



**Clark County Public Schools**  
**Request for Proposals**

District-wide VOIP  
On-Premises Telephone System

Proposal Release Date: Thursday, April 29, 2021

Proposal Due Date: Thursday, May 13, 2021

## I. RFP Statement of Purpose

Clark County Public Schools (hereafter referred to as “the school district”) is seeking proposals from vendors who can provide an **On-Premises** Voice over Internet Protocol (VOIP) telephone system solution for the entire district. This system may replace our current, on-premises VOIP system and must be capable of meeting future expansion and needs.

Interested vendors should submit:

- 1) a formal proposal which details the proposed equipment, project costs, implementation and training plan, and support/service/maintenance of the VOIP system. The cost in each proposal should also include management software and warranty.
- 2) the signature sheet in *Appendix A: Bid Signature Sheet*
- 3) completed checklists from *Section VI. VOIP Phone System Features, Capabilities, and Scope* unless the vendor’s formal proposal adequately addresses this
- 4) equipment and costs (by school/building and totals) spreadsheets from *Section X. Vendor Equipment and Cost*, unless the vendor’s formal proposal adequately addresses this

The above four bullets can be combined and submitted in one PDF or packet, if desired.

## II. Submission Dates, Deadlines, and Submission information

Final submission of proposals may be made either by:

- 1) PDF sent via email to [justin.cason@clark.kyschools.us](mailto:justin.cason@clark.kyschools.us); OR
- 2) sealed manila envelope delivered to our Central Office, attention Justin Cason, Director of Technology. Our Central Office is located at 1600 W. Lexington Ave. in Winchester and is open Monday through Friday, 8:00am to 4:00pm.

“**2021 VOIP Phone Proposal**” shall be written in the Subject line of the email or on the outside of the envelope, whichever is applicable. Bids must be presented in one of the two formats requested above. Bids not submitted in the prescribed format may be rejected at the sole discretion of the school district. Proposals discussed verbally or sent via FAX will not be considered.

All bids are due on Thursday, May 13, 2021, at 10:30am. Late submissions may not be considered. Failure by the vendor to meet final completion deadlines may be considered a breach of contract and may constitute penalties. The school district reserves the right to amend the dates and deadlines below (with reasonable notice to vendors).

April 29, 2021	RFP made available via district website ( <a href="http://www2.clarkschools.net">www2.clarkschools.net</a> ). Vendors may submit questions via email during this time.
May 4, 2021	RFP notice made available in the local newspaper. Vendors may submit questions via email during this time.

May 13, 2021, 10:30am	Proposals due
May 13, 2021, after 10:30am	Proposals will be opened and evaluations begin. No immediate decision will be made concerning the proposals submitted.
May 17, 2021 (tentative)	Announcement of winner
Mid- to late-July, 2021	Installation of VOIP phone system

Notification of award of contract(s) and the vendor(s) receiving the award(s) for this solicitation will be done directly to the vendor receiving the bid. No other notification of the results of an Award of Contract will be provided.

### III. Point of Contact and General Communications

The school district’s objective is to ensure that we provide bidders with all of the information they need in order to provide the most complete response to this RFP as possible. The school district intends that all vendors shall have equal access to information relative to this RFP and that this RFP contains adequate information. As such, we welcome questions which you might have. Questions or requests for clarification prior to May 13, 2021, 10:30am, must be emailed to Director of Technology Justin Cason at [justin.cason@clark.kyschools.us](mailto:justin.cason@clark.kyschools.us).

All questions prior to May 13, 2021, 10:30am, and their answers, will be distributed to all parties participating in the RFP process. Phone discussions prior to May 13, 2021, 10:30am, will not be permitted so as to provide the same information for all vendors.

It is the responsibility of all interested vendors to email Justin Cason their choice to be included on email communications during the proposal window. This may be done at any time during the open proposal window.

### IV. Proposal – General Instructions

To be considered by the school district, all proposals must clearly state the bidder will conform to all language in this RFP (see Appendix A: Bid Signature Sheet). Proposals must be signed by a member of the firm that can legally bind the organization to the terms and conditions contained in this proposal. Should the vendor violate the terms of the proposal, the school district has the right to cancel the agreement in its entirety.

The school district reserves the right to choose the response that best suits the school district's needs. This RFP in no way constitutes a contract or commitment to purchase or lease. All bids shall be considered firm for ninety (90) days after this RFP's due date.

The school district reserves the right, in its sole and absolute discretion (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all bids with or without cause. The school district reserves the right to reject any and all proposals and to waive any informalities and irregularities in a proposal if that action is in the best financial interests of the Board. If all responses are rejected, the school district reserves the right to publish an RFP at a later date.

The school district reserves the right to request additional information from any or all bidders and to negotiate additional benefits.

Each vendor certifies that their bid is made without any previous understanding, agreement, or connection with any person, firm, or corporation making a bid for the same subject matter and is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action.

Where applicable, bids shall adhere to requirements set forth in the KDE Schools Facilities and Construction Division's School Construction Technology Checklist. Vendors should review and comply with the general bidding requirements listed under "Procurement Laws, Preference, Regulations and Policies" located on the state eProcurement Web page at <https://finance.ky.gov/services/eprocurement/pages/default.aspx>.

The Model Procurement Regulations adopted by the Board of Education shall be deemed incorporated by reference in these specifications as though fully quoted herein. In the event of any conflict between this RFP and the Model Procurement Regulations, the Regulations shall control.

## **V. School District Profile**

Clark County Public Schools has an enrollment of approximately 5,200 students and 750 full-time staff members. The school district is comprised of 9 schools: one high school, one alternative school, one junior high, one intermediate school, four elementary schools, and one preschool. Additionally, an Area Technology Center serves students within the high school building. Our district also has three non-instructional buildings: Central Office, Transportation, and Maintenance/Technology. All of the schools and buildings mentioned in this paragraph will require VOIP phone services (see chart under the Section IX. Phone Needs).

## VI. VOIP Phone System Features, Capabilities, and Scope

**A. The following features are either required or highly preferred.**

**Bidders should checkmark all boxes that their proposal fulfills (printing and scanning back in if necessary), and then include with their Proposal.**

- Phone system should migrate from PRI circuits to SIP trunks
- System capable of a minimum of 24 call paths, expandable and upgradeable to greater need. (Currently, the school district's call path handoff is via two PRIs provided and serviced by AT&T.)
- Ability to operate over the district's WAN infrastructure
- Dual-port 1 Gigabit Ethernet on any new phones
- Bid should include 5-year (or very similar time frame) support maintenance with options for expansion
- basic voice services
- Voicemail with the following features: Time and Date of call, Extension or number of caller, the Message itself, Save message, Delete message
- Four- or six-digit extension dialing
- Auto-Attendant
- Programmable Call Flow
- Call Forwarding
- Call Waiting
- Digital to Analog (D2A) Device
- Dial in Direct (DID)
- Do Not Disturb (DND)
- Extension Monitoring
- Failover for Extensions
- Hunt Group
- On Demand Call Recording
- Overhead paging/intercom integration
- Speed Dial
- Speaker/"Hands Free" option
- Support for break/fix within 24 hours (or similar time frame).
- Network connectivity includes IP addresses
- Remote management through a GUI web interface with the ability to make internal changes, such as the renaming of extensions, voicemail configurations and changes to the auto attendant, reset password, etc.
- Software assurance for future software releases and routine firmware upgrades should be included as part of each quoted product solution, not as an add-on service

Note: some of the features above are defined in Appendix B.

**B. The following 9-1-1 features are required.**

**Bidders should checkmark all boxes that their proposal fulfills (printing and scanning back in if necessary), and then include with their Proposal.**

- 9-1-1 Notification
- System must comply fully with both Kari's Law and with Ray Baum's Act
- System setup must be completely E911 compliant and conform to FCC requirements

- Ability to dial 911 directly, as opposed to the requirement to dial a prefix + 911, such as 9-911.
- Ability to dial 911 from any phone regardless of login/lock status and/or class of service
- 911 shall override other outbound calls.
- The school site systems must retain the ability to call 911 if the link to the core equipment is severed (WAN outage).

Note: some of the features above are defined in Appendix B.

**C. The following features are of interest to the school district but should be considered “not a necessity”.**

**Bidders should checkmark all boxes that their proposal fulfills (printing and scanning back in if necessary), and then include with their Proposal.**

- |  |   |
|--|---|
| <input type="checkbox"/> Announcement Line   | <input type="checkbox"/> Ability to reassign E911 address for mobile/travelling workers |
| <input type="checkbox"/> Auto-Dial   | <input type="checkbox"/> Ability to tag an extension for reporting/billing purposes     |
| <input type="checkbox"/> Busy Redial   | <input type="checkbox"/> Distinctive Ring   |
| <input type="checkbox"/> Programmable Call Queue                                     | <input type="checkbox"/> Memory buttons   |
| <input type="checkbox"/> Follow Me   | <input type="checkbox"/> Integrated Voice Response (IVR)                                |
| <input type="checkbox"/> Outlook, Active Directory, and/or Google Domain Integration |   |
| <input type="checkbox"/> Soft Phone  |   |
| <input type="checkbox"/> D2A device for modems and/or faxes                          |   |
| <input type="checkbox"/> New or upgraded phones in classrooms                        |   |

Note: some of the features above are defined in Appendix B.

**VII. Service, Support, and Maintenance**

Vendor will:

- Provide service to all schools and buildings (see chart in Section IX. Phone Needs).
- Provide a support/service/maintenance contract that is preferably for 5 years, with ability to extend warranty and maintenance contract when that term expires.
- Clearly identify all costs for support, service, and maintenance, where applicable
- Provide support during installation.
- Provide additional support -- during the term of the contract -- without additional cost, should any new schools be added or any of the school district’s current schools move physical locations

- Provide assurance for specific on-site response time to all locations in the district, including emergency response in case of critical failure
- Provide guarantee of minimum downtime percentage
- Clearly identify the warranty for all equipment it offers.

Additionally, an explanation of the source, level, and timing of maintenance servicing, and of responsibility for upgrades to the system, in both the warranty and post-warranty periods, should be provided. Bidders must clearly describe any charges associated with the warranty service which will be billed to the school district during the warranty period.

**Note:** The school board is tax exempt and as such will not pay any sales, use, or property tax.

Finally, provisions shall be provided to amend the contract or system configuration to meet E-rate eligibility guidelines if eligible funding becomes available at any point in the contract term.

## **VIII. Installation and Training**

Vendor will:

- Work to ensure their installation and configuration timeline match with local phone company
- Provide support during installation

Additionally, the selected vendor will provide a basic train-the-trainer model for the district's Technology Dept. staff on how to use and configure phones. Clark County teachers and staff will assume the responsibility of physically connecting the phones and basic set-up once this training has been completed.

The documentation for this model should include the roles and responsibilities of both the vendor and the school district, as well as a very tentative schedule for implementation of this basic training.

Bidders should also provide documentation that describes the equipment, software, and services, including the features of each, in their proposal. It is desirable that different types of documentation should be provided: documentation for end users (*i.e.* "Quick Start" guide) and documentation for the technical personnel who will maintain the system (*i.e.* technical documentation).

All equipment is to be delivered at the direction of and under the supervision of Clark County Public Schools. The successful vendor must notify the Technology Department prior to equipment delivery. Any attempted deliveries without a previously scheduled appointment may be refused and any additional delivery charges will be the responsibility of the vendor.

All delivery charges shall be part of the original bid; this includes shipping, handling, delivery, and guarantee that all items shall be in first-class condition in every respect upon installation. The

successful vendor will be responsible for the unloading and delivery to each building. Again, Clark County teachers and staff will assume the responsibility of un-boxing and physically connecting the phones.

Should the vendor require sub-contracting, the vendor should identify any of the required services that are proposed to be sub-contracted. For each of these services the following should be provided: summary of service, reasons for sub-contracting, proposed sub-contractor(s), detailed sub-contractor responsibilities, sub-contractor name, sub-contractor location, sub-contractor experience, previous use of sub-contractor, and any additional pertinent information.

The school district may reject work which does not conform to the Bid or awarded contract specifications. If the contractor fails to correct any defective work or fails to supply labor, materials, or equipment in accordance with the specifications of the awarded contract, the school district may order the selected contractor to stop all work, or any portion thereof, until the cause for such order has been eliminated.

The school district reserves the right of cancellation for non-performance of the terms specified in this RFP or awarded contract. Non-performance shall include, but is not restricted to: failure to start or complete installation in a timely manner, failure to adhere to terms of service and support, and/or inability to provide required equipment.



## IX. Phone Needs

School/ Building	Admin Phones	Classroom Phones	Total Phones	Location Requires Phone Survivability?	Current Phone system
Baker	13	54	67	YES	VOIP
Campbell	11	91	102	NO	
Central Office	32	0	32	YES	
Conkwright	7	39	46	YES	
GRC	20	152	172	YES	
ATC	2	10	12	NO	
Justice	11	53	64	YES	
Maintenance/ Technology	12	0	12	NO	
Preschool	15	31	46	YES	
Shearer	7	37	44	YES	
Strode Station	9	40	49	YES	
Transportation	6	2	8	YES	
Phoenix Acad	6	25	31	YES	Old PBX
School/Building Totals:	151	534	685		
<b>Additional Needs</b>					
Replacement phones - Classroom			10		
Replacement phones - Admin			5		
Conference Phones			3		
Wireless Phones (if available)			2		
School/Building Totals			685		
<b>TOTAL PHONES:</b>			<b>705</b>		

Network topology maps and current VOIP equipment available upon request (via email)

## X. Vendor Equipment and Cost

For **EACH** School/Building listed in Section IX above, either complete the small spreadsheet below, (adding columns and rows as needed), or create and provide a similar spreadsheet. The spreadsheet for Baker Intermediate School is provided simply as a template. Bidders are welcome to copy-and-paste the Baker sample and amend for each school/building.

When all Schools/Buildings are completed, bidders should provide **final totals** that clearly detail all costs for the project, including but not limited to one-time fees, support/service/maintenance costs, and monthly service fees (if applicable).

**Note:** The school board is tax exempt and as such will not pay any sales, use, or property tax.

### ***BAKER INTERMEDIATE SCHOOL***

<b>Qty.</b>	<b>Equipment/Description/Part #</b>	<b>Unit Cost</b>	<b>Total Cost</b>

## XI. Site Locations

(all buildings are located in Winchester, KY)

Baker Intermediate School	1645 Martin Luther King Jr. Dr.
Campbell Junior High	620 Boone Ave.
Central Office	1600 W. Lexington Ave.
Conkwright Elementary	360 Mt. Sterling Rd.
George Rogers Clark High School (includes ATC)	2745 Boonesboro Rd.
Justice Elementary	350 Mt. Sterling Rd.
Maintenance/Technology Dept.	650 Boone Ave.
Phoenix Academy	100 Vaught Rd.
Preschool	30 Beckner St.
Shearer Elementary	244 E. Broadway
Strode Station Elementary	1750 Martin Luther King Jr. Dr.
Transportation Dept.	1600 W. Lexington Ave.

## Appendix A: Bid Signature Sheet

By signing below, the vendor affirms having read the terms, conditions, and specifications in all sections of this Request For Proposal and agrees fully thereto and warrants that products and services supplied will conform to specifications herein.

By signature below, vendors certify that they are legally authorized to bind the proposer and agree to furnish the requested supplies, equipment, or services in accordance with this RFP.

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Representative/Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

----- **Do not write below this line: For School District Use Only** -----

The following items are enclosed and/or included on the Proposal:

- formal proposal which details the proposed equipment, project costs, implementation and training plan, and support/service/maintenance of the VOIP system. The cost in each proposal should also include management software and warranty.
- this signature sheet in *Appendix A: Bid Signature Sheet*
- completed checklists from *Section VI. VOIP Phone System Features, Capabilities, and Scope* unless the vendor's formal proposal adequately addresses this
- equipment and costs (by school/building and totals) spreadsheets from *Section X. Vendor Equipment and Cost*, unless the vendor's formal proposal adequately addresses this

(The above four bullets can be combined and submitted in one PDF or packet, if desired.)

## Appendix B: Terms, Definitions, and Notes

Term	Definition and Notes
9-1-1 Notification	A process where, whenever an extension dials 911, an administrator is notified by either automated voice or text message containing the extension that dialed.
Announcement Line	A phone number that is not tied to a physical extension, and simply plays a recorded message (e.g. job line).
Auto-Attendant	A process that answers calls to a Hunt Group, DID, or extension and provides an interactive menu of options for the caller.
Auto-Dial	A process where an extension automatically calls another extension or phone number when the handset is picked up.
Busy Redial	A process that allows an extension to repeatedly call another extension or phone number at regular intervals until it does not receive a busy signal.
Call Forwarding	The ability to present forward a call to another extension, phone number, or voicemail
Call Waiting	The ability to place a call on hold and take an incoming call.
Digital to Analog (D2A) Device	A device that allows an analog device to use a digital phone line.
Dial in Direct (DID)	A single phone number that rings on a single extension.
Do Not Disturb (DND)	A feature that prevents an extension from ringing. The call will follow the call flow designed for the extension.
Extension Monitoring	The ability for one extension to see whether another extension is currently on the line.
Failover for Extensions	A process which calls a backup number when an extension is not available, either through phone or network failure.
Follow Me	A process by which an incoming call is rolled to another extension or phone number after a certain number of rings or time segment. (e.g. An incoming call to the director's extension will call the director's cell phone after the main extension does not answer for 20 seconds). Failed calls should go to the original extension's voice mail.
Hunt Group	A single phone number that has the ability to ring multiple extensions. Each department may have multiple Hunt Groups depending on their configuration.
Integrated Voice Response (IVR)	A process where a caller can use the phone keypad or verbal inputs to respond to or make selections in the phone system.

On Demand Call Recording	The ability to press a button or sequence of buttons to allow the recording of certain phone calls.
Outlook Integration	The ability to start a call from a phone number in an e-mail or address book in Microsoft Outlook.
Overhead Paging	The ability to page through a public address system.
Programmable Call Flow	A process that controls what happens with an incoming call. (e.g. Calls that ring an extension or Hunt Group that do not get answered after 4 rings go to voicemail/auto-attendant)
Programmable Call Queue	A process by which, when all extensions in a Hunt Group or DID are busy, the system will place the caller in a queue to wait for the next available extension.
Soft Phone	A program that runs on a computer or mobile device that simulates a phone extension.
Speed Dial	A process that allows a sequence of buttons to call another phone number.