Lake Superior School District #381
1640 Hwy 2, Two Harbors, Mn 55616
(218) 834-8201 www.isd381.k12.mn.us

May 27th, 2015
Request for Proposals – VoIP Phone System Solution

- The Lake Superior School District will accept proposals for a new phone system serving all 3 buildings within the school district. The phone systems must be able to function individually, but also have the capability to be managed centrally from any location within the district's network.
- Quotes are due back to the district by Wednesday, June 10th, 2015.
- Quote pricing must be valid for 90 days following submission of the bid.
- Phone system equipment must arrive on site within 21 days of the order placement.
- Lake Superior School District reserves the right to cancel the order and/or return equipment without penalty if any of the following equipment or services are not fulfilled as stated in the proposal.

Bids may be submitted electronically by e-mail or by certified mail to the following contact:
ISD#381 Attn: Kristen Lee
c/o Phone System RFP
1640 Hwy 2, Two Harbors, MN 55616
e-mail address: klee@isd381.k12.mn.us
Phone contact: (218) 834-8201 X8299

If submitting a bid via e-mail, a confirmation receipt will be sent back once it has been confirmed as received. Bids are not considered to be received without a return e-mail confirmation. Questions and inquiries should also use this same point of contact.

* Bids must include pricing submitted in the format included in Attachment A

Building Addresses:

- Two Harbors High School (THHS). 1640 Hwy 2, Two Harbors, MN 55616 (218) 834-8201. Current service provider: Frontier Communications. Main Phone Number 218-834-8201
- Minnehaha Elementary School (Minne), Two Harbors, MN 55616 (218) 834-8221. Current service provider: Frontier Communications
- William Kelley Schools (KHS). 137 Banks Blvd. Silver Bay MN 55614 (218) 226-2237. Current phone service provider: TDS Metrocom.

Location Notes:

3 buildings will be included in this proposal. The phone solution must be able to provide full service to all three building sites as an integrated unit.

All sites currently have POTS lines coming in to the IP Phone system. All sites have high speed internet, with firewall, VLANS and QoS services in place. Most network switches running the phone ports are Cisco model 2960's.

Project Timeline:

- Request for Proposals Published: May 27th, 2015
- Deadline for questions from vendors: June 3rd, 2015
- Deadline for proposal submissions: June 10th, 2015
- Vendor Short List Published: June 17th, 2015
- Vendor demonstrations: June 22-26th, 2015. (Must arrange a presentation appointment ahead of time)
- Contract Negotiations and purchasing: July 1-10, 2015.
- Equipment configuration and installation: July 20th-Aug 15th, 2015

Evaluation Criteria:
Scoring Rubric - See Attachment B

In order for proposals to be evaluated and considered for award, proposals must be deemed responsive. To be deemed responsive, vendors shall demonstrate the capability to fully perform all requirements defined by the RFP. Factors to be considered include, and may not be limited to: experience, integrity, reliability, capacity, locality and other factors required to provide the services defined by the RFP.

Both Hosted and Premise-Based Phone systems will be considered.
All equipment will be assumed to be owned by the school district at the end of the 5 year term. If this is not the case, it must be noted in the bid.
If equipment is leased and not owned, this must be specified in the bid.
Vendors may present multiple options for consideration on separate bids.

System Specifications:

End user phone system quantities are variable. The approximate number of existing systems is listed below to help vendors determine the scope of the project. Exact quantities may vary at the time of purchase.

Total VoIP Phones: 183
Total VoIP ATA's: 27
Total (All Devices): 210
Total Central Call Processor locations: 3

Phone System Feature Requirements:

4 digit dialing between sites
End-user interface for configuring devices
Programmable, recordable auto-attendant/s
Hunt Group and Call Pick-up feature
Programmable fail-over
Announcement Interface
9-1-1 Notification Compliance
Call Reporting in exportable format
Always-on and on-demand call recording
Capability to replace phones and ATA's with spare equipment on site. (Explain process)
Data Backup – Export/Import Feature
Additional/Optional features (please specify which are included with the phone system): Examples include:
Speed Dial, Follow me, Distinctive Ring
* On-site system proposals must work with POTS lines. PRI interface can be an additional option, but the system must be able to use POTS lines for onsite systems. Hosted systems must specify interface.
* Hosted system proposals must include projected costs for 5 years total, including additional bandwidth requirements needed for the hosted phone service.

End User Devices (IP Phones and ATA's)

Must provide 10/100/1000 Bandwidth throughput
Digital Display with Caller ID
Speaker and Mute Feature
Hold feature
Conference Call Feature
Do Not Disturb/Silent (no ring) Programmable Feature
Forward to voicemail feature
Password/Pin security protection
Must include both PoE and AC Power options

E-Mail Integration:

Integration with Microsoft Outlook and/or gmail
Voicemail to e-mail feature

Fax to e-mail Feature
Call forward to email

Voicemail:
Must provide: Time and Date of call

Extension or number of the caller

Message save/delete/forward/forward to e-mail Options

Remote voice mail retrieval and administration

Memory Buttons

Redial

Call forward to voicemail

Faxing Service:
Hosted faxing services must be available with the system. This can be included in the bid as an additional monthly charge as long as it is noted in the costs spreadsheet. 1 fax line/service for Minnehaha, 1 fax line/service for Silver Bay, 1 fax line/service for THHS, 1 fax line/service for Community Ed and 1 fax line/service for the District Office should be included.

Installation:
Dial Plan must be configured for all end users of the system (210 End Users and 3 Call Processor Locations). CSV export of User, Extension # and building location will be provided).

Training:
Detailed description of system documentation and resources that will be included as part of the roll-out by the vendor including, but not limited to, detailed system user manuals, "Quick Reference" guides, online support, help desk support, user group community resources, and others as available. Online and/or publishable user manuals must be provided for end users. Local edits and additions and to the users and phones on the system must be included in the training.

Warranty:
Phone system central call processors must be included under a support/replacement warranty for the 5 year term. If additional fees are required to extend the warranty for the full 5 years, those warranty costs should be specified in the system total costs spreadsheet (Attachment A).