



Orange County Schools  
200 East King Street  
Hillsborough, NC  
27278

## Request for Proposals

### EQUIPMENT AND INSTALLATION OF REPLACING DISTRICT-WIDE VOICE-OVER-IP PHONE SYSTEM

#### **1. GENERAL DESCRIPTION**

1.1 Orange County Schools (OCS) is soliciting proposals from interested vendors for turn-key equipment and installation of a VOIP system meeting criteria cited herein; and utilizing current handsets.

1.2 Proposals are due on or before 5:00 PM EST on Friday, January 16, 2015, per conditions outlined in this solicitation.

#### **2. PROJECT MANAGEMENT**

2.1 Contact information for the OCS project manager for this work is:

Parviz Mollanassani  
Network Manager  
Orange County Schools  
200 East King Street  
Hillsborough, NC 27278  
parviz@orange.k12.nc.us  
(919) 245-4100 option 3

2.2 In the absence of Mr. Mollanassani, please contact Todd Jones, OCS Chief Technology Officer at [todd.jones@orange.k12.nc.us](mailto:todd.jones@orange.k12.nc.us); or (919) 245-4100 option 1.

#### **3. SUBMITTING QUESTIONS**

3.1 Questions concerning this Request for Proposal may be submitted in writing or via email at the addresses listed above. OCS must receive all questions not later than Friday, January 9, 2015. Issues requiring clarification will be posted as an addendum to the OCS website at the same location as the original Request for Proposal.

#### **4. SCOPE OF SERVICES**

4.1 The vendor will perform all functional upgrades, configuration, installation, component upgrades, software, hardware and license purchases necessary to fulfill success criteria by the [Calendar of Deliverables / Implementation Schedule](#) listed below.

4.2 Cut-over will occur at close of business on an end of a work week. Go-live criteria will be established to ensure the new system is functioning by start of business at the commencement of the next work week, or a fall back option to use the old system will be used, in the event of catastrophic issues.

#### **5. CALENDAR OF DELIVERABLES/IMPLEMENTATION SCHEDULE**

5.1 All schedules are weeks from bid award.

Bid Award - week 0

Meet with OCS - week 0

Delivery of hardware - week 3 - **Milestone payment of 40%**

Setup and installation of Call Manager and Unity systems - week 4

Conversion of existing account configurations - week 5

Training - week 6

Testing - week 7

Go Live - week 8 - **Milestone payment of 40%**

Warranty period - week 16 - **Milestone payment of 20%**

5.2 Because of the significant risk of delay to the District, failure to meet Go-live schedule will result in a vendor penalty of \$1000 per day of delay.

#### **6. CURRENT CONDITIONS: TECHNICAL SPECIFICATIONS ON EXISTING NETWORK**

6.1 The school district is comprised of 18 buildings, including 13 schools. Each building has a Cisco 2800 voice gateway with varying amounts of RAM (see [Building reference table](#)).

6.2 The district has an existing base of 1,000 older Cisco handsets, mostly 7940s and 7941s and some 7960s, and 7212s. The response to the RPF is not expected to replace these handsets. Rather, the existing handsets are to be integrated into the proposed solution.

6.3 The district has three PRI lines provided by CenturyLink, two at Orange High School and one at Cedar Ridge High School.

6.4 The district has 70 analog lines (ATA, FXS, FSO, 911 routing)

6.5 The district has 1,000 mailbox licenses.

6.6 The district has no Smartnet coverage for any of our existing devices or license.

6.7 Each school has analog overhead paging systems integrated with the current phone system

6.8 Every location has a Cisco 3560 core switch for data and voice

6.9 Edge switches are all HP 2524 or Cisco 2900

6.10 Each building uses 100M TWC Metro-E connections, except Orange High and Cedar Ridge High Schools which use 1G TWC Metro-E connections.

6.11 The network topology is a star configuration with Orange High School as the aggregation point.

6.12 Existing 2 Call Manager Servers and 1 Unity server are Cisco 7800 hardware

6.13 Existing Call Manager OS is Version 7.1

6.14 Unity Operating System is Windows 2003 Server and Cisco Unity 7.0(2)

6.15 Call Manager configuration files are fairly simple.

### 6.16 Building Reference Table

Building	Voice Gateway RAM	ISO Version	
Cameron Park Elementary School	256 Meg	12.4 (15)	
C. W. Stanford Middle School	256 Meg	12.4 (15)	
Central Elementary School	256 Meg	12.4 (15)	
Gravelly Hill Middle School	256 Meg	12.4 (15)	
Hillsborough Elementary School	256 Meg	12.4 (15)	
Orange High School	256 Meg	12.4 (15)	
Efland Cheeks Elementary School	256 Meg	12.4 (15)	
Cedar Ridge High School	256 Meg	12.4 (15)	
Grady Brown Elementary School	256 Meg	12.4 (15)	
Partnership Academy	128 Meg	12.4 (15)	
Pathways Elementary School	256 Meg	12.4 (15)	
Transportation	128 Meg	12.4 (15)	
New Hope Elementary School	256 Meg	12.4 (15)	
Maintenance Department	128 Meg	12.4 (15)	
A. L. Stanback Middle School	256 Meg	12.4 (15)	
Central Office	256 Meg	12.4 (15)	
School Community Relations	128 Meg	12.4 (25e)	
Administrative Annex	128 Meg	12.4 (24)	

## **7. VENDOR REQUIREMENTS**

7.1 Lunsford Act/Criminal Background Checks. Submitting firms understand that pursuant to G.S. 14-208.18 anyone defined as a sexual offender under Article 27A-Chapter 14 of the NC General Statutes is prohibited from being on the premises of any school. As part of any contract with the District, the successful proposer will be required to certify that background checks have been conducted for all employees and subcontractors who will be on any school site to fulfill the terms of the contract. Background checks may be obtained at no cost at the US Department of Justice Sex Offender Public Website @ <http://www.nsopw.gov/>. Minimum checks required for each person include: State Sex Offender and Public Protection Registration Program. The State Sexually Violent Predator Program and the National Sex Offender Registry (“the Registries”). THIS INFORMATION IS PROVIDED IN ADVANCE FOR THE FUTURE USE OF THE SUCCESSFUL PROVIDER. NO BACKGROUND INFORMATION IS REQUIRED AS PART OF THE SUBMITTAL PROCESS. Attachment 2 is provided as a sample form that will be required upon award of contract to the successful proposer.

7.2 Vendor’s on-site personnel will:

- be professionally attired
- use professional demeanor appropriate for a school setting
- follow all security protocols for the buildings in which they will be working
- coordinate all work with designated district personnel
- arrange their schedule in advance with district personnel
- generally have facilities access 8:00 a.m. to 5:00p.m. in accordance with the operational calendar, or as negotiated with district personnel

7.3 Vendor will adhere to calendar of deliverables and implementation schedule. Vendor will remove all materials and rubbish resulting from installation.

7.4 The vendor will provide the name and qualification of the project manager and principal engineers. The vendor will not change project manager or principal engineers without prior approval from the district.

7.5 The vendor will provide a list of any subcontractors to be used, in response to RFP award. These subcontractors will be subject to the same levels of financial and security scrutiny as the chosen vendor.

7.6 The successful Provider will be required to execute the attached OCS agreement. Questions/issues related to the agreement should be provided to OCS prior to submittal of your proposal.

## **8. OCS RESPONSIBILITIES**

8.1 The district will provide the vendor access to all district facilities from 8:00a.m. to 5:00p.m. in accordance with the operational calendar. Access outside of these hours may be negotiated in advance with the District’s Chief Technology Officer.

8.2 The district will provide all applicable levels of physical, network and server access to systems affected by the project.

## **9. SUBMISSION REQUIREMENTS**

9.1 Each proposer shall submit **one paper copy** of their proposal and **three copies in PDF format** on CD.

9.2 Proposals shall be submitted in an envelope clearly marked "ORANGE COUNTY SCHOOLS-VOIP PROJECT PROPOSAL" printed on the outside of the envelope and delivered to Orange County Board of Education, 200 East King Street, Hillsborough, NC 27278 no later than the date and time listed at the beginning of this solicitation.

## **10. ELEMENTS OF PROPOSAL**

10.1 Each proposal must include the following elements in the order stated below:

- a. *Methods and Procedures your firm intends to utilize in the deployment of this work.*
- b. *Itemized cost for the entire project being proposed.*
- c. *Contact Information.*
  - c.1. *Include the name and all contact information for the person whom the District should contact with questions about the proposal.*
  - c.2. *Same information for the person responsible for contract negotiation, if different from above.*
- d. *Firm's brief history, qualifications, references and licenses that may apply to this project.*
- e. *Project Team and their qualifications to carry out the work proposed herein.*
- f. *Indicate if your business is a HUB or WMBE; or if any of the suppliers related to the project have such designation. Indicate estimated dollar volume attributable to the HUB/WMBE business.*
- g. *Indicate whether all members of your installation team will be paid at least the Orange County Living Wage amount of \$12.76/hour.*
- h. *Indicate any information your firm considers a trade secret, although you acknowledge only trade secrets as defined by law are protected against public information requests. Proposers are notified that the District will comply with public information requests, but will notify the Proposer of any such request prior to release of the information. Should the District be involved in litigation in the protection of Proposer's verifiable trade secrets as defined by law, the Proposer agrees to pay for related defense costs to protect the Proposer's information.*
- i. *Include a description of any services or requirements referenced in this RFP that the proposer is unable or unwilling to fully perform, if any, as well as any exceptions taken to the requirements as stated in the solicitation; and state reasons for the same.*
- j. *Include an explicit description of anything the proposal requires the District to provide or actions it must take in order to carry out the work as proposed by the vendor. E.g. If your proposal requires the district to provide facilities.*
- k. *Provide a minimum of three references for similar work done by the proposer within the last five years, including the name and daytime phone number of the contact person most familiar with the work performed, dates of services and a brief description of the work completed for the client. Note that a submittal of references serves as permission should the District choose to contact clients directly.*
- l. *Provide information on any contract of this type that was terminated prior to completion in the last five years. Details of such terminations are required.*

10.2 Alternate proposals will only be accepted by District when accompanied by a proposal commensurate with the specifications outlined in this solicitation.

## **11. SUCCESS CRITERIA**

11.1 The Project is complete when the following deliverables are met and verified through the warranty period:

- a. The new system is installed and fully operational at go-live, including:
  - b. All functions and call routing on the new system work exactly as they did on the old system, except where noted in the vendor's RFP response.
  - c. User passwords and voicemail messages will be preserved across the transition
  - d. Voice quality is high
  - e. The system capacity is limited only by licenses and PRI channels.
  - f. No call, transfers, conference calls, voicemails are misrouted or dropped.
  - g. Hardware implemented meets Cisco recommended (not minimum) specification for Call Manager and Unity
  - h. New functionalities (those included in the new CM and Unity software, but not part of existing system's functionalities) are installed and operational
  - i. Latest version of Call Manager OS that supports existing handsets will be implemented
- j. Redundancy Implementation
  - 1.) One Call Manager and one Unity server will reside at Orange High School and one Call Manager and one Unity server will reside at Cedar Ridge High School.  
If either Call Manager or Unity server is disrupted, the other will take over all affected functions without dropped calls or any other service impacts.
  - 2.) In the event of loss of one or more PRIs, the system will reroute traffic to the remaining PRIs, without dropped calls or other service impacts (with consideration for reduced capacity)
- k. Initial configuration backup snapshot is stored on district specified server
- l. Vendor provides all licensing documentation and proof of licensing registration, including Smartnet

### 11.2 Training and Documentation

- a. Up to five staff are trained in administering the new system, including:
  - 1) administering the Call Manager system, including all features currently used
  - 2) administering the Unity system, including all features currently used
  - 3) user account management
  - 4) configuration backup and restoration
  - 5) administering the systems that control redundancy
  - 6) system performance monitoring
  - 7) (optionally priced) training for new functionalities not in current system

- b. Documentation of any installation specific details, including, but not limited to:
- 1) Call Manager and Unity configuration
  - 2) Redundancy configuration
  - 3) Server setup and installation
  - 4) Backup and restoration system installation
  - 5) Analog interfaces
  - 6) Voice Gateway configurations
  - 7) Any changes to the existing network, including but not limited to core switches, intermediate switches
- c. Documentation (manufacturer web links are fine, but RFP vendors will provide a soft copy list of appropriate links) for:
- 1) administering the Call Manager system, including all features currently used
  - 2) administering the Unity system, including all features currently used
  - 3) user account management
  - 4) configuration backup and restoration
  - 5) administering the systems that control redundancy
  - 6) system performance monitoring
  - 7) (optionally priced) training for new functionalities not in current system
- d. Documentation and training materials for any end-user features which operate differently from current system.

## 12. **EVALUATION CRITERIA**

12.1 If an award is made, it is expected the District's award will be to the candidate that brings the most value to the District. The following criteria will be used to evaluate each proposal, including but not limited to:

- Demonstrated understanding of the critical project objectives, deliverables and timelines;
  - fulfilling technical requirements, functions and features;
  - total cost of project and individual costs of services and systems;
  - qualifications, certifications, and references;
  - specific in-house experience and expertise with project and service requirements; and
  - demonstrated ability to meet RFP guidelines related to services, maintenance, and support.
13. The successful proposer may be required to provide proof of insurance for business coverages that may affect this work as cited in the attached sample agreement.
14. The District reserves the right to reject or accept any or all proposals as is in the best interest of the District.
15. Terms of the proposals must be left intact for no less than 60 days following submittal. The District intends to evaluate and present a recommendation to the Board of Education for approval in early-February 2015.

**Sexual Offender Registry Check Certification Form**

Check the appropriate box to indicate the type of check:

- Initial
- Supplemental
- Annual

I, \_\_\_\_\_ (insert name), \_\_\_\_\_ (insert title) of \_\_\_\_\_ (insert company name) hereby certify that I have performed all of the required sexual offender registry checks required under this Agreement for all contractual personnel (employees, agents, ownership personnel, or contractors ) who may be used to deliver goods or provide services under this Agreement, including the North Carolina Sex Offender and Public Protection Registration Program, the North Carolina Sexually Violent Predator Registration Program, and the National Sex Offender Registry. I further certify that none of the individuals listed below appears on any of the above-named registries and that I will not assign any individual to deliver goods or perform services under this Agreement if said individual appears on any of the sex offender registries. I agree to maintain all records and documents associated with these registry checks, and that I will provide such records and documents to the school system upon request. I specifically acknowledge that the school system retains the right to audit these records to ensure compliance with this section at any time in the school system’s sole discretion. I acknowledge that I am required to perform these checks and provide this certification form before any work is performed under the Agreement (initial check), any time additional contractual personnel may perform work under the Agreement (supplemental check), and at each anniversary date of the Agreement (annual check).

**Contractual Personnel Names**

**Job Title**

1. \_\_\_\_\_
2. \_\_\_\_\_

(attach additional page(s) if needed)

I attest that the forgoing information is true and accurate to the best of my knowledge.

\_\_\_\_\_ (print name)

\_\_\_\_\_ (signature)

\_\_\_\_\_ (title)

\_\_\_\_\_ (date)



Sample contract (I've e-mailed the attorney to ask if they have an acceptable template).