

# Hosted VoIP RFP

Throughout this document, the word “District” refers to **ANDERSON UNION HIGH SCHOOL DISTRICT**.

## Subject

RFP-For 3 AND 5-year contract, the District desires to implement hosted VoIP services. The District wishes to evaluate various time frame options considering that a longer contract may prove beneficial to the District.

## Purpose

Proposals are being sought by the District for the purpose of securing the most cost efficient Hosted Voice Over Internet Protocol (VoIP) Telephony service. Note: *Hosted solution must meet all criteria for E-rate eligibility as **Priority One** service telecommunications service.*

## Background

AUHSD’s students, teachers, staff and administrators are using more and more resources that require more of the technology department’s time. The District owns an aging (approximately 17 years old) combination of analog and digital phones, lines and control systems. The technology department provides all internal support and maintenance of these systems. The District has limited resources to manage and maintain a “on the premise phone system.” The District is need of a solution which would be feature- rich, scalable and reliable without the costly investment of purchasing a phone system and the added IT staff needed to manage the system. As technology continues to change at a rapid pace, the District needs a hosted voice solution which provides monthly services for managed hosted VoIP. The purpose of this RFP is to explore the various options currently supported through the E-Rate program and its Priority One services.

## General Requirements

For VoIP services the District must be able to keep their current phone numbers.  
The hosted solution must include the service of porting all existing numbers to a new carrier, if necessary.

## Terms used throughout this RFP

USAC – Universal Service Administrative Company  
SPAC - Service Provider Annual Certification  
SPIN – Service Provider Identification Number

## This RFP package consists of the following sections

General Conditions  
Detailed Specifications  
District Responsibilities  
The Vendor's responsibilities

## Proposal Forms

Send sealed proposals (two copies) and supporting documentation to:

Tony Baldwin  
AUHSD Hosted VoIP Quote  
1469 Ferry Street  
Anderson, CA 96007

Do Not Fax Proposals. Proposals will be received by the District at the address shown above **until 10:00 am on 2-14-2014. Proposals may be hand delivered, (Time-stamped receipt of the Proposal will be issued.) If mailed, the Proposal** must be mailed to the address above in time for delivery before the closing date and time.

### Schedule of Events:

Release of RFP to vendors	12-29-2013
Mandatory Site Visit	1-13-2014

Walkthrough will begin at the AUHSD Technology Center at 20111 Olinda Road in Anderson, CA, at 9:00 am.

Deadline for Submission of Proposals	10:00 am 2-14-2014
Opening of proposals	10:30 am 2-14-2014
Award of Bid	Upon determination of best proposal

### Inquiries

All correspondence and inquires regarding this RFP must be done via Email:

Contact: [tbaldwin@auhsd.net](mailto:tbaldwin@auhsd.net)

If a vendor does not receive a response within 24 hours, it is the responsibility of the vendor to call

Contact Tony Baldwin at 378-0568 ext. 4308 and confirm that the email message was received.

### Basis of Award

1. E-rate approval by USAC.
2. Must have current USAC SPAC.
3. Must include three references.
4. Helpdesk and Network Management System. (24x7x365)
5. Must be able to provide the California Teleconnect Fund discount on eligible services.
6. Compatibility with paging/clock/bell communications system chosen by the District.
7. Location of NOC
8. Technicians must be able to be on site within 6 hours of report of disruption of service.
9. Length of time bidder has been providing Hosted VoIP services.
10. Prior business experience with the District will be considered.
11. Lowest and best bid with price being the primary factor.

12. Vendor's disaster recovery plan

13. Service provider must offer discount billing to USAC (SPI billing method will be utilized.)

## General Conditions

The following are the General Conditions for the work to be performed as outlined in the Detailed Specifications.

## Scope of Work

This RFP is for the procurement of telephone service for the District. The service must meet all eligibility for Hosted VoIP telephone service as **PRIORITY ONE** telecommunication service as defined by the eligible services list for the **funding year 2014-2015**. This RFP is NOT to procure equipment, software, licenses, maintenance contracts or any other products or services that would be considered Priority Two Internal Connections as defined in the USAC eligible services list.

In the case of leased equipment such as call routers, contractual terms of the lease must be provided with The Service Provider's Bid. The term "lease" is used to refer to contractual arrangements whereby the ownership of the property remains with the service provider, as stipulated in the SLD Fact Sheet on Internet Services Connectivity, 2/24/98, page 1. The SLD has stated that it will not commit to discounts on a contract that is titled or described as a lease when in effect the terms of the agreement constitute a purchase. (For example a lease, which includes up front payment of capital costs, will not be eligible for discounts.)

This RFP is NOT seeking quotes for a District owned phone system, but rather for phone service. The District does not seek to purchase, own or maintain an in house phone system, but rather issues this RFP for phone service that provides the most up to date VoIP features and functionality as a hosted service with equipment ownership, maintenance and service remaining with the service provider.

## Proposal Submittal

Two copies of the proposal and two copies of the other required documentation must be sent in a sealed envelope clearly marked with the words "Hosted VoIP". All proposals will be opened at **10:30 am 2-14-2014**, at The District Office, at 1469 Ferry Street, Anderson, CA.

Due to the nature and diversity of the proposals, a significant amount of time may be required to determine which proposal provides the best option for The District. **The evaluation process will not be complete until The District has determined the best proposal based on all factors.** The announcement of the Award of the Bid will follow the completion of the evaluation process.

## **The Service Provider's Qualifications**

The Service Provider must provide proof of registration with the (SLD) for reimbursement under E-Rate guidelines for Priority One Services. If The Service Provider fails to file the appropriate forms with the SLD or fails to receive an SLD Service Provider Number, The District is not responsible for the discounted portion of The Service Provider's bill. The Service Provider must generate an invoice for the USF portion of the bill in accordance with SLD regulations. The Service Provider is responsible for supplying SLD SPIN with the quote.

Vendor must provide copies of all required California business and telecommunications carrier Licenses. Preference will be given to those who are on the California Teleconnect Fund, and current CalNet contracts.

To reduce the chance of third parties in the support process, preference will be given to those who will be using their own PSTN Gateway for this proposal.

It is preferred that the Service Provider has been in business for at least 5 years. A legible copy of incorporation papers must be attached and noted, if the Service Provider is to claim this preference.

It is preferred that the Service Providers give examples of experience with installation of similar projects for at least three such installations.

## **Governing Law**

All RFPs and related documents submitted to The District by the Service Provider are governed under the laws of the State of California.

## **Comprehensive List of References**

All references should include: a contact person, dates of work, mailing address and telephone numbers.

## **The District reserves the right to:**

1. Consider all factors provided herein, to determine the solution which is in the best interest of the district.
2. Give full and proper consideration to the service, reputation, product knowledge, and experience of all companies presenting proposals, and to disqualify any such Service Provider it deems unqualified to provide the services requested.
3. Reject any and all proposals if deemed necessary.
4. Accept any alternative proposal believed to be in the best interest of the District.
5. Waive any formality in the quote submission.
6. Cancel any awarded bid if the service proves unsatisfactory.

## **Terms of Payment**

The start of services for this project may not begin **in prior to July 1, 2014**. For the duration of the contract, payments will be made monthly after the first meeting of The District Board of Trustees after the submission of invoices from the Service Provider.

## **Term of Contract and E-Rate Subsidies**

1. Payment for The District's hosted Voice over Internet Protocol (VOIP) is dependent on E-Rate subsidies.
2. The District will file for the E-Rate subsidies throughout the term of the contract.
3. In the event that the District E-Rate subsidies were to cease, the District will notify the service provider as to the date of the cessation and the District will be liable only for payment for services until the time of termination.
4. If E-Rate subsidies stop, the District will not be bound by the remainder of the contract.

## **Vendor Requirements**

1. The vendor must meet or exceed all minimum qualification requirements.
2. All submitted quotes must provide at a minimum, all requested information in this quote document.
3. Any portion not included will be cause for elimination from the quote process.
4. Each response will be reviewed to determine the completion of the response, prior to actual evaluation.
5. The information should be organized as indicated in the quote requirements.
6. Any portions of the submitted quote, which are to be treated by the District as proprietary and confidential information, must be clearly marked as such.
7. The District reserves the right to eliminate from further consideration any response, which is deemed to be substantially or materially unresponsive to the request for information, contained in this section.

If available, Vendors should include a reference for a project of equal size and scope that has been completed within the past three (3) years. If a reference is submitted, it must include the following:

- Job Location
- Contact name and telephone number
- Date of contract
- Project Description
- Equipment/Service Installed

## Detailed Specifications

The specifications provided in this section are intended to convey the characteristics the District desires for Hosted VoIP phone service.

- Hosted VoIP Service will use the current District phone numbers. The District wishes to retain the current phone numbers at all locations.
- Hosted VoIP Service will provide four-digit dialing between rooms and facilities;
  - Call Forwarding, both inside and outside of the system;
  - Call Routing System;
  - Call Transfer and Redial;
  - Caller ID, both the caller and receiver, provided the receiver has this feature enabled on their phone.
- Hosted VoIP Service will provide Enhanced 911 (E 911),
- Hosted VoIP Service will provide Centralized Voice Mail Solution that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system, as well as, Voice Mail that is accessible from inside and outside of the District.
- Hosted VoIP Service will provide analog ports or equivalent, for fax, alarm (security and fire), postage machine and auto attendant systems.
- Hosted VoIP Service will include in-state/out-of-state long distance service. Cost for this service must be included in the quote.
- Hosted VoIP Service will meet the requirements of Priority 1 eligible E-Rate funding.
- Hosted VoIP Service will provide Centralized Call Detail Reporting (CDR) system to report calls being made and where the call originated.
- Hosted VoIP Service will provide the DID directory for all phones installed.
- Hosted VoIP Service will provide a tool to allow periodic updates of the DID directory for all phones, for use by local emergency dispatch (E 911) services.
- Hosted VoIP Service will provide adequate SIP trunk services to the District. The assumption is that all Handsets will be SIP compliant.
- Hosted VoIP Service will provide VoIP gateway service.
- PSTN (public switched telephone network) interfaces; The PSTN interface offers a link from the IP infrastructure to the public switched telephone network to provide both connectivity to the analog phone network.
- Respondents should possess and use their extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the School District's requirements.
  
- Preference will be given to the vendor that provides a comprehensive, cost-effective solution for current specifications, future School District requirements, and ongoing service and support.

## Handset Specifications

*(The District is aware that at the time of this RFP, handsets either bundled, leased or purchased are not eligible for E-Rate subsidies according to the 2013-2014 Eligible Services List)*

The district will consider a bundled or leased solution for handsets, but the vendor will provide a complete list of compatible Handsets in the event the District purchases Handsets elsewhere.

**HandSet Matrix:**

Total Number of HandSets Required:	<b>287</b>
Number of Classroom Phones (Full duplex speakerphone required):	<b>147</b>
Number of Conference room phones required:	<b>10</b>
Number of Convenience phones (Full duplex speakerphone not required – break rooms, common areas, “parent” phones, etc.):	<b>11</b>
Number of Operator phones (advanced call management) required:	<b>107</b>
Number of wireless phones required:	<b>12</b>
Number of “Soft Phones” (desktop or mobile client, no handset) required:	<b>50</b>
Number of voicemail accounts:	<b>300</b>
Number of analog devices to integrate (fax machine, postage machines, etc.):	<b>20</b>
Number of stand alone voice mail accounts (voicemail not assigned to a user):	<b>30</b>
Number of auto attendants required:	<b>200</b>



## QUOTE SUBMISSION FORM

Company Name of Service Provider \_\_\_\_\_

Corporate Headquarters Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Service Provider Contact Name \_\_\_\_\_

Service Provider Contact Phone Number \_\_\_\_\_

Service Provider Contact Email Address \_\_\_\_\_

E-Rate Service Provider Name \_\_\_\_\_

E-Rate Service Provider Identification Number (SPIN) \_\_\_\_\_

Physical Address of Office \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

24 Hour Toll Free Help Desk Phone Number \_\_\_\_\_

# 3 Year Contract

(Worksheet)

Hosted VoIP service for \_\_\_\_\_ Phones and \_\_\_\_\_ Fax Lines

## **WITH LEASED HANDSETS**

E-Rate Eligible One Time Cost \_\_\_\_\_

E-Rate Ineligible one time Cost \_\_\_\_\_

E-Rate Eligible Monthly Cost \_\_\_\_\_

E-Rate Ineligible Monthly Cost \_\_\_\_\_

Price Per Minute for Long Distance Service

In-State Long Distance \_\_\_\_\_

Out-Of-State Long Distance \_\_\_\_\_

**TOTAL FOR THE TERM OF THE CONTRACT** \_\_\_\_\_

## **WITH BUNDLED HANDSETS**

E-Rate Eligible One Time Cost \_\_\_\_\_

E-Rate Ineligible one time Cost \_\_\_\_\_

E-Rate Eligible Monthly Cost \_\_\_\_\_

E-Rate Ineligible Monthly Cost \_\_\_\_\_

Price Per Minute for Long Distance Service

In-State Long Distance \_\_\_\_\_

Out-Of-State Long Distance \_\_\_\_\_

**TOTAL FOR THE TERM OF THE CONTRACT** \_\_\_\_\_

## **Questions**

Does this proposal include the use of a PSTN gateway owned by your company?

\_\_\_\_\_

How long has your company been in business \_\_\_\_\_

# 5 Year Contract

(Worksheet)

Hosted VoIP service for \_\_\_\_\_ Phones and \_\_\_\_\_ Fax Lines

## **WITH LEASED HANDSETS**

E-Rate Eligible One Time Cost \_\_\_\_\_

E-Rate Ineligible one time Cost \_\_\_\_\_

E-Rate Eligible Monthly Cost \_\_\_\_\_

E-Rate Ineligible Monthly Cost \_\_\_\_\_

Price Per Minute for Long Distance Service

In-State Long Distance \_\_\_\_\_

Out-Of-State Long Distance \_\_\_\_\_

**TOTAL FOR THE TERM OF THE CONTRACT** \_\_\_\_\_

## **WITH BUNDLED HANDSETS**

E-Rate Eligible One Time Cost \_\_\_\_\_

E-Rate Ineligible one time Cost \_\_\_\_\_

E-Rate Eligible Monthly Cost \_\_\_\_\_

E-Rate Ineligible Monthly Cost \_\_\_\_\_

Price Per Minute for Long Distance Service

In-State Long Distance \_\_\_\_\_

Out-Of-State Long Distance \_\_\_\_\_

**TOTAL FOR THE TERM OF THE CONTRACT** \_\_\_\_\_

## **Questions**

Does this proposal include the use of a PSTN gateway owned by your company?

\_\_\_\_\_

How long has your company been in business \_\_\_\_\_

**To be submitted with the worksheets above:**

- Copy of California Contractors, Business, and/or Telecommunication Carrier Licenses
- Description of Help Desk Procedures
- Description of Service Response Procedures
- Description or list of service locations that will provide service and support for the District installation and the number of technicians available for that support.
- Description and number of each of the various handsets being proposed.