Request for Proposals (RFP)
Unified Communications & VOIP Phone System
Englewood Schools
4101 S. Bannock
Englewood, CO 80110

Proposed Responses Due: 08/25/2017
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SECTION 1-INTRODUCTION:

Network and Current Telephone Systems Information

Englewood Schools is comprised of 9 main buildings in Englewood, CO:
1. Roscoe Davidson Administration Building (District Office) - 4101 S. Bannock
2. Duell Operations and Maintenance Building - 4121 S. Bannock
3. Early Childhood Education at Maddox - 700 West Mansfield
4. Bishop Elementary - 3100 South Elati
5. Charles Hay World School - 3195 S. Lafayette St
6. Cherrelyn Elementary - 4500 S. Lincoln St.
7. Clayton Elementary - 4600 S. Fox St.
8. The Englewood Campus (EHS, EMS and ELA) - 3800 S. Logan St.
9. Colorado’s Finest Alternative High School of Choice - 300 W. Chenango

The Network Center is Located at the District Office. Our current bandwidth provided by our ISP is 700 Mbps and our dark fiber capacity between buildings is up to 1 Gbps.

Current Telephone System:
- Central Office: 1 Voicemail Server
  - 2 ShoreTel T1 Boxes
  - 2 ShoreGear Switches
  - 44 ShoreTel handsets RDAB and 10 ShoreTel handsets Duell
- Bishop: 2 ShoreGear Switches
  - 35 ShoreTel handsets
- Cherrelyn: 1 ShoreGear Switch
  - 32 ShoreTel handsets
- Clayton: 1 ShoreGear Switch
  - 49 ShoreTel handsets
- Hay: 2 ShoreGear Switches
  - 36 ShoreTel handsets
- ECE: 1 ShoreGear Switch
  - 39 ShoreTel handsets
- TEC: 3 ShoreGear Switches
  - 159 ShoreTel handsets
- CFHSC: 1 ShoreGear Switch
  - 66 ShoreTel handsets

Voicemail system is part of ShoreTel
RFP Purpose and Scope

Englewood Schools seeks a firm that can provide a hosted Voice over Internet Protocol (VOIP) telecommunications system. This system will replace the current, locally installed, VOIP system and must be capable of meeting future needs.

The project requires the design, implementation, and support of a hosted VOIP telephone system. Preference will be afforded to the vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity requirements, and ongoing service and support. Each respondent should include in their proposal the benefits that their system will provide including, but not limited to, the increased efficiencies and potential cost savings the district will realize.

Englewood Schools seeks a solution that includes Unified Messaging and integrate with existing network infrastructure. Englewood Schools uses a switching solution based on Power over Ethernet (POE). All existing telephones should be replaced with current IP phones that provide the required features.

The winning bidder will be expected to work directly with Englewood Schools’ Technology Department Staff and their network providers to ensure compatibility, call quality, and reliability.

Englewood Schools is interested in the installation of a limited “failover/backup system” that will provide services (especially 911) in the event of a failure of the main system, to process calls as needed, either due to emergency, power outage or capacity issues. This “failover/backup system” may reside on-site or at an offsite data center.

The successful respondent for this contract will be the sole authority and responsible party for this installation. Englewood Schools’ goal is to establish a relationship with a single point of contact for all support necessary for the project.

If the vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation or support, it should be understood that the successful respondent will be the sole responsible party for all activities.

It is the intent of this Request for Proposal that the responder shall provide a complete solution for all aspects the project. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post installation support for the project. Englewood Schools staff will act in oversight and advisory positions only.
Englewood Schools has several building projects in the next few years, so the vendor will be expected to provide a system capable of being moved into three new buildings coming online as well as some schools moving to temporary locations (current district buildings) during construction. Two installations will be into building that have been recently constructed while the rest will be existing buildings. Architectural drawing for new buildings will provided as they become available.

The vendor is also expected to provide a comprehensive training plan for all employees. The training plan will take into account the different levels of training needed for various employee groups. Englewood Schools staff will work with the vendor to develop a training plan that achieves these objectives.

The vendor is expected to plan and conduct the installation of the project with minimal impact to daily operations and staff through close coordination with Englewood Schools staff.
SECTION 2- RFP INSTRUCTIONS AND INFORMATION:

Vendor shall create one (1) digital PDF proposal, signed by the firm’s authorized agent. The submission shall be emailed to:

Matt Kuhn
Director of Technology
matt_kuhn@enschools.net and cc’ed to mary_hensley@enschools.net with subject title “Hosting VOIP Proposal” on or before 11:59 p.m. 8/25/2017.

Late proposals will not be considered. All proposals received will be retained by Englewood Schools.

Oral, telephonic, or facsimile proposals are invalid and will not be considered. Englewood Schools reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarifications, to accept or negotiate any modifications to any proposal, following the deadline for receipt of all proposals, and to waive any irregularities, if such would serve the best interest of the District.

RFP Timeline: (all dates are tentative)

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>7/10.2017</td>
<td>RFPs available to vendors</td>
</tr>
<tr>
<td>before deadline</td>
<td>Onsite Network Assessment (optional, contact <a href="mailto:mark_theil@enschools.net">mark_theil@enschools.net</a>)</td>
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<tr>
<td>7/31/2017</td>
<td>Written (emailed) questions from vendors due</td>
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<td>8/11/2017</td>
<td>Written replies to vendor questions distributed to all known vendors via District website</td>
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<tr>
<td>8/25/2017</td>
<td>RFP emailed submissions due by 11:59 p.m.</td>
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<td>8/26 - 9/8/2017</td>
<td>Evaluation of Proposals</td>
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<td>9/14 &amp; 9/15/2017</td>
<td>Top Vendor presentations</td>
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<tr>
<td>9/22/2017</td>
<td>Recommendation to the Board of Education</td>
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<tr>
<td>one or before</td>
<td>Notification to proceed, subject to signed documents and insurance requirements being satisfied</td>
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<td>10/06/2017</td>
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<td>March 2017</td>
<td>Target for Project implementation</td>
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<tr>
<td>May 2017</td>
<td>Target for Project Completion</td>
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Questions regarding the RFP should be discussed during the Onsite Assessment and additional written questions are due by date specified in the timeline.
All questions regarding the scope of work shall be submitted to:

Matt Kuhn  
Director of Technology  
matt_kuhn@engschools.net and cc'ed to mary_hensley@engschools.net with subject title “Hosting VOIP Proposal Question.”

Proposal Submission Requirements and Evaluation

1. All proposals shall be prepared in strict compliance with the Proposal Format outlined below. Failure to comply with all provisions of this RFP may result in the proposal being disqualified.
2. Vendors shall submit proposals that are complete, thorough and accurate. Websites, brochures, and other similar material may be electronically linked/attached to the proposal but may not be used by the evaluation team in determining the extent to which the proposal is responsive or complete.
3. All proposals must be written within a single document in pdf or MS Word format and must include the following items (in order). This is the main proposal. It does not include any later listed required attachments and optional appendices.
   a. Title page: The title page should include the subject of the proposal: the proposing company’s name and postal address; the name, email address, and telephone number of a contact person; and the date of the proposal.
   b. Table of contents
   c. Executive summary: This summary, limited to three (3) single-spaced pages, should provide a high-level description of the vendor’s ability to meet the requirements of the RFP and a statement describing why the vendor believes itself to be the best qualified to provide the specified services. The summary must also include:
      i. Names, titles, and background of the officers and operating personnel who would work on the project with Englewood Schools.
      ii. Location and current staff size of the servicing office including quantity of licensed Vendors. Also include the location and current staff size of any other supporting offices.
      iii. Approximate breakdown of type of clients served by your firm over the past five years (K-12 schools/Other/Etc.)
   d. A statement whether or not your firm, in the event of award, would be able to provide insurance meeting or exceeding the requirements.
   e. Description of any claims, lawsuits or legal settlements your firm has had in the past and/or those that are currently pending.
f. Project experience and References:
   i. Provide (3) three references from school districts or large organizations that the vendor has worked for to provide similar telecommunication systems. Each reference should include the organization name, postal address, phone number, email address, number of students and/or employees, and contact person’s name. Also give the title and brief scope of project.
   ii. Provide up to five examples of relevant project experience, in progress or completed by your proposed team members during the past five years. The vendor, including any subcontractor, shall have a proven record in telecommunication projects. Include:
       1. Size of project, cost, budget, start and completion dates of design and implementation.
       2. Identify similarities to this project and any unique lessons learned that would be applied.

g. Scope of services (implementation plan):
   i. Identify the specific team members from your firm that will be assigned to this project and include a description of their roles and responsibilities, on this project. ES will expect the submitted staff to be involved in the roles proposed throughout the duration of the project including punch list resolutions that occur within a year of building occupancy. Any changes must be reviewed and approved by the District.
   ii. Provide resumes for all individuals to be assigned to this project.
   iii. Identify any proposed subcontractors/consultants and provide resumes for their key staff members that will be involved with the project.
   iv. Describe your implementation plan and include a project timeline and sequential tasks chart. Make sure you have addressed the questions in section 5.0 QUESTIONS TO VENDORS.
   v. Based on the preliminary assessment of the project, please list any equipment, hardware, software, service, wiring/cabling, etc. the vendor proposes to acquire, configure, and install as part of this hosted VOIP project. List all equipment by make, model and quantity.
   vi. Be sure to clearly outline District manpower that would need to be allocated to work with the Vendor and at which stages of the project.
vii. Describe how you will keep the project within budget and on schedule.

viii. Include any unique capabilities or qualities of your firm that would make your approach stand out.

h. Recommended system requirements: Please indicate the minimum and recommended system requirements for all configured and installed technology.

i. Support services: Please indicate the level and nature of support you are prepared to provide in the following areas:
   i. Installation
   ii. Testing
   iii. Documentation
   iv. Training/Professional Development
   v. Ongoing technical support
   vi. Ongoing maintenance plans after warranty expiration (optional)
   vii. Other (specify)

4. Required Attachments:
   a. (Attachment A) Requirements and Warranties: Vendor shall include with the RFP response a detailed overview of all applicable warranties, including exclusions. Detail the responsibilities ES will assume during the warranty contract period. Describe services provided during the warranty period.
   b. (Attachment B) Cost proposal: Provide a pricing matrix similar to the ones found in Section 4.0 PRICING SCHEDULE of this RFP for all equipment and services, including hardware, software licenses, labor, and etc. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. Clearly identify if the equipment costs are for lease or purchase. Costs should not include taxes as Englewood Schools is a tax exempt public school district. Use (or modify) the form below. Optional equipment should be clearly identified in the tables.
   c. (Attachment C) Financial information: Each vendor shall be required to submit the previous year’s Financial Statement (audited if available) for our analysis. They will be held confidential during the evaluation process.

5. Appendices: The content of the appendices is left to the vendor’s discretion, but should be limited to material that will be helpful in describing the services proposed. Products and services which are not specifically requested in this RFP, but which are necessary to provide the functional capabilities offered by the vendor, should be included in this section and referred to in the main proposal.
6. Items to Include with the Proposal – An email must be sent with the proposal attachments. This email should briefly state the vendor’s understanding of the work to be done and to provide a commitment to perform the work included in the proposal attachments. It should also identify all materials and enclosures included in response to the RFP.

7. Exceptions to Format – It is intended that this RFP describe the requirements and response format in sufficient detail to secure comparable proposals, recognizing that various proponent approaches may vary widely. Proposals that differ from the described format may be rejected. All information requested must be submitted, or alternatively, a statement giving the rationale of the vendor for not submitting the requested information. Englewood Schools may, if it deems it to be in the best interest, take such statements into consideration in determining the responsiveness of the proposal.

Evaluation Criteria:

- Qualifications and experience of the firm or partnership, with same or similar equipment/services – 10 points
- Local project team and subcontractor/consultant qualifications – 5 points
- Technical merits of specifications, system capabilities, reliability, and flexibility – 20 points
- System Design and Implementation – 20 points
- Warranty terms – 5 points
- Comprehensiveness of proposal and adherence to format – 5 points
- Reasonable pricing – 20 points
- Reference from 3 customers with same or similar services – 10 points
- Past work history with Englewood Schools and other intangibles as deemed appropriate – 5 points

Total Points Available: 100

False or Misleading Statements:

Vendors must take great care to ensure that sufficient information has been provided to allow Englewood Schools to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.

Vendor understands that if, in the opinion of Englewood Schools, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully
evaluate the technical solution or proposed price, Englewood Schools reserves the right, in its sole discretion, to reject the proposal. Vendor also understands that if the information provided does not support a function, attribute, capability or condition as proposed by the vendor, Englewood Schools may reject the proposal. Vendor understands that any modifications to the questions in this RFP by the bidder may result in immediate rejection of that proposal.

**Acceptance of Proposal Content:**

Vendor understands that Englewood Schools reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms and statements contained therein will be binding upon Vendor. Upon acceptance of the proposal by Englewood Schools, the successful proposal, including all terms, conditions and pricing contained therein, will be incorporated into the awarded contract.

Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to Englewood Schools.

**No Obligation to Buy:**

Englewood Schools reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Englewood Schools to purchase.

**Withdrawal of Proposals:**

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

**Cost of Preparing Proposals:**

Englewood Schools is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP.
Englewood Schools shall not reimburse any vendor for the cost of responding to this RFP.

Permits:

The vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to Englewood Schools.

Damage Liability and Insurance:

The successful vendor is liable and responsible for any damage to the premises and existing equipment (e.g., floor, walls, network devices, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and Englewood Schools against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

The District will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance, and workers' compensation insurance coverage as needed.

Such Coverage must be provided by an insurance company(ies) authorized to do business in the State of Colorado. Certificates must name the District as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by the District and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to the Englewood Schools. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless the District, its officers, agents and employees from any and all claims and
losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to commencement of any work, these and other provisions will be established contractually.

RFP Responses:

All materials submitted by the vendor in response to this RFP become the sole property of Englewood Schools upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor. Any documentation that is to be considered confidential must clearly be identified as confidential or it will become part of the public records of Englewood Schools.
SECTION 3-SCOPE OF SERVICES AND REQUIREMENTS:

The new Hosted Voice over Internet Protocol (VOIP) Telephone, Voicemail and Unified Messaging system design should provide a uniform communication system for all Englewood Schools facilities and shall be expandable at the convenience of the Englewood Schools. The new system must provide a single system in terms of dialing, feature access, and administration. Englewood Schools intends to have the new system hosted off-site by the vendor, but administered from the District Administration Building.

Network Assessment:

Englewood Schools understands and expects that the respondent to conduct a full network assessment to determine the viability of integrating and installing the new voice system into the existing data network. The needs and expectations of a converged network place different requirements on the network in terms of quality of service, packet prioritization, cable quality, termination specifications, etc. Although Englewood Schools believes that the network is voice ready, we expect the vendor to perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new Converged Data/Voice system. Respondent will provide all results of the assessment including necessary network maps, specification thresholds, specific problem areas and the recommended solution and cost for each. The vendor is responsible for scheduling a mutually agreed upon date for the assessment and any walk-throughs that the vendor may deem necessary.

Cabling:

Vendor will provide cable from the wall to the phone. The respondent will also be responsible for cable connections from the hosted VOIP system to any communications equipment utilizing the VOIP system at the central terminal to the Englewood Schools WAN. Respondent is responsible for re-termination of services from existing system to the new VOIP system.

Any additional cabling/wiring needed by the Respondent to complete the installation should be included as part of the RFP response.

Required Services:

Unified Messaging - The District envisions a VOIP system that provides four-digit dialing between locations, a centralized voice mail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.
The equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models will not be accepted. Englewood Schools is interested in integration of the proposed system with Google Applications such as gmail. But this is an optional feature and not required under this RFP. The vendor shall propose any possible options to achieve this with full functionality and with minimal impact on services. Preferably, users could opt to have messages only in their email inbox and not on the phone handset. Vendor shall also provide any costs necessary for licensing that may be required to achieve this.

Call Accounting System - A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound and internal calls and usage reports for all types of inbound, outbound and internal calls. Specifically Englewood Schools is very concerned about the metrics for call length, number of calls unanswered going to voicemail, and dropped calls.

Automatic Call Distributor (ACD) - Englewood Schools uses an automated call system. The Vendor should provide either a replacement or the ability to incorporate the existing system.

911 Services - Emergency 911 Services are mandated for this system. The vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result. Additional capabilities expected from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within Englewood Schools, and to have a text number be notified when a 911 call is placed.

Feature Set and Technical Requirements:

The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. Englewood Schools expects the successful vendor will have had experience with corporations and other school districts of Englewood Schools’ size and will be able to provide consulting advice, input and insight into what other organizations are using and to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are included, not included or available at an added cost.
Handsets:

- Automatic call back
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer
- Call Recording
- Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Caller ID Name and Number
- Speaker Phone Capable
- Auto / Speed Dial (directory and user entered)
- Programmable Buttons w/ paperless labels
- Intercom/Paging & Group Paging
- Extension Dialing between Locations
- Automatic Call Distribution (ACD)
- Workgroups (Groups)
- Custom Call Routing (CCR)Four digit dialing to all sites on the network
- Conference calls (Include maximum number of participants)
- Integrated messaging with email (Gmail)
- Temporary call relocation to another extension
- Music on Hold
- Compatibility with Remote Handsets
- Built in switch to provide connectivity to the computer
- Flexible support for PoE or local power
- Shared Extension on Multiple Phones
- Wall-Mount Option
- Bridged Call Appearances
- Support of American Disability Act (ADA) requirements

Voicemail:

- Access to all voicemail features from multiple locations
- Voicemail options for users without an assigned phone
- Password required for login
- Voicemail message easily set by user from any location
- Voice Mail forward as an audio attachment to Email and Selection of Message Storage Location (on handset, email only, or both)
- Voice Mail Light Indicator
• Voice to text messaging
• Automated attendant features

Management:
• Remote management through a web interface with the ability to make internal changes such as renaming of extensions, voice mail configurations and changes to the auto attendant, reset password, etc.
• Allow various levels of calling privileges such as long distance and international calling to be programmable by extension.
• Ability to reroute to alternative phone backup system on failure of system.
• Multiple levels of administrators with each having different capabilities of system access and each with a unique password.
• Administrator activity logging.
• Ability to run detailed reports on system utilization by date, time, extensions, etc.

Emergency Services:
• Call Notification to several users when 911 is dialed from anywhere in the district.
• Pop up notification on desktop computers of assigned Administrator(s) when 911 call is placed.
• Phone or text notification to select phone numbers whenever a 911 call is placed.
• Allow all users to call 911 to reach emergency services.
• Each and every site on the network will be able to place a 911 call that will send the correct address of the site and the handset location.

Englewood Schools currently routes faxes to district copiers, but features like Fax/eFax Management/Fax to email/Fax Server may be presented as options for us to consider. The vendor is welcome to present other options in their proposal that may be advantageous to the district.

The vendor must provide a complete system design showing the integration of the voice network into the data network. Further, the vendor must provide methodology for assuring voice quality throughout the system.

The hosted VOIP system will be connected to the Englewood Schools Data Center. After network inspection, the vendor will provide recommendations and drawing showing the placement of any needed additional equipment.
Redundancy/Failover:

It is the intent of this proposal to have a hosted system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of power failure or other incident. Please provide your solution to assure the hosted system is operational 24/7.

System Administration:

Englewood Schools Technology staff will administer the system. Installation of the new VOIP system will include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent is to supply all additional equipment and software needed for the system programming and operation.

System Design Requirements:

Englewood Schools uses a 4-digit internal dialing plan, but may consider a new dialing plan and number schema. Vendor will provide assistance in developing the dialing plan and assuring correct operations. Interoperability with other District systems like the Student Information System (Infinite Campus - Shoutpoint), Security Systems (Bosch Security Systems, Genetec Security Cameras and Door Access, and Raptor ID Check) needs to be addressed in the Vendor’s proposal.

Security:

The system should have security set features built in that allow the administrator to remotely administer security levels of users. It should fully integrate with Englewood Schools’s Active Directory and should allow the administrator to control class of service and class of restriction. The system will meet all the requirements in order to be SIP compliant. The winning bidder will also supply ALL local system level passwords to the Englewood Schools.

Vendor Requirements:

Respondent will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches and routers, as well as any other relevant equipment.
Project Management:

Vendor is expected to provide a project manager for this installation that will interface and become the main contact with the vendor for the duration of the project. This project manager will be assigned to Englewood Schools throughout the life of the project. Englewood Schools reserves the right to request a change in project management based on performance. The vendor is required to present a proposed schedule that includes projected completion dates for various phases of the project. The implementation will be coordinated with district schedules in order to minimize any disruptions to the normal operations of the district.

Maintenance and Support:

Vendor shall provide Englewood Schools with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

- An itemized list of services for each site
- Ongoing Maintenance cost
- Forecast any cost increases for the next (3) years for hardware, software maintenance, licensing needs
- Details of local support, hours or limits of coverage for service and repairs
- Maintenance plan options with one hour or less response times
- Software upgrade plans inclusive in maintenance

Transition Plan:

Englewood Schools expects the installation of the new system to have little or no impact to ongoing operations. Vendor is expected to have experience in this area and to provide Englewood Schools with a detailed plan to accomplish the transition from the old system to the new system with minimized disruption to staff.

All documentation, installation, reports and materials must be provided to Englewood Schools prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC).

Respondent will be expected to interface as needed with the District’s’ internet providers for any necessary changes during the transition.
SECTION 4- PRICING SCHEDULE:

Provide a pricing matrix similar to the ones found below for all equipment, labor, licensing, and services. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. Clearly identify if the equipment costs are for lease or purchase. Respondent must list any and all charges, expenses, and/or costs to be incurred by Englewood Schools. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

Englewood Schools wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, and any other anticipated charges.

**Equipment (Hardware & Software)**

Provide a detailed list of costs for all equipment that will be part of your proposed solution. Use (or modify) the form below to present the Training options that are available. Optional equipment should be clearly identified in the form.

<table>
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<tr>
<th>Item</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
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(Vendor add additional lines as needed)

**Labor**

Provide the costs for all labor involved with your proposed implementation plan. Use (or modify) the form below to present the Training options that are available.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th># of Hours</th>
<th>Hourly Rate</th>
<th>Total (Include all charges)</th>
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(Vendor add additional lines as needed)
Training

Provide the costs for training, if available, also indicate training that will be at no additional charge. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage. Use (or modify) the form below to present the Training options that are available.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th># of Sessions</th>
<th>Cost per Session</th>
<th>Total (include all charges)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin training</td>
<td>Advanced training for Admin users</td>
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<tr>
<td>End User Training</td>
<td>“Train the Trainer” sessions for end users</td>
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<td>(Vendor add additional lines as needed)</td>
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</table>

Maintenance

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage. Use (or modify) the form below to present the maintenance options that are available.

<table>
<thead>
<tr>
<th>Description</th>
<th>Length of Term</th>
<th>Total (Include all charges)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full maintenance: supporting hardware and software 7am-6pm Mon-Fri with 4 hour onsite response</td>
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<tr>
<td>Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hour onsite response</td>
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<tr>
<td>Emergency response in case of critical failure? ( one (1) hour or less response)</td>
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<tr>
<td>Software Upgrade cost</td>
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<tr>
<td>(Vendor add additional lines as needed)</td>
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</table>
SECTION 5 - QUESTIONS TO VENDORS:

In addition to the aforementioned requirements, please include responses to these critical questions below in your proposal. Most of these questions should be addressed in your implementation plan.

1. Introduction
   a. How do you plan to perform the network assessment?
   b. What is your methodology to test and certify the installed system for overall performance?

2. Required Services
   a. What is your solution to the Call Accounting System? Attach samples of various reports that can be generated.
   b. What is your plan of action to perform the 911 services according to the requirements in this RFP?

3. Training
   a. What is your comprehensive training solution for Englewood Schools employees? Provide a summary of online and in-house training for end users.
   b. How many and what kind of manuals or operation handbooks will be provided at each location? Indicate the method (and cost, if appropriate) that Englewood Schools will use to obtain additional manuals and/or handbooks.

4. Feature Set
   a. A list of features was provided in 3.0 SCOPE OF SERVICES AND REQUIREMENTS that outlined the “Feature Set.” What is the availability of each feature? Indicate by noting “included,” “optional” or “not included.”
   b. How many handsets do you offer? Can you provide is with multiple options?

5. Single Point of Responsibility / Accountability
   Englewood Schools’ expectation is to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. This is of a critical nature for this RFP; a contract will NOT be awarded to a vendor who does not have this single point of accountability. Indicate your understanding and compliance with this requirement. Who will be this person?

6. Technical Requirements
   a. Are there any required/recommended improvements to connectivity to implement the proposed solution? Do you recommend additional
equipment not included in your plan that will/may need to be installed by Englewood Schools? Include pricing if appropriate.

b. What is your system design and methodology for ensuring system wide reliability and voice quality. Are there any performance guarantees for future years?

c. What is your solution to redundancy / failover in case of system-wide failure?

d. What is your recommended dialing plan?

e. How would you describe the features of your management system?

f. What is your plan for delivering an initial equipment inventory for each location including model/serial numbers, for phones and other relevant equipment?

g. What maintenance and support services are available and what range of services are offered, including software updates/upgrades? Do you offer remote diagnostic services beyond what is included in the management package?

h. What are the warranty coverages of each component of the system?

i. How will your solution interface with other Englewood Schools systems such as the Student Information System (Infinite Campus - Shoutpoint), Security Systems (Bosch Security Systems, Genetec Security Cameras and Door Access, and Raptor ID Check)?

j. How will your implementation plan and schedule provide for a “minimally disruptive” transition from the existing system to the new system?

k. How does your system provide the flexibility and scalability to handle new buildings coming on-line as well as providing support for “repurposed” older buildings?

l. Describe the plan for integration with the District’s LDAP system and the possibilities of syncing with features in the district Google Domain.

7. Summary

Explain in one page or less how your solution will differentiate you from other vendors and why we should choose you as our successful vendor. List the unique features, expertise, and services that other companies may not offer.