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Request for Proposal (RFP)

Duluth Public Schools Academy

RFP Title: Raleigh VOIP PBX Phone
and PA System

Reference No: FY19 Date of Issue: 05-01-2019



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Introduction and Background

Duluth Public Schools Academy, a K-8 public school district, is in need of an updated integrated telephone and PA system for our Raleigh Academy and is accepting proposals in response to this RFP in order to find a qualified source to provide a VOIP PBX Telephone and Public Announcement System.

The objective of this RFP is to locate a source that will provide the best overall value to the Duluth Public Schools Academy. While price is a significant factor, other criteria will form the basis of our award decision, as more fully described in the Evaluation Factors section of this RFP below.

Submission Guidelines & Requirements

The following submission guidelines & requirements apply to this RFP:

1. Only qualified individuals or firms with prior experience on projects such as this should submit proposals in response to this RFP.
2. Bidder's intent on submitting a proposal should notify the representative identified on page 6 no later than May 10th, 2019.
3. A price proposal must be provided. This price proposal should indicate the overall fixed price for the project from inception to completion. A detailed list of costs should be included and separated based on the goals listed above.
4. Proposals must be signed by a representative that is authorized to commit bidder.
5. If you have a standard set of terms and condition, please submit them with your proposal. All terms and conditions will be subject to negotiation.
6. Proposals must be received prior to 5/31/2019 to be considered.
7. Proposals must remain valid for a period of 90 days.

Project Description

The Duluth Public Schools Raleigh Academy is looking to replace /update the internal PBX / Phone system for the Raleigh Academy building. Raleigh Academy has a combined enrollment of approximately 300 students, 50 teachers and supporting staff and approximately 40 classroom / office spaces. An existing Nortel AT system is currently in place, but is inadequate (due to age - 20+ years and / or capacity) to meet the needs of the school. The current system also supplants the PA needs for the school via the handsets. This project will involve the complete replacement of the server and all connected handsets in addition to adding extra PA capacity throughout the campus.

Project Scope

The Project Scope for the Raleigh Academy currently will see the complete replacement of the existing AT PBX with a new, PRI-based PBX server, classroom handsets, front office stations and any necessary IP PA Speakers / Horns. The system upgrade will utilize an existing fiber PRI line / service and existing network wiring within the building. System will be internally managed by DECS IT Support. All connected devices will need to be POE.

Device counts, included below, are given as a guide only, and the responding bidder should include detailed specifications, hardware and cabling plan drawings, along with a narrative, to explain their solution. An on-site walkthrough is strongly recommended to assist with bid submissions. Walkthroughs must be scheduled ahead of time, will be offered in ½ hour increments, and be available Monday through Friday from 9:00 a.m. to 2:30 p.m. during the month of May, 2019. Schematic drawings are attached to this proposal for informational purposes only. To this end we are seeking proposals for installation & configuration of a robust VOIP PBX solution minimally including:

- (1) One (1) Internal, locally hosted PBX Server and all necessary interface cards - preference will be made to Sangoma products. Server can be rack or shelf mounted.
- (2) System will have a redundant, internal RAID configuration and an automated external backup solution.
- (3) System will have web-based graphical management console i.e. Elastix, Free PBX, etc.
- (4) System must utilize standard SIP protocols
- (5) System shall support Intercom/Paging through the phone.
- (6) System will include reporting functionality for call detail records for both incoming and outgoing calls, including the extension(s) participating in the call.
- (7) System will provide auto-attendant features to each hunt group which will answer calls during times of heavy call volume and will answer calls automatically after office hours.
- (8) System must correctly provide enhanced 911 information to the 911 operator, including which school, building and extension originated the call.
- (9) System will Include voicemail for all users, including option of delivery of voice messages to email.
- (10) System will support phone menus and basic phone trees.
- (11) 50 Classroom Telephones - configured and installed - minimum specifications:
 - (a) POE
 - (b) Integrated to PA Functions
 - (c) LCD display
 - (d) Minimum of 3 extensions capability
 - (e) 4-10 programmable buttons, including direct dial buttons.
 - (f) Built-in directory lookup.
 - (g) Call history lookup, including dialed, received, and missed calls.

- (h) Speakerphone
- (i) Redial, conference, transfer, hold, park, transfer to voicemail, and do not disturb features

- (12) Four (x4) Office Phones - configured and installed - minimum specifications:
 - (a) POE
 - (b) Integrated to PA Functions
 - (c) LCD display.
 - (d) Minimum of 3 extensions capability
 - (e) 10-24 programmable buttons, including direct dial buttons.
 - (f) Built-in directory lookup
 - (g) Call history lookup, including dialed, received, and missed calls.
 - (h) Speakerphone
 - (i) Redial, conference, transfer, hold, park, transfer to voicemail, and do not disturb features.
 - (j) Support connection of a wired and/or Bluetooth headset
- (13) Four (x4) cordless / wireless Phones - configured and installed - minimum specifications:
 - (a) Cordless handset utilizing 2.4ghz or 5ghz frequency
 - (b) Redial, conference, transfer, hold, park, transfer to voicemail, and do not disturb features.
 - (c) range of 50-200 ft from base station
- (14) Two (x2) wireless headset attachments compatible with Office Phones
- (15) One (1) POE Conference Phone Station Solution
- (16) Fifteen (x15) POE ceiling-mounted IP Speakers - configured and installed
- (17) Four (x4) POE outdoor / weatherproof PA Horns - configured and installed
- (18) Two(x2) internal POE PA Horns (GYM Location) - configured and installed
- (19) Two (x2) rack-mountable 48 Port Gigabit POE Switches - configured and installed
- (20) All necessary Cat5e/Cat6 patch cables required for all connected devices - installed
- (21) UPS system to provide up to 1 hour of run time for entire internal system in the event of power failure.
- (22) Provide all necessary initial system, handset and attached device setups and configurations.
- (23) Provide system setup support in integration with telecom provider (Spectrum)
- (24) Provide training for up to 5 key individuals on system management and device configuration.
- (25) Preference to vendors that have local presence capable of providing local direct system support
- (26) Option of renewable 1-year service contract(s) for hardware and software support.
- (27) Phone system shall be fully installed and operating no later than August 15th, 2019.

Evaluation Factors

1. Responsiveness to the requirements set forth in this Request for Proposal
2. Relevant past performance/experience
3. Service and Support Resources
4. Call Quality and Performance
5. Ease of Use
6. Functionality to Meet Needs
7. System Growth and Expansion
8. Product Quality, Reliability and Warranty
9. Cost, including an assessment of the total cost of ownership if applicable.
10. Technical expertise/experience of bidder and bidder's staff.

Attachments:

1. Raleigh Academy Floor Plan

Important information about submitting a quote:

1. Proposals must be completed and returned to DECS no later than **05-31-2019**. Proposals will be accepted via email at tim.golden@duluthedison.com or by mail. Please mail quotes to:

Tim Golden
1515 London Rd. Ste 2
Duluth, MN 55812

2. All inquiries regarding this proposal or to set up a grounds tour of our locations please contact: Harold Dols - DECS Manager / Technology Services via email at: harold.dols@duluthedison.com or by phone: (218) 728-9556 ext. 5010

Terms and Conditions of contracting with DPSA:

1. The vendor shall provide its own employees, equipment and supplies necessary to render services under this Agreement.
2. The Vendor shall obtain and maintain, at its own expense and at all times during the term of this agreement, liability insurance, workers' compensation insurance, all licenses, permits, training or other authorizations which may be necessary to perform the services under this agreement.
3. The Vendor shall be responsible for damage to the school's property.
4. The Vendor shall notify Tim Golden, Director of Business Services, by email at: Tim.Golden@duluthedison.com, upon completion of services at the school.
5. The Vendor shall submit invoices to DPSA business office via email at DECSap@duluthedison.com or by mail to 1515 London Road, Suite 2 Duluth, MN 55812.
6. All payment terms are Net 30 of the invoice date and must clearly identify the contract number, Vendor Name and remittance address, item(s) or service(s) being invoiced (including quantity, unit price and extended price as applicable). Work logs will be made available to the DPSA upon request
7. Vendors shall not engage subcontractors to perform services without the school's prior written consent.
8. All vendors agree to a background history check on any of its employees that will be working on the school premises.

Execution of RFP by Vendor:

As the authorized officer named below, I certify that:

1. I am authorized to submit the Vendor's response.
2. The vendor understands and has complied with the requirements of the Request for Quote.
3. The enclosed response is complete and accurate to the best of our knowledge.

Name:

Position:

Signature:



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