

**PIKE COUNTY SCHOOLS
101 WEST LOVE STREET
TROY, AL 36081**

REQUEST FOR PROPOSAL

FOR

Voice over IP (VoIP) Services

RFP NO.: 23-001

DATE DUE: 03/31/2023

Technical questions about the specifications or this RFP request should be addressed to:

Stephanie Snyder
Technology Coordinator
101 W. Love St
Troy, AL 36081
Phone: 334-566-1850 ext 81115
Fax: 334-566-6937
Email: ssnyder@pikecountyschools.com

Objective

The Pike County Board of Education (hereinafter referred to as "The Customer") is seeking Voice over IP Services (VoIP) as a communication tool for our school system.

The Customer herewith requests proposals for these services as described in the attached specifications from interested companies (hereinafter known as "The Vendor"). The Vendor must submit a RFP for all areas and show an integrated approach with respect to services and support. The Customer requests that quotes be itemized with the separation of services. The Customer requires that any proposal include seamless conversion of all existing data. The Customer reserves the right to reject any and all proposals, waive any technicalities, and award all or part of the contract in a manner that is in the best interest of the Pike County School Board.

The term of the contract shall be for a period of three (3) years beginning on July 1, 2023. The Customer at its option may extend the period of this contract up to a maximum of five (5) years in one (1) year increments after the first three (3) years of the contract. The contract may be cancelled with thirty days prior written notice.

All rates quoted shall be firm for the complete contract period. Any rate change beyond that date shall be based on a change in the contractors fixed cost. Any request for rate increase is subject to the approval of the Customer and must be supported by a statement or affidavit reflecting the reason for the change. The Customer reserves the right to reject any application for an increase and seek competitive quotations for service. An increase, if accepted, shall become effective thirty (30) days after receipt of request. Price reductions are acceptable at any time with no notice necessary.

Specifications in this bid are not intended to eliminate any reputable manufacturer, brand or bidder. Reference to manufacturers, brand names, suppliers, catalog number, etc. is intended to set quality and feature standards and does NOT exclude bids from others as long as quality and feature standards are met. Pictures, descriptions and specifications shall accompany all bids.

The Customer is seeking either a purchased VoIP solution or a leased/hosted VoIP solution.

Other information may be made available to interested persons by contacting the Technology Coordinator.

Schedule of Events

The following is the required schedule of events for this project. The schedule may change depending on the results of the responses and a final schedule will be established prior to contracting with the successful Vendor.

Event	Date
1. Release of RFP	03/01/2023
2. Deadline for Proposal Submission	03/31/2023 at 2:00 pm
3. Evaluation of Responses	03/31/2023
4. Determine feasibility & funding	04/17/2023 – Board Meeting
5. Services Started	7/1/2023
6. Services Completed	06/30/2028

Provide VoIP Services for the following locations.

School_Name	Address_1	CITY	STATE	Zip Code	Phone Number
Pike County Board of Edu – District Office	101 W Love Street	Troy	AL	36081	334-566-1850
Pike County School Operations & Technology Center (aka Bus Shop)	317 Montgomery Street	Troy	AL	36081	334-566-1850
Pike County Prevention & Support Annex	102 Dean St	Troy	AL	36081	334-566-1850
Pike County High School	552 South Main Street	Brundidge	AL	36010	334-735-2389
Pike County Elementary School	186 Hillcrest Court	Brundidge	AL	36010	334-735-2683
Goshen High School	286 Eagle Circle/P.O. Box 7	Goshen	AL	36035	334-566-1852
Goshen Elementary School	23 County Rd 2238	Goshen	AL	36035	334-566-1851
Banks School	9769 North U.S. Hwy 29	Banks	AL	36005	334-243-5514
Troy-Pike Center for Technology	285 Gibbs Street	Troy	AL	36081	334-566-5395
Center for Advanced Learning	205 Mockingbird Lane	Troy	AL	36081	334-566-5396
Any additional locations as needed					

Basis of Award

The customer does not guarantee any award of contract by submitting an RFP. **These factors will be utilized in weighing the RFP responses as follows:**

Factor	Weight
Price	30%
Prior Experience, References, Customer Satisfaction	20%
Quality of proposed solution	15%
Transition and Implementation Plan	20%
Alabama Company	15%
TOTAL	100%

Specifications of Services to be included:

Services shall include:

- a. The Customer is seeking pricing for either a purchased VoIP solution or a leased/hosted VoIP solution to be integrated with the existing WAN to create a converged voice/data IP solution providing services to all locations identified above.
- b. The system must provide the ability to route calls across the Customer WAN.
- c. The proposed system must be Session Initiated Protocol (SIP) based. This is an open standard and it is the desire of our organization to utilize a VoIP platform that adheres to industry standards. Since most carriers are moving to SIP delivery we need our VoIP platform to be ready for the future transition.
- d. The Customer currently has a leased VoIP solution and Yealink phones. Please note this in case your solution can utilize existing telephones owned by the Customer. Otherwise, please provide pricing for your proposed phones.
- e. The Vendor must specify what equipment must be installed at each site to make sure we maintain 911 call capabilities.
- f. The Customer would like to keep all existing telephone numbers and extensions. If this is not possible, please provide alternate solutions.
- g. The WAN service provider is responsible for providing all network components necessary to operate VoIP within the District.
- h. Fire/intrusion alarms and remote environmental systems must always be available. Today these are local POTS line separate from the VoIP system.
- i. Centralized voicemail services integrated with the VoIP system providing:
 - i. 150 voicemail boxes with option pricing to add additional boxes as needed
 - ii. Message forwarding capabilities
 - iii. Sufficient voicemail ports to ensure users or callers do not experience busy signals when accessing voicemail
 - iv. Ability to log into voicemail system from any phone inside and/or outside the network
 - v. All phones must have visual indication that a message is waiting
 - vi. All phones should be able to retrieve a message from a keyset by pressing a message key
- j. Other features needed:
 - i. Ability to use same 5 digit extensions we use today
 - ii. Transfer call capability to other extensions
 - iii. Call Forwarding
 - iv. Conference Call

- v. Call Hold
 - vi. Call Park
 - vii. Hunt Group or Rollover
 - viii. Caller ID name & Number
 - ix. Ability to plug a user's IP Phone anywhere on the network and automatically receive calls without administrative intervention
 - x. Each location will require an answering greeting with the ability to enter an option for certain departments or to dial by extension.
 - xi. System must be configurable to limit dialing options of each phone as needed (i.e. restrict long distance calling, etc.)
 - xii. System must allow customer IT staff access to manage settings for such things as hold message/music, voicemail setup and password resets. Other administrative capabilities and functionality should be detailed within the bid proposal.
- k. The proposed system will consist of all necessary equipment to support the immediate phone needs with the ability to grow in the future by 25% for the term of the contract.
- l. All communication lines must work with all existing equipment currently in place including but not limited to routers, firewalls, servers, filters, etc. The VoIP system must also work with the intercom system in place at Banks School and Goshen HS. There may be additional schools added to the intercom system in the future. If additional customer equipment is needed the Vendor must specify in their response, otherwise the Vendor will be responsible for providing any required equipment at no additional cost to the Customer.
- m. All pricing must include installation, setup, configuration, training and maintenance fees. When installation is complete, the Vendor's connectivity equipment must be connected to the Customer's existing network.
- n. The Vendor will be required to work cooperatively with the Wide Area Network provider to implement, manage, and support the VoIP services which will need to traverse the WAN.
- o. Vendor must provide estimated pricing for adding additional/new locations if needed during the term of the contract.
- p. Vendor must provide references of comparable size and scope with a summary of services provided.
- q. Vendor must provide a transition plan defining and describing the activities and timelines necessary to complete implementation of each of the requested services.
- r. System and services must be installed, tested and fully operational to all specified sites at least 48 hours prior to July 1, 2023. If system is not operational by this time the vendor must provide alternative connectivity to all specified locations at their cost. Service activation must be transparent and down time, if any, must be at a time determined by the Customer.

Equipment

- a. The Customer currently owns the following telephone equipment. If beneficial to the Customer, we would like to use the following equipment that we already own with the new system. If this is not possible, please provide pricing to replace this equipment.
 - i. Yealink Phone model T26B
 - ii. Yealink Phone model T23G
 - iii. Yealink Phone model T31P
 - iv. Yealink Phone model T42S
 - v. Yealink Phone model T46S
 - vi. Yealink Phone model W60B (wireless)
 - vii. Yealink IP Phone sidecar phone expansion module EXP40-1
- b. Vendor must supply the manufacturer and model numbers of all equipment being proposed.
- c. Vendor must supply the cost of equipment even if the initial cost of equipment is \$0.00 so that the price for the term of the bid is set should the Customer need to purchase additional or replacement equipment.
- d. Vendor must be able to supply, program, and deliver equipment to the Customer, as needed.
- e. Vendor information must clearly state the warranty period for all equipment proposed.
- f. Vendor should include pricing for at least two models of handsets that are capable of providing the same service as the models we have today (listed above). Leased and purchase pricing for VoIP user handsets is being sought to enable users to communicate within the schools, the district, and outside the district using the VoIP system and creating a seamless capability. The Customer has an initial requirement for:
 - i. 130 handsets – comprised of 2-lines, 4-line and 6-line phones
 - ii. 1 conference phones
 - iii. 6 wireless phones
 - iv. As well as pricing for 1 sidecar phone expansion module for one 6-line phone

Instructions and Training

- a. The Vendor shall provide printed instructions on the use of equipment, features, and service.
- b. The Vendor will instruct a group of users on the use of the equipment at no additional cost to the Customer, when requested.
- c. The Vendor will provide training to the Pike County Schools Technology Staff on how to maintain the VoIP system at no additional cost.

Customer Support

- a. Must be available from 7:00 am until 5:00 pm CST for questions and problems. The Vendor shall provide pricing for this service.
- b. Requests for changes must come from authorized System personnel.

Costs Associated with Preparation of the Vendor's Response

The Customer will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

Vendor Requirements

The Vendor will be required to furnish evidence that they maintain permanent places of business of a type and nature compatible with their proposal and are in all respects competent and an eligible Vendor to fulfill the terms of this request and provide quality of service (QOS) to all locations. The Customer may make such investigation as deemed necessary to determine the ability of the Vendor to provide the items required and reserves the right to reject any Vendor's proposal if evidence fails to indicate the Vendor is qualified to provide the items on this request.

The Vendor must provide information on any Specializations and /or Certifications of your company and employees to design, implement, and maintain the equipment proposed in your solution. If relevant certifications are not available, vendor should provide a narrative description of the vendor's past experience with designing, installing, and configuring the proposed solution and equipment.

The Vendor must provide a Narrative Description on the installation, set-up, configuration, and maintenance of the Customer's project. This should include a description of the proposed VoIP solution and its capabilities specifically for the Pike County School project. The vendor must provide a transition plan defining and describing the activities and timelines necessary to complete implementation of the VoIP Service for the Pike County School project.

The Vendor must provide three (3) references of comparable size and scope with a summary of services provided. The reference list shall include the services provided, the scope of the services provided, names, addresses, phone, and email contact information for each reference.

The Vendor must offer all services requested in this bid.

Interpretation and Changes

The intent of this RFP is to communicate the Customer's requirements to any qualified and interested vendor. Our intention is to receive RFP's for the Pike County School System as previously stated in this RFP. The Customer may make corrections, or changes to the RFP. If the customer makes changes or corrections to the RFP it will be via a written ADDENDUM. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and The Vendor shall not rely upon such interpretations, corrections, or changes. Addendums will be issued as expeditiously as possible via the District's website at www.pikecountyschools.com. It is the Vendor's responsibility to check the website and to determine whether all addendums have been received.

To view any questions/addendums for this RFP, please go to www.pikecountyschools.com. Click on Technology, click on Technology Documents, click on the RFP number in the RFP Folder.

Questions

Questions concerning this RFP should be direct to the Technology Coordinator.

Proposal Binding Period

Prices quoted in The Vendor's response for all services and equipment will remain in effect for a period of at least 90 business days from the issuance date of The Vendor's response.

Omissions

- Omissions in the proposal of any provision herein described shall not be construed as to relieve The Vendor of any responsibility or obligation to the complete and satisfactory delivery, operation, and support of any and all equipment or services.
- If a bid differs in any way from the bid specifications, the bidder must list the differences on the bid proposal form telling exactly where and how the bid deviates from said specifications. If no exceptions are listed on the bid, it will be presumed the bidder proposes to meet the specifications in every respect; and if awarded the contract, performance on this basis will be required.

Price Quotations

Price quotations are to include the furnishing of all materials, equipment, maintenance and training manual, tools, and the provision of all labor and services necessary or proper for the completion of the work.

Pricing must remain the same or less throughout the duration of the contract including any renewal periods. Should the Vendor become unable to continue the contracted pricing terms for a renewal period it must notify the Customer in writing, immediately. This may result in a cancellation of the contract.

During the contract period, the Customer must be able to purchase services in any quantity necessary. Accounts may be started or stopped at any time, as needed. The Vendor must agree to bill the Customer only for the active term of service for each account at the rates originally bid (or less) regardless of how many active accounts the Customer maintains.

The Pike County Board of Education is exempted from all sales and use taxes under the provisions of Title 40, Chapter 23, Section 4(15), Code of Alabama, 1975.

Evaluation of Responses

The Customer may, at its discretion and at no fee to The Customer, invite any Vendor to appear for questioning during response evaluation for the purpose of clarifying statements in the response. Each proposal will be evaluated based on criteria and priorities defined by the Pike County Board of Education. Proposals will first be screened based upon compliance with the base requirements.

The final awarding of this bid will be made by the Pike County Board of Education based on the recommendation from the Superintendent.

Equal Employment Opportunity

In connection with the execution of this Contract, The Vendors and subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, or national origin. The Vendors shall take affirmative action to ensure that minority and disadvantaged applicants are employed and employees are treated during their employment without regard to race, religion, color, sex, age, or national origin.

E-Verify – AL Immigration Law Compliance

The vendor that is awarded any contract must comply with the Alabama Immigration Law. The vendor will be required to provide the following to the Pike County Board of Education:

1. Proof that you are in compliance with the immigration law by timely submitting a notarized Affidavit of Immigration Law Compliance and an E-Verify Memorandum of Understanding;
2. Provide a signed Alabama Immigration Law Compliance Contract
3. Provide your subcontractors notice of their compliance obligations and OBTAIN from each a notarized Affidavit of Immigration Law Compliance – Subcontractor.

The requirements above, imposed by H.B. 56, are a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees (working in the State of Alabama). As a Contractor or Grantee, if you believe these obligations do not apply to you, please notify the Pike County Board of Education.

Required E-Verify documents can be found on the Pike County Schools website at www.pikecountyschools.com.

Right to Reject

The Customer reserves the right to accept or reject all proposals or sections thereof when the rejection is in the best interest of the Pike County Board of Education. The Customer reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable terms that The Vendor proposes. The Customer reserves the right to reject the proposal of a Vendor who has previously failed to perform properly or completed on time contracts of a similar nature; and to reject the proposal of any Vendor who in the opinion of the Customer is not in a position to adequately perform the contract.

The Customer reserves the right to reject any or all proposals; any part or parts of a proposal, waive any technicalities/informalities, increase or reduce quantities, make modifications or specifications, and award any or all of the contract in a manner that is in the best interest of Pike County Board of Education. Contracts will be awarded to The Vendor submitting the proposal determined to be in the best interests of the Pike County School System.

Response Submission

Responses to this RFP must be submitted in sealed packages and delivered to 101 W. Love Street, Troy, AL no later than 2:00 pm on March 31, 2023. It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. The Customer will reject all late arrivals. The Vendor must submit three (3) copies of the response along with any required supporting documentation. **“2023 VoIP Response”**

should be clearly marked on the face of the envelope containing the RFP number 23-001 along with the opening date of March 31, 2023. Failure to comply with this may cause the RFP to be misdirected and therefore not to be considered. Responses must be for the entire project. No substitutions or partial RFP's will be allowed. Oral, telephone, faxed or telegraphic RFP's shall not be considered, nor will modifications of RFP's by such communication be considered. The completed RFP form shall be without erasures or alterations. Signatures on the proposals shall be in longhand and executed by an individual duly authorized by The Vendor to make a contract. RFP's made out in pencil will NOT be accepted. RFP must be notarized

A **Bid Bond** in the form of a bond from an approved bonding agency or company, or cashers check in the amount of **\$500** must accompany vendors bid in sealed envelope. All bonds from vendors not receiving the award will be returned to the vendor within 30 days. Awardees bond will be returned upon commencement of acceptable services as described herein. Make bond payable to the Pike County Board of Education.

REQUIRED ATTACHMENTS

- (A) Completed, signed, and notarized RFP Response Form
- (B) Description (with pictures) of equipment and warranty information
- (C) Narrative description on the installation, set-up, configuration, and maintenance of this project. This should include a description of the proposed VoIP solution and its capabilities specifically for the Pike County School project. The Vendor must provide a transition plan defining and describing the activities and timelines necessary to complete implementation of the VoIP Service for the Pike County School project.
- (D) Any Specializations and/or Certifications of your company and employees relevant to this project.
- (E) Reference list of at least three (3) other customers for whom company has provided similar size and scope of services
- (F) Bid bond or Certified Check
- (G) Equipment pricing of equipment (lease and buy options)
- (H) Any other supporting documentation

RFP Response Form

RFP# 23-001

Vendors must use the following form to quote its price:

TO: Pike County Board of Education
101 W. Love Street
Troy, AL 36081

VENDOR:

Name of Firm

Mailing Address

City, State, Zip Code

Operating as an individual corporation organization and existing under the laws of
ALABAMA, or a Partnership, or a joint venture consisting of

Required Pricing Format

A. Voice IP Services

B. For accounting purposes, the monthly cost is to be broken down below. The Vendor must note any additional charges – installation, equipment, etc – if the monthly cost does not include these additional costs.

C. Pricing below is for ALL sites receiving VoIP services.

Product/Service	Quantity	Costs Per Month
Monthly Price for VoIP Services for 10 locations		
VoIP one-time installation or setup costs, if any		
VoIP Estimated Taxes and Fees, if any		
Cost to lease additional voicemail boxes (provide bundled pricing if appropriate)		
Cost to integrate Intercom Systems at Schools into the VoIP System		
Other Items**		

**Specify if these charges are monthly, annually, or one-time only charges.

Phone Costs:

Product/Service	Quantity	Lease Costs	Purchase Costs
Proposed Phone Model(s) <ul style="list-style-type: none"> - Please list all phone manufacturers/models available and their cost (lease and buy options). See requirements above for 2-line, 4-line, 6-line, wireless and sidecar/expansion model. - This should include all hardware, software, license, etc. needed for operation. 			

****** Please list any exceptions to specifications and/or comments. If Vendor recommends services not requested in the RFP or identified on the bid form, specify below. *******