

10697 - 2021 Communication System Request for Proposal Portage Public Schools

Proposal Due Date: October 21, 2021 at 11:00 am

Principal Contact:

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269-323-5113

Address for Proposal Delivery:

Portage Public Schools

Administration Building

Attn: Purchasing Dept # 10697

8107 Mustang Drive

Portage, MI 49002

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I. Goal of the RFP

Portage Public Schools (PPS) is seeking a replacement phone/communication system for our district..

II. Key Dates

- RFP Issue Date: October 6, 2021
- RFP Due Date & Bid Opening: October 21, 2021 at 11:00 am
- RFP Award Date (projected): December 1, 2021
- Project 'Go-Live' Deadline: June 30, 2022

III. General Instructions and Declarations

- All proposers must agree to the following instructions and declarations. Failure to do so may result in a proposer and their proposal(s) being declared non-responsive thus leading to exclusion from the proposal process and award.
- A public bid opening will be held at the proposal due date and time.
- Proposals must be submitted by the due date and time. They shall be enclosed in a sealed envelope/package clearly marked with the proposer name and the title 'Portage Public Schools 2021 Communications System Request for Proposal'. The sealed envelope/package shall contain two completed hard copies of the proposal(s) as well as one electronic copy in PDF format on a USB-based storage device.
- Any proposal received at the location designated herein after the exact date and 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 after receipt of the proposal and no award has been made.)
- All responses to this RFP shall be considered public documents. Proposers should not include information they consider to be trade secrets or otherwise harmful to their business should such information be released. Portage Public Schools shall be held harmless from any claim of damages due to the release of submitted proposals. In the event a proposer feels certain confidential information is required in order to fully present their proposal, the proposer shall submit said information in a sealed envelope inside of the main proposal with the word 'confidential' clearly marked on the outside of the envelope.
- Facsimile/Email proposals will not be accepted.
- All terms, conditions, assumptions, and other items contained in this RFP shall be considered a part of the fully executed contract between Portage Public Schools and the successful proposer(s).
- All proposals shall be typed. All proposal response forms shall be completely filled out and signed by an authorized individual representing the proposers company.
- No additional charges, other than those listed as a part of a proposer's response, shall be made. Any applicable shipping/handling charges must be included within submitted proposals.
- Any applicable discounts (MiDEAL, US Commodities, TRIG, etc.) shall be clearly listed in proposals.
- Portage Public Schools has tax exempt status. Taxes shall not be included in final proposals.
- Proposals properly submitted to Portage Public Schools for evaluation shall be considered valid for 90 days.
- Portage Public Schools reserves the right to accept or reject any or all proposals, either in whole or part; to award a contract to other than the low bidder; to waive any irregularities and/or informalities; and in general to make awards in any manner deemed to be in the best interests of Portage Public Schools.
- Any addendums to this RFP shall be posted on our website, www.portageps.org. We will make every attempt to notify proposers of addendums, but it remains a proposer's responsibility to check the site.
- Bid tabulations will be posted on www.portageps.org 2-3 business days after proposal opening.

IV. Current System

Portage Public Schools currently operates a Cisco-based phone system entirely onsite, with outside connectivity via PRI's. Specifics include:

- Total number of existing extensions - 1100
- Total number of DIDs - 2000
- Total number of PRIs - 6
- Number of physical sites - 19

V. Length of Agreement

The term of this agreement shall last for three years, with the option for two additional years approved one year at a time upon agreement of both PPS and the service provider. Should any pricing change for years four and five, it shall be fully documented in any and all proposals. **Failure to provide a year four and five pricing breakdown will result in the RFP response being incomplete and potentially dropped from consideration.**

VI. Required Features - End User Facing

- Voicemail with support for multiple greetings (preferably date aware)
- User self-service web portal with features such as:
 - voicemail pin reset
 - speed dial assignments
 - ringtone preferences
- Do not disturb
- Call parking
- Conference calls
- Call queues
- Automated attendant
- Call forwarding
- Dial by name/voice
- Call transfer
- Softphone support with mobile applications for Android and iOS

VII. Optional Features - End User Facing

- Automatic call screening
- Contact sharing/integration with Google Contacts
- eFax service
- Visual voicemail via email

VIII. Required Features - Technical

- Local hardware to route/manage internal calls
- Full support for SIP phones, non-vendor specific
- System monitoring with service alerts
- Operator panel
- Support for remote office functionality
- Automated provisioning
- Outside intercoms with support for video and closed contact door release

IX. Optional Features - Technical

- Google Workspace integration (2-way) to support voicemail, fax, etc.
- Interphone intercom
- Restful API
- SMS support
- Emergency 2-way radio integration
- Cloud hosted system management

X. RFP Response

All responses shall contain full production literature, including all technical specifications. In addition to any other documentation provided as a part of a proposal, all items in this section must be completed by the proposer in their entirety. If a proposer feels a certain portion of the following does not apply, they should mark said section with an 'N/A' and clearly explain why. The following pages shall be considered binding and a part of any signed agreement. Please note that the pricing summary is split – one section for multi-function printers and one for traditional laser printers with disposal of existing devices incorporated into each section. Proposers may assume PPS will not award, or otherwise consider pricing binding for, the disposal of existing equipment without a corresponding award for copy/print services as outlined in this RFP. Portage Public Schools reserves the right to award either component to the same proposer, award to two proposers, or not at all.

Please provide two complete paper copies and one PDF of your response.

i. Pricing Summary - Core System

All pricing should be listed on a per extension basis. Any additional one time implementation fees shall be included as well. Where there are discrepancies between unit pricing and total pricing, unit pricing shall prevail.

Per Year Pricing Per Extension for the First Three Years _____

Total Per Year Cost for 1100 Extensions for the First Three Years _____

One Time Installation Fees per Extension _____

Total One Time Installation Fees _____

Additional Costs not Captured Above (provide costs and details below):

ii. Alternate Number 1 - End User Equipment - Pricing Summary

While Portage Public Schools reserves the right to purchase all end-user equipment (Including but not limited to handsets, headsets, analog adapters for fax machines, etc.) All quoted end-user equipment shall be open source and fully SIP compliant. Unit and total pricing is required. Unit pricing shall prevail in the event of discrepancies. Portage Public Schools reserves the right to adjust the total number of units ordered. All equipment shall be new and subject to an included one-year warranty.

Price per Unit - Entry Level Phones for Classroom and Common Spaces _____

Total Price - 800 Entry Level Phones for Classroom and Common Spaces _____

Price per Unit - Full Featured Phones for Office Spaces _____

Total Price - 300 Full Featured Phones for Office Spaces _____

iii. Alternate Number 2 - Connectivity - Pricing Summary

Portage Public Schools is interested in switching outside connections from PRIs to SIP Trunks. This will require migration of our DIDs.

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 _____

iv. Provided Hardware and Software Summary

Proposers shall attach to their response a detailed listing of hardware and software to be placed in Portage Public Schools facilities. At minimum, this information should contain the following:

HARDWARE

- make, model, and quantity
- power requirements
- network connectivity and security options
- documentation or links to all additional product specifications
- any deviations or exceptions to the hardware requirements listed in this RFP

SOFTWARE

- product name and provider
- technical requirements and other installation information
- report samples
- documentation or links to all additional product specifications
- full breakdown on features and capabilities
- any deviations or exceptions to the software requirements listed in this RFP

v. Company Background

As a part of their response, proposers shall provide their company background including size, years of experience, number of employees, etc. Upon request of PPS (outside of the formal response to this RFP), proposers shall agree to an inspection of their financial statements for up to the last three fiscal years. It is understood that PPS shall return this information, that no copies shall be made, nor shall it be disseminated in any way.

vi. References

Proposers shall provide at least five references, including reference name, company name, contact information, company type, number of devices deployed, and annual impressions. References comparable to Portage Public Schools are preferred.

vii. Installation Timeline

In keeping with the key dates listed earlier in this RFP, please provide a detailed installation timeline, with specific facilities indicated. This is required to facilitate summer access to our facilities. Please note that access to Portage Central Middle School and Portage West Middle School may be impacted due to construction schedules.

viii. Partners or Subcontractors

As a part of any proposal(s), proposers shall list all partnering entities or subcontractors who will assist the proposers in fulfilling the terms of this RFP. All partnering entities or subcontractors shall be subject to the same terms of this RFP, and shall submit copies of the Iran Economic Sanctions Act, Familial Disclosure, and Legal Status alongside of the primary proposer.

ix. 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: _____

x. 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? If yes, please provide the address(es) below:

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

xi. 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)

Name, Title, and Signature of Individual Duly Authorized to Execute Contracts:

Name: _____

Title: _____

Firm Name: _____

Signature: _____

Date: _____

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

xii. Familial Relationship Disclosure Statement

As required by Public Act 232 of 2005, all proposals 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 member of the Portage Public Schools Board of Education or the Superintendent of Schools.

The undersigned, the owner or authorized officer of _____ (the "Bidder"), 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 member of the Portage Public Schools Board of Education or the Superintendent of Schools. 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 _____, State _____

My Commission expires _____.

Signature of Notary

xiii. Final Agreements and Signatures

Firm Name: _____

Primary Contact: _____

Address: _____

Telephone and Fax: _____

Email: _____

Project Name: 10697 - Communication Systems Replacement - Portage Public Schools

The undersigned acknowledges the following are included with any and all proposals: (please initial)

- All pricing forms: _____
- Detailed production information as requested: _____
- Familial Relationship Disclosure Statement with notarization: _____
- Iran Economic Sanctions Act: _____
- Two paper copies and one PDF of any and all proposals: _____

Signed: _____

Title: _____

Date: _____