



Portage Public Schools, Portage, Michigan is soliciting sealed proposals for:

Project Name: #10715 2024 On-Premise Phone/Communication System

RFP ISSUE DATE: April 8, 2024

PROPOSAL DUE: April 22, 2024, 9am

Number of Copies Required: 2 (Two) paper, 1 (One) PDF on flash drive

Facsimile/Email Proposals Will Not Be Accepted

DELIVERY ADDRESS & INSTRUCTIONS

Portage Public Schools
Purchasing Department
8107 Mustang Drive
Portage, MI 49002

Bids will be publicly opened and read at the above address.

Include on the Envelope the Project Name (above). All Envelopes Must Be Sealed.

General questions regarding the submission of this RFP should be directed to:

Susannah Sims, Purchasing Specialist, at (269) 323-5181 or sksims@portageps.org.

***Addendums (if any) will be posted on our website: www.portageps.org under the Bids & Proposals link.**

Questions relative to the Technical Specification may be addressed to:

Shane DeRidder, Technical Services Coordinator, at (269) 323-5111 or sderidder@portageps.org.

You are invited to submit a proposal for this equipment and or service. Specifications, terms, conditions and instructions for submitting proposals are contained herein. This Request for Proposal with all pages, documents and attachments contained herein, or subsequently added to and made a part hereof, submitted as a fully and properly executed proposal shall constitute the contract between the District and the successful proposer when approved and accepted on behalf of the District by an authorized official or agent of the District.

All proposers shall complete and return the Proposal and Award page(s) and submit all information requested herein in order for a proposal to be responsive. **FAILURE TO DO SO MAY RESULT IN THE PROPOSAL BEING REJECTED AS NON-RESPONSIVE.** The proposal document shall be returned in its entirety, in a properly identified and sealed envelope to the Purchasing Department at the above address. **PROPOSALS MUST BE RECEIVED BY TIME OF THE DUE DATE - LATE PROPOSALS WILL NOT BE CONSIDERED.**

Instructions to Proposers:

1. **EXAMINATION OF PROPOSAL DOCUMENT**-Before submitting a proposal, proposers shall carefully examine the specifications and shall fully inform themselves as to all existing conditions and limitations. The proposer shall indicate in the proposal the sum to cover the cost of all items included on the proposal form.
2. **PREPARATION OF PROPOSAL**-The proposal shall be legibly prepared in ink or typed. The proposal shall be legally signed and the complete address of the proposer given thereon. All proposals shall be tightly sealed and plainly marked SEALED PROPOSAL and identified by project name, bid opening date and time. Proposals opened by mistake, due to improper identification, will be so documented and resealed. The Purchasing Department will maintain and guarantee confidentiality of the contents until the specified opening date and time. Facsimile and/or e-mailed bids will not be accepted.
3. **LATE PROPOSALS**-Any proposal received at the office designated hereinafter the exact time specified for receipt, will not be considered. (Note: The District reserves the right to consider bids that have been determined by the District to be received late due to mishandling by the District, or circumstances beyond the control of the proposer, after receipt of the proposal and before an award has been made.)
4. **ADDITIONAL CHARGES** - No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification/coordination of order and all costs for shipping and insurance costs.
5. **DISCOUNTS** - List any discounts that may be applicable from programs such as MiDEAL, US Commodities, etc. Note the District will apply for eRate funding where appropriate. Awarded proposers are expected to participate in eRate funding.
6. **FEDERAL OR STATE SALES, EXCISE, OR USE TAXES** - Portage Public School is tax exempt. Do not include Federal, State, or Local taxes in your bid price except as related to enhancements to real property.
7. **ACCEPTANCE OF PROPOSALS** - Portage Public Schools reserves the right to accept or reject any or all bids, either in whole or in part; to award contract to other than low bidder; to waive any irregularities and/or informalities; and in general to make awards in any manner deemed to be in the best interest of Portage Public Schools.

1. RFP Requirements

1.1. Product/Vendor

All equipment provided shall be new and of the latest model version available. All equipment must be genuine. When applicable, bids will only be accepted from authorized retailers.

1.2. Order Fulfillment

The district requires the fulfillment of their purchase order within 90 days of issuing a purchase order. Should the awarded vendor be unable to fulfill the order within 90 days the district may, at its discretion, cancel the undelivered balance of the purchase order. It is expected that a single purchase order for the entire purchase will be issued the week of May 20, 2024

1.3. Freight

The base bid must include all freight charges for delivery of equipment to Portage Public Schools. Delivery will be to a single location. Location is 8107 Mustang Drive, Portage, MI 49002

1.4. Alternate Proposals

Any alternate proposals will be considered. Any equipment included in alternate bids must completely meet the specifications of the requested product. Alternates must be in the same format as the main part of the RFP.

1.5. RFP Response

All responses must have pricing information submitted on the included forms. Full product literature can be included with your response.

1.6. Bid Pricing

Bid responses, pricing, etc. must be valid for 90 days after the bid response due date and time, or the length of the contract if so applicable and specified.

2. Scope of Work

This scope of work contains two categories (“A” & “B”). Vendors may respond to one or both categories.

Portage Public Schools currently subscribes to a cloud-based hosted phone system utilizing Yealink & Grandstream SIP phones and generic SIP endpoints. Specifics include:

- Total number of existing extensions - 1200
- Total number of DIDs - 2000
- Number of physical sites - 19

Each of our physical sites connect via private fiber connectivity to our District Data Center where the core of our network, servers, and primary storage is located. Phone/Communication system software and hardware will be installed in our data center.

2.1 Category A - On-Premise Phone/Communication System

2.1.1: Required Features - End User Facing

- System training & training materials
- Voicemail with support for multiple greetings (preferably date aware)
- Voicemail to email
- Group Voicemail
- Off-site access to voicemail
- Softphone support with mobile applications for Android, iOS, and HTML5-based web
- User self-service web portal with features such as:
 - Voicemail pin reset
 - Speed dial & BLF assignments
 - Ringtone preferences
- Do not disturb
- Call parking with multiple parking lots
- Call Conferencing
- ACD call queues
- ACD voicemail
- Hunt groups
- Automated attendant
- Call forwarding
- Dial by name/voice
- Blind & announced call transfer
- Building & Group level paging
- Intercom
- Hot Desk/Hoteling

2.1.2: Required Features - Technical

- System must support existing devices
 - Yealink models T-53W, T-54W, T-57W, T-33G, CP965, EXP50 Expansion Modules
 - Grandstream models GXV3370, HT818
 - General SIP-capable devices
- E-911 Services with notification & location support
- Full support for SIP voice & video, non-vendor specific
- System monitoring with service alerts
- HTML5/Web Operator panel
- Support for remote office functionality
- Outside intercoms with support for video and closed contact door release
- Active Directory and/or Google Workspace integration
- Legacy FAX and eFAX Support
- Communications system software to support virtualization & network block/object storage solutions where applicable

2.1.3: Optional Features - End User Facing

- Automatic call screening
- Contact sharing/integration with Google Contacts
- Visual voicemail
- eFAX to end-user extension
- Dial by spoken name
- Conditional Do Not Disturb (time-based, local vs PSTN caller, etc.)

2.1.4: Optional Features - Technical

- Software support for KVM/QEMU-based virtualization.
- Available API for system provisioning and configuration
- SMS/MMS support
- Emergency 2-way radio integration
- Building paging integration
- Custom Caller ID Name

2.2 Category B - SIP Trunking Service

2.2.1: Required Features

- Compatibility with Category A selection
- E-911 with precise location support
- Customer provided E911 location updates
- Local calling
- Long distance calling
- International calling
- FAX capable
- SMS/MMS support

2.2.2: Optional Features

- Custom Caller ID Name
- Channel bursting

BID PROPOSAL FORM

(Pages 7 – 11)

NAME OF BIDDER

Firm Name: _____
Address: _____

Telephone &
Fax: _____
Contact Name
and E-mail: _____

PROJECT NAME

Project Name: #10715 2024 On-Premise Phone/Communication System

AGREEMENTS

The Owner reserves the right to accept or reject any or all Bids in whole or in part, or to waive any informalities therein. If in the Owner's opinion it is in their best interest, the contract may be awarded to other than the lowest bidder, for reasons of establishing uniformity, delivery time, etc.

**The undersigned acknowledges the following are included with the Bid Proposal Form:
(please initial)**

Unit Pricing: _____

Detailed Product Specification Information (where applicable): _____

Warranty Specification Information (where applicable): _____

Legal Status of Bidder: _____

Iran Economic Sanctions Act Statement: _____

Notarized Familial Relationship Disclosure Statement: _____

Two (2) paper copies One (1) PDF of the Proposal: _____

Pricing Summary:

Proposer - you must complete the following.

2.1 On-Premise Phone/Communication System

Per Year Pricing Per Extension for the First Three Years _____

Total Per Year Cost for 1200 Extensions for the First Three Years _____

System Pricing Per Feature for the First Three Years:

Feature	Cost
ACD Call Queues per Agent	
ACD Call Queues per Group	
Hunt Groups	
Auto Attendant	
Call Conferencing Rooms	
eFAX Per Extension	
Mobile/HTML5 App per Extension	
Other (Specify):	
Other (Specify):	
Other (Specify):	

One Time Installation Fees per Extension _____

Total One Time Installation Fees _____

2.2 SIP Trunking Service

Annual Price per Unit - SIP Trunk _____

Number of Recommended Trunks _____

Total Annual Price - SIP Trunks _____

One Time Costs to Migrate a DID _____

Total One Time Costs to Migrate 2000 DIDs _____

Annual Cost to per DID _____

Total Annual Cost for 2000 DIDs _____

Usage/Feature Costs

Feature	Cost
Local Calling	
Long-Distance Calling	
International Calling	
SMS/MMS Sent	
SMS/MMS Received	
eFAX Service	

Proposers may attach additional pricing details. In the case of any discrepancies, room prices as reported here shall prevail.

LEGAL STATUS OF BIDDER

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS. The Vendor and/or Bidder certifies to the best of its knowledge and belief that it and its principals: Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; Have not within a three-year period preceding this agreement been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offences enumerated above in this certification; and Have not within a three-year period preceding this agreement had one or more public transactions (Federal, State, or local) terminated for cause or default; is not now or has been, within a three-year period preceding this date, been listed on the Excluded Parties List System website (EPLS).

Firm Name: _____

Name, title and signature of individual duly authorized to execute contracts:

Name: _____

Title: _____

Signature: _____

A Corporation organized and existing under the laws of the State of _____

PORTAGE AFFILIATION (If it pertains):

Do you maintain a permanent office, factory, or other facility in Allegan, Barry, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, or Van Buren counties with employees working in any of these counties? If yes, please provide the address:

Have you paid real or personal property taxes relating to said business in the previous tax year?

IRAN ECONOMIC SANCTIONS ACT

Effective April 1, 2013 all bids, proposals, and/or qualification statements received in the State of Michigan (MCL 129.313) must comply with the “Iran Economic Sanctions Act”. The following certification is to be signed and included at the time of submittal.

CERTIFICATION

Pursuant to the Michigan Iran Economic Sanctions Act, 2012 P.A. 517, by submitting a bid, proposal or response, Respondent certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an “Iran linked business”, as that term is defined in the Act.

Signature

Title

Company

Date

FAMILIAL RELATIONSHIP DISCLOSURE STATEMENT

As required by Public Act 232 of 2005, all bids shall be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the bidder and any employee of the Portage Public School District or member of the Portage Public Schools Board of Education. The Board of Education shall not accept a bid that does not include this sworn and notarized disclosure statement.

The undersigned, the owner or authorized officer of _____ (the "Bidder"), pursuant to the familial disclosure requirement provided in the Portage Public Schools advertisement for construction bids, hereby represent and warrant, except as provided below, that no familial relationships exist between the owner(s) or any employee of the company and any employee of the Portage Public School District or member of the Portage Public Schools Board of Education. If such a relationship exists, please explain:

Attach additional pages if necessary

By: _____ (Bidder Signature)

Title: _____ (type or print)

Date: _____

Subscribed and Sworn to Before Me:

This _____ day of _____, 20____ A.D., in and for the

County of _____, Michigan.

My Commission expires _____.

Signature of Notary