this maintenance coverage will be co-terminus. Proposer will provide a detailed warranty and maintenance plan that will clearly outline how the Proposer will fulfill the School/Board's warranty and co-terminus maintenance requirements.

### 2. Support Services and Service Level Agreement

Proposer will employ technical support staff that is trained and certified by the manufacturer as qualified and competent to troubleshoot and maintain the full system including components and interconnections to collateral systems.

Proposer must provide evidence of applicable registration and certification by members of its staff by the manufacturer of the proposed system. Proposer agrees that all service shall be delivered by technicians carrying proper identification.

Proposer will present a Service Level Agreement (SLA) for review by the School/Board. The SLA will include a service plan designed to respond to and resolve all service calls within a mutually-agreed upon timeframe given the priority of the service call. The service plan must include provision of repair materials and a timeframe for service engagement to ensure resolution of service calls within the specified time.

Selected Proposer's plan will also include a service protocol that integrates with the School/Board's existing service and help desk. The service protocol must also detail Proposer's support model for break/fix support.

Selected Proposer agrees to work with the School/Board to determine how priority levels will be assigned to service requests. The School/Board reserves the right to adjust priorities as well as response/resolution times as deemed necessary:

<u>Priority</u>	<u>Impact</u>	<u>Response</u>	<u>Resolution/Repair</u>
1	Critical component down – loss of site or central function	1 15 minutes	1 hour or as required
2	Critical component degraded – loss of communications or connections	30 minutes	4 hours or as required
3	Non-critical component down – loss of function	1 hour	8 hours
4	Other request, question	2 hours	12 hours

Selected proposer will provide a School/Board-specific toll free number to report service calls. This toll-free number will be connected to Proposer's service center which will be available to the School/Board twenty-four (24) hours a day, seven (7) days a week. This number will be established and activated no later than forty-five (45) days after Contract signing. Caution!

Selected Proposer agrees to retain all service calls, resolution processes and work timelines in a database that can be integrated with the School/Board's Trouble Management system. Selected Proposer also agrees to develop a monthly report for each site and deliver one copy to the School/Board's representative and one to a contact person defined by each school.

### **3. Implementation Plan**

Proposer's response must include a detailed implementation plan that provides a phased and co-ordinated network/system rollout resulting in no service disruption or lack of service in any facility. The implementation plan will be approved by the School/Board in advance of the project's start and must address the following:

- a) Operational impact analysis
- b) Formal project plan, including dependencies and contingencies
- c) Well-defined integration points that clearly define the systems and services delivered.
- d) Site cutover times that do not disrupt school activities.
- e) Co-ordination with circuit carriers to transfer service to new lines in a phased and continuous manner
- f) Site surveys at each facility to determine equipment installation requirements, raceway routes and cable requirements. Proposer will provide material necessary for a complete installation, including structural support, trim plates and functional and aesthetic materials required to securely mount and conceal systems installation.
- g) Sample of installation drawings.
- h) Sample of how Proposer will address network configuration requirements and recommendations.

As part of implementation, Selected Proposer will provide complete installation drawings for each site, system one-line or schematic diagrams showing detailed connections to equipment. Selected Proposer will provide setup instructions with a complete listing of system adjustable parameters, default settings and field settings for each.

Selected Proposer will provide core and remote site network configuration requirements and recommendations. Network diagrams for each site's LAN will be provided in Visio format. Router/switch configurations may need to be modified a part of implementation. Co-ordination of network changes will be required during implementation; therefore, dedicated network engineers will be needed. Resumes of qualified network engineers must be included in proposal.

Selected Proposer will include system long-term shutdown procedures and start-up procedures. Documentation must be provided in both hard and soft copies using Microsoft Office document formats.

Installation includes acquisition of necessary licenses and permits as required by the authority having jurisdiction over the work. Include the cost for permits, inspections, shipping and other consequential or incidental costs in the total cost.

#### **4. Voice Service Provider Co-ordination**

Selected Proposer will co-operatively work with the School District to co-ordinate directly with existing Centrex line provider to disconnect lines and remove them from billing and to add new T1 circuits, transferring existing numbers for transparent cutover to new systems.

Selected Proposer will develop a strategy and detailed process to cutover from Centrex lines and existing key systems and instruments to new systems. The strategy will indicate staffing plans and management to assure expeditious execution.

#### **5. Training Plan**

##### Technical Training:

Proposer will develop a technical training program to ensure full system understanding and operational capabilities for the School/Board staff that will be managing, maintaining and monitoring the proposed voice/data solution on a daily basis. The School/Board will not accept "train the trainer" models. Selected Proposer will co-ordinate with the School/Board's representatives for training and staff development to determine course content and participant lists. Cost proposal will include all aspects of training including travel and expenses. The School/Board is not required to provide anything beyond the space and time for training.

Selected Proposer will provide multiple technical training classes for up to twenty (20) persons per class and level covering the same topics on separate days at a time determined by the School/Board. Caution

Selected Proposer will provide qualified and knowledgeable staff, appropriate materials and supporting equipment necessary to deliver training. The selected trainer must be certified in the subject matter being taught. Proposers must submit detailed resumes of all recommended trainers.

Training covers the following topics as a minimum with a question and answer period of not less than two hours in addition to the course.

- a) Network and individual system component design and architecture.
- b) Network VoIP configuration and troubleshooting.
- c) System functions and features.
- d) System maintenance and adjustment of serviceable components.
- e) Troubleshooting and typical system abnormalities.
- f) Support and maintenance staff qualifications and necessary equipment for support and maintenance.
- g) Support and warranty contact information.
- h) Trouble reports and escalation list.

Other topical information may be required to fully communicate system functions, system maintenance and user capabilities. Proposer agrees to videotape all training classes and turn over four (4) copies of the best presentation to the Board for future reference. The School/Board reserves the rights to rebroadcast any and all training videotapes.

User Training: Proposer will develop, user training classes for groups of up to twenty (20) persons at each site covering the topics outlined below on a schedule as determined by the School/Board. The School/Board will not accept "train the trainer" models. Multiple training sessions for larger facilities may be necessary.

Training covers the following topics as a minimum with a question and answer period of not less than one (1) hour.

- a) System operational description, functional capabilities and normal performance expectations.
- b) Fully describe and demonstrate user operations by establishing and routing calls, accessing and programming
- c) voicemail and performing other user functions. Provide staff as required at remote sites to simulate functionality.
- d) User troubleshooting guide for typical system abnormal conditions.
- e) Support contact information.

#### **6. *Other Proposer Options***

For any additional options NOT included in the Proposer's solution, Proposer must itemize, explain and identify all costs.