

Chattooga County Technology Department  
Chattooga County School District  
33 Middle School Road  
Summerville, GA 30747

***Request for Proposal (RFP)***

*For*

**VOIP Phone System**



***“Expect Success”***

All Inquiries via email only to:  
**pclifton@chattooga.k12.ga.us**

**Bids Due:**  
**\_\_\_\_\_ February 12 ,2019 \_\_\_\_\_**  
**10:00 AM**

# **GENERAL INSTRUCTIONS**

## **Introduction**

The Chattooga County School District in Summerville, Georgia is seeking sealed bids for a VOIP Phone system.

Bid Due Date & Time:

Date: February 12, 2019

Time: 10:00 AM EST

Bids received after this time shall not be accepted

**Bids must be mailed or hand delivered, faxed or emailed copies will not be accepted.**

No additional compensation shall be allowed for extra work incurred by the Contractor due to the bidder's failure to notice any existing condition, which may cause additional labor or materials. Freight costs must be included on all materials.

The selected vendor shall guarantee that the costs quoted are all inclusive. The district reserves the right to reject any and all proposals and to make any and all purchases to the best interest and advantage of the district; however, price will be the greatest determining factor in vendor selection.

From the time of receipt of this Request for Proposal (RFP) until the announcement of contract award(s), vendors are strongly cautioned to limit **any** communications with the district to the person(s) identified as the district contact(s). Any attempt to circumvent the bidding process by contacting other personnel at the district or the schools directly may result in the disqualification of the vendor.

Any questions concerning this proposal should be addressed **ONLY** via email to:

**pclifton@chattooga.k12.ga.us**

Patrick Clifton, District Technology Director

**ALL BIDS must be mailed or hand delivered to the following address no later than February 12, 2019 at 10:00 AM Eastern Standard Time:**

Chattooga County School District  
Attn: Patrick Clifton, Technology Director  
VOIP Phone System Bid  
33 Middle School Road  
Summerville, GA 30747

**Sealed Bids only no faxed or email copies will be allowed.**

Central Office Hours are Tuesday – Friday 7:30 AM to 5:30 PM EST

## **Objective**

The Chattooga County School system is seeking a VOIP IP Phone system that also has the ability for future expandability to integrated overhead paging systems for all seven district sites. Below are only estimated numbers.

- Chattooga County Schools Central Office
  - 2 Reception Consoles
  - 13 Regular Consoles
- Chattooga County Continuing Education Center (7 Departments)
  - 1 Reception Console
  - 21 Regular Consoles
- Chattooga County High School
  - 3 Reception Consoles
  - 29 Regular Consoles
- Summerville Middle School
  - 1 Reception Console
  - 15 Regular Consoles
- Leroy Massey Elementary School
  - 2 Reception Consoles
  - 18 Regular Consoles
- Lyerly School
  - 1 Reception Console
  - 11 Regular Consoles
- Menlo School
  - 1 Reception Console
  - 13 Regular Consoles

Chattooga County School prefers to have offers for both an on premises solution and a hosted VOIP solution and is open to all proposals. Proposals should be for a turnkey solution and not estimates. Vendors wishing to access to a site(s), phone number(s), or map(s) should coordinate that with the Technology Director via email. The following instructions by Chattooga County School are intended to afford all Proposers an equal opportunity to participate in the RFP. Failure to coordinate onsite visits will automatically deduct scoring points from the vendor in the bid evaluation rubric. Any explanation desired by the Proposer regarding the meaning or interpretation of these instructions or any other RFP document must be requested in writing or email from the District.

## **Summary**

- A. Section Includes: A VOIP telecommunication system, with the ability for future integration with an IP paging system, consisting of but not limited to, the following components:
  1. VOIP system, including all system controllers, handsets, accessories, licensing, programming, and configuration.
  2. Equipment configuration and programming.
  3. Infrastructure drawing for proposed system(s)
- B. Owner furnished Equipment: The following equipment will be furnished by the owner:
  1. Network Switches
  2. Network Drops
- C. Bids for both hosted and on premises systems will be considered.
- D. Pricing for SIP or PRI lines (if vendor can provide them)
  1. Must include how many lines, long-distance cost, and long-distance minutes included with each SIP or PRI lines.

## **Form of Proposals**

Proposers are welcome to attach additional material to fully detail the Proposal.

- Bidders will submit line/category labor pricing, clearly identifying which part(s) of the RFP for which the bidder wishes to be considered.
- Purchase upfront discount, 1, 3, and 5-Year lease to own term agreement to include all equipment, installation, training, and any annual maintenance charges.
- Chattooga County School District has the right to award the entire RFP to one vendor or to separate the RFP and order by line item. We will do whatever is in the best interest of the school system.
- Sample of a typical bill.
- Acceptance of proposals, execution of contracts and implementation of any or all the components of this RFP is contingent upon funding by Chattooga County School District.
- This Request for Proposal does not obligate Chattooga County School District to award a contract, to pay for any costs incurred in the preparation for a proposal, or to procure or contract the services or supplies.
- Vendor will provide a point of contact (POC) whom will respond to questions following proposal submission.
- The Vendor must provide evidence of at least 5 years of experience in integration and installation of telecommunications services.
- Vendor will provide a minimum of four (4) projects of similar scope (or larger) that the Chattooga County School District can visit or contact to verify their ability to fulfill the requirements of this RFP.
- The Vendor must be completely and solely responsible for the transportation and completion of all repairs to the equipment from and to the original location and coordinate all warranty repairs.
- Vendor shall submit current certifications and qualifications demonstrating financial and technical ability to install and test their proposed systems and subsystems.
- Vendor will provide onsite people who are dependable, free of substance abuse, safety conscious, technically qualified and able to work well with other on-site contractors as well as Chattooga County School District personnel.
- Vendor will ensure that no employee to be working at a school site is in violation of the State of Georgia Sex Offender Law.
- The successful Vendor shall comply with all Federal, State, and Local laws, ordinances, regulations and Chattooga County School Board rules and policies pertaining to work for the school district, and shall, at its expense, obtain any permits that may be required.
- All vendors must adhere to federal gift rules.

- Should the vendor require a subcontractor for purposes of the work/services as part of this RFP, they must declare in the RFP the name of the subcontractor and their address and telephone number. CCSD reserves the right to reject any subcontractor without explanation or recourse by the vendor or subcontractor. Neither party to the contract shall assign the contract or sublet it as a whole without the consent of Chattooga County School Board, nor shall the vendor assign any monies due or to become due to him without written consent of the School Board.
- Vendor will provide a project time line which should be approved by Chattooga County School District.
- Vendor will provide an implementation design diagram of the proposed solution(s).
- Regardless of cause, late proposals will not be accepted and will automatically be disqualified from further consideration. It shall be the Vendor's sole risk to assure delivery to the designated contact at the designated time.

## **Specifications**

- Proposers are expected to examine the specifications, standard provisions, and all instructions.
  - Failure to do so will be at the Proposer's risk. The Proposers shall abide by and comply with the true intent of the specifications and not take advantage of any unintentional error or omission.
- All equipment costs must be included and identified separately.
- The RFP must cover the entire cost of successfully installing all required items, licenses, maintenance, and any other items or services.
- All existing telephone numbers must remain the same and vendor will aide in the process of porting numbers.

### **PART 1**

#### **1.1 Quality Assurance**

##### **A. Installer Qualifications:**

1. Manufacturer's authorized representative who is trained and approved for installation of units required for this project.
2. Installer shall have successfully completed not less than 4 projects of similar size and scope within the past 2 years.

##### **B. Electrical Components, devices and accessories: Listed and labeled as defined in NFPA 70, by a qualified testing agency, and marked for intended location and application.**

##### **C. Comply with NFPA 70.**

#### **1.2 System Operation**

##### **A. The VOIP phone system shall provide all the following features (when applicable):**

##### **1. Centralized Management**

- a. Using one intuitive interface, the administrator can view all users on a single site or across up to 20 locations.
- b. System status allows the administrator to know of any potential issues that could affect system performance, including over utilized trunk lines, voice ports, and bandwidth utilization.
- c. Store and synchronize basic employee information with integration to industry standard enterprise directories such as LDAP and Microsoft Active Directory

2. Centralized Licensing
  - a. Cost effectively purchase discounted license packs
  - b. Easily assign user solutions to employees anywhere within the network.

## PART 2

### 2.1 Installation

- A. Coordinate complete system installation, and technology headend integration with district and other technology trades.
- B. Coordinate installation and interconnect with local and long-distance with the chosen service provider (SP).
- C. Contractor shall be responsible for all final cross connects and system database loading and verification
- D. Match input and output impedances and signal levels at single interfaces. Provide matching networks where required.
- E. Identification of conductors and cables: Color-code conductors and apply wire and cable marking tape to designate wires and cables so they identify media in coordination with system wiring diagrams
- F. Weatherproof equipment: For units that will be mounted outdoors, in damp locations, or where exposed to weather, install single consistent with requirements of weatherproof rating.

### 2.2 Surge Protection

- A. Provide surge protectors on all circuits entering or leaving a building. Surge protectors shall be located as close to practicable to the point at which the circuits leave or enter the building.
- B. The surge protector grounding conductor shall be a No. 12 AWG wire having a maximum length of 28 feet to be run in as straight a line as practicable and connected to the building grounding electrode system per the National Electrical Code.

### 2.3 Grounding

- A. Ground cable shields and equipment to eliminate shock hazard and to minimize ground loops, common-mode returns, noise pickup, crosstalk, and other impairments.

### 2.4 System Programming

- A. Connect system to IP data network programmed by owner with required VLANs, Firewall and 803.11e support.
- B. Interconnect with existing systems via VoIP trunking, integrate system with owner's numbering plan.
- C. Fully brief owner on available programming options. Contractor shall provide the owner with a complete set of forms for the entire system and extension features. Final programming of the system shall be co-developed between the owner and the contractor, and it must be approved by the owner prior to being implemented for system start-up. Prepare a written record of decisions, implementation methodology, and final results.
- D. Contractor shall supply the "latest" software updates as part of the system configuration for town (2) years after system acceptance.

## 2.2 Field Quality Control

- A. Perform tests and inspections.
- B. Tests and Inspections:
  - 1. Schedule tests with at least seven days' notice of test performance.
  - 2. After installing VOIP phone system and integrated paging system and electrical circuitry has been energized, test for compliance with requirements.
  - 3. Operational test: VOIP telephone system and paging: Test calling and operational features of the VOIP phone system. Test all-call and page messages to each zone. Verify proper routing and volume levels and that the system is free of noise and distortion. Test each available message path on the system.
  - 4. Inspection: Verify that units and controls are properly labeled and interconnecting wires and terminals are identified.
- C. Prepare test and inspection reports.

## 2.3 Demonstration and Training

- A. Contractor shall provide a minimum of (4) 1 Hour end user training classes, (6) hours of attendant console training and 8 hours of additional system programming and administration training to the owner. Training shall be provided to all staff and shall be scheduled in advance.

## **FUNDING**

This proposal is based on available funding; therefore, work cannot begin until Chattooga County School District has issued a Purchase Order.

## **Evaluation of Proposals**

Proposals will be judged upon the Proposer's ability to provide services, which meet the requirements, set forth as the standard procedures for Chattooga County School District in determining the choice in vendors. The District reserves the right to make such investigations as it deems necessary to determine the ability of the Proposer to provide services meeting a satisfactory level of performance in accordance with the District's requirements. Proposers shall furnish such information and data for this purpose as the District may request. Interviews and presentations by one, several, or all the Proposers may be requested by evaluators if deemed necessary to fully understand and compare the Proposer's capabilities and qualifications.

## **District Prerogatives**

The District reserves the right to award to the responsible Proposer whose proposal is judged to offer the most advantages to the District, with the District being the sole judge thereof; to negotiate with any or all Proposers, in whole or in any part thereof, and to re-solicit for proposals in such an event; and to waive any minor technicalities or informalities in accordance with the District's determination of its own best interests.

## **Proposer's Conditions**

Any conditions or exceptions on the part of the Proposer for performance by the District must be set forth in the Proposal. The District is not obligated to consider the Proposer's post-submittal terms and conditions.

## **Proposer's Preparation Costs**

It shall be clearly understood that any costs incurred by the Proposer in responding to the Request for Proposal is at the Proposer's own risk and expense as a cost of doing business, and the District is not liable for reimbursement to the Proposer for any expense so incurred, regardless of whether the Proposal is accepted.

## **Inquiry**

Any inquires or requests for explanation regarding the District's requirements should be made promptly. Prospective proposers desiring further information or interpretations must make requests prior to the Proposal Due Date and Time for a response to be issued to all prospective Proposers well in advance of the date for the submittal of proposals. Answers to all inquiries or requests involving substantive matters will be given to all Proposers of record and such information will be considered in the preparation of proposals.

Please email all questions to:

Patrick Clifton  
Technology Director  
Chattooga County School District  
[pclifton@chattooga.k12.ga.us](mailto:pclifton@chattooga.k12.ga.us)

## **Reservation of Rights:**

The District expressly reserves the right to:

1. Waive any defect, irregularity or informality in any Proposal or Proposal procedure;
2. Waive as an informality, minor deviation from specifications as identified in the REQUEST FOR PROPOSAL if it is determined that the District's Project(s) is (are) improved or not impaired;
3. Extend the Proposal opening time and date;
4. Reissue a Proposal invitation;
5. All sealed bids received before **February 12th, 2019** at 10:00 AM will be evaluated.