

January 19, 2016

To: Vendor Addressed

RE: RFP #09-003 – VoIP

RFP Opening Date: Tuesday, March 22, 2016 @ 2:00 p.m.

We are inviting you to participate in the above referenced bid. To respond to our bid, we have enclosed our bid solicitation. Please complete the forms within our enclosed bid packet and return in a sealed envelope, appropriately marked per instructions.

Your contact for specific questions regarding this bid is Melinda Newman. All questions regarding the RFP need to be emailed to [melinda.newman@troyisd.org](mailto:melinda.newman@troyisd.org). Answers to the questions will be located at <https://goo.gl/tTwh9y>.

Thank you for your participation.

Sincerely,

Cindy Holloway  
Director of Business Operations

Enc

**TROY INDEPENDENT SCHOOL DISTRICT**

P. O. Box 409  
Troy, TX 76579

**RFP #16-05 – VoIP**

RFP Opening Date: Tuesday, March 22, 2016 @ 2:00 p.m.

**GENERAL TERMS AND CONDITIONS**

1. Requests for proposals shall be submitted on this original form and returned with a **duplicate** copy. **FAXED AND E-MAILED PROPOSALS ARE NOT ALLOWED. Should you opt not to offer a proposal, please return the NOTICE OF NO SUBMISSION form to remain on the vendor list.**
2. Sealed proposals, an original and a duplicate, must reach the Administration Office on or before the hour of opening on the date specified. FAILURE TO SUBMIT RFP IN DUPLICATE MAY RESULT IN REJECTION OF OFFER. The names of all vendors submitting proposals will be read aloud. Submittal to be in an envelope marked on the outside with the offeror’s name and address and the following information:

**MAIL DELIVERY:** Proposal(s) sent by mail MUST be addressed to:  
 Troy I.S.D. Administration Office  
 Attn: Director of Business Operations  
 P. O. Box 409  
 Troy, TX 76579  
**RFP #16-05 – VoIP**

**HAND DELIVERY:** Hand delivered proposals MUST be taken to Troy I.S.D. Administration Office, # 1 Trojan Road, Troy, TX.

3. Vendor MUST give full name and address (IN SPACE PROVIDED BELOW) and include the ORIGINAL MANUALLY EXECUTED SIGNATURES and titles of the authorized agent(s) for both parties:

**CERTIFICATION SHEET**

The undersigned, by his/her signature, represents that he/she is authorized to bind the bidder to fully comply with the terms and conditions of this Bid Invitation, including all forms and attachments included and/or referenced herein, for the amount(s) shown on the accompanying bid form(s), if accepted within one-hundred twenty(120) calendar days after bid opening.

Vendor Name: _____	Signature: _____
Vendor Address: _____	Print Signature: _____
Title: _____	
E-mail address: _____	Phone: _____
Tax ID# Required: _____	Fax: _____
Web Address: _____	Offer firm until: _____

**GENERAL TERMS AND CONDITIONS**

4. Board approval and acceptance of a quoted proposal price results in a binding contract. All proposals must provide goods and services at the price offered and accepted by the Troy ISD Board of Trustees. Any failure to provide the goods or services at the price offered and accepted by the School Board may result in legal action being taken against the successful vendor for breach of contract, deceptive trade practices, and all other remedies, legal or otherwise, available to Troy ISD.
5. Drop shipments may be refused if they are not labeled with a Troy ISD purchase order number. Vendor will be required to pay re-delivery charges, if omitted from the paperwork. Drop shipments must include total quantity ordered for a given item.
6. Proposals must show the unit price based on the specified quantity. Vendors are to offer pricing on those units of measure as requested on the Price Sheet. If the vendor's prices are other than the specified units of measure requested, it is the vendor's responsibility to convert the price to the specified unit of measure. If this requirement is not followed, the District reserves the right to reject the proposal submitted on that particular item.
7. Amendments to proposals, once filed, may be submitted in a sealed envelope only, and properly identified, prior to opening hour. Requests for proposals will represent a true and correct statement and shall contain no cause for claim of omission or error.
8. No proposals may be withdrawn without District approval. Quantity requirements are a close approximation, but the right to make variations is reserved. The Board of Trustees of the Toy ISD reserves the right to reject any and all offers and to waive any formalities or irregularities and to make the award of the contract in the best interest of the School District.
9. District specifications have been developed to show minimal standards for the products specified. In those instances where brands are referenced, products equal or exceeding specifications may be offered as alternates.
10. The use of brand and manufacturer's specifications (Design Guides) are for the purpose of brevity in establishing type and quality of merchandise required and is not restrictive. If vendor proposes other than the specified brand or if no brand is listed in the specifications, vendor must indicate manufacturer, trade and/or brand name, and stock number for each item in the space provided on the Price Sheet, and illustrations with complete specifications must be included with the response. Vendor name and catalog numbers are not adequate descriptions of an item. If the space is left blank, the vendor may be required to furnish the brand name material listed in the specifications. Any proposals on items submitted as alternates to specifications that do not include a completed Deviation Form may not be considered.

**SPECIAL NOTE:** For alternates, include the following with the response:

1. Illustrations
2. Specifications
3. Sample, if indicated in Special Conditions
4. Signed Deviation Form for each alternate (may be duplicated, as needed)

Failure to include all items listed in Special Notes may disqualify your offer.

11. In the event any article to be sold or delivered hereunder is covered by any patent, copyright, trademark, or application thereof, the seller shall indemnify and hold harmless the District from any and all loss, cost expenses and legal fees on account of any claims, legal actions, or judgments on account of manufacture, sale or use of such article in violation, infringement or the lack of rights under such patent, copyright, trademark or application.

## GENERAL TERMS AND CONDITIONS

12. In evaluating qualified proposals, the following considerations will be taken into account for award recommendations: Price, overall quality and value to the District, suitability for the intended use, and probability of continuous availability, vendor's service and **delivery capabilities**. It is not the policy of the Troy ISD to purchase on the basis of low prices alone. Discount from terms on invoice will not be considered in the evaluation of the proposal.
13. Troy ISD reserves the rights to accept or reject all or any part of any proposal, waive minor technicalities, and award the proposal to best serve the interest of the District. All protests must be filed in writing with the Director of Purchasing within 10 days.
14. Troy ISD expressly reserves the right to:
  - a. Reject or cancel any or all proposals;
  - b. Waive any defect, irregularity or informality in any proposal or RFP procedure;
  - c. Waive as an informality, minor deviations from specifications at a lower price than other proposals meeting all aspects of the specifications if it is determined that total cost is lower and the overall function is not impaired;
  - d. Reissue a RFP;
  - e. Consider and accept an alternate proposal as provided herein when most advantageous to Troy ISD;
  - f. Troy ISD has the right to cancel the contract with a thirty day written notice, without prejudice, for factors including, but not limited to, non-availability or non-appropriation of funds; and/or
  - g. Procure any item or services by other means to meet time-sensitive requirements.
15. Any merchandise rejected must be corrected or replaced by suitable merchandise immediately (but definitely within two (2) weeks), at no charge to Troy ISD, or a replacement will be bought in the open market and any costs incurred including additional costs over and above the accepted price will be the responsibility of the offeror.
16. Payments will be made within 30 days after receipt of original invoice for each shipment completed (where merchandise has been received in good order). Invoices indicating discount for early payment will be paid accordingly at the District's discretion. Only the company listed on the signed proposal shall invoice and receive payment for those items. **All invoices shall be mailed to: Troy ISD Accounts Payable, P. O. Box 409, Troy, TX 76579.**
17. Per SB 1, Sec. 44.034, a person or business entity that enters into a contract with a school district must give advance notice to the district if the person or an owner or operator of the business entity has been convicted of a felony. The Felony Conviction Notification must include a general description of the conduct resulting in the conviction of a felony.
18. Troy ISD is exempt from all applicable Federal and State Tax. Tax-exempt information will be furnished upon request.
19. If at any time the vendor fails to fulfill or abide by the terms, conditions, or specifications of this contract, Troy ISD reserves the right to cancel upon 30 days written notification.
20. If insurance coverage is required in the Notice to Offerors, a copy of current coverage for General Liability, Workman's Compensation and Employer's Liability with Statutory Limits, Automobile Liability and Excess Liability shall be furnished with the response. After board approval of the contract, vendor shall name Troy ISD as the Certificate Holder and additional insured.
21. **Please note:** All vendors shall submit a list of at least three (3) references for which vendor has provided similar products. References should include the Entity name, contact name, and telephone number. **Proposals submitted without three (3) references may be disqualified from consideration.**



## REFERENCES

Entity #1: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_(\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

Entity #2: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_(\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

Entity #3: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_(\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

Entity #4: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_(\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

NOTICE OF NO SUBMISSION

**NOTICE OF NO SUBMISSION**

Complete this form and return it prior to proposal opening date and time if:

- 1. Our company cannot provide the products, supplies and/or services listed in this proposal.
- 2. Keep our name on this proposal list, however we have decided NOT to submit a proposal at this time for the following reason(s): \_\_\_\_\_
- 3. Remove our name from all Troy ISD proposal lists for the reason(s) listed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COMPANY NAME:

\_\_\_\_\_

REPRESENTATIVE (Please Print):

\_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

PHONE #: \_\_\_\_\_ FAX #: \_\_\_\_\_

MAIL TO: TROY ISD  
Attn: Director of Business Operations  
P. O. Box 409  
Troy, TX 76579  
RE: No Bid **RFP #16-05 – VoIP**

**\*\*OR\*\***

FAX TO: (254) 938-7323 – Director of Business Operations

Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Vendors who respond to this request with a formal proposal will remain on our mailing list. Vendors making no response at all may be removed from our vendor list.

## SPECIAL CONDITIONS

### **SPECIAL CONDITIONS**

1. **Award of this proposal is not limited to one (1) vendor. Vendor(s) may offer discounts from one (1) or more manufacturers to be considered for award.**
2. If the vendor cannot furnish a proposed item within the stipulated time frame for delivery, Troy ISD reserves the right to purchase the item on the “open market” when a critical piece of equipment or supply is needed and delay in obtaining it would adversely affect the District.



NON-COLLUSION STATEMENT

**NON-COLLUSION AND NON-DISCRIMINATION STATEMENT**

The undersigned affirms that they are duly authorized to execute this contract, that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other vendor and that the contents of this offer as to prices, terms or conditions of this said contract have not been communicated by the undersigned nor by any employee or agent to any other persons engaged in this type of business prior to the official opening of this proposal. Furthermore, the undersigned understands that fraud and unlawful collusion are crimes under Federal Law, and can result in fines, prison sentences, and civil damage awards.

During the performance of any contract awarded, the Seller will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, or handicaps, except where religion, sex, or national origin is a bona fide occupational qualification reasonably necessary to the normal operations of the Seller. The Seller agrees to post in conspicuous places, available to employees and applicants for employment, notice setting forth the provisions of this non-discrimination clause.

The Seller, in all solicitations and advertisements for employees placed by, or on behalf of, the Seller, will state that such Seller is an equal opportunity employer.

Notices, advertisements, and solicitations placed in accordance with Federal Law, rule, or regulation, shall be deemed sufficient for the purpose of meeting the requirements of this section.

Vendor \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Offeror (Signature) \_\_\_\_\_

Offeror (Print Name) \_\_\_\_\_

Position With Company \_\_\_\_\_

Signature of Company Official  
Authorizing This Proposal \_\_\_\_\_

Company Official (Print Name) \_\_\_\_\_

Official Position \_\_\_\_\_

FELONY CONVICTION NOTIFICATION

**FELONY CONVICTION NOTIFICATION**

I, the undersigned agent for the firm named below, certify that the information concerning notification of felony convictions has been reviewed by me and the following information furnished is true to the best of my knowledge.

VENDOR'S NAME: \_\_\_\_\_

AUTHORIZED COMPANY  
OFFICIAL'S NAME (printed): \_\_\_\_\_

PLEASE CHECK THE APPROPRIATE STATEMENT:

- My firm **is a publicly held corporation**, therefore, this reporting requirement is not applicable.
- My firm **is neither owned nor operated** by anyone who has been convicted of a felony.
- My firm **is owned or operated** by the following individual(s) who has/have been convicted of a felony:

Name of felon(s): \_\_\_\_\_  
\_\_\_\_\_

Details of Conviction(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Company Official: \_\_\_\_\_

# Overview

The intent of this Request for Proposal is to provide base requirements from which to evaluate various proposals for a voice communications system and to allow the provider flexibility in proposing the most appropriate and cost-effective service. Troy Independent School District is requesting sealed proposals to monitor and maintain the District Telephone System service using VoIP (Voice over Internet Protocol) communications technology.

An agreement will be made with the highest rated proposer whose proposal, in the opinion of the Troy ISD selection team, best meets the requirements and the evaluation factors listed in this RFP. Troy ISD may conduct discussions, at their sole discretion, with responsive proposers for the purpose of clarification, additional information, or demonstrations, or to verify a full understanding of the requirements of this RFP. Responsibility of the proposer shall be ascertained before any agreement is made with Troy ISD, based upon full disclosure to Troy ISD concerning capacity, capability to meet the terms of the fee for service agreement, and past record of performance for similar service agreements. The unreasonable failure of a proposer to supply information promptly about an inquiry with respect to responsibility may be grounds for a determination of non-responsibility with respect to such proposer. Failure to provide requested information may result in rejection of a solicitation response or debarment of the provider/proposer.

The successful proposer shall perform all work in compliance with all Federal and State requirements concerning fair employment for all applicants and employees.

## **Evaluation Criteria**

All proposals will be reviewed for purposes of determining responsiveness and responsibility. Any proposal that does not meet the specific requirements of the RFP and Troy ISD will be deemed non-responsive. To determine responsibility, all information given by the Proposer concerning its availability to perform fully the fee for service agreement requirements, including the integrity and reliability of the Proposer, will be reviewed. The submission of a proposal for review does not necessarily qualify the Proposer or proposal as being responsive or responsible. Failure to provide specific information as requested, for use in our evaluation, will cause your proposal to be disregarded.

## **Evaluation Factors**

Proposals will be evaluated by a review panel of District employees based upon the evaluation factors noted below. Proposers should address the listed main areas of interest in order for their responses to be evaluated properly. Selection will be based upon the following criteria in magnitude of importance. Each provider's proposal will be evaluated and compared to the districts needs and with other responses. The provider deemed by Troy ISD as best suited, most responsive and who proposes the best solution will enter into a fee for service agreement if all other terms and conditions are acceptable to Troy ISD and if in Troy ISD's best interest.

When proposals are submitted, in order to facilitate the evaluation process they must include a proposer's cover page as well as a table of contents listing the items below. This proposal must include the 'SPECIFIC REQUIREMENTS' as listed below.

Troy ISD may evaluate selected Proposer's experience based on feedback from listed references or unlisted previous projects, and other records.

# Proponent Evaluation Process

The evaluation and selection of a Proponent will happen as part of four-stage process, as following:

- Phase 1 – Mandatory Compliance (Specific Requirements)
- Phase 2 – Pricing
- Phase 3 – Previous experience and/or trusted references
- Phase 4 – Implementation, Documentation, and Ease of Use

The overall scoring will be as follows:

Phase	Points
Phase 1	No points – Pass/Fail only
Phase 2	50 points
Phase 3	20 points
Phase 4	30 points
<b>Total</b>	<b>100 points</b>

## Compliant and Innovative Solutions

In addition to submitting a fully conforming Proposal that complies with all mandatory requirements, Proponents are encouraged to demonstrate innovation through unique abilities, features, functions, or services.

### Phase 1 – Mandatory Compliance

All Proposals will be reviewed for completeness and compliance. Subject to the terms of this RFP, any Proposals that do not meet the mandatory requirements, either through failure-to-meet or omission, in any material respect, may be disqualified. Proposals deemed to meet the mandatory response requirements will proceed on to Phase 2 evaluation.

### Phase 2 – Pricing

Troy ISD is extremely price conscious, therefore price is one the strongest drivers in the selection of a vendor(s). All prices should be grouped such as servers, SAN, switches, software and installation. Line Item pricing with explanations is preferred. Troy ISD may award groups to different vendors. All pricing must be good for at least 120 days from the close of this RFP.

### **Phase 3 – Previous experience and/or trusted references**

It is important for the proponents to understand that Troy ISD values relationships with its vendors and/or relationships with other Texas ISD's of similar size; therefore, points will be awarded based on: most perceived benefit to Troy ISD = 10pts max., previous relationship or positive references from districts of similar size, and Vendor Market Share = 5 pts max.

### **Phase 4 – Implementation, Documentation, and Ease of Use**

Phase 4 of the evaluation may involve interacting with the Proponents to enable Troy ISD to gain additional understanding regarding their Proposals. This will only be done if Troy ISD needs clarification. This may include but is not limited to:

- Presentations from the proponent highlighting the key advantages of its proposal
- Reference check(s) and interview with former clients of the proponents.
- Interactive demonstrations or onsite evaluations to be conducted by representatives of the proponent

Points will be awarded based on: Affordable Turn Key Implementation = 15 pts max, Documentation = 7 pts max, Ease of Use = 5 pts max, References = 3 pts max

### **Final Scoring**

Final scoring of the Proponent submissions will be based on the combined scores achieved in Phases 2, 3, and 4. Final selection will be made from overall score and negotiated options and/or benefits to Troy ISD.

### **Other Evaluation Considerations**

At any stage during the evaluation process, Troy ISD may:

Request further clarification on any aspect of the Proponent's response. Request a Proponent to supply additional information to support its response. Complete a statement of requirements supplementary to this RFP as a result of matters raised by the evaluation or subsequent reference checks. Exclude any Proposals which Troy ISD determines in its discretion to be incomplete or non-compliant with any mandatory requirements of this RFP.

## Timetable

The RFP process timetable is as follows:

Event	Date
RFP Issue Date	1/19/2016
Deadline for Proponent Questions	3/11/2016
Proposal Submission Deadline	3/22/2016 by 2:00 PM
Selection of Selected Proponent & Notification	On or before 4/5/2016

The Proposers performance on previous projects including schedule adherence, compliance with deadlines, time frames, cost reporting, cost management, value awareness, quality control, accuracy of reports, and their current professionalism demonstrated in all communications with District representatives will be evaluation factors. All questions regarding the RFP need to be emailed to [melinda.newman@troyisd.org](mailto:melinda.newman@troyisd.org). Answers to the questions will be located at <https://goo.gl/tTwh9y>.

### VoIP Specific Requirements

1. It is understood that except as otherwise specifically stated in the contract, the Vendor shall provide and pay for all material, labor, tools, equipment, transportation, temporary construction of every nature and all other services and facilities of every nature whatsoever, necessary to execute, complete, and deliver the work within the specified time. Permits and licenses necessary for the execution of the work shall be secured and paid for by the Vendor.
2. Vendors may be required, before awarding of contract, to demonstrate to the complete satisfaction of the Troy Independent School District, that they have the necessary facilities, ability and financial resources to execute the work in a satisfactory manner and within the time specified; experience in construction work as same or similar nature; that their past history and references which will assure the Troy Independent School District of their qualifications for executing the work.
3. Complete specification details, documentation and complete “How to use Guide for end user and Technology Director” for all products being proposed must be provided as part of the RFP package.
4. Coordinate with AT&T with the cutover process of the PRI line.
5. This project needs to be completed during **June 23, 2016 - June 30, 2016**
6. District-Wide Interconnected VoIP Solution
  - a. Cloud based or Physical Hardware
    - i. Capable of servicing up to 200 phones
7. Use Existing VoIP Phones (Preferred)
  - a. Cisco 7961G-GE
  - b. Cisco 7945G-GE
  - c. Cisco 7941G-GE
  - d. Cisco 7962G-GE
  - e. Cisco 7942G-GE

8. Migrate existing:
  - a. DID lines
  - b. Extensions (use existing)
  - c. Licenses (89)
  - d. Voicemail
  - e. Email voicemail
  - f. AT&T PRI line
  - g. Enhanced 911 (verify correct address when dialing 911)
9. Purchase 20 more end user/phone licenses
  - a. Voicemail
  - b. Email voicemail
10. Transfer DID number to mobile phone
11. Call forwarding
12. Voicemail to Gmail
13. iDivert
14. Conference call
15. Phone extension to ring on multiple phones
16. Phone call to rollover to other extensions
17. Call pickup groups
18. Person on all 4 campuses (different number per campus)
19. Phone directory from phone
20. Dial 8 to get an outside line
21. Soft key template
22. Ability to run a call log report per extension
23. GUI Manager Interface:
  - a. Add new users
  - b. Make changes to users
  - c. Template
    - i. With voicemail
    - ii. Without voicemail
24. All equipment must support sending automated alerts to District personnel when problems are detected
25. Phones must have the following:
  - a. POE
  - b. Power brick
  - c. Internal 2-port Ethernet switch allows for a direct connection to a 10/100/1000 BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a co-located PC. Allow System administrator to designate separate VLANs (802.1Q) for the PC and phone.
  - d. Redundancy (optional)

## 26. Warranty

- a. Minimum of 5-7 years
    - i. The minimum of 5-7 years warranty must cover the replacement or repair of defective product(s) and related labor for the replacement or repair of said defective product(s). The minimum of 5-7 years warranty must cover the upgrade to product(s) and related labor for the upgrade of said product(s). On-site next business day advanced hardware and software replacement/upgrade for a minimum of 5-7 years included in the bid. Software upgrades for a minimum of 5-7 years included in the bid.
    - ii. Hardware includes gateway and call manager unit (any hardware included in the bid)
    - iii. The solution must include:
      1. A minimum of five (5) to seven (7) years warranty and support for hardware and software upgrades
        - a. 24 x 7 x 365 phone support
        - b. "Next business day" on-site response time
27. NTP synchronization setup with existing NTP servers (time on phones and voicemail)
  28. Setup SNMP network management tools, alarms, reports
  29. Setup VoIP solution to provide a networked based backup to run on a weekly basis
  30. Setup all phones
  31. Deliver all phones
  32. Verify all phones are working
  33. Training
    - a. 8 hours minimum

Your proposal **MUST** address the following questions/statements **in the order** that has been provided for you.

## IP Telephony Solution

1. System Design Platform
  - a. Describe the proposed IP solution's architecture and design elements.
2. Enhanced 911 (E-911) Services Support
  - a. If more than one E-911 solution is available for the proposed IP network, please specify which solution is included in your proposal. Outline how this solution supports E-911 for all IP and analog user stations at each facility. Be sure to address:
  - b. How moves/adds/changes will be communicated to the E-911 provider.
  - c. How station locations are communicated to the E-911 public safety answering point (PSAP) (i.e., desktop work area, local switch room, work floor, etc.).
3. Call Processing O/S
  - a. What will be the primary operating system of the common control call processor?
4. Power Supply
  - a. What power sources will be required for common controls as well as those in distributed areas? Indicate if this solution will be dependent on an AC or DC current.



5. Session Initiated Protocol (SIP) Stations
  - a. Assuming 20 percent of individual end user stations are IP-based, can the proposed IP solution support SIP-compatible desktop telephone instruments (self and/or third party) and PC client softphones? Will SIP call control be embedded in the IP common control design or will optional hardware/software elements be required? Identify up to three third-party SIP telephones that worked successfully with your proposed IP solution.
  
6. Security
  - a. Confidentiality and Privacy (Packet Sniffing)
    1. Describe how the proposed IP solution's embedded features will secure communications privacy. How will the solution counter packet sniffing attempts?
  
7. Security Features
  - a. Are there any security features embedded in the proposed management system to prevent unauthorized access and operation? If so, identify them. Include whether media encryption is used for command-signaling transmissions and if any DoS and user-authentication mechanisms are supported for the systems management application.
  
8. IP Station QoS
  - a. How does the proposed IP solution provide Layer 2 and Layer 3 end-to-end quality of service to IP stations? Which industry standards are employed to guarantee this quality of service?
  
9. Multi-Party Conference Calls
  - a. Describe your multiple-party audio conferencing solution.
  
10. Analog Telephones
  - a. Explain how the proposed analog telephones are supported by the common control call telephony service. Specify the required intermediary hardware elements for control signaling transmission. List the number of circuit terminations per circuit board, media gateway, and module.
  
11. VoIP Monitoring
  - a. Describe all available VoIP monitoring records and reports. Are parameters such as jitter, call delay/latency, and packet loss tracked and reported? If so, can a system administrator monitor VoIP calls in real time? What, if any, third-party equipment is being proposed?
  
12. Alarm Conditions
  - a. Explain how the proposed management system defines major, minor, and warning alarms.
  
13. Network Failover Resiliency
  - a. Does the proposed IP solution support network failover resiliency in case of a disastrous common control failure? If so, describe the failover process and specify the hardware, software, WAN transmission, and time required to carry it out.

#### 14. IP Telephone Instruments

- a. What additional IP desktop telephone models do you offer? Please include the following details for each:
  1. Gigabit connection (wall-phone-computer)
  2. POE vs. power brick
  3. fixed feature and function
  4. number of programmable line and feature keys
  5. display description (if applicable)
  6. type of speakerphone (if applicable)
  7. any other critical details
- b. Include an illustration of each of these additional models.

#### 15. Additional Desktop Options and Accessories

- a. Provide a brief description of all additional desktop options and accessories.

#### 16. Station User Features

- a. Provide a description of the station features for the proposed communications system, including those specific to call transfer, call forwarding, voice mail, and auto attendant, and indicate which features are supported by resiliency.
- b. Identify any of the features that require additional hardware and/or software if they are not included as part of the standard package.

#### 17. Mobility Features

- a. Explain how the proposed IP solution supports mobility features and applications.

#### 18. Call Detail Recording

- a. Please indicate call detail record data. (ie. date, time, call duration, etc...)

#### 19. Maintenance Reports

- a. What, if any, maintenance alarm reports will be provided by the proposed management system?

#### 20. Remote Maintenance

- a. How does the solution support remote maintenance operations for customer access and for an outside maintenance service provider? Specify the following: how the system alerts a remote service center when an alarm condition occurs; the trunk circuit requirements for alert transmissions; and security measures to prevent unauthorized access.

#### 21. Integrated Messaging System (Voicemail)

- a. Describe the proposed integrated messaging solution.

#### 22. Warranty and Repair

- a. Describe the warranty program including the standard warranty and any extended warranty coverage available for the proposed solution. The warranty must cover the replacement or repair of defective product(s) and related labor for the replacement or repair of said defective product(s).

### 23. Maintenance and Support

- a. Vendors must provide a copy of their standard contract agreements for procurements, maintenance, and/or licensing for all proposed products and services.
- b. What maintenance programs are you proposing? Specifically, describe the program, features, services, and benefits.
- c. Where are support personnel located? What levels of staff are available for support?
- d. Is a toll-free telephone number available for questions? Does your solution provide for the capability of direct access for answers to questions? Explain your escalation process.
- e. What are the procedures for identifying software and hardware problems? How are fixes to those problems implemented? Is there an automated process available to inquire about known problems and obtain their fixes?
- f. Where are your parts facilities located? What levels of parts are stored there?

### 24. Warranty and Repair

- a. Describe the warranty program including the standard warranty and any extended warranty coverage available for the proposed solution.

### 25. Training

- a. What initial training is necessary for our personnel to support and use your hardware and software?

### 26. Pricing

- a. Vendor Pricing and Cost Information
  1. All costs, inclusive of product prices, shipping, installation charges, manuals, training, etc., must be fully and plainly disclosed. Vendors must itemize all components, products, services, costs, etc.; include a fixed-cost bid that includes all installer travel and per-diem costs.
  2. Vendors must provide prices on all components required. Vendors must also supply software support charges for one year after normal warranties have expired. Vendors must specify which of the features are included as a matter of design or are available as an extra cost.
  3. Vendors must describe all monthly and/or annual maintenance costs. Vendors must also indicate what the cost increases, as measured in percent, have been for the past three years with respect to maintenance charges.
  4. If a variety of maintenance/service programs are available, a description of all options and respective prices is required.
  5. Any cost reductions for such items as service credit, technical consulting allowances, waiver of training, or any comparable non-equipment of maintenance credits should be specifically stated with cost listed item by item.
  6. All discounts must be clearly defined.
  7. Vendors must describe all costs associated with on-site and off-site product training.
  8. Vendor must define the costs associated with obtaining copies of system and user documentation.
  9. Applicable taxes must be included in vendor pricing for proposal.

All locations are connected via Gigabit Fiber.

## General Requirements

All purchased equipment shall be delivered and installed at the proper locations as indicated, without additional cost or expense to Troy ISD. It is the responsibility of the Provider to store, deliver, and install the purchased equipment in accordance with Troy ISD standards. Coordinate the equipment installation phase with the Troy ISD's project personnel.

Provider will be responsible for configuration and testing of all equipment prior to system acceptance. Provider will submit a system test plan for review by Troy ISD. A District approved system test plan must be in place prior to any system installations.

During the installation phase, the Provider will be responsible for proper ordering and delivery of all component parts. This includes any components supplied by any third party providers.

Key personnel shall be listed in Provider's proposal. If any changes to key personnel are required, written approval from Troy ISD's project manager will be required prior to assignment of substitutes.

Provider shall provide labeling, according to a Troy ISD approved plan, of all interconnection cables. Labels shall be machine-printed self-adhesive Panduit, Tyton, or equivalent printer.

Provider shall test and demonstrate configuration and operation of all installed equipment to Troy ISD prior to system acceptance.

Provider shall provide a system diagram in Microsoft Visio format utilizing all components, prior to installation, for approval by Troy ISD.

Provider shall provide as-built documentation in hard copy and electronic PDF format label denoting project name, description of contents, and date of installation. The as-built documentation shall include installed equipment model numbers, serial numbers, detailed descriptions, firmware version, software release, Telco circuit identification numbers, and fiber optic strand number utilized. All diagrams shall be in Microsoft Visio format. All tabature information shall be in Microsoft Excel format.

The Provider is required to provide a cutover assistance on site during cutover and provide follow-up training.

The customer demarcation point/District Data Center (main telephone system, VoIP equipment, and telephone company service for the system) site includes the following equipment:

### **Description Existing Telephone System Equipment to be Replaced**

Cisco Unified Communication Manager – Business Edition (CUCM-BE):

- 1U rack/mount server that provides call control, voicemail, and software capabilities for all voice devices on the network. It consists of RAID mirrored hard drives for redundancy.

2811 Voice Gateway

- This device contains a single T-1 interface to our existing PRI line from AT&T

### **Description of Existing Telephone and Related Systems**

The district owns the telephone sets, a total of 89 currently licensed and active extensions with end user access extension and mailbox licenses, models are as follows:

A quantity of 89, Cisco 7961G-GE, 7945G-GE, 7941G-GE, 7962G-GE, 7942G-GE IP Phones. These devices have a built-in gigabit Ethernet switch to allow a desktop computer to be attached to the phone.

### **Work/Building Permits**

1. The vendor is responsible for providing all necessary working/building permits required under this contract, which includes, local, state, or federal permits.
2. All applicable federal, state, and local laws, including all fire and building codes and all local authorities having jurisdiction over this type of construction will apply to this project which must meet, or exceed, all of these regulations.
3. The vendor will be responsible for the prompt correction of all defects in the system.

### **Liability**

1. Vendor must maintain a general liability of one (1) million dollars at all times during this contract, and must provide proof of insurance to School District.
2. The vendor will be responsible for and repair all damage to the building due to the negligence of its workmen.
3. During the project the vendor will abide by all fire and safety regulations.
4. Vendor must assume total responsibility for the actions of employee and subcontractors.
5. The vendor must leave the premises clean and neat after each work session.
6. This project will be completed over the course of several phases, which will have an impact as to when certain wiring/cabling work can occur. The Contractor should plan accordingly and be willing to work with the Technology Department to meet this need.

### **On site move day support**

1. Technical Support
  - a. Contractor will provide technical support consisting of two technicians for one (1) day at such time as Troy ISD deems necessary during the physical move to the site.
  - b. The personnel providing technical support will:
    - i. Have intimate knowledge of the installed System and Materials.
    - ii. Be skilled in all use of equipment and materials used under the Contract.
    - iii. Be competent to troubleshoot and fix problems associated with Contractor provided materials.
    - iv. Have the test equipment, tools, and materials needed to troubleshoot and remediate problems associated with Contractor provided materials and installation.

## **Project Direction**

1. Single Point of Contact
  - a. Contractor will provide a single point of contact, i.e., Project Manager, to speak for the Contractor and to provide the following functions:
    - i. Initiate and coordinate tasks with Troy ISD's Technology Director.
    - ii. Provide day-to-day direction and on-site supervision of Contractor personnel.
    - iii. Ensure conformance with all Contract provisions.
2. If the Project Manager is unable to remain continuously on site a project foreman will be required to remain. The project foreman will be responsible for day-to-day activities and reporting all status to the Project Manager.
3. Manufacturer Warranty
  - a. Contractor will provide the warranty for all installed products.
4. Additional Warranty
  - a. Contractor will state any additional Contractor supplied warranty.

## **Completion of work**

At the completion of the System, the Contractor will restore to its former condition, all aspects of the project site and on a daily basis, will remove all waste and excess materials, rubbish debris, tools and equipment resulting from or used in the services provided under this Contract.

1. All clean up, restoration, and removal noted above will be by the Contractor and at no cost to Troy ISD, or Construction Manager.
2. If the Contractor fails in its duties under this paragraph, Troy ISD may upon notice to the Contractor perform the necessary clean up and deduct the costs thereof from any amounts due or to become due to the Contractor.
3. Contractor will coordinate through the Construction Manager for dumpsters and material storage locations.
4. It will be the Contractor's responsibility to remove trash from the areas it is working in and bring trash and debris to the dumpster.