

Seaside School District



VoIP Communication New Construction and Remodeling Project

Request for Proposal RFP

December 5, 2019

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1. Introduction

The Seaside School District (SSD) has determined a necessity to conduct this procurement to replace the existing Panasonic and AT&T key systems with a single VoIP platform solution. The District will consist of Seaside High & Middle School, Seaside Heights Elementary school. It is the intention of the district to have a single VoIP platform with the main system residing at the High/Middle School with a secondary mirrored system (Less the PRI or SIP services) at Seaside Heights Elementary school. It is the intention of the district to have all site locations connected through a three (3) or four (4) digit internal dialing platform utilizing new Direct Inward Dial extensions while using the main published telephone numbers from the current system platform. The District is in the process of building a new High School and Middle school building combination that will serve as the main communications site. The District will be looking into either PRI-T1 or SIP services to supply the DID information with new services.

The District is also adding additional classrooms and a new gym at the Seaside Heights elementary school location which will consolidate the students currently located at Gearhart Elementary school to Seaside Heights Elementary school. All these new and added facilities will be available for student occupancy in September 2020.

The District will have the following locations incorporated into their system platform:

- Seaside High/Middle School/ District Administration
- Seaside Heights Elementary

The District is familiar with the technology options and a conventional business model for a voice replacement. However, this procurement seeks a replacement VoIP system that will meet all the current and future requirements of the District. **Response Form #4** in the PROPOSAL RESPONSE FORMS on page 53 describes these Feature and Functionality Requirements in detail.

The District will be upgrading the existing infrastructure at all site locations with CAT6 for data and CAT6a for wireless for all locations. and re-terminate them on patch panels located in the MDF and IDF rooms and closets at all District locations. This cabling work for Seaside Heights Elementary for the current classrooms will begin in June 2020 after school has ended and must be completed prior to August 15, 2020. The new additional classrooms work we are anticipating that it will be completed in the July 2020 timeframe. The new High /Middle school work should be completed also in the July 2020 timeframe.

The District anticipates the potential outcome to this RFP will involve a single system and Respondent solution. This RFP is organized to yield multiple manufacturer and Respondent solutions that will be evaluated by the District and NIS for viability and cost effectiveness. The District will be looking to evaluate responses from both a Premise based solution and a Hosted solution to determine the best fit for the District going forward.

Telephony system replacement proposals should include hardware; software; maintenance; user and system administrator training; and move, add, and change (“MAC”) and repair support for the replacement of the current voice switching platforms that reside at all District locations. This purchase will be under a conventional capital asset purchase model with an optional supplemental extended warranty service agreement and MAC support. The District will also consider a Hosted solution with an associated monthly cost for the required services specified in this RFP document. Respondents are encouraged to provide both a Premised and Hosted system solution if those options are available. The District is also looking for Respondents that can also provide PRI-T1 service options as this will be new service for the District.

It is critical to the District that the Respondents to this RFP have the capability to deliver the replacement VoIP communication system to every listed service address, and equally as important the Respondents have a financial base to ensure that they will be able to serve the District’s needs for ongoing maintenance and repair services. Also, of critical importance is the customer support model of the Respondent. The District requires the successful Respondent to be capable of providing excellent service to the District’s requirements.

2. Objectives of this RFP

The Respondents to this RFP are to consider these objectives in providing proposals to Seaside School District:

- A. A networkable telecommunications system to serve long-term requirements with adaptability to technology/facilities upgrades and to provide high quality service levels.
- B. Utilization of the existing District fiber optic WAN for convergence of voice communications onto the data network. The converged network's simplified infrastructure will cut costs by connecting phones over the LAN wiring system, thus eliminating dual networks. The District expects Respondent proposals will emphasize solutions for migrating to an IP telephony network to accomplish the objectives listed on this page.
- C. The ability to simplify MAC work, which should largely become a matter of "plug and play" with IP telephony. This functionality would include an easy process to request MAC activity with a reliable and satisfactory service level agreement ("SLA") between the District and Respondent. The District is looking for a respondent that can provide technical expertise via on-site or remotely to make these types of changes at a reasonable cost if required.
- D. The uniformity of telecommunications technologies deployments within the District's operations with a common manufactured system.
- E. The availability of common spares for repair of distributed systems.
- F. A basic automatic call distribution ("ACD") application to support multiple answering groups and with simple, easily used administrative and reporting tools.
- G. The ability to integrate voice and data applications at the user terminal/appliance.
- H. The ability of the system to integrate with Google and Outlook calendar and scheduling applications to show the presence of staff members in either application.
- I. The ability to (a) forward all voice mail messages as .WAV file email messages, and (b) provide notifications to their mobile smartphone device.
- J. The ability to distribute voice messages to the entire District staff, groups of staff or to a specific site.
- K. The ability to support station location information to E911 PSAP center with existing PS/ALI services and interconnection to the PSTN via analog CAMA trunks or ISDN PRI D Channel or SIP trunks. The District wants the ability to support SLI to E911 PSAP via SIP trunks.
- L. The ability to provide a VoIP system for disaster recovery through redundant architecture designs deployed over the District's secure network. This would include survivability for each site location with the appropriate hardware or connectivity solution provided by an on premise or hosted solution.¹
- M. The ability to view and manage multiple applications through an SNMP platform.
- N. Provide a complete three (3) or four (4) digit dialing plan for all District locations with appropriate direct inward dial ("DID") extension numbers for all site locations.
- O. Provide Intercom functionality for all site locations to enable calling a single extension or a group of extensions within each District site.
- P. The Removal of all current telephone systems in the MDF locations including all hardware and handset.

¹ Remote site survivability for an on-premise system usually involves devices that function as PSTN gateways. They typically have partial copies of the dialing plan, etc., so they can provide partial functionality for the site. This RFP document refers to these devices as survivable remote gateways, or SRGs.

- Q. Providing On-Site User & Basic System administration training for all users and a selected staff for basic System Administration training
- R. The ability to provide end users with multiple greeting message within their voice mail box.
- S. The ability to select distinguishable ring tones to separate internal and external callers and optional to distinguish specific telephone numbers with different rings.

3. Scope of Work (SOW)

The purpose of this RFP is to perform the due diligence such that the District can acquire the best VoIP system solution and related services that meet its business requirements in the most reliable and cost-effective manner. The District is looking for VoIP solutions that will allow the District growth capacity as their community grows and additional schools are added to the wide area network (“WAN”). The VoIP system solution can consist of a hosted solution, on premise solution, or a combination of both in a hybrid application.

The overall solution should consist of a single VoIP platform which resides in either a hosted location or hardware residing at Seaside School District with a secondary/backup location at the Seaside Heights Elementary school building. In either type of VoIP solution all District locations must be connected and with the ability to dial any site location within the WAN with either a three (3) or four (4) digit dialing plan. The District is intending to purchase the appropriate network services (PRI-T1) that will provide DID extension numbers for all locations with growth capacity for the future. It is the intent of the District to keep the current published telephone numbers for all locations and distribute the new DID numbers to each site when the transition is made to the new VoIP platform.

The District requires that all site locations be connected through fiber network utilizing either Spectrum or CenturyLink. It is the Respondents responsibility to provide the District with their solution connecting all the current locations together through a single system platform. The District has provided *current* and *desired* network diagrams on pages 40 and 42, respectively, of this RFP document.

The District is also looking for a solution that will expand its 9-1-1 reporting information to better identify specific locations within each District location and provide central administration and more cost-effective MAC activity. The District requires this to be a full turnkey implementation which will include the base systems, all remote locations with survivable remote gateways (“SRGs”), voice messaging applications, E911 application, call recording application, user and system administration training and a designated project manager and technician assigned to the project by the Respondent.

The District is also looking for a solution that will include an intercom application that will provide the capability of an individual user to contact a single user or a group of users to provide an announcement within that specific location. These services include calling individual classrooms and common areas, along with integration to the overhead paging system through overhead speakers in hallways and classrooms. The District would require zone paging through the existing overhead speakers, allowing multiple zone paging within each school location. Respondents are encouraged to provide their system solution for this application. The District will be adding new speakers and amplifiers with zone paging equipment at the New High/Middle School location. Seaside Heights Elementary school will be utilizing their existing paging hardware except for new speakers in the classroom additions and gymnasium. It is the intent of the District to standardize on paging speakers and amplifiers going forward.

The District is also requiring all Respondents to include pricing in the removal of all telephone system hardware in each District location as well as the removal of all telephone instruments. The District would like all hardware that is being replaced to be disconnected, dismantled, properly packed and brought to the Bus Barn/Maintenance building for storage. Page 6 lists the key systems currently in use at the District.

The required count of VoIP handsets along with analog stations and trunks are listed in the **Future System Sizing Chart** table on page 39.

The District will be providing the Power over Ethernet (PoE) switch hardware for all locations for this project.

The District’s system requirements sought under this RFP are clearly described in the **System Specifications and Functionality Requirements** section of **Response Form #4** (see page 53 of this RFP document for information). These requirements are listed with “Mandatory” and “Desired” requirements and it is the obligation of the Respondents to answer all questions in this section of the RFP. If the Respondents answer yes to a “Desired” function and there is an additional cost for the application or feature the District requires the Respondent to provide that pricing in the “Optional VoIP Capabilities” section of **Response Form #5** (see page 79 of this RFP document). The District would require the Respondent to provide an adequate description of the application or feature and additional documentation if, necessary to explain this functionality.

4. Current Environment

Seaside School District (SSD) delivers voice services via multiple types of key system technology. The District is currently using analog business lines at all District site locations for network services. The analog service is currently provided by the following service providers:

- CenturyLink
- Spectrum- (Fiber Provider)- Internet Provider

The current telephone systems used by the District consist of the following:

- Panasonic (High School and Middle School and Gearhart Elementary school)
- AT&T- (Seaside Heights Elementary School)
- Bus Barn/Maintenance Building currently has two pots lines with no direct connectivity to other district location

The District provides site internal intercom dialing as the current platforms are limited in the features and functionality it can provide.

The District is providing basic system features and not locations have telephone handsets within the classroom. There are currently limited voice mail users with no auto attendant applications. All incoming calls at each location is answered by a live person with multiple staff performing that functionality.

The District consist of the following sites:

- Seaside High School
- Broadway Middle School
- Gearhart Elementary School
- Seaside Elementary School
- District Office

The current physical infrastructure would consist of CAT 3 & CAT 5 connectivity which would not support a new VoIP system platform. The District is in the process of upgrading all current physical Infrastructure to support a full VoIP implementation at the new High School/Middle school combination and at Seaside Heights elementary school.

The **Current System Sizing Chart** on page 39 shows the existing handsets in each District location.

Other applications that are currently in operation with the voice system include:

- A. Voice Mail: The current environment is supporting limited voice mail users at each location.
- B. Intercom: The District is utilizing a Tele center application for intercom utilization.
- C. Wireless: In some sites they are utilizing wireless devices.

Applications outside the current key system configurations include:

- A. Overhead Paging: All school locations have separate paging systems with a mixture of amplifier types. The systems are utilized to make announcements, and other business related to each specific school.
- B. They are also utilizing zone paging application which will be replicated with a new system at the new High/Middle school along with Seaside Heights Elementary school.

The **Current Network Logical Connectivity Diagram** on page 40 provides a high level overview of the current physical and network connectivity within the District.

The District has standardized on deploying Ethernet for its local area networks (“LANs”). The District currently is providing 800Mbps connectivity for the Seaside High School with Gearhart Elementary, Seaside Heights Elementary, Broadway Middle School, and the District Office with 100Mbps connections to the internet through Spectrum business services. The District currently has analog business line circuits to each of the site locations with trunk hunting at all the school locations and the District office. They also have flat business line for their current fax machines, Security services and fire alarm systems. All locations currently have Tripp-Lite UPS systems in place with some units moving in the reconfigured network within the District. Since these are multiple key systems that currently cannot transfer calls within the District site locations.

- District Office
- Seaside High School
- Broadway Middle School
- Seaside Heights Elementary School
- Gearhart Elementary School

The **Current Voice System Peripheral Devices** table on page 40 discussed additional components covered by this RFP.

5. General Information – Planned Configurations

A. WAN

Since the District is consolidating the Gearhart Elementary to the Seaside Heights location and building a new High/Middle combination they are looking at providing 1 Gbe circuit at the High/Middle school location that will also have the District office

The current configuration has all locations connected through Spectrum providing 1 Gbp service for the High School and 100 Mbp connections to the District Office, Broadway Middle School, Gearhart Elementary School and Seaside Heights Elementary school.

The new Configuration will consist of a 1 1 Gbp connection to the new High School/Middle School which will also have the District office located and then a 100Mbp connection to Seaside Heights Elementary School and the Bus Barn/Maintenance Building.

All the wiring in the High School/Middle School location will be CAT6 for data and CAT6a for cameras and Wireless Access Points (WAPS). Seaside Heights Elementary School is adding additional Classrooms along with some Portable classrooms to accommodate the students coming from Gearhart Elementary school. They will also be adding a new Gymnasium at the school.

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B. School District Locations:

- Seaside High/Middle School- (District Administration located in this facility 2020)
- Seaside Heights Elementary School

6. System Configuration Specification

The table below summarizes minimum equipped capacities expected for each physical location. The successful Respondent will be required to work with the District staff regarding extension templates with respect to feature and functions of the system. The District will also be providing floor plans for Seaside Police Department and Clatsop County Communications (PSAP) showing room names or room numbers that will match the system database. The District is requiring support services for all applications which would include base hardware, system software, handsets and all other applications provided in respondents solution for a minimum of five (5) years.

The **Planned Network Logical Connectivity Diagram** on page 42 describes a generalized overview of the future telephone system for the voice elements of the network. The PSTN (Public Switched Telephone Network) side of the network remains traditional TDM telephony utilizing PRI-T1 services and DID (DID) numbers distributed to all site locations. The telephone station side of the network will be new IP phones with basic business line service with analog stations and analog business lines allocated for system redundancy at each location. It is the District's desire to transition to SIP Trunking for all voice connectivity in the future and require the Respondents system solution to accept this type of service offering.

This voice network design is focused on the use of technology that will enable satisfaction of several requirements related to incoming and outgoing caller identification, business continuation, and call flow efficiency. The system specifications presented in the sections below will describe the specific functionality of this voice network design. The following is a list of the District site locations that will require VoIP connectivity and complete a three (3) or four (4) digit internal dialing plan.

The system will be deployed utilizing either a Hosted solution or a Premise design that will provide the system redundancy requirements and provide centralized voice mail application that will enhance the District communication platform. In the Premise based solution the District would like the core system to be placed at Seaside High/Middle School with one (1) PRI -T1 circuit or SIP Trunks terminated along with 200 new DID extension numbers. The dialing plan for the District will be developed once we have received the DID number block that is available through the local service provider. A secondary location at the Seaside Heights Elementary school would provide a backup system redundancy site for the premise design solution with mirrored extension information but limited in a network capacity to two analog trunks. The Seaside High/Middle School location would also need to have some analog trunks to supply backup outside services a quantity of two (2) should be adequate. At Seaside Heights Elementary school system solution, the District requires a mirrored survivable solution that provides registering all stations in its location in case the main system server becomes unaccessible. This location would limit network access as there will only be 2 analog trunks installed. This location will also have a District provided Tripp-Lite UPS system to supply backup power

The District understands in a Hosted system solution the redundancy for network services could potentially reside in the Respondents data center location. In this type of solution, the District may require a hardware unit to reside at either the High/Middle School location of the Seaside Heights Elementary location in a Hybrid application.

The core replacement system must fulfill the Mandatory requirements in all categories listed in Response for #3 & #4 of this Request for Proposal document. It is also mandatory that the respondent provide an E911 system solution that will provide on-site notification by site and a specific group of District staff with any 911 call made to the local PSAP. It also must be capable of supplying specific location information based on the NENA and Clatsop County/Seaside Police department standards.

The **Future System Sizing Chart** on page 39 highlights the quantities required for several of the system's components.

C. Core Base System

The core system will reside in the Telecommunications Room (TR) of Seaside High/Middle School main distribution Frame (MDF) identified on the existing Floor Plan T2.12 (On-Premise solution) or a Hosted site location. A secondary mirrored system would also reside at the Seaside Heights Elementary School with the equipment to reside in the new MDF location identified on the existing floor plan which would provide system redundancy in case the main system would be out of service for any reason. In a Hosted solution the redundant system will reside in the data center location of the hosted Respondent. It is the desire of the District to have a single PRI-T1 circuit or SIP trunks that would provide all the network services for all locations within the district. If the Respondent is proposing a Hosted solution the District requires the Respondent specify where the main hardware resides and the PRI-T1/SIP Trunk services could reside at that Respondents Hosted data center location. If the Respondent can provide PRI-T/SIP Trunks services for the District, please provide the cost to replace these services in your response.

D. E911 System Reporting Application

The District is requiring the Respondents to include an E911 system application that will provide detailed location information that meets the requirements of this RFP. The District mandatory requirements include the following information related to all 911 calls made from any site location:

- 1) Internal Notification of all 911 calls with the same information the local public safety answering point (“PSAP”) will receive
- 2) Site Location Name
- 3) Site Address
- 4) DID number of 911 caller
- 5) Location Information (Includes Room Number or Room Name, Floor #, Quadrant Name)- 21 Character Limit.
- 6) On-Site Notification to specific site and designated District staff. Please describe how this functionality will operate and how many internal notifications are included with your solution.

In addition, the District will supply updated floor plans to the local PSAP (Seaside Police Department & Clatsop County PSAP). These floor plans will match the E911 database from the E911 system application.

E. Voice Mail System

The physical location of the voice mail system server in an on-premise design will be located at Seaside High/Middle School. The District would like the cost option to provide a secondary voice mail server at the Seaside Heights Elementary School for redundancy. If the respondent is proposing a Hosted system solution please describe your redundancy configuration for both the base system, call recording application, E911 System and Voice mail system.

F. Telephone Handset Requirements

The District would like the respondents to provide an array of Handset options that would provide for classroom usage, main answering positions and administration staff. The district would like to have all handsets with full-speaker phone capability and provide a solution for the conference room locations. The handset should support 10/100/1000 to the desktop.

The price proposal of this RFP requests quoted prices for the various types of station sets you offer. The evaluation process will utilize the estimated count of telephone station sets, and types, to be purchased for price/cost comparisons. The final total for handsets will be determined by the District.

G. Power Considerations

The District’s existing voice switching power failure design, and as equipped, is based on supporting Seaside School District with the new High School/Middle School utilizing a generator and the Seaside Heights Elementary school utilizing the Tripp-Lite UPS units for backup power. The actual support time for school offices and classroom is about one hour. The District has a diesel generator backup at Seaside High School/Middle school location.

The data switching equipment on the network is capable of supporting QoS (Quality of Service) controls, power and other programmability requirements. The power failure design for the replacement system should adhere to the current design minimums for the core servers/switches of ninety (90) minutes and each remote server/switch one (1) hour. All IDF closets will have UPS systems supplied by the District.

H. Disaster Recovery and Business Continuation

The District is requiring Respondents to provide SRGs at each school location to provide analog station and trunk access in cases of power failure situations or the loss of network connectivity between the main and secondary system locations within the network. The exception would be the Seaside School District and possibly the Natural Resource Center in which the District will evaluate and determine the viability to have Survivable Remote Gateway (SRG) hardware implemented at Seaside Heights Elementary School location.

If the PSTN phone circuits are disrupted at a server or if the WAN data link is disrupted, the alternate base system will support telephone functionality albeit at lesser overall capacity. The District expects to reconfigure the PSTN (currently Seaside School District Company is the service provider) circuits in conjunction with the telephone system configuration that provides business continuation section and satisfies business continuation/disaster recovery needs.

In a hosted solution, if the District lost the connection with their PRI-T1s, the individual site locations would utilize the SRG hardware with analog trunks to support connectivity to the outside world in a limited fashion. The District requires an SRG at each location to provide this service in cases of power loss or of service-related issues within a hosted or non-hosted system solution.

I. Dialing Plan

The District will be implementing a new dialing plan utilizing new DID station numbers for all locations within the District's network. The District will utilize either a three (3) or four (4) digit internal dial plan and if the Responder can supply these services they will need to stipulate the appropriate costs for 200 DID numbers and the one (1) PRI-T1 circuit or SIP Trunk option requested in the RFP pricing spread sheets. The District would like a block of 200 DID numbers that are in sequential order. It is the intent of the District to install the PRI-T1 or SIP services at Seaside High/Middle School location to support these DID numbers.

J. Training

The District requires the Respondent to include in their pricing on-site user training for all telephone users, attendant consoles and supply a 'quick start' user guide that will be placed at each telephone location within the District. The District also requires staff personnel receive certification training for the system solution proposed either from the Respondent or manufacturer. The training should cover basic system administration training for two staff members on basic move, add & change and basic troubleshooting. The District requests pricing and class schedules for complete system certification training for two staff members. The Respondent should include the costs of the advanced certification training and a recommendation of the classes necessary to receive this certification. This training can be web based or classroom setting, and a schedule of those classes should be included with your response. The District requires training support to be available for end users and administration staff for a period of five (5) years which will be included in the maintenance agreement.

K. Terms and Conditions

1. This RFP does not commit the District to award a contract, issue a purchase order, or to pay any costs incurred in the preparation of the qualification in response to the RFP.
2. The qualification will become part of the District's official files without any obligation on the District's part. All responses are subject to Oregon State public records requirements and will be available to the public once the successful Respondent(s) is retained.
3. Respondent(s) shall not collude in any manner or engage in any practices of monetary value to any officer, agent, contractor or employee of the Seaside School District for the purpose of influencing consideration of a qualification.

4. Respondent(s) shall not collude in any manner, or engage in any practices, with any other Respondent(s) that may restrict or eliminate competition or otherwise restrain trade. This is not intended to preclude subcontractors and joint ventures for the purpose of:
 - a. Responding to this RFP, or
 - b. Establishing a project team with the required experience and/or capability to provide the goods and services specified herein.
5. Respondent(s), their authorized representatives, and their agents are responsible for obtaining, and will be deemed to have, full knowledge of the conditions, requirements and specifications of this RFP.
6. The Respondent(s) must promptly report to the District any conditions, transactions, situations, or circumstances that would impede, impair or delay the submission of the qualification, or the proper and timely performance of the work.
7. The District reserves the right to cancel this RFP or to reject any or all qualifications received prior to contract award.
8. The District reserves the right to request clarification of any qualification after all qualifications have been received. The request can be in the form of oral presentation or personal meeting.
9. The District reserve the right to open qualifications privately or unannounced and to reject any and all submittals and wave irregularities and informalities in any qualifications that are submitted and to be the sole and final judge of all qualifications.
10. The District reserves the right to discontinue its evaluation of submittals from any Respondents who submit false, misleading or incorrect information.
11. Security: All Respondents shall follow the Seaside School District Security Protocols, including background checks for all personnel working on site when students are present.

7. RFP Specifications and Requirements

A. RFP Schedule

The District reserves the right to modify these dates.

Publication of RFP	December 5, 2019
Mandatory Pre-Bid Conference 2:00 P.M.	December 12, 2019
Question Deadline 5:00 P.M.	December 13, 2019
District Answers to final Questions 7:00 P.M.	December 18, 2019
Responses Due 4:00 P.M.	January 6, 2020
Respondent Evaluations Completed	January 9, 2020
Final Interviews (If Required)	January 16-17, 2020
Notify Selected Respondent	January 22, 2020
Contract Awarded	January 22, 2020
System Implementation – Mandatory Completion Date	August 17, 2020

B. RFP Distribution

This RFP will be available from Northwest Information Services, Inc., (NIS Consulting) located at 4900 SW Griffith Drive #250, Beaverton, Oregon 97005. The RFP will also be available on Seaside School District website www.seaside.k12.or.us

C. Pre-Proposal Conference

There will be a mandatory Pre-Proposal conference scheduled for December 11, 2019 starting at 2:00 PM at the District office located at 1801 S. Franklin Street, Seaside, Oregon. At that time, we will visit three site locations. The purpose of this meeting will be to (1) perform a walk-through of the Main Distribution Frame (MDF) locations at various locations, (2) discuss the RFP process only. You will receive an invitation to this meeting by email. If you do not receive an invitation at least 3 days prior to the meeting, please contact Mike Smith at Mike.Smith@nis.consulting or call 971-256-9895. Statements made by the District representatives at the pre-proposal conference are not binding unless confirmed by written addendum.

D. Communication and Information

Please direct all questions pertaining to this Request for Proposal via E-mail to:

Mike Smith
 NIS Consulting
 503-246-8585 x 224
 971-256-9895- Direct
 503-784-0332- Cell
Mike.Smith@nis.consulting

Questions will be accepted via E-mail to the above address. Responses to all questions will be answered and sent to all Respondents via email. No questions will be accepted verbally or in written format other than E-mail.

No immediate decision will be rendered. All information received will be confidential until after final action by the Selection Committee, except as required by law. Seaside School District expects, but makes no promises, that the RFP will be awarded on January 31, 2020.

The RFP process described is intended to ensure that all prospective Respondents have equal access to information relative to the RFP. As part of the RFP preparation (which may have included previous discussions with selected prospective Respondents), every effort has been made to provide prospective Respondents with adequate disclosure. Each Respondent shall prepare a proposal based only on the information contained in the RFP, notwithstanding any information that may have been previously provided. A Respondent noting any inconsistency between the information contained in the RFP and any information previously provided should request clarification during the allotted time for questions.

No information communicated, either verbally or in writing, to or from a Respondent shall be effective unless confirmed by written communication contained in the RFP, an addendum to the RFP, a request for clarification or written response thereto, or in the proposal.

From the issue date of the RFP until a contract is awarded and announced, Respondents, Selection Committee Members, and Employees are not allowed to communicate about the subject of the RFP or a Respondent's proposal except through the proper channels outlined above.

E. Changes to Request for Proposal

All changes to the original RFP, including changes to terms and conditions, specifications, closing date, etc. will be contained in addenda to the RFP, and may be issued any time before RFP closing. Addenda and informational notifications will be sent all suppliers via email who have received a copy of the RFP from NIS. The District reserves the right to modify these dates as they see fit.

Each Respondent must acknowledge receipt of addenda, but the failure of a Respondent to receive or acknowledge receipt of any addendum, shall not relieve the Respondent of the responsibility for complying with the terms thereof. All addenda shall become a part of the RFP. Acknowledgment of all addenda received must be included with the RFP response by the closing date and time.

F. RFP Delivery

It shall be the responsibility of the Respondent to submit a proposal response which complies with: (A) the conditions and specifications of the RFP; (B) policies and procedures of the Seaside School District and applicable laws of the State of Oregon; and (C) any other applicable laws, regulations and requirements.

Deliver one signed original sealed response as described in this RFP, four additional hard copies and one soft copy (USB drive) in Microsoft-Word ® Rich Text Format and Excel® spreadsheet:

Mike Smith
Senior Consultant
Northwest Information Services, Inc. (NIS Consulting)
4900 SW Griffith Drive #250
Beaverton, OR 97005
503-246-8585 x 224
971-256-9895- Direct
503-784-0332- Cell

Responses are due on January 7, 2020, by 4:00 PM. All responses received after this time and date will be returned unopened to the Respondent and no further consideration will be given to the response. No fax, verbal, e-mail or telephone proposals will be accepted. Proposals will be opened immediately following the deadline receipt at this same time, date, and place.

G. RFP Response Forms

The response forms and pricing spreadsheets are designed to be turn-around documents to ensure consistency in the format of the responses. Respondents are to insert their company name, contact information, and pricing in the appropriate columns on the spreadsheets. Modifications to the

spreadsheets other than to insert required company identification and pricing information may disqualify the response. Respondents are encouraged to provide supplemental page textual clarifications to answers provided in the response forms where applicable.

H. Proposals are Offers

The proposal is the Respondent's offer to enter into a contract, which, if the proposal is accepted for award, binds the proposal to a contract and the terms and conditions contained in the RFP. Seaside School District reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted on the most favorable terms from both price and technical standpoint.

Proposal prices are to be held firm for 6 months from the date of submission.

A Respondent shall not make the proposal contingent upon Seaside School District's acceptance of specifications or contract terms that conflict with or are in addition to those advertised in the RFP (except as noted in **Time for Proposal Acceptance** below).

Proposals are to be based on a truck or van delivered price to locations listed. All prices to be proposed F.O.B. to the delivery point, with Respondent assuming all responsibility in making necessary adjustments with freight companies or in replacing all equipment damaged in transit to the satisfaction of Seaside School District.

I. Withdrawal of Proposal

Any Respondent may withdraw a proposal by written request, at any time before the due date and time. No proposal may be withdrawn for 60 days after the due date and time.

J. On-site Interview Presentation and System Solution Demonstration

Before the award of the RFP, Seaside School District will require an on-site presentation and system solution demonstration. The District will give the selected Respondents seven (7) days to prepare for this phase of the selection process.

K. Proposal Acceptance

As per ORS 279B.100 and the District's Public Contracting Rules, Seaside School District reserves the right to accept or reject any and all proposals and to award the contract to other than lowest cost offer, if the District determines such action is in its best interest. This RFP does not commit Seaside School District to any specific course of action. Seaside School District reserves the right to accept or reject any or all proposals not withdrawn before the due date and time and to waive any irregularity or informality in the RFP process.

Seaside School District reserves the right to conduct discussions, request additional information and accept revisions of proposals from any or all Respondents. Seaside School District reserves the right to negotiate with the Respondent whose proposal is deemed strongest by the Selection Committee. Proposals may not be withdrawn within 60 days after the due date and time. Seaside School District reserves the right to make such investigations as deemed prudent to determine Respondent's qualifications and eligibility, including but not limited to, requests for financial statements and company profiles.

The proposal should include a proposal for the entire package. Seaside School District reserves the right to split the award between Respondents should it deem it to be in the best interest of the school District. Seaside School District reserves the right to determine the final equipment mix and the total number of handsets, UPS, Hardware, PoE switches, and system redundancy applications to be placed into service.

Any decision made by Seaside School District, including the selection of a Contractor, shall be final.

L. Time for Proposal Acceptance

A Respondent may submit a proposal response conditioning the time for proposal acceptance contained in the RFP.

Seaside School District reserves the right to consider a proposal response containing a condition that limits its time for proposal acceptance.

Seaside School District may, solely at its option, accept a shorter time for proposal acceptance, even though the RFP may state a longer period.

Seaside School District reserves the right to either accept or reject the proposal response containing the time condition.

M. Public Information

Pursuant to ORS 279B.060 (6)(a) the District will make available a list of Respondents that submitted a proposal, but the proposals themselves will not be available for public inspection until after the District issues a notice of intent to award the contract. All information submitted relating to this Request for Proposal, except for proprietary information as defined, shall become part of the public record in accordance with laws and regulations. Proprietary information submitted by a Respondent shall remain confidential only as permitted by law or regulation. Proprietary information must be clearly identified as such and qualified by an explanation supported by law that deems such information shall remain confidential. The District will evaluate and honor such requests within the parameters allowable by law.

N. Requirements for Service

Respondents to this RFP must be regularly in the business of providing the systems and services proposed, must be licensed and bonded to work in the State of Oregon, and must provide references listing projects of similar size and/or scope. The District may purchase services and equipment complementing those to be provided under this RFP, in compliance with Oregon State Proposal laws.

O. Implementation Methods

In the event that the District chooses to implement a Respondent's solution via this Request for Proposal the awarded Respondent shall be solely responsible for the means, methods, techniques, sequences, and procedures of implementation and service and shall be responsible for ensuring that all work complies with requirements specified in this Request for Proposal and approved by the District.

Respondents are asked to present a high-level project implementation plan including estimated timelines.

P. Respondent's Personnel and Single Point of Contact

The awarded Respondent shall provide competent, system certified personnel to install and manage the systems and services on an ongoing basis. Respondents are to provide a single point of contact for service related, billing, and management issues for the proposed services.

Q. Respondent's Legal Requirements

In the event that the District chooses to implement a Respondent's solution via this Request for Proposal, the awarded Respondent shall furnish all necessary materials, equipment, labor, transportation, insurance, and incidentals for the execution and completion of the work. Respondents must comply with all federal, state, and local statutes or ordinances which, may apply to the proposed work.

R. Permits, Licenses, Taxes and Assessment

In the event that the District chooses to implement the Respondent's proposed solution via this Request for Proposal, the awarded Respondent shall be responsible for all duties assessed by United States Customs, permits, approvals, licenses, sales or other taxes and assessments imposed by any government agency, foreign and domestic, which are applicable to the performance of the awarded Respondent's responsibilities under the agreement.

Prices proposed should not include property or other exempt taxes. The Seaside School District is a tax-exempt organization. It is the Respondent's responsibility to comply with all local, state and federal laws, regulations, codes, licensing, and other requirements. The Respondent must be prepared to substantiate compliance upon request by the Board's representative.

S. Ownership of Work Product

All work products by inclusion but not limitation consisting of responses to this RFP, project plans, technical specifications, and as built drawings which result from an agreement, shall become the exclusive property of the District.

Any recipient of the RFP is responsible for any and all costs incurred by it or others acting on its behalf in preparing or submitting a proposal, or otherwise responding to the RFP, or any negotiations incidental to its proposal or the RFP.

T. Technical Support

The District requires that technical and billing support is available to answer questions and resolve billing and support issues. The support need not be local as long as the Respondent guarantees the service level meets the District requirements. In the event that the District decides to purchase any or all products and services listed in this RFP, the awarded Respondent will be required to identify and maintain dedicated contact persons readily accessible during normal District business hours. Their responsibilities will include but not be limited to billing problem resolution, coordination of service orders, facility identification, access arrangements and problem coordination, and support, as necessary to assure effective delivery of the service to the District.

U. Maintenance, Repair, Reporting, Escalation and Response Time

The District requires the Respondents to supply an escalation contact list and definitions of major and minor repairs with the appropriate telephone numbers and response times for each type of system failure. In addition, please provide the process for system software upgrades from the manufacturer.

V. Questions

Questions regarding the VoIP RFP must be sent via email only to Mike Smith at Northwest Information Services, Inc. Answers to all questions will be sent to all registered Respondents via email and posted on the Seaside School District web site at:

[http: www.seaside.k12.or.us](http://www.seaside.k12.or.us)

Questions regarding the RFP must be submitted in writing and received by Northwest Information Services, Inc (NIS), no later than Tuesday, December 12, 2019 at 5 P.M. (PST). Questions received after this date will not be considered. Submit questions in writing by email to Northwest Information Services, Inc.

Attn: Mike Smith, Senior Consultant
Mike.Smith@nis.consulting

W. Protests

1. REQUEST FOR CHANGE OR PROTEST OF RFP

- A. Unless stated otherwise in the RFP, Seaside School District must receive a written request for change or protest to the RFP no later than ten (10) days prior to the RFP due date and time. The written request should be submitted by email to:

Attn: Mike Smith, Senior Consultant
Mike.Smith@nis.consulting

- B. The written request for change shall include the reasons for the request, and any proposed changes to the proposal specifications or contract terms.
- C. Any Respondent may protest Specifications or Contract terms and conditions. The protest must be in writing and include a detailed statement of the legal and factual grounds for the protest, a description of the resulting prejudice to the Respondent and a statement of the desired changes to the Contract terms and conditions, including any Specifications. Any issue that could have been raised as a request for change or protest to the RFP shall not be grounds for protest of award.
- D. Seaside School District shall provide notice to the applicable person if it entirely rejects a protest. If the Seaside School District agrees with the Respondent's request or protest, in whole or in part, Seaside School District shall either issue an Addendum, reflecting its determination or cancel the RFP.

2. PROTEST OF AWARD

- A. An adversely affected or aggrieved Respondent may protest Contract Award within the protest period stipulated herein. In order to be an adversely affected or aggrieved Respondent, the Respondent must claim to be eligible for award of the contract as the highest-scoring responsible and responsive Respondent and that any and all higher-scoring Respondents are ineligible to receive contract award.
- B. Per OAR 137-047-0470, a protest shall be filed within seven (7) calendar days following issuance of the written Notice of Contract Award.
- C. A Respondent who is adversely affected or aggrieved by the award of the contract to another Respondent may protest award, in writing, within the protest period established. The written protest shall state the grounds upon which the protest is based. No protest of award shall be considered after the established protest period has expired. The written request should be submitted by email to:

Attn: Mike Smith, Senior Consultant
Mike.Smith@nis.consulting

- D. A written protest shall specify the grounds for protest to be considered by the District pursuant to ORS 279B.410 (2). An issue that could have been raised as a protest to the RFP shall not be grounds for a protest of award.

8. Standard Terms and Conditions

SEASIDE SCHOOL DISTRICT 10

STANDARD TERMS AND CONDITIONS FOR BOND PROJECT CONTRACTS

Legal Relationship with independent Contractor. The Seaside School District 10 (District) and the Contractor always intend the legal relationship between the parties to be and for all purposes under this Agreement that of an independent Contractor. Contractor represents and warrant Contractor meets the independent contract standards in ORS 670.600. The Contractor shall complete a Determination of Independent Contractor form to certify their status as an independent Contractor.

Agreement Performance.

- a. Services. Contractor 's performance of Services shall be as a professional Contractor to the District to carry out the project described in the RFP - SCOPE OF WORK ("Project") to achieve District's Project objectives.
- b. Sub-Contractor. Contractor shall provide a list of Sub-Contractor that Contractor intends to utilize on the Project (the "Sub-Contractor"). This list shall include such information on the qualifications, certifications, licensing and required insurance of the Sub-Contractor as may be requested by District. District reserves the right to review the Sub-Contractor proposed, and the Contractor shall not retain a Sub-Contractor to which District has a reasonable objection.
- c. Key Personnel. Contractor shall make available Key Personnel as identified in its Proposal. Contractor shall provide to District a list of the proposed Key Personnel to be assigned to the Project. This list shall include such information on the professional background of each Key Person as may be requested by District. If any Key Person becomes unavailable to Contractor, the Parties shall mutually agree upon an appropriate replacement. Contractor shall remove any individual or Sub-Contractor from the Project if so, directed by District in writing following discussion with Contractor, if Contractor shall have a reasonable time period within which to find a suitable replacement.
- d. Agreement Performance. Contractor shall always perform the Services diligently and without delay and shall punctually fulfill all Agreement requirements consistent with the schedule for the performance of services. Expiration or termination of the Contract shall not extinguish, prejudice, or limit either party's right to enforce this Agreement with respect to any default or defect in performance. Time is of the essence in the performance of this Agreement.

Subcontracts and Assignment. Neither party shall subcontract or assign any part of the Agreement without the prior written approval of the other party. Any attempted assignment of this Agreement without the prior written approval of the District shall be void.

Termination. This Agreement may be terminated as follows unless otherwise specified herein:

- a. Mutual. The District and Contractor may terminate this Agreement at any time by written agreement.
- b. District's Sole Discretion. The District in its sole discretion may terminate this Agreement for any reason on seven (7) calendar days' written notice to Contractor. The District shall pay Contractor for all work satisfactorily performed prior to the termination date.

- c. **Breach.** Either party may terminate this Agreement in the event of a breach by the other party. To be effective, the party seeking termination must give the other party written notice of the breach and its intent to terminate. If the breaching party does not entirely cure the breach within fifteen (15) calendar days of the date of the notice, then the non-breaching party may terminate this Agreement at any time thereafter by giving a written notice of termination. The District shall pay Contractor for all work satisfactorily performed prior to the termination date.
- d. Termination by either party shall not constitute a waiver of any claim either party may assert against the other party.

Access to Records. The District shall have access to the books, documents, and other records of Contractor which are related to this Agreement for the purpose of examination, copying, and audit, unless otherwise limited by law. Contractor shall maintain such books and records for a minimum three (3) years, or such longer period as may be required by applicable law, following final payment and termination of this Agreement, or until the conclusion of any audit, controversy, or litigation arising out of or related to this Agreement, whichever is later. Contractor shall maintain all fiscal records directly relating to this Agreement in accordance with generally accepted accounting principles. In addition, Contractor shall maintain any other records pertinent to this Agreement in such a manner as to clearly document Contractor's performance.

Public Employee Retirement System. Contractor represents and warrants that (a) Contractor is not active as an employee in the Public Employee Retirement System, and (b) Contractor has not received wages from the District or any other public entity during this calendar or fiscal year.

Confidentiality. No reports, information, and/or data to or prepared or assembled by the Parties under this Agreement shall be made available to any individual or organization by either Party without the prior written approval of the other Party or when required by state or federal law. Contractor shall not access the District's computer records or network without specific written permission from the District.

Compliance with Applicable Laws. This Agreement shall comply with all federal, state, county, and local laws, ordinances, and regulations applicable to the work to be performed under this Agreement. The District's performance under this Agreement is conditioned upon Contractor's compliance with the following:

- a. **Nondiscrimination.** Contractor must comply with all applicable requirements of federal and state civil rights law and rehabilitation statutes and shall not discriminate based on race, color, creed, religion, gender, sexual orientation, gender identity, gender expression, national origin, marital status, familial status, age, veteran or military status, genetic information, source of income, or political affiliation in programs, activities, services, benefits, or employment disability, or use of a service animal by a person with a disability. As required by ORS 279A.110, Contractor shall not discriminate against a Sub-Contractor in awarding a subcontract because a Sub-Contractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns, or an emerging small business that is certified under ORS 200.055.
- b. **Tax Compliance Warranty.** As required by ORS 279B.045, Contractor represents and warrants that Contractor has complied with the applicable tax laws of this state or a political subdivision of this state, including but not limited to ORS 305.620 and ORS chapters 316, 317, and 318. Contractor covenants that Contractor will continue to comply with the tax laws of this state or a political subdivision of this state during the term of this Agreement. Failure by Contractor to comply with the applicable tax laws of this state or a political subdivision of this state before the execution of this Agreement or during the term of this Agreement is a default for which the District may terminate this Agreement and seek damages and other relief available under the terms of this Agreement or under applicable law.
- c. **Payment of Labor.** As required by ORS 279C.505, Contractor shall:

1. Make payment promptly, as due, to all persons supplying labor or material to Contractor for the performance of the services provided for in this Agreement;
 2. Pay all contributions or amounts due the Industrial Accident Fund from Contractor or Sub-Contractor incurred in the performance of this Agreement;
 3. Not permit any lien or claim to be filed or prosecuted against the District on account of any labor or material furnished; and
 4. Pay to the Department of Revenue all sums withheld from employees under ORS 316.167.
- d. Hours of Labor; Pay Equity; Salary Discussions. As required by ORS 279C.520(3):
1. Maximum Hours. Employees shall be paid at least time and a half for all overtime worked in excess of 40 hours in any one week and for work performed on Saturdays, Sundays, New Year's Day (January 1), Memorial Day (last Monday in May), Independence Day (July 4), Thanksgiving Day (fourth Thursday in November), and Christmas Day (December 25).
 2. Exemption. These requirements do not apply to individuals who are excluded under ORS 653.010 to 653.261 or under 29 USC 201 to 209 from receiving overtime.
 3. Notice to Employees. Contractor shall give notice in writing to its employees, who perform work under this Agreement, either at the time of hire or before commencement of work under this Agreement, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work.
 4. No Discriminatory Wage Rates. Contractor shall comply with ORS 652.220 (prohibition of discriminatory wage rates based on sex; employer not to discriminate against employee who is a complainant). Compliance is a material element of this Agreement. Failure to comply is a breach that entitles the District to terminate this Agreement for cause.
 5. Employee Not to Be Prohibited from Discussing Compensation. Contractor may not prohibit any of Contractor's employees from discussing the employee's rate of wage, salary, benefits, or other compensation with another employee or another person, and may not retaliate against an employee who does so.
- e. Payment for Medical Care and Workers' Compensation. As required by ORS 279C.530:
1. Contractor shall promptly, as due, make payment to any person, co-partnership, association, or corporation furnishing medical, surgical, and hospital care services or other needed care and attention, incident to sickness or injury, to the employees of Contractor, of all sums that Contractor agrees to pay for the services and all moneys and sums that Contractor collected or deducted from the wages of employees under any law, contract, or agreement for the purpose of providing or paying for the services.
 2. All subject employers working under this Agreement are either employers that will comply with ORS 656.017 or employers that are exempt under ORS 656.126.

Insurance. Unless otherwise specified in a solicitation document (if any), always while providing services under this Agreement Contractor shall maintain in force, at Contractor's expense the following insurance coverage:

- a. Workers Compensation. As required by ORS 656.017, subject employers shall provide Workers Compensation coverage in accordance with ORS Chapter 656 for all subject workers. Contractor shall have this insurance unless exempt under ORS 656.027 or 656.126. Contractors that are statutory subject employers shall submit a certificate of insurance to the District showing proof of coverage and shall carry limits of \$500,000 for Employers Liability under the workers compensation policy form. If Contractor is not a subject employer, does not have coverage, and claims to be exempt, Contractor shall complete a Workers' Compensation Exemption Certificate in lieu of providing the above certificate of insurance.
- b. Professional Liability/Errors & Omission ("E&O"). If Contractor is performing services that require a state license, certifications, and or specialized training, then Contractor shall maintain professional liability/E&O insurance coverage of at least \$1,500,000 for each claim, incident, or occurrence, and at least \$2,000,000 annual aggregate coverage. This policy shall provide extended reporting period coverage for claims made within two (2) years after this Agreement is completed or otherwise terminated according to its terms. If Contractor is performing services that do not require a state license, then Provider does not have to maintain professional liability/E&O insurance.
- c. Commercial General Liability. Contractor shall maintain general liability insurance coverage on an occurrence basis with a combined single limit of not less than \$1,500,000 for bodily/personal injury and property damage, with an annual aggregate \$3,000,000. Contractor's general liability insurance must include contractual liability insurance.
- d. Commercial Automobile Liability. Contractor shall maintain automobile liability insurance with a combined single limit, or the equivalent of not less than \$1,500,000 each occurrence for Bodily Injury and Property Damage, including coverage for owned, hired or non-owned vehicles.
- e. Certificate(s) of Insurance. This Agreement is not binding, and the Contractor will not commence work until the District receives certificate(s) of insurance (emailed from Contractor's insurance carrier(s) directly to the District) demonstrating Contractor meets all the insurance requirements in this Section of the Agreement. Each provider of certificate or policy holder shall provide there shall be no cancellations, termination, material change or reduction of limits of the insurance without prior written notice to the District. For all general liability coverage, the certificate shall also provide an endorsement (either a form No. CG 2010 (04/13) together with CG 2037 (04/13)) to this effect and name the District, its agents, officers, Board of Directors and employees as additional insured with respect to Contractor's services provided under this Agreement.

Indemnity and Hold Harmless.

- a. Contractor agrees to indemnify, defend, and hold harmless the District and its officers, agents, Board of Directors and employees against all liability, loss and costs arising from actions, suits, claims or demands for the acts or omissions of Contractor, and Contractor's officers, agents and employees, in performance of this Agreement. Subject to the limitations of the Oregon Tort Claims Act and the Oregon Constitution, the District agrees to indemnify, defend and hold harmless the Contractor and its officers, agents, and employees against all liability, loss and costs arising from actions, suits, claims or demands for the acts or omissions of the District and the District's officers, agents and employees, in performance of this Agreement that arise out of the sole negligence of the District.

- b. Nothing in Subsection (a) above requires Contractor or Contractor's surety or insurers to indemnify District, its officers, agents, and employees against liability for damages for death or bodily injury to persons or damage to property caused in whole or in part by the negligence of District, its officers, agents, and employees. Nothing in the foregoing limits or otherwise affects any requirement in Subsection (a) that requires Contractor to indemnify District, its officers, agents, and employees against liability for damages for death or bodily injury to persons or damage to property arising from the fault of the Contractor or Contractor's agents, representatives, employees, or Sub-Contractor.

Licenses. At all times during the term of this Agreement Contractor represents it has any currently required licenses, certificates or other evidence of the necessary skills, abilities and professional knowledge needed to carry out the terms of this Agreement.

Background and Criminal Records Checks. The Contractor agrees to comply with the District's policy regarding background and criminal background checks for all employees who will be providing services to the District. Failure to successfully pass required checks will prohibit Contractor's employees from working on school property. No unsupervised contact with students is permitted.

Security. Contractor agrees to abide by all District rules and regulations while on District property. Unsupervised access to students will require fingerprinting and a criminal record check as required by law. Contractor will be responsible for all costs associated with this requirement. If approved access to students is granted, all personnel shall be required to prominently display District issued identification while on District property. All property issues will remain the property of District and upon termination or expiration of this Agreement, Contractor will return all identification and other property to the District.

Confidentiality of Student Records. Contractor agrees to adhere to requirements of state and federal law to protect all personally identifiable information and to share information only with authorized representatives of the District. The Parties recognize the Family Educational Rights and Privacy Act (FERPA) imposes strict penalties for improper disclosure or re-disclosure of confidential student information for at least five (5) years (34 CFR 99.33(e)). Therefore, consistent with the requirement of FERPA, the Contractor will safeguard all records maintained by the Contractor and personally identifiable information obtained by the Contractor in the performance of this Agreement may not be re-disclosed to third parties without the permission of an authorized representative of the District or written consent of the students' parent/guardian, and must be used only for the purposes identified in this Agreement. Copies of all records created by the Contractor that pertain to students will be provided to the District.

When Work Is Performed on District Property? Contractor agrees to comply with the following:

- a. Identification. Contractor shall carry photo identification and will present such upon request. Contractors that do not have specific uniforms for employees shall provide identification tags, as described above, and / or any other mechanism, the District in its sole discretion determines is required to easily identify Contractors.
- b. Sign-In Required. Contractors are required to sign in at designated location each day.
- c. Tobacco Use on School Grounds. ORS 581.021.0110 and ORS 326.051. No employee, Sub-Contractor, material supplier, or project visitor is permitted to smoke, inhale, dip, chew, use electronic nicotine delivery systems, or sell tobacco at any time, including non-school hours on school property.
- d. No Weapons or Firearms. Except as provided by Oregon Statutes and District Policy, weapons and firearms are prohibited on District property.
- e. Clothing. No suggestive clothing (drugs, alcohol, tobacco, racist, sexual, political, etc.) are permitted on District property.

Hazardous Materials. Contractors shall notify District prior to using products containing hazardous chemical(s) to which District employees may be exposed. Products containing hazardous chemicals are those products defined by Oregon Revised Statutes, Chapter 465. Contractor shall supply Safety Data Sheets (SDS) OAR Chapter 437, Division 2, subdivision Z.

Waiver, Severability. Waiver of any default or breach under this Agreement by District does not constitute a waiver of any subsequent default or a modification of any other provision(s) of this Agreement. If any term or provision of this Agreement is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provision shall not be affected, and the rights and obligations of the Parties shall be construed and enforced as if the Agreement did not contain the particular term or provision held invalid.

No Third-Party Beneficiaries. The District and Contractor are the only parties to this Agreement and are the only parties entitled to enforce its terms. Nothing in this Agreement gives or provides any benefit or right, whether directly, indirectly, or otherwise, to third persons unless such third persons are individually identified by name in this Agreement and expressly described as intended beneficiaries of this Agreement.

Successors in Interest. The provisions of this Agreement shall be binding upon and inure to the benefit of the Parties and their successors and approved assigns, if any.

Remedies. In case of Contractor's breach and in addition to the other provisions of this Agreement, The District shall be entitled to any other available legal and equitable remedies. In case of the District's breach, Contractor's remedy shall be limited to termination of this Agreement and receipt of payments to which Contractor is entitled.

Attorney Fees. The Parties agree if any suit or action at law, in equity, or through arbitration is filed to enforce any of the terms of this Agreement, the prevailing party shall be entitled to recover from the other party its reasonable attorney fees, costs, and disbursements in addition to any other relief to which that party may be entitled. If the prevailing party is represented by "in-house" counsel, it shall nevertheless be entitled to recover reasonable attorney fees based upon reasonable time, rates and charges generally accepted in the Clatsop County, Oregon area for the type of legal services performed.

Liquidated Damages. Not Applicable

Notices. All notices or demands of any kind required or desired to be given by the District or Contractor must be in writing and shall be deemed delivered upon depositing the notice or demand in the United States mail, certified or registered, postage prepaid, addressed to the respective party at its address listed below:

Seaside School District 10

Attn: Justine Hill
1801 S Franklin Street
Seaside, OR 97138
(503)785-5591

Governing Law. The provision of this Agreement shall be construed in accordance with the laws of the State of Oregon. Any legal action involving any question arising under this Agreement must be brought in the appropriate court in the State of Oregon. If the claim must be brought in a federal forum then it shall be brought and conducted in the United States District Court for the State of Oregon. CONTRACTOR AGREES TO THE JURISDICTION OF THESE COURTS.

Merger Clause. There are no covenants, promises, agreements, conditions, or understandings between the Parties, either oral or written, other than those contained in this Agreement and its attachments (s). All attachment(s) hereto together constitute the entire agreement between the Parties.

Force Majeure. Neither the District nor Contractor shall be responsible for delay or default caused by any contingency beyond their control, including, but not limited to war or insurrection, strikes or lockouts by the Parties' own employees, walkouts by the Parties' own employees, fires, natural calamities, riots or demands or requirements of governmental agencies other than the District.

Ownership of Work Product. Any and all goods and services developed for District pursuant to this Agreement are intended as works made for hire. Works made for hire are the exclusive property of the District. Contractor hereby irrevocably assigns to the District all its right, title and interest in and to any and all the work product, whether arising from copyright, patent, trademark, trade secret, or any other state or federal intellectual property law or doctrine.

Contractor forever waives any and all rights relating to the work product including any and all rights of approval, restriction or limitation on use or modification.

If any such work products contain intellectual property of the Contractor that is or could be protected by federal copyright, patent, or trademark laws, Contractor hereby grants the District a perpetual, royalty-free, fully paid-up, non-exclusive and irrevocable license to copy, reproduce, deliver, publish, perform, dispose of, use, re-use, in whole or in part, and to authorize others to do so, all such work products. The District shall have no rights in any pre-existing work product of Contractor provided to the District by Contractor in the performance of this Contract except to copy, use, and re-use any such work product for the District's use only.

If this Agreement is terminated by either party or by default, the District, in addition to any other rights provided by this Agreement, may require the Contractor to transfer and deliver such partially completed work products, reports, or other documentation that the Contractor has specifically developed or specifically acquired for the performance of this Agreement.

Representations. Contractor represents and warrants to the District any and all work under this Agreement shall be performed in an efficient competence manner and in accordance with the standard of care of professionals engaged in the same or similar work in the area. In addition, Contractor warrants employees assigned to perform service(s) under this Agreement will have the required qualifications and licenses to perform their normal professional duties. Upon request Contractor will provide the District with additional information concerning Contractor's employees' qualifications and expertise to assist the District in conforming with internal rules and policies. Contractor's employees will comply with all Federal and State rules and regulations.

Modification. No waiver, consent, modification or change in the terms of this Agreement shall bind either party unless in writing signed by both Parties. A written waiver, consent, modification or change shall be effective only in the specific instance and for the specific purpose given.

Responsibility of Taxes and Withholding. Contractor shall be responsible for all federal or state taxes applicable to compensation paid to Contractor under this Agreement. The District will not withhold from such compensation any amount(s) to cover Contractor's federal or state tax obligations. Contractor is not eligible for any social security, unemployment insurance or workers compensation benefits from compensation paid to Contractor under this Agreement.

Funding. This Agreement is subject to availability of appropriated funds. If payment for work under this Agreement extends into the District's next fiscal year, District's obligation to pay for work under this Agreement is subject to future budget appropriations. The District reserves the right to adjust the work provided for in this Agreement or terminate this Agreement if there are insufficient or no appropriations to fund this Agreement. Agreements funded pursuant to a grant or grants are not at all time subject to availability of grant funds.

Employee Removal. Contractor will immediately remove any Contractor's employee, agent or officer from all District's facilities in cases where District determines, in its sole discretion, that removal of the employee, agent or officer is in District's best interest.

These terms and conditions will apply to any and all contracts or purchase orders issued pursuant to this RFP. These terms and conditions along with this RFP and the Respondent response to this RFP are incorporated by reference into any agreement and/or purchase order for the services described in this RFP.

A. Standard Definitions

This section contains definitions of some of the terms commonly used in our competitive procurements.

1. **ALTERNATE:** Goods or services that deviate with respect to features, performance, or use from the goods or services specified in the procurement document.
2. **BID:** A written offer to perform a contract to provide goods or services to the Seaside School District in response to an RFP.
3. **RESPONDENT:** A supplier who submits a proposal to the Seaside School District.
4. **CONTRACT:** An agreement, or mutual assent, between two or more competent parties with the elements of the agreement being offer, acceptance, and consideration.
5. **RESPONDENT:** An individual, company, corporation, firm or combination thereof with whom the Seaside School District 10 develops a contract for the procurement of goods or services.
6. **RESPONDENT REPRESENTATIVE:** An individual designated by the bidder or Contractor to act on its behalf and with the authority to legally bind the bidder or Respondent concerning the terms and conditions set forth in proposal and contract documents.
7. **EQUAL:** Goods or services that meet or exceed the quality, performance, and use of the brand, model or specifications in the procurement document.
8. **FREE ON BOARD (F.O.B.) DESTINATION:** District accepts legal title of goods at point of delivery. Respondents determines mode of freight and accepts responsibility for payment of freight charges. Respondent accepts responsibility for processing of freight claims.

All deliveries shall be F.O.B. destination with all transportation and handling charges paid by Respondent, unless otherwise specified in the solicitation documents. If specifically authorized to ship goods F.O.B. point of origin, Respondent agrees to prepay all shipping charges, route cheapest method, and to bill District as a separate item on the invoice for said charges. District will refuse to accept any C.O.D. shipment. Responsibility and liability for loss or damage shall remain with Respondent until final inspection and acceptance, when responsibility shall pass to District except as to latent defects, fraud, and Respondent's warranty obligations.
9. **LEAD TIME:** The period between when the Respondent receives the order and the agency receives the goods.
10. **POLITICAL SUBDIVISION:** Any unit of local government within the State of Oregon that receives state funds; e.g. Cities, Counties, School Districts, Special Purpose Districts, Local Service Districts, and is authorized to purchase from District contracts by inter local agreements.
11. **Purchasing agent:** An individual designated by the Seaside School District to act on behalf of the District to develop and administer contracts within the limits established by law.
12. **SUPPLIER:** A business that provides or furnishes goods, materials, or services.
13. **SUBRESPONDENT:** A person or business who is providing or performing an essential aspect of the contract under the direction of the Respondent.
14. **TIME IS OF THE ESSENCE:** Time is of the essence in the performance of this Contract.

15. **GENERAL PRODUCT REQUIREMENTS.** All items delivered shall conform to the Specifications and shall be in first class condition. In case of conflict between the specification and these Standard Terms and Conditions, the Specifications shall prevail. The apparent silence in these Standard Terms and Conditions and Specifications as to any detail or the apparent omission of a detailed description concerning any point shall be regarded as meaning that only the best commercial practice is to prevail and that only items manufactured with material and workmanship of first quality are to be supplied. All items that are required by the Specifications to have any certification or special handling instructions shall indicate that certification on the item or in the accompanying documentation.

B. Sample Service Level Agreement

An agreement between the District and a service provider, defining the nature of the service provided and establishing a set of metrics to be used to measure the level of service provided measured against the agreed level of service.

Standard of Performance

The Standard of Performance for the Base System of the Products is defined as a 99.5% availability level during the term of the services, and the hardware and software of Products have a 98% trouble-free performance during the term.

The DISTRICT and RESPONDENT agree to the following service performance metrics for services provided by RESPONDENT.

Time to Repair Critical Outages (Major Problem):

For the term of the service, shall provide the District with a guaranteed two (2) hour maintenance response time for the Service/Products purchased hereunder. Within two (2) hours after notification by DISTRICT that DISTRICT is experiencing Service/Product problems, RESPONDENT's qualified field engineer shall arrive at DISTRICT's location to correct such problem or shall connect to the problem system via modem, or network connection. This guaranteed two (2) hour response service shall be available to DISTRICT twenty-four hours per day, seven (7) days per week, and every day of the year including holidays (24x7x24).

Time to Repair - (Minor Problem)

For the term of the service, RESPONDENT shall provide the DISTRICT with a guaranteed eight (8) business hours maintenance response time for the Products purchased.

C. Sample Installation Quality and Acceptance Sheet

Client:					
Building #:					
Inspector Name:					
Date:					
Building Name:					
Technician Name:					
Test Description	Pass/Fail	Technician	Date	Inspector	Date
Make a Test Call					
Test Attendant Console					
Test External Ringing					
Test Queue Warning Indicator					
Test Loudspeaker Paging					
Test Music on Hold					
Test Emergency Transfer					
Test Remote Site Tie Trunks					
Test E911					
Procedure - Dial Repeating Outgoing Tie Trunk					
Test Diving					
Test Central Office (CO) Trunk					
Terminating Trunk Transmission Test					
Test Call Detail Recording					
Test Adjuncts					
Compare Administration and Wiring					
Test Administration Terminal					
Test Remote Administration					
Test Night Service					
Test CDR					
Test Voice Mail Administration					

9. Respondent Response Requirements

A. Executive Summary

Respondent shall provide an executive summary which will explain why Respondent's alternative solution best serves the objectives of the District.

B. Project Plan

Responses to this RFP are to include a high-level project plan that will detail tasks, dates and responsibilities for the implementation of the system.

C. Detailed Solution Description

Respondent shall present a detailed description of its proposed products and services. Respondent need not present detailed explanations of standards-based elements.

D. Request for Proposal Requirements Questionnaire

Respondents shall provide a written answer for each question in the RFP Response Form sections. Do not skip questions. If using supplemental pages, reference the section number being addressed. An RFP evaluation criterion emphasizes the Respondent's competency. Clear explanations of "NO" of a requirement will be considered in 20% of the evaluation points given to a proposal. It is in the Respondent's best interest to confirm its competency to fully satisfy a requirement or explain in detail its alternative means of accomplishing the inherent need addressed by the requirement.

E. Price Proposal

Responses which do not offer pricing on each item or pricing that in total will meet the service requirement may be accepted. If a service or feature is provided at no extra charge, answer "no charge". Respondent must provide pricing information for the initial product purchase, and pricing applicable to continuing services under a term agreement that enables the District the option to evaluate the alternative based on a five-year term cost of ownership, with a specified pricing option to extend for additional terms of one (1) to five (5) years.

F. Response to the RFP

Respondents shall include responses to all requested information in their RFP response forms. Respondent will provide enough detail for the District to determine that all RFP requirements have been met. Failure to provide all information may result in the response being eliminated from further consideration. Respondents should not include a copy of the RFP as part of their response; the response forms are designed to provide the required response information.

G. Authorized Signature

In the case of a corporation, the corporate name shall be subscribed to be the President or other managing officer, and there shall be set forth, under the signatures of such officer, the name of the office he/she holds or the capacity in which he/she acts for such corporation.

H. Response Envelope

Response envelopes must be sealed and have the title "Seaside School District VoIP RFP" conspicuously printed on the outside. Responses not so marked may be accidentally opened and the response may be disqualified.

I. Signed and Dated

The signed and dated Response Acknowledgement and Authorization shall be included in the response package.

J. Marketing Collateral

Respondents may provide limited applicable marketing collateral; pro-forma agreements or other documentation Respondent considers useful to the reviewers. Please limit the amount of marketing collateral in the response to that which directly addresses the requirements of this RFP.

K. Responses

The Respondent is responsible to provide complete responses to all articles, requirements, etc., contained in this RFP document, presented on Response Forms and attachments as needed.

L. References

The Respondent shall provide a minimum of three (3) references (preferably two of which are within Oregon education community) that receive services comparable to the District's requirements that can verify the Respondent's ability to deliver the recommended services. Include contact name, telephone number, approximate date of installation, and a brief description of the services provided.

M. Response Form(s)

In Attachment 5, Price Proposal forms have been provided and all pricing information and system information must appear on these forms. Proposal response forms are assembled and presented in Attachment 5 Price Proposal schedules.

The pages are provided with this organized structure to simplify response formats and enable efficient and comprehensive evaluation by the District. Respondent is expected to include all the Response Form pages in the RFP response. Please do not incorporate any other pages from the RFP in your responses. The footer clearly identifies all required forms with a "PRF" designation in the page number section.

In addition, the District would like to see Respondents provide a Project Plan for system Implementation that they feel will provide adequate time in meeting the requirements of the District. The desire of the District is to try to complete the implementation of the VoIP platform by August 15, 2020. The District understands that this timeline is aggressive and would look to the Respondents to provide the District with recommendations if that summer deadline is not realistic.

N. Insurance and Indemnification

The Respondent shall be responsible for all damage to property, injury to persons, and loss, expense, inconvenience, and delay that may be caused by, or result from, the carrying out of the Work to be done under this Contract, or from any act, omission or neglect of the Respondent, its Sub respondents, personnel, or agents.

To the fullest extent permitted by law, the Respondent shall indemnify, hold harmless, and defend (with counsel of the District's choice), the Seaside School District, and the District's Authorized Representative, and their agents and employees from, and against, any and all claims arising from said damage, injury, loss, expense, inconvenience or delay.

Primary Coverage: Insurance carried by the Respondent under this Contract shall be the primary coverage, and the Seaside School District's insurance is excess and solely for damages or losses for which the District is responsible.

The coverage's indicated are minimums unless otherwise specified in the Contract Documents.

All parties to this Contract hereby agree that the Respondent's coverage will be primary, in the event of loss.

Workers' Compensation: The Respondent, its Sub Respondent's, if any and all employers providing work, labor, or materials under this Contract are subject employers under the Oregon Workers' Compensation Law and shall comply with ORS 656.017, which requires them to provide workers' compensation coverage that satisfies Oregon Law for all their subject workers.

Workers' compensation coverage shall include Employer's Liability Insurance with coverage limits of not less than \$100,000 for each accident.

Contractors who perform the Work without the assistance or labor of any employee need not obtain such coverage if the Contractor certifies so in writing. The Contractor shall require proof of such Workers' Compensation by receiving and keeping on file a Certificate of Insurance from each Subcontractor or anyone else directly employed by either the Contractor or its Subcontractors.

There shall be no cancellation, material change, potential exhaustion of aggregate limits or intent not to renew insurance coverages without 30 days' written notice from the Contractor or its insurer(s) to the Owner.

Any failure to comply with the reporting provisions of this insurance, except for the potential exhaustion of aggregate limits, shall not affect the coverage's provided to the Owner, and its divisions, officers, and employees.

O. Certifications of Insurance

As evidence that insurance coverage has been secured, as required by this Contract, the Contractor shall submit Certificate(s) of Insurance to the Owner prior to its issuance of a Notice to Proceed.

The Certificate(s) will specify all the parties who are Additional Insured's or Loss Payees.

Insurance coverage required under this Contract shall be obtained from acceptable insurance companies or entities authorized to do business in Oregon.

The Contractor shall cause the insurer to strike out the clause "endeavor to send notice of cancellation" where such or a similar clause appears in any certificate.

The Contractor shall be financially responsible for all deductibles, self-insured retentions and/or self-insurance included hereunder.

Any deductible, self-insured retention and/or self-insurance in excess of \$50,000 shall be disclosed to the Owner in writing prior to issuance of a Notice to Proceed and is subject to the Owner's approval.

P. Liability Insurance

The Responder will provide liability insurance based on the Seaside School District policy guidelines. Please review Seaside School District Standard terms and Conditions documents starting on page 19 of this document.

Q. Insurance Carrier Rating

Coverage must be provided by an insurance company admitted doing business in Oregon or rated A- or better by Best's Insurance Rating. Contractor shall pay all deductibles and retentions. A cross-liability clause or separation of insured's condition must be included in all commercial general liability policies required by this Contract. Contractor's coverage will be primary in the event of loss.

R. Preferences

Pursuant to ORS 279A.120, the District will prefer goods that have been manufactured or produced in this state if price, fitness, availability, and quality are otherwise equal. Pursuant to ORS 279A.125, the District will prefer goods that are certified to be made from recycled materials if the recycled product is available, meets applicable standards, can be substituted for a comparable non-recycled product; and the cost does not exceed the costs of non-recycled products by more than five percent.

S. Non-Collusion Affidavit

All proposals submitted shall have been prepared independently of each other, and shall have been submitted without any clandestine collaboration, agreement or collusion, intended or designed, to limit independent proposing or competition.

All Respondents shall submit by email, a signed copy of the Non-Collusion Affidavit (see below).



**EMAIL A COPY OF THIS FORM, COMPLETED, TO
mike.smith@nis.consulting
PRIOR TO RFP DUE DATE AND TIME**

NON-COLLUSION AFFIDAVIT

SEASIDE SCHOOL DISTRICT
VoIP System New Construction and Remodeling Project RFP 2019

State of Oregon

County of: _____

I state that I am _____ of _____ and that I am authorized to make this affidavit on behalf of my firm, and its owners, directors, and officers. I am the person responsible in my firm for the price(s) and the amount of this proposal.

I state that:

1. The price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other contractor, Respondent or potential Respondent, except as disclosed on the attached appendix.
2. That neither the price(s) nor the amount of this proposal, and neither the approximate price(s) nor amounts of this proposal, have been disclosed to any other firm or person who is a Respondent or potential Respondent, and they will not be disclosed before the RFP due date and time.
3. No attempt has been made or will be made to induce any firm or person to refrain from proposing on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
4. The proposal of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
5. _____, its affiliates, subsidiaries, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted of or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to proposing on any public contract, except as described on the attached appendix.

I state that _____ understands and acknowledges that the above representations are material and import, and will be relied on, by the Seaside School District, in awarding the contract(s) for which this proposal is submitted. I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from Seaside School District of the true facts relating to the submission of proposals for this contract.

T. Minority, Women-Owned, and Emerging Small Business

It is the policy of the District to achieve race and gender equity and to foster small business opportunity in the award and implementation of contracts and subcontracts. The goal is to build a diverse and prosperous group of community contractors and trained employees who can effectively compete in business, while obtaining quality goods and services in a competitive, efficient, and non-discriminatory manner.

Respondent will certify in its offer that Respondent has not and will not discriminate against a subcontractor in awarding a subcontract because the subcontractor is a minority, women, or emerging small business enterprise certified under ORS 200.055.

U. Immigration Reform and Control Act

All Respondents shall comply with the provisions of the Immigration Reform and Control Act of 1986 regarding the verification of employment eligibility.

V. Evaluation

If the District chooses to award a contract, the District will award the contract to the responsible Respondent whose proposal the District determines in writing is the most advantageous to the District based on the evaluation process and evaluation factors described in this Request for Proposals, and any applicable preferences described in ORS 279A.120 and 279A.125.

The Proposals will be scored according to the following criteria by an evaluation committee appointed by the District:

EVALUATION AREA	WEIGHTING
Respondent Qualifications, Reputation, and Financial Stability	5 Points
Quality of the Technical Solution and its Responsiveness to Seaside School District Features and Functionality Requirements Questionnaire.	40 Points
Project Management, Installation, Testing and Training Approach	15 Points
Warranty and Maintenance Service Agreement	15 Points
Price Proposal	25 Points
SUB TOTAL	100 Points
Finalist Interview Presentation and System Demonstration	50 Points
Grand Total	150 Points

The following items will be taken into consideration by Seaside School District in each Evaluation Area:

(a) Respondent Qualifications, Reputation, and Financial Stability.

- The Respondent has followed all submission requests and formats as instructed
- The proposal addresses each area as requested
- Overall experience, qualifications, and capabilities of the Respondent
- Reputation for providing high-quality products and services
- References from previous and existing customers
- References indicate overall satisfaction with the final product
- References report adherence to project budget
- Reference report overall adherence to the project schedule
- References are similar in project content
- The proposal shall include sections addressing the project team organization
- Qualifications of the Respondent project manager and any other key personnel
- Identify key project personnel by name, title, work they will perform, describe the relevant experience, and provide the percentage of each person's time that will be committed to the project.
- Financial stability and condition of the Respondent

(b) Quality of the Technical Solution and Its Responsiveness to Seaside School District Performance and Response Forms

- Does the work plan indicate the Respondent has the experience required and the ability to provide technical analysis and advice on a wide range of relevant issues?
- Respondents overall understanding of Seaside School District's needs and objectives
- Suitability of the proposed technological solution to Seaside School District requirements
- Does the work plan demonstrate the Respondent's capability to effectively perform the tasks accurately and in a timely basis?
- System features and functionality,
- Scalability and robustness
- Features unique to the Respondents solution
- Reliability and maintainability as evidence by use of a proven design
- Degree of compliance of the Respondents current software solution with the features and functionality designated in Response Form #1.
- If additional software development to meet the qualifications in Response Form #1 is part of Respondent's solution: does the plan show completeness, realism, and schedule of development plan for such software development?

(c) Project Management, Installation, Testing, and Training Approach

- Provides a sound Project Management Plan with task detail throughout the project.
- Does the work plan adequately address the scope of work?
- Describe the management procedures that facilitate effective communication and successful completion of the project on schedule and within budget.
- Does the work plan show adequate allocation of appropriate resource for the duration of the planning, implementation and ongoing annual support of this project?
- Demonstration of a well-considered implementation approach and timeline.
- Proposed project schedule.
- Division of tasks
- Interim outputs (e.g. schedule of drafts, meetings, progress reports, etc.).
- Seaside School District resource requirements to support installation, testing, and training
- Testing plans and procedures.
- Quality and completeness of the proposed Training program.
- Respondent provides a statement of understanding regarding the issues affecting this contract.

(d) Warranty and Service Agreement

- Items covered and not covered by the Respondents Warranty and Service Agreement.
- Support response time.
- Enhancements and upgrades.

(e) Price Proposal Score Calculation

- Provide total costs for the project.
- Include an itemized schedule of professional fees and costs for performance under this contract.
- Fee schedule should include the hourly rates for assigned personnel or a single hourly rate if that is the firm's preferred billing arrangement.
- Include maintenance and support costs for year one (1) through five (5).
- Life cycle cost of ownership. The life cycle cost will consist of the initial project costs plus the maintenance cost based on a five-year cycle.

Seaside School District will be looking for the above components in the pricing section; responsive bidders are scored using the calculation listed on page 34. The Price comprises the overall cost of the contract, including the system warranty and maintenance costs to fulfill the requirements of this RFP for the period of 5 years.

Proposals deemed non-responsive from the technical evaluation shall not proceed into the price scoring. In determining the Competitive Range, the Price score shall be calculated using evaluation weighting description on page 34.:

TABLES AND DIAGRAMS

A. Current System Sizing Chart

SITE NAME	TDM Handsets	Analog Handsets	Analog Trunks
Administration	15		2
Seaside HS	50		2
Seaside MS	50		0
Seaside Heights ES	40		2
Gearhart ES	25		
Totals	190		

B. Future System Sizing Chart

SITE NAME	VoIP Handsets	PRI-T1/SIP Circuits	Analog Stations	Analog Trunks	SRGs	SRG Stations	SRG Trunks
Administration	Inc.	0			0		
Seaside HS/MS/DO	123	1	3	5			
Seaside MS	Inc.	0					
Seaside Heights ES	68	0		2	1	2	2
Totals	191	1		4	3		

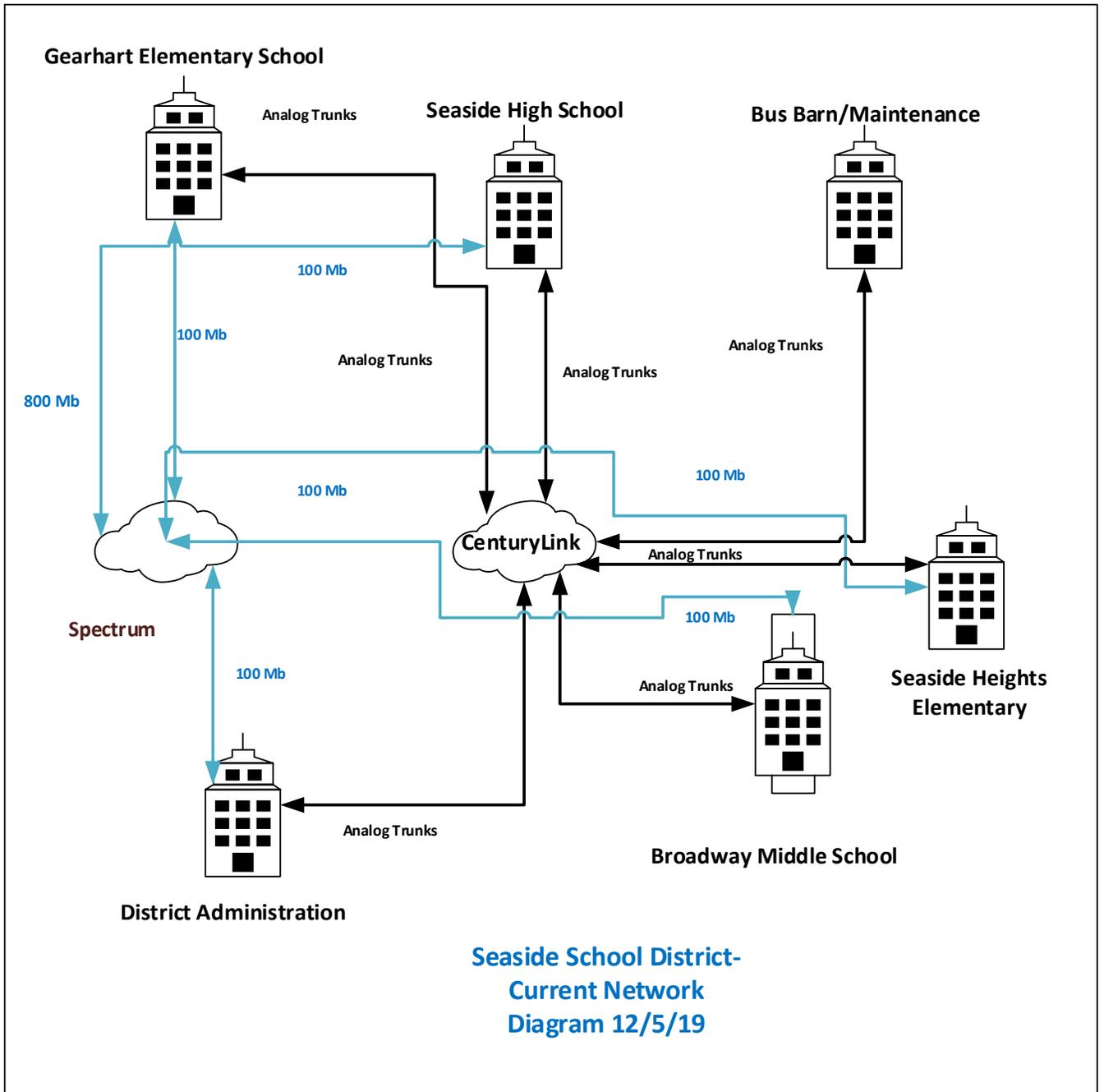
Note that "SRG Stations" and "SRG Trunks" refer to the counts available during a 'survivability incident' (i.e., when the main site is unavailable over the WAN).

C. Current Voice System Peripheral Devices

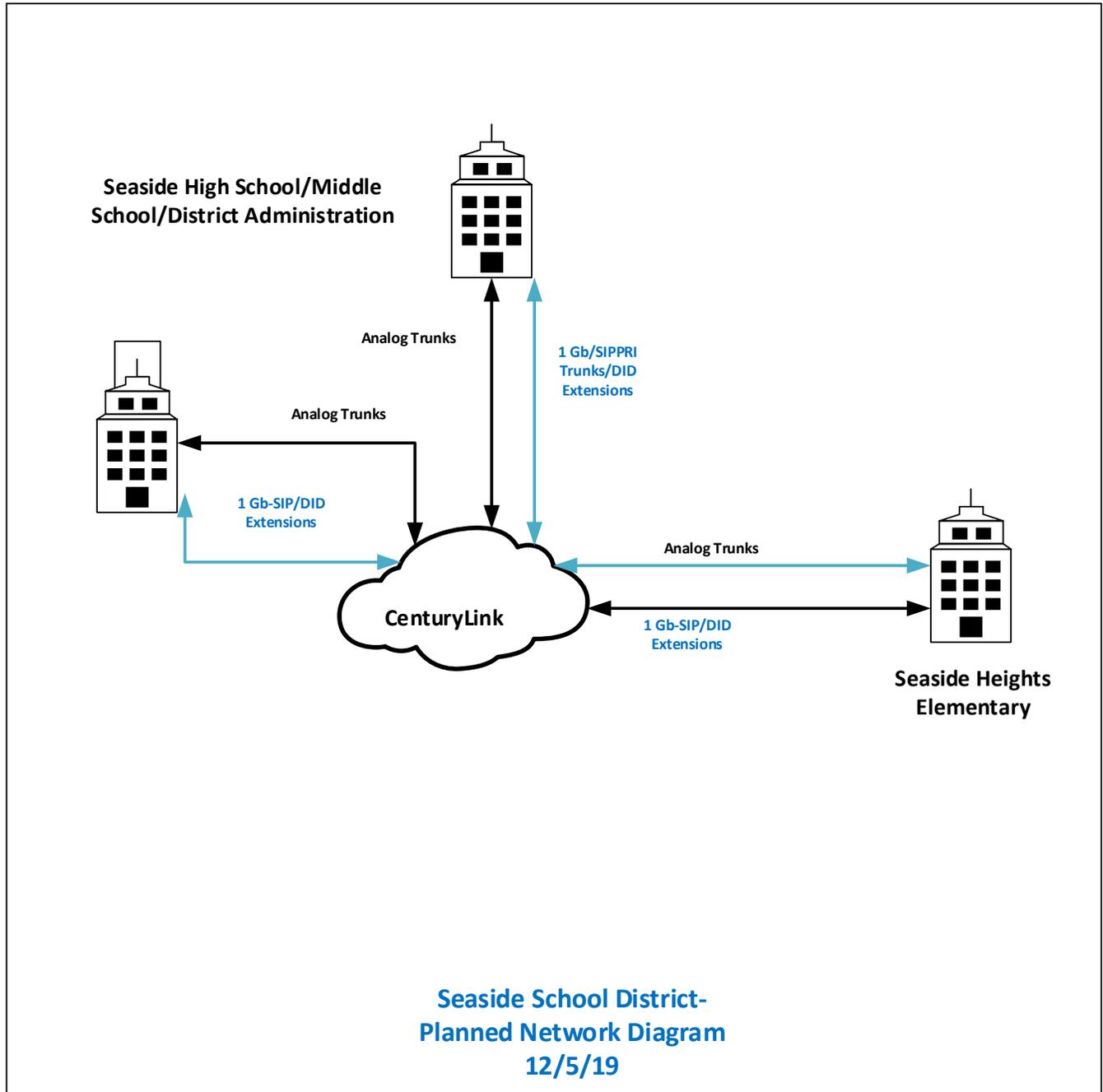
Device	Location	Description
Voice Mail	All Site Locations	Norstar Star talk, Comdial VM, Toshiba DK16, DK96, Lucent. They are also utilizing voice mail from local Telephone Company. Seaside School District since they cannot provide a distribution listing and integrated voice mail to all locations.
Intercom System*	All Schools	Separate Intercom Systems that are stand alone and incorporated with key systems at different site locations.
Overhead Paging*	All Schools	Multiple brand types of amplifiers and speakers in classrooms and hallways.
Cameras	Most Schools	The have some limited cameras in the current High School, Middle School and Seaside heights elementary.
911 Service	All Schools	There current configuration just provides the main school address.

* Applications outside of the voice key systems.

D. Current Network Logical Connectivity Diagram



E. Planned Network Logical Connectivity Diagram



PROPOSAL RESPONSE FORMS

This page provides the specifics regarding how to respond appropriately to this RFP. All valid proposals will contain at least the *five* components described on this page: The **Electronic Proposal Information**, the **Hard Copy Proposal Information**, a **Proposal Security**, the **Addenda Acknowledgement**, and the **Offer / Signature Page**. Though MRSD *requires* these five components, we encourage you to include additional marketing collateral and other persuasive materials.

Use this page as the **Addenda Acknowledgement** and the **Offer / Signature Page**—print a hardcopy, fill it out legibly in longhand using blue or black ink, and sign and date as appropriate at the bottom. All the subsequent response forms are Required to be submitted with your response are “PRF” documents.

1. Intent to Bid notice

Respondents shall also submit an email no later than December 16, 2019 which states their intent to submit a proposal on this opportunity to: Mike.Smith@nis.consulting

2. Electronic Proposal Information

The RFP includes *five* fill-in-the-blanks Microsoft Office 2007-format documents:

Response Form #1 (a Word-based **Company Information Page**)

Response Form #2 (a Word-based **References Form**)

Response Form #3 (a Word-based **Narrative Response Form**)

Response Form #4 (an Excel-based **Specification and Feature Form**)

Response Form #5 (an Excel-based **Pricing Proposal Form**)

Note that the Microsoft Office documents themselves contain additional information regarding how to complete the forms.

When you have completed the Microsoft Office documents, please copy them onto a data CD-ROM, DVD, or a USB drive and include a copy of that disk medium as your proposal’s **Electronic Proposal Information**. Note again that this disk may additionally contain other Respondent-supplied materials.

3. Hard Copy Proposal Information

Include a printed copy of the **Electronic Proposal Information**. This will consist of the *six* Microsoft Office 2007-format Response Form documents and optionally, other Respondent-supplied materials.

4. Addenda Acknowledgement

I acknowledge receipt of Addendum #____ through #_____.

5. Offer / Signature Page

I, the undersigned, hereby certify that I have read and understood this Request for Proposal and all the other documents pertaining to this information submitted. I certify that I am a representative of the below named firm, and I am duly authorized to execute contracts on behalf of the firm. I further hereby certify that all the information presented in answer to the questions contained in this Proposal is complete and accurate to the best of my knowledge. I understand that if the Seaside School District awards a contract for VoIP telephony implementation to my firm, it does so in reliance upon the information set forth and commitments made within this proposal.

Legal Firm Name

Firm Representative Name & Title & Email Address

Authorized Signature

Date of Signature

System Solution Requirements

The following system requirement spread sheet documents are features and functionalities that (Client) is looking for the Respondent to provide in meeting the needs of this Request for Proposal (RFP). It is understood that the Respondent will be ultimately responsible for providing their solution it is imperative that the (Insert Client name) must understand how the Respondent solution is provided and how the overall system solution will meet the requirements set forth in the RFP document. The Respondent should provide in detail the technical specifications of their solution and any pertinent information that allows Seaside School District to fully understand your system solution in meeting the requirements of this RFP document.

General Solution and System Specific Requirements

For each set of the features, applications and functionality the Respondent shall indicate in the appropriate column with the appropriate symbol the status of each:

Compliance Requirement

- **FC** – Indicates “Full Compliance” with the stated requirement(s) with no reservations, limitations, caveats, deficiencies, or additional cost
- **PC** – Partial Compliance with the stated requirement(s) with some reservations, limitations, caveats, or deficiencies. The Respondent “Must” provide a brief description of why it is only partially compliant and how they can become totally compliant. If additional cost is required those cost must be identified and provided in a cost spread sheet.
- **NC**- Non-Compliance with the stated requirement(s).

Availability Status

- **S** – Standard Equipment and/or software-based feature function that is included in the base price at no additional charge.
- **OI** – “Optional Included” this indicates that the feature is optional to the base system solution and it is available at an additional cost to the current system price. The Respondent will provide the cost of this option in a cost spread sheet with their response to meet the system requirement.
- **ON** – Optional Not Included and is indicated on a separate cost spread sheet.
- **NA** – Not Available

NOTE: If an area is shaded in requirements sheet the Respondent does not have to populate that specific item in the shaded areas. In the non-shaded areas of the requirements document the Respondent needs to provide a response with the above symbols to indicate how their system solution addresses each requirement. If an is looking for a description the Respondent is required to provide that information in the Respondent Response column.

If the Respondent needs additional space, they may attach additional sheets in order to provide a complete and detailed response to the requirement. Please ensure that all additional pages are marked with the question for easy reference and review.

Seaside School District
 VoIP Communication System New Construction and Remodeling Project
 December 5, 2019

Proposal Response Form #1 – Company Information

Instructions: Complete the information in the four tables below.

General Respondent Information	
Company Name:	Enter your company name here
Address 1:	Enter your first address line here
Address 2:	Enter your second address line here, if necessary
City, State, ZIP Code:	Enter your city, state, and ZIP Code here
Web Site URL:	Enter your web address here

Respondent Contact Person Information	
Contact Name:	Enter your main contact’s name here
Contact Title:	Enter your main contact’s title here
Contact Email Address:	Enter your main contact’s email address here
Contact Phone Number:	Enter your main contact’s phone number here

Additional Respondent Information	
Federal Employer ID Number (“FEIN”):	Enter your FEIN here
Oregon CCB# (if available):	Enter your CCB# here if you have one
Dun & Bradstreet D-U-N-S Number (if available):	Enter your D-U-N-S Number here if you have one
E-Rate Server Provider ID Number (if applicable):	Enter your E-Rate SPIN here if you have one

Legal Form of Respondent’s Business: select only one and add additional information where requested	
<input type="checkbox"/> Sole Proprietorship	
<input type="checkbox"/> Corporation — for-profit	
<input type="checkbox"/> Corporation — not-for-profit	
<input type="checkbox"/> Partnership — list partners here:	Enter the firm’s partner names here
<input type="checkbox"/> other — describe here:	Describe the legal form of your business entity here

**Seaside School District
VoIP Communication System New Construction and Remodeling Project
December 5, 2019**

Proposal Response Form #2 — References Form

Instructions: Provide a minimum of three (3) references that are using (or have used within the last three years) a similar VoIP system which the Respondent implemented and maintains. References should include projects where Respondents have provided all the services it is proposing for Seaside School District. References should ideally include other *Education* clients.

Please include one reference where the project did not go quite as planned. For this reference, describe the corrective action and resolution with the client.

This form allows one reference per page and provides space for a maximum of five references.

Seaside School District reserves the right to contact any reference(s) with whom the Respondent has previously contracted, including projects cancelled or suspended for any reason.

Client Reference #1

Organization Name: [Click here to enter text.](#)

Installation Location(s): [Click here to enter text.](#)

Contract Length: [Click here to enter text.](#)

Contract Start/End Dates: [Click here to enter text.](#)

Contact Information

Name: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

E-mail Address: [Click here to enter text.](#)

Phone Number: [Click here to enter text.](#)

Project Description:

[Click here to enter text.](#)

Client Reference #2

Organization Name: [Click here to enter text.](#)

Installation Location(s): [Click here to enter text.](#)

Contract Length: [Click here to enter text.](#)

Contract Start/End Dates: [Click here to enter text.](#)

Contact Information

Name: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

E-mail Address: [Click here to enter text.](#)

Phone Number: [Click here to enter text.](#)

Project Description:

[Click here to enter text.](#)

Client Reference #3

Organization Name: [Click here to enter text.](#)

Installation Location(s): [Click here to enter text.](#)

Contract Length: [Click here to enter text.](#)

Contract Start/End Dates: [Click here to enter text.](#)

Contact Information

Name: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

E-mail Address: [Click here to enter text.](#)

Phone Number: [Click here to enter text.](#)

Project Description:

[Click here to enter text.](#)

Client Reference #4

Organization Name: [Click here to enter text.](#)

Installation Location(s): [Click here to enter text.](#)

Contract Length: [Click here to enter text.](#)

Contract Start/End Dates: [Click here to enter text.](#)

Contact Information

Name: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

E-mail Address: [Click here to enter text.](#)

Phone Number: [Click here to enter text.](#)

Project Description:

[Click here to enter text.](#)

Client Reference #5

Organization Name: [Click here to enter text.](#)

Installation Location(s): [Click here to enter text.](#)

Contract Length: [Click here to enter text.](#)

Contract Start/End Dates: [Click here to enter text.](#)

Contact Information

Name: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

E-mail Address: [Click here to enter text.](#)

Phone Number: [Click here to enter text.](#)

Project Description:

[Click here to enter text.](#)

**Seaside School District
VoIP Communication System New Construction and Remodeling Project
December 5, 2019**

Proposal Response Form #3 — Narrative

It is the intent of the Seaside School District to contract with a single Respondent for the purpose of providing a VoIP system solution to include installation, System Administration Training, system testing, and User Training to all staff within Seaside School District. This solution shall consist of all new parts and the latest software version of the system platform that meets the system requirements of the Request for Proposal document. This implementation will be a complete turnkey installation from the Respondent in providing their solution and within a time frame that best provide the feasibility timeline that is agreed to by the Respondent and the Seaside School District. The Respondent will provide in their response a complete scope of work that includes all activities and services to provide design manufacturer, order, ship, deliver system, collect database, training and timeline for the project.

The following SOW statements will be required by the Respondent for this project. Please provide a response to these statements as these tasks need to be a part of your system solution and included in your final price submittal.

1. The selected Respondent is required to complete a detailed system solution design in collaboration with Seaside School District, which would include on-site meetings with selected department staff designated by the Seaside School District in developing department call flow requirements and design, system features for staff by department/group, and identify any additional technical requirements necessary to improve customer service or business needs. If there are additional system application options that would improve a specific department, or the overall system function the Respondent can present that offering to the executive staff and Seaside School District designated Project Manager.

Response:

2. The complete system design will include the main location and all remote locations with Rack layout diagrams of all the hardware and software information detailed in provided diagrams from the Respondent.

Response:

3. The Selected Respondent will have the authority to work for Seaside School District as their specific agent in working with the current and future Network service provider. They will have the authority to order Local Exchange Carrier (LEC) and interexchange carrier (IEC) services and provide all coordination services in making sure all services are provided and working as ordered.

Response:

4. The Respondent will input all the database information into the new platform and will provide testing features and functionality of the system at all site locations to make sure that the call processing, voicemail/messaging, E911 are working correctly.

Response:

Installation

1. Seaside School District requires the Respondent to provide a project plan outlining all task and a preliminary time schedule of the system solution implementation process for this project. This project can either be completed in a phase approach or a flash cutover. The project plan shall provide the duration of the task, and resource associated with each task.

Response:

2. Seaside School District requires the Respondent the utilize Manufacture-Certified technicians and Sales Engineers to design and implement the proposed system solution. In addition, please provide the names of the certified technicians, sales engineer and the location of the offices in which these staff members are located.

Response:

3. Seaside School District requires the Respondent to provide the On-site staff members which would include their title, and specific responsibilities in performing the system cutover, User/System administration training, Post-cut support, Project Manager in performing the following activities:

- a. System Design
- b. Station Reviews
- c. Implementation Planning
- d. Department Interviews
- e. Database Configuration gathering/system input
- f. End User Training
- g. System Administration Training
- h. Pre-Cutover system/station testing
- i. Attendant Console assistance at Cutover for a period of two (2) days
- j. Technical Troubleshooting on-site for a period of two (2) days
- k. Help Desk at Cutover (insert # days)
- l. Roving staff on-site at cutover and Post cut-over for a period of two (2) days
- m. Post cutover Account Support

Response:

- a.
- b.
- c.
- d.
- e.
- f.
- g.
- h.
- i.
- j.
- k.
- l.
- m.

4. The Respondent will be required to provide and complete a system and station user test plan that will cover end terminal devices, all specific applications and system integrations, E911 testing from a station level with the local PSAP, all auto attendant configurations and contact center applications (if implemented).

Response:

5. The Respondent will provide a System Acceptance test Plan for Seaside School District to be evaluated and then implemented by the Respondent and Seaside School District for final signoff by both parties.

Response:

6. The selected Respondent will provide the Seaside School District the space requirements for any storage needs of the system hardware and the District will make every attempt to provide that amount of space for the Respondent to store said equipment. The District will not however be responsible for any hardware, tools, parts or any other items left within that spaced allocated for this project. The Seaside School District and the Respondent will inventory and inspect all deliveries to the Seaside School District that is associated with this project.

Response:

7. The Respondent will specify the necessary on-site space requirements needed for the project and the staff members that will be utilized for the implementation process of the project. If security badges are required for access to the facilities a background check may be required by the Seaside School District prior to allowing Respondent staff members into the facilities. The Respondent will provide to Seaside School District a list of those staff members to Seaside School District for processing prior to the start of the installation process.

Response:

8. The Respondent will identify any sub-contractors that will be utilized on the project and what their role is and any certifications they may have for their specific responsibilities on the project. These subcontractors will also be subject to any background checks if required by Seaside School District prior to being on-site or performing their specific tasks.

Response:

Training

1. The selected Respondent will provide on-site User training to all staff. Seaside School District will provide a designated room for these user training sessions with the Respondent to provide the appropriate end point terminals the specific staff members will be utilizing with the new system. In addition, the Respondent will provide System Administration training to a designated number of staff members which will also be conducted on-site. If the Respondent requires addition equipment for the room like PC's, Overhead projectors or other material please provide these requirements prior to the training sessions to the Seaside School District. The End User training sessions will be 1 hour in length with the System Administration Training sessions shall be at a minimum 4 hours in length.

Response

2. Describe your training philosophy in providing in-depth training based on the roles and responsibilities of the end user group. The training should include an in-depth review of the functions and features of the system that best fits the roles of those staff members. These features should include the basic functions (i.e. Answering a call, hold, Park, Pickup, recovering voicemail messages, establishing an audio conference, transferring a call, etc.

3.

Response:

4. Seaside School District requires the Respondent train designated staff members as “Train the Trainer” to provide ongoing training to Seaside School District existing staff or new staff on the use of the system platform. The Respondent will be required to provide Training materials for use by the staff trainers.

Response:

5. Two to four Respondent trainers are required to be on-site after cutover for the first one- three days following initial cutover to assist staff and answer questions from staff members.

Response:

6. The Respondent is required to provide User guide information and quick reference guides in a hard or electronic copy for all staff members in all site locations.

Response:

Management, Administration, & Operations Training

1. The selected Respondent shall provide a Manufacturer Certification level training for system administration/troubleshooting training for up to two (2) Seaside School District staff members. This training will include the base system (performing MAC activity), Voicemail system administration, contact center applications (if programmed), and any other applications presently installed with the current implementation. This would also include System Troubleshooting and resolution of service-related issues in the system operation. If the Respondent recommends a specific manufacture certification course, they need to provide the costs of the classes and the location of the classes in their response.

Response:

2. The selected Respondent will provide Call Accounting system training (If proposed and installed) for up to two (2) Seaside School District staff members.

Response:

3. The selected Respondent will provide a web link for all system manuals to Seaside School District after system acceptance of the new system platform.

Response:

Maintenance Organization

1. Provide your maintenance organization operational chart.

Response:

2. The selected Respondent to provide the number of Certified engineers and technicians located in the Portland Metro Area with their experience and manufacture credentials in servicing the proposed system solution.

Response:

3. Provide a detailed escalation process for the proposed system solution for any service or related issues. Please include the following information:
 - a. Standard process resolution response times for different alarms and problems
 - b. Contact list for escalation step process
 - c. Contact list for Escalation/Progress update for Seaside School District designated staff members.
 - d. Contact information for escalation path Respondent members
 - e. Location information of NOC.
 - f. Name and duties of the assigned service manager for Seaside School District.

Response:

4. The Respondent will describe their notification and resolution process for after-hours service issues to a NOC technician /engineer.

Response:

5. The Respondent will describe it remote monitoring service option, including the location of your NOC location(s), hours of operation, and the staff allocation during normal business hours & after hours. In addition, describe how SSD service issues are processed, prioritized and reported to Seaside School District designated staff.

Response:

**Seaside School District
VoIP Communication System New Construction and Remodeling Project
December 5, 2019**

Proposal Response Form #4— System Specifications and Functionality requirements

	General Solution & Capacity Requirements	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
1	Commercially Available offering			
1a.	(PREMISE) Provide the model and designation of the proposed system solution.			
1b.	(HOSTED) Provide the call processing platform of the proposed system solution).			
1c.	Provide the introduction Date (month/Year) of the proposed system solution.			
1d.	Provide the proposed major version (month/year of introduction) of the system solution.			
1e.	Provide the anticipated upgrade date for the proposed major version (month/year).			
1f.	Provide the number of the major software upgrades, i.e., generic releases			
2	Engineered as totally non-blocking so that all extensions can go off hook simultaneously and receive dial tone.			
3	Describe the proposed system solution's operating system for call processing and voice mail services.			

4	Provide 99.99% dial tone availability for users. Respondent shall confirm that the proposed solution will meet the requirement, excluding scheduled maintenance downtime that Seaside School District approves in advance. Seaside School District defines dial tone as the readiness of the system to support call origination and receipt.			
5	Support Seaside School District current four-digit dialing plan			
6	Retain the current Seaside School District telephone numbers			
7	Certified and proven to support and operate on all data infrastructures (i.e., Cisco, Dell, etc.)			Provide certification and operational compatibility with your proposed system solution. Also identify any components or data infrastructures that are incompatible with your proposed system solution.
8	911/E911 capabilities for emergencies or incidents occurring in a building, classroom, or campus environment.			
8a.	Describe briefly how your proposed solution provides the required information to the local Public Safety Answering position (PSAP)			
8b.	Describe how your proposed solution integrates with the current paging system in providing emergencies information			
9	The proposed system solutions must be certified, designed and owned by the manufacturer and not assembled of other Respondents components.			

	Physical Components and Environmental Requirements	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
1	Provide a logical box and line diagram of the proposed system solution that depicts the primary components, quantities of each, and associated connectivity. This diagram can be provided in a separate sheet with the Executive Summary document.			
2	Provide a bay-face layout of the rack layouts with all the necessary components, and hardware that is proposed in the system solution. In a HOSTED solution the elevation diagram should be for the customer location.			
3	Provide Uninterruptible Power Supply (UPS) for the common equipment for a minimum of one-hour uptime.			
4	(Premise) Provide the proposed system solution environmental and required space, air conditioning, specifications			
5	Seaside School District Requires that all user and application licenses be a "single cost" item. These universal licenses will apply to any Seaside School District user in any Seaside School District location. Licenses will be totally transferable among locations and users. (Include all licensing packaging options and pricing variables)			
6	Licenses are customer installable. Describe briefly the process to input this information into the system solution			
7	(Premise) Replace Components with restart or power			
7a.	Describe the process			

7b.	Identify which components can be "hot Swapped"			
7c.	Identify any components that cannot be "hot Swapped"			

	General System Feature Requirements	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
1	Support up to XXXX Authorization codes (3-4 digit) for Long Distance or message system access.			
2	Support-multiple Authorization codes for department and personnel			
3	Automatic Callback			
4	Automatic Number identification (ANI) display			
5	Automatic Recall			
6	(PREMISE) Automatic Route Selection (ARS)			
7	(HOSTED)- Describe if Local and Long-distance calling is included in your system solution.			
8	Support for multiple network connectivity and station connectivity as follows:			
8a.	Direct PRI T1 Interface			
8b.	SIP trunk interface			
8c.	Analog Trunk			
8d.	323 Internet Protocol (IP)			
8e.	Analog (POTS) Station			
8f.	IP Station			
8g.	SIP Station			
9	Class of Service (COS)- Describe how many COS are available within your solution			
10	Paging through terminal devices through the speaker on those devices			
11	Paging through a third-party overhead speakers and system amplifier			

11a.	Number of terminal devices that support station paging			
12	Station Message Detail Recording with integration to a third party or system application within your solution that can be exported to that application.			
13	How is your solution access the overhead paging application			
13a.	How does your solution access classroom/ room monitoring			
13b.	Silent			
13c.	Tone			
14	Describe how your system solution supports classroom-to-classroom calling			
15	Describe how your system solution supports two-way classroom- to - office and office-to- classroom calling/intercom			
15a.	Visual indication from the classroom			
15b.	Audible indication of call from the classroom			

	Voice Messaging Requirements	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
1	Provide the Make, Model, Revision Level, Manufacturer of the proposed Voice Messaging System Solution (VMS)			
2	The new system must be a totally integrated voice messaging which include the following capabilities:			
2a.	All calls forwarded to a mailbox go directly to that mailbox without any additional functional steps			
2b.	Callers have the option to "0" out of a mailbox and can be sent to a live person as necessary			

2c.	Visual message waiting indication (MWI) is provide to all voice mail users			
2d.	The ability for individual users to have the ability to have multiple voice mail boxes and MWI indication for each mailbox at the desk top level			
3	The ability to remotely change or rerecord a message dynamically remotely.			
4	The ability to pre-record multiple messages system wide and at the extension level. Describe how many pre-recorded messages can be setup on a system wide and station basis.			
5	Support the minimum total of (200) of voicemail boxes and auto attendants with a potential to grow to 250 mailboxes.			
6	Greetings Required:			
6a.	Multiple personnel greetings:			
6i.	Pre-recorded multiple greetings for medical/emergencies.			
6ii.	Standard System greeting			
6iii.	Line status greeting (Busy, Ring)			
6iv.	Separate greeting for internal and external callers			
6v.	Extended Absence Greeting			
6vi.	In a meeting greeting			
6b.	Information mailbox stating do not leave a message.			
6c.	Group Mailbox greeting with MWI to the entire group for access to the messages.			
7	State the number of Distribution lists your system solution can provide.			
8	Access to voicemail from a remote location.			
9	The ability to dial by name directory for an outside caller			

10	Automated-Attendant Deactivation			
10a.	Manually by location/department			
10b.	Automatically by location/department			
11	The ability to provide access to forms in making comments, filling in application forms or other types of forms for business uses			
12	Unified Message notification to mobile devices			
13	Broadcast message notification in a manual or scheduled basis. If there is a limit in the number of broadcast messages sent, please describe what those limitations are			
14	The ability to provide guest mailboxes			
15	The ability to provide special types of messages that are available for a schedule period like promotions, bond measures, etc.			
16	A function that alerts users when their mailbox is full of messages			

	Conference, Intercom, and Call Coverage Requirements	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
1	Support Six-Party, Station controlled AD Hoc Calling/Audio Conferencing (Six parties minimum). Provide the maximum number of six-party conferences supported by the proposed System Solution regardless of the network facilities limitations			
2	The Conferencing capability must enable the ad hoc conference originator the ability to leave the conference without disconnecting the entire conference in either an internal or external conference scenario.			

3	Support a 24 Party conference solution. The station controlled Ad Hoc or scheduled Calling/Audio Conferencing:			
3a.	Provide a maximum number of 24 party conferences supported by the proposed system solution regardless of network facilities limitations			
3b.	Briefly describe how this scenario is accomplished			
4	Support the following requirements:			
4a.	Dial Intercom- Set up or emulate an intercom call based on the dialing four or fewer digits to an "intercom" button on the destination handset.			
4b.	Automatic Intercom provides the equivalent of a dedicated talk path between two telephone stations that have multiple line appearances. The called device is alerted when the calling device presses the dedicated feature button.			
4c.	Support a minimum of 20 intercom groups. Specify the maximum number of intercom groups.			
4d.	Provide the maximum number of intercom group members within the system.			
5	Support flexible call coverage features and functions. Respondent will provide a description of that functionality in your system solution in meeting the following requirements:			
5a.	Privacy with shared line appearances unless Privacy Release is granted by the primary line extension.			
5b.	Line status of assigned extensions.			
5c.	Executive Barge-In (EBI)			
	i. Disallowed			
	ii. With Tone			
	iii. Without Tone			

5d.	Call Pick Up (CPU) system wide or in dedicated groups			
6	Hunt Groups:			
6a.	a. Circular			
6b.	b. Terminal			
6c.	Secretarial, in which one station may serve as a single last station overflow point from two or more hunt groups within the system			

	Endpoint Device Requirements	MLT-8	MLT-16	MLT-24	Attendant Console	Mobile Twin	SLT
1	Display as Specified						
2	Full Duplex Speakerphone						
3	Specified number of user programmable feature keys						
4	Maximum number of simultaneous calls/line appearances						
5	Delivery & Display of Caller Line Identification (CLID) information for all internal and external calls						
6	6. Headset Connectivity						
	a. Wireless, Bluetooth						
	b. Wired Headset						
7	Wi-Fi handset that will work on any network segment that utilizes IP connection.						

	Analog Device Interfaces	Respondent's Response
	Describe the proposed analog device interfaces for the following devices:	
1	1. Fax Machines	
2	2. Analog handsets	
3	3. Modems	

DSS/BLF Module	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
Support an additional 60 feature or line buttons			
The DSS/BLF module must support a "shift Feature to enable a single hard button to support at least two soft appearances			
Power source for each proposed DSS/BLF device			
The DSS/BLF must work with the 8-24 button handsets.			

IP Softphone	Respondents Response		
Provide the IP Softphone capability with interfaces to additional components such as headset, camera in supporting call origination			
Provide data specifications of the IP Softphone application. Additionally, provide a picture of the application as it appears on the mobile device			
Provide all system specifications and requirements to operate the softphone application.			

	Station and User Requirements	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
1	Support the following:			
1a.	Caller Line Identification (CLID) blocking from the calling party's side.			
1b.	Automatic Callback			
1c.	Call Hold			
1d.	Call waiting with line indication			
1e.	Call Pick up			
1f.	Call Park			

1g.	Do Not Disturb (DND) with indication			
1h.	Station Privacy			
1i.	Privacy Release			
1j.	Whisper page Via Speakerphone			
2	Bluetooth Headset interface			
3	Volume Control Settings for Endpoint Devices:			
3a.	Handset			
3b.	Ringer			
3c.	Headset			
4	Call Forward internal, external and international.			
5	Remote Call Forwarding (RCF) or Follow Me capabilities:			
5a.	RCF- Internal/external calls			
5b.	RCF-Activation from a remote location			
5c.	RCF- Change destination from a remote location			
6	Multiple Call logs with at least 20 entries in each category:			
6a.	Incoming			
6b.	Outgoing			
6c.	Received			
6d.	Missed Calls			
6e.	Discrete Automated Attendant for designated offices/departments			
7	Multiple Line appearances- This feature would provide a specified station with the ability to have multiple stations, site locations, etc. to be visible at those specified stations			
8	Distinctive Ringing- The ability to have at a station level to provide a different ring tone for outside incoming callers and internal callers.			
8a.	The ring tones can be programmable from an individual handset.			

	Emergency Response (E911) and Onsite Notification Requirements	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
	The E911 application needs to provide the following features and functionality:			
1	The ability to develop and maintain an Automatic Location Identification (ALI) database.			
2	The ability to track and manage digital, analog, and IP devices.			
3	The ability to connect 911 or dialing 9911 and reach the appropriate Public Safety Answering Position (PSAP).			
4	Create the E911 database to NENA standards.			
5	Transmit data to the ALI regional data repositories and/or adjunct equipment.			
6	Provide detailed/customizable reports.			
7	The ability to maintain all current stations, both DID and non-DID.			
8	The ability to perform incremental or full switch data change downloads.			
9	All the data is maintained in strict confidence and secured through password protection or other security options.			
10	Assure the database is not accessible from an external network.			
11	Data to be backed up daily, with the ability to maintain off-site copies.			
12	E911 and 911 calls from any telephone within the proposed system must be capable to identify the physical address of the calling station to the PSAP with the use of an optional CAMA trunk, PRI trunk, and SIP Trunk with the necessary database maintenance, for example through Intrado, or PS-ALI services.			

13	Integration of software between the voice switching system and the PS-ALI database to automatically refresh the PS-ALI database with changes to the switching system database(s) resulting from MAC activities.			
14	Telephone directory capability for location information			
15	The system must provide location information for mobile devices such as wireless telephones and softphone clients when the user is located within the (Client's) facilities.			
16	Embedded On-Site Notification: 911 calls must at a minimum raise an alarm at the attendant console (preferably via distinctive ringing) or defined display sets attached to the solution for off-site staff to assist emergency response personnel.			
17	E911 solution needs to support for other emergency numbers: Emergency calls are not limited to 911. The solution must support any digit string that can be designated as emergency (e.g. 3333 is a violent person notification in healthcare) and sent to the attendant console or defined display sets.			
18	E911 Logging and Reporting: All 911 calls must be logged and be exportable for reporting purposes. Describe in detail how your solution accomplishes this functionality.			
19	Support for E911 Dispatching options: The capability for on-site and off-site 911/E911 emergency notification via pagers, mobile devices, cordless DECT instruments, wired, etc. and announce mechanism. Minimally, the 911 call will route directly to the local PSAP and concurrently bridge up to six (6) designated other extensions or external numbers.			

20	The E911 application must provide a connection to the local PSAP without a delay after dialing the number.			
21	Class of Service Override for Emergency situations to reach telephone terminal devices.			
22	Please describe how updates are sent to the regional ALI database that will ensure synchronization and up-to-date records.			
23	Please describe the administrative requirements for updating the ALI database using your system solution.			
24	Describe the reporting capabilities of the ALI updating system and process.			
25	Describe if the system solution can support more than one regional ALI database.			
26	How is discovery and management of the hard/soft phone and its location within the enterprise mapped and reported within the system?			
27	Is the technology and configuration based on subnet, desktop, or both.			
28	Describe how will the PS-ALI database upload to regional E911 data service centers be accomplished?			
29	2Describe how the system solution will provide the proper call routing of the E911 call, with callback, capability to the desktop of the calling party.			
30	The ability of the system to send specific location information that includes the floor, room, quadrant or any combination of those identification factors to the local PSAP dispatch center with the appropriate call back number. Please describe this process.			

31	Please describe how your system would provide Mass Notification information in the following manor:			
	a. Voice			
	b. Text			
	c. Instant Messaging (IM)			
	d. Email			
	e. Telephone display			
	f. Paging			
	g. Voicemail			
32	Describe the reporting capability of the E911 system solution and provide examples of the reports available.			

	Redundancy and Failover Requirements	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
1	Briefly describe the redundancy and failover architecture of the proposed system solution and which of the following components of the proposed solution are redundant in a high availability and/or geo-redundant configuration in the primary and secondary locations:			
1a.	Call Control Unit/CPU			
1b.	System Database			
1c.	Storage components			
1d.	Site specific components			
1e.	List other redundant components and indicate whether they are high availability or geo-redundant.			
2	Describe the frequency of database replication and synchronization in the Primary and Secondary locations.			

3	Describe the redundancy alternatives for proposed peripheral servers			
4	Provide the following redundancy capabilities of the proposed system solution:			
4a.	Maximum and recommended network round trip delay tolerance values between the Primary and Secondary core cell control processors			
4b.	Maximum and recommended network round trip delay, tolerance values, including call set up and tear down, between endpoints			
4c.	Type(s) of required or actual connectivity between spatially redundant call processor assemblies			
4d..	Method by which fault tolerance and redundancy among the system solution locations is categorized and measured			

5	<p>The System Solution must automatically failover to the Secondary call processing unit(s) if the Primary call processing unit fails. "Hot standby" is defined such that calls in progress remain connected and the backup system database is fully and continuously synchronized with the primary system database. Should one component fail, the standby provides full services without interruption.</p>			
5a.	<p>Describe the connectivity requirements or existent connectivity between the primary and secondary call processing units. Include distance limitations, acceptable physical infrastructure (such as fiber, etc.), network requirements & Facilities (such as PRI's or metro-ethernet services), and any conditions necessary to support the automatic failover requirements.</p>			
5b.	<p>Include a high-level configuration diagram showing all the primary and secondary components, all network connectivity to support the Primary and Secondary Call processing Infrastructures.</p>			
5c.	<p>Provide a time interval for all stations to register to the secondary call processing unit.</p>			
5d.	<p>Provide the recovery time objective (in minutes) following restoration after total loss of power</p>			
5e.	<p>Describe what happens to calls already in progress during a power loss scenario.</p>			

5f.	Confirm how or if telephone endpoints will re-register with the Primary system once the outage has been restored.			
6	Describe the proposed System Solution recovery/business continuity capability, e.g., the ability to move units and set up if the Primary and Secondary locations are out of service.			
6a.	Provide the failover interval, also known as the Recovery Time Objective, within the high availability components.			
6b.	Provide the failover intervals, in milliseconds, between the Primary and Secondary locations.			
6c.	State the Recovery Point Objective, defined for this RFP as the point in time at which system can recover previous configuration data to restore the system.			
7	Seaside School District requires a well-defined, documented and periodic restoration test process. Respondent shall describe its process and the frequency to test failure, failover, and restoration conditions for the proposed system solution.			
8	In the event of a WAN failure, Seaside School District requires that remote locations must retain multiple levels of survivability:			
8a	At Level 1, location(s) must be survivable, retain internal calling, and feature capabilities and the ability to make/receive external calls			

8b	At Level 2 Seaside School District prefers the survivable mode also provide a basic complement of features and functions at the remote locations during a WAN failure. These features include at a minimum Call Hold, Call Transfer, Call Forward and if possible, Message Waiting Indication (MWI)			
8c	At Level 3 the remote location will also continue to have access to centralized applications, such as voice messaging, call accounting, call recording, Unified Messaging, 911 calling and Internal Notification			
8d	Describe how the proposed system will address each of these three survivability levels			
8e.	Describe the level of features and functions that will be available at the remote locations during a WAN outage. Describe any feature or functionality that will not be available at the remote locations during an outage.			
8f.	Describe how centralized applications will remain available during a WAN outage, e.g. PSTN reroute or alternate solutions.			

	System Administration and Management	Compliance to Reg. (FC, PC, NC)	Availability Status (S, OI, ON, NA)	Respondents Response
1	Context-Sensitive Help based on the screen or area being currently accessed by the user			

2	A Centralized management and administration for all applications and all site locations			
3	A Web-based application			
4	Maintenance and Administration			
4a.	Full access to all maintenance and administration capabilities by client personnel			
4b.	Utilize Batch Moves, Adds, Changes (MAC)			
4c.	Real-Time MAC work without service interruption			
4d.	Automatic Directory update w/o service interruption			
4e.	Remote Access Capabilities:			
4i.	Via Web			
4ii.	Via Virtual Private Network (VPN)			
4iii.	Diagnostics			
4iv.	Trace Problem			
4v.	Alarm notification to a remote center or device			
4vi.	Access to all Maintenance functions			
4vii.	State all maintenance functions that are not accessible by the User on site or remotely			
4f.	Access to administrations functions			
4g.	Access to all diagnostics functions			
5	Provide a comprehensive statistical report for internal and external network related traffic.			
6	SNMP- Compliant protocol			
7	The ability of a station user to make basic feature changes from their terminal device.			

8	The ability to utilize multiple user interfaces as stated below:			
8a.	Command Line			
8b.	Graphical User Interface (GUI)			
8c.	Menu Driven			
8d.	Web Portal			

Seaside School District				See "Instructions" tab for full information
SUMMARY SHEET				
Proposal Response Form #5 — Pricing				
Proposer Name:	Responding Vendor			
Proposed Solution Platform:	Vendor Platform			
Total Base Price		PREMISE BASED SOLUTION	HOSTED SOLUTION*	
Includes 5 year maintenance (excluding handsets)		\$ -	\$ -	
Includes 5 year maintenance (including handsets)		\$ -	\$ -	
Services Worksheet				
E911 System Application		\$ -	\$ -	
Conference Bridge		\$ -	\$ -	
Add Alternate #1: Maintenance Services				
Year 6 and beyond (excluding handsets)		\$ -	\$ -	
Year 6 and beyond (including handsets)		\$ -	\$ -	
Add Alternate #2: Voice Recording and Logging				
Seaside Heights Elementary School		\$ -	\$ -	
		\$ -	\$ -	
Call Recording Application		\$ -	\$ -	
Call Accounting Application		\$ -	\$ -	
Additional Required Components				
Voice Mail		\$ -	\$ -	
Network Assessment		\$ -	\$ -	
Continuation Worksheet				
Additional Required Components		\$ -	\$ -	
Additional Recommended Components		\$ -	\$ -	
TOTAL (excluding handsets):		\$ -	\$ -	
TOTAL (including handsets):		\$ -	\$ -	

*Monthly charges as supplied in the subsequent tabs are multiplied by 12 to provide annual charges

Prices highlighted are included in Total used for Pricing Evaluation

Seaside School District
Seaside High/Middle School
Proposal Response Form #5 — Pricing

See "Instructions" tab for full information

Proposer Name:	Responding Vendor
Seaside HS/MS	Vendor Platform

Seaside HS-MS	Premise-Based Solution				Hosted Solution				
CORE COMPONENTS	Quantity	Part Number	Unit Cost	Extended Cost	Part Number	Monthly Unit Cost	Monthly Extended Cost		
Server / System Hardware:									
Main Base System Server	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Main Voice Mail Server (with both English and Spanish prompts)	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Main / Basic 9-1-1 System Server	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Handset Hardware:									
Main Answer Position(s) (Receptionist(s))	3		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
BLF ("sidecar") Module (additional line presences and buttons for above)	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
PC-based attendant console	3		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Basic Handset (Low-End Telephone Instrument) w/Display	85		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Manager Handset (Mid-Range Telephone Instrument)	10		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Executive Handset W/Display	28		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
	6		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
PSTN Connectivity:									
8 Port Analog Station Gateways	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
4 Port Analog Trunk Gateways	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
PRI - T1 Circuits (24 Channels each)	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
SIP trunking hardware	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Software Licenses:									
Site License	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
VoIP Basic License	192		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Basic Voice Mail License-W/Unified Messaging	200		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Soft Phone License	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Other Services (ONE-TIME COSTS): *									
Project Management	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Installation	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
User Training	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Remove/dispose/recycle old equipment and handsets	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Trade-In Value **									
Trade In value of old system	0		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Trade In Value of Handsets	0		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Total				\$0.00			\$0.00		\$0.00
Maintenance/Support (excluding handsets):									
1st Year (enter \$0 if the first year maintenance is included above)	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
2nd Year	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
3rd Year	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
4th Year	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
5th Year	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Total Cost of Ownership (5 years excluding handset maintenance)				\$0.00			\$0.00		\$0.00
Maintenance/Support (including handsets):									
1st Year (enter \$0 if the first year maintenance is included above)	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
2nd Year	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
3rd Year	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
4th Year	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
5th Year	1		\$0.00	\$0.00		\$0.00	\$0.00		\$0.00
Total Cost of Ownership (5 years including handset maintenance)				\$0.00			\$0.00		\$0.00

*Note: One time charges for these items. These are not recurring charges. For the hosted model, all other items are priced on a monthly basis.
 **Note: Enter a Negative value, this number will be subtracted from the total.

Seaside School District See "Instructions" tab for full information

Proposal Response Form #5 — Pricing

Proposer Name: _____ **Responding Vendor:** _____
Proposed Solution Platform: _____ **Vendor Platform:** _____

E911 System		Premise-Based Solution				Hosted Solution		
ADD-ON COMPONENTS		Quantity	Part Number	Unit Cost	Extended Cost	Part Number	Monthly Unit Cost	Monthly Extended Cost
E911 / Onsite Notification								
Main 911 System Server	1		\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00				\$0.00
			\$0.00	\$0.00				\$0.00
Software								
Software License (104 station users)	1		\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00			\$0.00	\$0.00
			\$0.00	\$0.00			\$0.00	\$0.00
Other Services (ONE-TIME COSTS): *								
Project Management	1		\$0.00	\$0.00				\$0.00
Installation	1		\$0.00	\$0.00				\$0.00
User Training	1		\$0.00	\$0.00				\$0.00
Total				\$0.00				\$0.00
Maintenance/Support E911 System:								
1st Year (enter \$0 if the first year maintenance is included above)	1		\$0.00	\$0.00				
2nd Year	1		\$0.00	\$0.00				
3rd Year	1		\$0.00	\$0.00				
4th Year	1		\$0.00	\$0.00				
5th Year	1		\$0.00	\$0.00				
Total Cost of Ownership (5 years excluding handset maintenance)				\$0.00				\$0.00

Seaside School District
Seaside Heights Elementary School
PRF: Response Form #5— Pricing

See "Instructions" tab for full information

Proposer Name: _____ **Responding Vendor:** _____
Proposed Solution Platform: _____ **Vendor Platform:** _____

Seaside Heights ES		PREMISE BASED SOLUTION			HOSTED SOLUTION	
COMPONENT	QTY	PART NUMBER	COST	EXTENDED COST	MONTHLY COST	MONTHLY EXTENDED COST
Hardware:						
Survivable Remote Gateway	1		\$ -	\$ -		\$ -
8 Port Analog Station Gateways	1		\$ -	\$ -		\$ -
4 Port Analog Trunk Gateway	1		\$ -	\$ -		\$ -
Software Licenses:						
Site License	1		\$ -	\$ -	\$ -	\$ -
VoIP Basic License	68		\$ -	\$ -	\$ -	\$ -
Soft Phone License	1		\$ -	\$ -	\$ -	\$ -
Voice Mail:						
Basic Voice Mail License	68		\$ -	\$ -	\$ -	\$ -
Unified Messaging License	68		\$ -	\$ -	\$ -	\$ -
Telephone Handsets:						
Main Answer Positions	1		\$ -	\$ -		\$ -
Basic Handset	57		\$ -	\$ -	\$ -	\$ -
Executive Handset W/Display	10		\$ -	\$ -	\$ -	\$ -
PC Console	1		\$ -	\$ -	\$ -	\$ -
BLF ("sidecar") Module	1		\$ -	\$ -	\$ -	\$ -
Softphone	1		\$ -	\$ -	\$ -	\$ -
Conferencing Bridge (minimum 25 simultaneous users system wide):						
Hardware/Software	0		\$ -	\$ -	\$ -	\$ -
Licensing (minimum conference simultaneous calls)	0		\$ -	\$ -	\$ -	\$ -
Other Services (ONE-TIME COSTS):						
Project Management *	1		\$ -	\$ -		\$ -
Installation *	1		\$ -	\$ -		\$ -
User Training *	1		\$ -	\$ -		\$ -
Total				\$ -		\$ -
Maintenance (excluding handsets):						
One Extended Year	1		\$ -	\$ -	\$ -	\$ -
Two Extended Year	1		\$ -	\$ -	\$ -	\$ -
Three Extended Year	1		\$ -	\$ -	\$ -	\$ -
Four Extended Year	1		\$ -	\$ -	\$ -	\$ -
Five Extended Year	1		\$ -	\$ -	\$ -	\$ -
Total (5 years excluding handsets)				\$ -		\$ -
Maintenance (including handsets):						
One Extended Year	1		\$ -	\$ -	\$ -	\$ -
Two Extended Year	1		\$ -	\$ -	\$ -	\$ -
Three Extended Year	1		\$ -	\$ -	\$ -	\$ -
Four Extended Year	1		\$ -	\$ -	\$ -	\$ -
Five Extended Year	1		\$ -	\$ -	\$ -	\$ -
Total (5 years including handsets)				\$ -		\$ -

*Note: One time charges for these items. These are not recurring charges. For the hosted model, all other items are priced on a monthly basis.

Glossary of Terms

NOTE: Unless otherwise noted, all terms are found and defined in Newton's Telecom Dictionary, 21st Edition, CMP Books,

1. AAR - Alternate automatic routing
2. *AC - Audio Conferencing
3. AP - Access Point
4. API - Application programming interface
5. ARS - Automatic Route Selection
6. ATM - Asynchronous Transfer Mode
7. *BB - Blackberry
8. BHCA - Busy hour call attempts
9. BHCC - Busy hour call completions
10. CAC - Call admission control
11. CAS - Centralized attendant service
12. CBWFQ - Class-based weighted fair queuing
13. CDR - Call detail record
14. CLID - Caller line identification
15. CNID - Calling name identification
16. COS - Class of service
17. COT - Central office trunk
18. COTS - Commercial off the shelf
19. CPR - Customer premise equipment
20. CTI - Computer Telephony integration
21. DID - Direct Inward Dial
22. DNS - Domain name system
23. DOD - Direct Outward Dial
24. DSS/BLF - Direct station selection/Busy Lamp field
25. *DVC - Desktop Videoconferencing
26. FTE - Full-time equivalent
27. GOS - Grade of service
28. GUI - Graphical user interface
29. HSM - Hardware and software maintenance
30. HVAC - Heating, ventilation, air conditioning
31. ICB - Individual case basis
32. IDF - intermediate distribution frame
33. IEC - See IXC
34. IM - Instant messaging
35. IP - Internet protocol
36. IPT - internet protocol telephony
37. ISDN - Integrated Services Digital Network
38. ITU - International Telecommunications Union, International standards body
39. IVR - Interactive Voice response
40. IXC - Interexchange carrier, also IEC
41. KTS - Key Telephone system
42. LAN - Local Area Network
43. LDAP - Lightweight Directory Access Protocol
44. LEC - Local exchange carrier
45. LLQ - Low latency queuing

46. LOE – Level of Effort
47. MAC – Move, add & change
48. MAN – Metropolitan Area network
49. MCGP – Media control gateway protocol
50. MDF – Main Distribution Frame
51. MLT – Multi-line telephone
52. MOS – Mean opinion score
53. MPLS – Multi-protocol labeling service
54. *MSP – Managed Service provider
55. MTBF – Mean time between failures
56. MWI – Message waiting indicator
57. NANP – North American Numbering Plan
58. NOC – Network operations center
59. O&S – Operations and support
60. OPX – Off-premises extension
61. PABX – Private automated branch exchange
62. PBX – Private Branch Exchange (more commonly used name)
63. PC – Personal computer
64. PDA – Personal digital assistant
65. PFT – Power fail transfer, also PF Xfer.
66. PF Xfer – See PFT
67. POE – Power over ethernet
68. POTS – Plain old telephone service, i.e., basic analog dial tone
69. PRI – Primary Rate Interface
70. PSAP= Public Safety Answering Position
71. PSTN – Public Switch Telephone Network
72. QOS – Quality of Service
73. RADIUS – Remote Authentication Dial-in User Service
74. RAID – Redundant array of independent disks
75. RFI – Request for information
76. RFP – Request for Proposal
77. ROI – Return on investment
78. *RPO – Recovery point objective
79. *RTO – Recovery time objective
80. RTU – Right to use
81. SID – Station identification
82. SIP – Session initiation protocol
83. SLA – Service Level Agreement
84. SLM – Service level metrics
85. SLT – Single line telephone
86. *SME – Subject matter expert
87. SNMP – Simplified Network Management Protocol
88. SNR – Saved number redial
89. *SNR – Single number reach
90. *SOP – Service Offering Package
91. *SPOC – Single point of contact
92. *SPOE – Single point of entry
93. *SPOF – Single point of failure
94. SMDI – Station (or Simplified) Message Desk Interface
95. SMDR – Station Message Detail Record
96. TDM – Time division multiplexing

- 97. Telco – Abbreviation for local operating telephone company)
- 98. TMS – Tele management system
- 99. *TOIP – Telephony over internet protocol
- 100. TTS – Text to speech
- 101. TUI – Telephone user interface
- 102. UC – Unified communications
- 103. UCD – Uniform call distribution
- 104. UDP – Unified dialing plan
- 105. UM – Unified messaging
- 106. UPS – Uninterruptible power supply
- 107. URL – Universal resource locator
- 108. VAR – Value added reseller
- 109. VC – Videoconferencing
- 110. VMS – Voice messaging system
- 111. VOIP – Voice over internet protocol
- 112. VPC – Virtual private connection
- 113. VPIM – Voice Profile for Internet Messaging
- 114. VPN – Virtual private network
- 115. VRU – Voice response unit