

# VoIP Phone Server, Hardware, and Intercom Request for Proposals

The East Carter County R-II School District is seeking bids for a new phone server (on premises is preferred or cloud), phones, intercoms, and other associated hardware. The scope of this project are listed below.

All proposals should be mailed in a sealed envelope to, and addressed as the following:  
East Carter County R-II School District  
Attn: Dr. Richard Sullivan - VOIP PROPOSAL  
24 S. Herren Ave  
Ellsinore, MO 63937.

Additionally, any questions should be sent in email form to William Lewis, Network Administrator, at [wlewis@ecarter.k12.mo.us](mailto:wlewis@ecarter.k12.mo.us). Any necessary clarifications or changes to this RFP will be published. All sealed proposals must be received by Friday, August 20, 2021 at 12:00 noon.

The deadlines for this project are as follows...

- Walkthrough - August 11th and August 13th, 2021 from 9:00am to 12:00pm. Meet at the Superintendent's office.
- Sealed Proposals Due - Friday, August 20th, 2021 at 12:00pm.
- Sealed Proposal Opening - Friday, August 20th, 2021 at 1:00pm
- Board of Education Proposal Review - Thursday, August 26th during the Board of Education Meeting, held in the elementary cafeteria, beginning at 6:30pm.

The goal is for the new phone system to be up and running by January 1st, 2022.

For reference, the District's current phone system is a traditional phone system. This entire system is to be replaced.

# Scope of Work

## Phone Server and Licensing

### On Premises Hardware

Preferred virtual machine that will run on our existing hardware. If a vendor quotes their own hardware it must have - redundant power supplies, dual NICs, and 5-year next day warranty 24x7x365. Either option, virtual or physical, must have redundancy built in. Some acceptable examples of redundancy include a secondary server, real time failover, live backups, etc.

### Features

VoIP, centrally managed, voicemail, voicemail to email, call record, schedule based phone tree, auto attendant, direct dial, paging, call groups, page zones, centralized directory, mobile phone app, Caller ID, on hold music, support VLANs, software for office staff, 911 support, etc.

### Installation & Configuration

Install hardware or virtual machines, deploy all phones, work with the network administrator for proper VLAN traffic management (if needed), setup software for office staff, setup mobile app, configure backup policies (e.g. Veeam), etc. We will expect the winning vendor to provide all setup & configuration from start to finish (turn-key).

### Licensing

The District currently has 96 POTS phones. We will be ordering more phones than licenses in order to have spares. Also, our license quantity needs may increase over the years. We will need 100 phone & voicemail licenses.

### Warranty

All phones and phone server related equipment should come with a 5 year warranty. Intercom related hardware should also come with a similar warranty.

### Support

The winning vendor should include a 5 year service contract along with a separate 20 hours of "on-going remote support time" that can be used at the District's discretion in relation to this system that goes beyond any included initial warranty or support.

# Phone Hardware

## **Classroom Phones - Quantity 75**

The current classroom phones are a mixture of wall mount and wireless POTS phones. The new phones must have a 1G nic that can provide network connectivity to a computer. Phones must be able to carry multiple VLANs. Phones will be networked to an existing vlan for VoIP use only. Classroom phones must have some sort of display to show incoming call numbers/extensions. All phones must be POE capable. All phones should be able to access the centralized extension directory without the need of software. All phones must have an adequate speakerphone that can be heard in a classroom.

## **Office Phones - Quantity 25 and Conference Phones - Quantity 3**

Currently our office phones are POTS office phones capable of accepting incoming calls and forwarding calls to other internal extensions. All phones must be POE capable. All phones should be able to access the centralized extension directory without the need of software. All phones must have an adequate speakerphone.

## **PC Software - Quantity 25**

All office staff will need a "PC Software Companion" that will allow them to manage their phone without having to use the actual handset. The software must allow office staff to make calls, answer calls, transfer calls, see who else is on the phone, transfer calls to voicemail, show incoming caller id, etc.

## **Voicemail**

All extensions must have an associated mailbox. Voicemail must have "voicemail to email" and work with Gmail.

## **Mobile Staff**

We have around 10 or so staff who travel between schools each day. It would be preferred if each of these staff members only had one extension & voicemail to manage. If that's not possible, the vendor should detail their best solution for this situation.

## **Networking**

All phones will be on a separate vlan than district computers. If it is not possible to have a workstation on a separate vlan where the ethernet cable is plugged into the phone for network access, then a separate network drop may need to be run for the phone or computer.

## **Installation & Configuration**

The winning vendor will be expected to deploy all phones to their designated location, install the PC Software to the appropriate computers, and train all staff and office personnel how to use the phones and software.

## **Intercoms**

The District's current intercom setup is on the analog phone system with speakers in all classrooms. We will need to be able to use the current intercom system with the new VoIP system for paging. Paging will need to be capable of paging individual classrooms, individual school buildings, and be able to do an "all call" page to all classrooms and schools district wide.

## **Training**

The awarded vendor should expect to train all staff on the use of the new phone system. Training for all office staff and the District Admin team how to use the phones and phone software. The vendor will also be expected to provide a one page document for all classroom and office staff on how to use the phones. This should include voicemail setup, how to make, transfer, and receive calls, how to make a page, how to dial 911, how to use speakerphone, how to search the directory, etc.

## **Warranty and Service**

The East Carter County R-II School District considers this entire project to be "turn-key" and that the winning vendor will quote & provide everything needed to successfully complete this project. The district will help manage issues, but the burden of a successful implementation will fall on the selected vendor. The East Carter School District heavily relies on the usage of our phone system and expects the new system to exceed our expectations for several years.

The district expects the selected vendor to service this installation for at least 5 years from the date of installation. All warranty and service fees should be included up-front in your bid. We do not want any hidden fees or service charges should the system have issues during the initial warranty period. A vendor's proposal to this RFP is proof they accept these terms as well.

*The East Carter County R-II School District is an equal opportunity employer.*

*The East Carter Board of Education reserves the right to reject any and all submitted proposals.*