

Conecuh County School District

1455 Ted Bates Road, Evergreen, AL36401
(251) 578-1752
www.conecuhk12.com

January 22, 2018

To: All Prospective Bidders

Subject: Request for Proposal (RFP)
Bid Number: 2018-HostedVoIP

Enclosed is a copy of the Invitation to Bid (ITB) for **Bid Number: 2018-HostedVoIP** for the Conecuh County School District.

The deadline for the submittal of all proposals is **February 26, 2018 at 2:00 PM**. All proposals must be received at the Conecuh County Board of Education located at 1455 Ted Bates Road, Evergreen, Alabama. 36401. Mailed proposals shall be sent to the above address. All submissions must note, "**Response to ITB: 2018-HostedVOIP - Sealed Bid.**"

Any proposals received after 2:00 PM. on February 26, 2018, will not be considered. Neither UPS nor FedEx offer guaranteed by 2:00 Pm delivery to Evergreen, AL. Please plan Accordingly, I will be in the office on February 26, 2018 after 1:00 Pm for any hand deliveries.

If there are any questions regarding this ITB please contact me via email at Scott.luthardt@conecuhk12.com. Please see our website in the Technology department there will be a Erate Folder under year 2018.

Sincerely,

Scott T Luthardt
Technology Director
Conecuh County Schools

Attachments

Conecuh County Schools

REQUEST FOR PROPOSAL

Bid Number: 2018-HostedVoIP

CONECUH COUNTY SCHOOL SYSTEM

Request for Proposal BID NUMBER: 2018-HostedVoIP

SECTION 1

INTRODUCTION

1.1 GENERAL INFORMATION

The Conecuh County Board of Education (hereinafter referred to as "The Customer") intends to rebid all of our locations with a Hosted VoIP solution. The Customer will seek discounts for these services through the Universal Service Fund Support for Schools and Libraries (commonly referred to as "E-Rate"). The Customer requests proposals for these services as described in the attached specifications from interested persons (hereinafter known as "The Vendor"). The Vendor must submit a bid for all areas. Prices quoted shall be all-inclusive. 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 Conecuh County Board of Education.

All aspects of this project must comply with the Federal Communication Commission's competitive bidding requirement for Universal Service Fund (USAC) support and services. Successful Proposal's must contain a Service Provider Identification Number (SPIN) as provided through the Erate program.

Contact Person for this ITB is:

Scott Luthardt
Technology Director
Conecuh County Board of Education
1455 Ted Bates Road
Evergreen, AL 36401
(251) 578-1752
Scott.luthardt@conecuhk12.com

This ITB and the successful Proposer's response will be made a part of any contract awarded from this ITB.

The Board reserves the right to accept or reject any or all proposals.

1.2 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.

A mandatory bidder's conference will take place February 5, 2018 at 9:00 AM beginning at the Conecuh County Board of Education located at 1455 Ted Bates, Evergreen, AL 36401. Please RSVP your attendance via email to scott.luthardt@conecuhk12.com. The purpose of this conference is to address any questions resulting from the RFP, to share school layouts, and to travel to the school sites to perform any survey work each vendor feels is necessary to determine the correct components for a successful proposal. Any vendor/manufacturee not represented at this conference will not be considered during the evaluation of bids.

CONECUH COUNTY SCHOOL SYSTEM

Request for Proposal BID NUMBER: 2018-HostedVoIP

Event	Date
Release of ITB to Bidders:	January 26, 2018
Mandatory Bidder's Conference	February 5, 2018 at 9:00 AM
Deadline for Proposal Submission:	February 26, 2018 at 2:00 PM
Evaluation of Responses Begins:	February 26, 2018 at 2:01 PM
Contract Award:	Prior to March 25, 2018
Services to Begin:	July 1, 2018

1.3 CONNECTIVITY LOCATIONS

The locations below are each on their own subnet and are to be included in the proposal.

1. Conecuh County Board Of Education	1455 Ted Bates Road, Evergreen, Al 36401
Workforce Development Center	300 Jaguar Drive, Evergreen, Al 36401
2. Hillcrest High School	1989 Jaguar Drive, Evergreen, Al 36401
3. Transportation Department	208 Martin Street, Evergreen, Al 36401
4. Thurgood Marshall Middle School	428 Reynolds Ave, Evergreen, Al 36401
5. Evergreen Elementary School	821 West Front Street, Evergreen, Al 36401
Conecuh County Junior High School	2347 Cleveland Ave. Evergreen, Al 36401
Repton Junior High School	2340 Conaly Street Repton, Al 36401
Lyeffion Junior High School	7575 Hwy 83 Evergreen, Al 36401

CONECUH COUNTY SCHOOL SYSTEM

Request for Proposal BID NUMBER: 2018-HostedVoIP SECTION 2

DESCRIPTION OF SERVICES

2.1 SERVICE DETAILS

The Customer seeks a Hosted VoIP solution to support the education of our students. All solutions are to include, at a minimum, the following:

- Ability to call 911 from each location independent of the Hosted VoIP PBX functioning.
- Support any SIP compliant handset.
- Centralized management of all calls with CDR reporting capabilities.
- Ability to support calls via mobile devices and SIP application.
- Features that include IVR and Auto Attendant, Voicemail to EMAIL, Music On Hold, Switchboard, and Conference Calling.
- Allow for inbound local calling at each location without dialing into the centralized VoIP PBX.
- Support for inbound FAX routing.
- Serving up to 103 devices for funding year 2018
- Need option to expand to 250 devices if needed during contract period.

SECTION 3

VENDOR QUALIFICATIONS

3.1 ACCOUNT MANAGEMENT

The Vendor must assign a Local Account Manager and at least one Local Technical Representative to the Customer as the points of contact for all questions or problems relating to the service. The Account Manager's and Technical Representative's contact information, including mobile phone number, is required to be submitted as part of the response for this RFP.

SECTION 4

TERMS AND CONDITIONS OF INVITATION TO BID (ITB)

4.1 RESPONSE SUBMISSION

Responses to this ITB must be submitted in sealed packages and delivered to the Technology Coordinator, Conecuh County Board of Education, 1455 Ted Bates Road, Evergreen, AL 36401 no later than 2:00 PM on February 26, 2018. 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 two (2) copies of the response along with any required supporting documentation.

“Bid Number: 2018-Hosted VoIP should be clearly marked on the face of the envelope containing the bid along with the opening date of February 26, 2018. Failure to comply with this may cause the bid to be misdirected and therefore not to be considered. Responses must be for the entire project. No substitutions or partial bids will be allowed. Oral, telephone, faxed or telegraphic bids shall not be considered, nor will modifications of bids by such communication be considered. The completed bid 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. Bids made out in pencil will NOT be accepted.

4.2 COSTS ASSOCIATED WITH PREPARATION OF THE VENDOR'S RESPONSE

CONECUH COUNTY SCHOOL SYSTEM

Request for Proposal BID NUMBER: 2018-HostedVo|P

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

4.3 INTERPRETATION AND CHANGES

The intent of this ITB is to communicate the Customer's requirements to any qualified and interested bidder. Our intention is to receive bids for the system as stated in Section 1 of this ITB. The Customer may make corrections, or changes to the ITB. If the customer makes changes or corrections to the ITB it will be via a written ADDENDUM. All efforts will be made by the customer to mail or deliver any ADDENDUM to all parties who have requested and received the ITB. ADDENDUMS will be issued as expeditiously as possible (by FAX, if necessary, followed by original documents). Interpretations, corrections, or changes to the ITB made in any other manner will not be binding, and The Vendor shall not rely upon such interpretations, corrections, or changes.

4.4 ADDENDUM

It will be the responsibility of all respondents to contact The Customer prior to submitting a response to the ITB to ascertain if any ADDENDUM has been issued, and to obtain any and all ADDENDUMS, execute them, and return ADDENDUM with the response to the ITB.

4.5 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. The Vendor must understand that the customer will use e-rate discounts for these services, in which case, within 90 days of submitting the response to the ITB the customer will submit SLD form 471 for funds based upon the pricing submitted by the Vendor. The SLD funding cycle may take as long as 12-18 months.

4.6 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.

4.7 FINANCING

After notification of award, The Vendor will receive a purchase order for the services for which The Vendor will be responsible as a result of the ITB. This Purchase Order will show the amount of the services that is the responsibility of the of the local school system under the E-Rate discount. In the contents of the purchase order will be a Contingency Clause which states that the Purchase Order that is being issued is contingent on the FCC Fund Administrator approving the Contract for Universal Services Funding. This paragraph should include the amount of funds that the FCC Fund Administrator will be required to pay based on the schools E-Rate percentage. This purchase order will constitute a contingent contract between The Customer and The Vendor. After notification by the Schools and Libraries Corporation(FCC Fund Administrator) of the acceptance of the Universal Services Contract, the contingency will be removed and the Purchase Order will become a legal and binding contract between The Customer and The Vendor. The Purchase Order will be the document used to determine the status of the contract and will determine the amount of payment by the school system and the FCC Fund Administrator. Neither party to the contract shall assign the contract or sublet it as a whole without the consent of The Customer. In return for the installation and implementation of the services, the Customer

CONECUH COUNTY SCHOOL SYSTEM

Request for Proposal
BID NUMBER: 2018-HostedVoIP

shall pay The Vendor The Customer's portion as established by E-Rate in a timely manner. The Customer also agrees to work jointly and cooperatively with The Vendor in completing any and all paperwork necessary and required for The Vendor to receive payment by the FCC Fund Administrator.

4.8 VENDOR REGISTRATION WITH THE SCHOOLS AND LIBRARIES CORPORATION

The Vendor must provide proof of registration with the Schools and Libraries Division (SLD) for reimbursement under E-Rate guide lines. If the Vendor fails to file the appropriate forms with the SLD or fails to receive an SLD Vendor Number, The Customer is not responsible for the discounted portion of The Vendor's bill. The Vendor must generate an invoice for the USF portion of the bill in accordance with SLD regulations. The Vendor is responsible for supplying their SLD SPIN number with bid. The Vendor will be responsible for maintaining a "Green" status with the SLD for the duration of the contract. The Vendor will also be responsible for maintaining its TELCO designation with the SLD, if applicable.

4.9 PRICE QUOTATIONS

Price quotations are to include the equipment, activation, and configuration necessary or proper for the completion of the services outlined in this ITB.

4.10 PRODUCT EQUIVALENCE

The name of any specific brand, make or manufacturer references is to denote the quality standard of the article desired, but does not restrict the proposing Vendor to the specific brand, make, manufacturer, or specification named. It is set forth to convey the general style, type, feature set, character or quality of the article desired, to the prospective vendor. The sole and final decision regarding equivalence will reside with The Customer.

4.11 EVALUATION OF RESPONSE

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 Conecuh County Board of Education. Proposals will first be screened based upon compliance with the base requirements. The evaluation criteria include, but are not limited to, the following:

Factor	Weight
Total Price	60%
Technical Capabilities	30%
Experience	10%

The Vendor shall take the necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Vendor shall at all times comply with the regulations set forth by federal, state, and local laws, rules, and regulations concerning "OSHA" and all applicable state labor laws, regulations and standards. The Vendor shall indemnify and hold harmless The Customer from and against all liabilities, suits, damages, costs and expenses (including attorney's fees and court costs) which may be imposed on The Customer because of The Vendor, subcontractor, or supplier's failure to comply with the regulations stated herein.

CONECUH COUNTY SCHOOL SYSTEM

Request for Proposal BID NUMBER: 2018-HostedVolP

4.13 PATENTS AND ROYALTIES

The Vendor, without exception, shall indemnify and hold harmless The Customer and its employees from any liability of any nature or kind, including costs and expenses for or on account of any trademarked, copyrighted, patented, or non-patented invention, process, or article manufactured or used in the performance of the Contract, including its use by The Customer. If The Vendor or subcontractor uses any design, device, or material covered by letters, patent, trademark, or copyright, it is mutually understood and agreed without exception that the proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

4.14 INDEMNIFICATION

The Vendor shall indemnify and hold harmless The Customer, its agents and employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequence or any negligence (excluding negligence by The Customer, its agents or employees) in connection with the same; or by use of any improper, material or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants or employees. The Vendor further agrees to indemnify and hold harmless The Customer, its agents or employees, against claims or liability arising from or based upon the violation of any federal, state, county, city or other applicable laws, bylaws, ordinances, or regulations by The Vendor, its agents, associates, or employees.

The indemnification provided above shall obligate The Vendor to defend at its own expense or to provide for such defense, at The Customer's option, of any and all claims of liability and all suits and actions of every name and description that may be brought against The Customer which may result from the operations and activities under this Contract whether the installation operations be performed by The Vendor, subcontractor, or by anyone directly or indirectly employed by either.

The award of this Contract to The Vendor shall obligate The Vendor to comply with the foregoing indemnity provision; however, the collateral obligation of insuring this indemnity must be complied with as set forth.

4.15 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 Conecuh 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 Conecuh County Board of Education. Contracts will be awarded to The Vendor submitting the proposal determined to be in the best interests of the Conecuh County School System.

CONECUH COUNTY SCHOOL SYSTEM

Request for Proposal BID NUMBER: 2018-HostedVoIP

Having carefully examined the invitation to bid documents prepared by the Conecuh County Board of Education for Bid Number 2018-HostedVoIP. and together with such addenda. if any, as listed hereafter, the undersigned hereby proposes and agrees to provide all services as listed in Section 2.1 for the price shown and under the terms of the attachments. It is agreed that the undersigned has complied with all requirements concerning Vendor Qualifications, licensing, and with all other local, state, federal laws, and that no legal requirement has been violated in making or accepting this proposal in awarding a contract to him or in the delivery of products. In submitting this proposal, it is understood that the right is reserved by the Customer to reject any or all proposals and waive all technicalities/informalities in connection therewith. It is also agreed that this proposal may not be withdrawn for a period of ninety (90) days from the opening thereof.

The undersigned declares that the person or persons signing the Proposal is/are fully authorized to sign on behalf of the firm listed and to fully bind the firm listed to all of the conditions and provisions thereof.

	Account Manager	Technical Representative
Name		
Office Number		
Mobile Number		

Submitted By:

Company Name

Company Address

Telephone Number

Authorized Official and Title

Signature of Official

Date