HARRIS COUNTY SCHOOL DISTRICT

Request for Proposals (RFP)
Voice over Internet Protocol (VoIP) Telecommunications System

I. PURPOSE AND BACKGROUND

Harris County School District (hereafter referred to as “HCSD”) seeks to procure a new Voice over Internet Protocol (VoIP) Telecommunications System to serve the staff and administrative operations of the District. The District is seeking a state-of-the-art telecommunications system to meet the needs of its staff, families, facilities and programs. HCSD is soliciting qualified service Vendors, (hereafter referred to as “Vendor”, “Contractor” or “Provider”) for one solution. Under this solution, the Vendor shall submit a proposal for the purchase, implementation and support services for a VoIP Telecommunications System. HCSD priorities for the solution and services include:

- VoIP Telecommunications System that supports:
  - All required Call Processing
  - Voice and Unified Messaging
  - System Services
  - Centralized and efficient management
  - Administrative Feature Requirements
  - Additional requirements as defined in this RFP
- Hardware and equipment to support the proposed System
- Installation of system
- Maintenance

HCSD currently has a number of Iwatsu systems serving roughly 150 stations across 12 District locations. HCSD has determined that the existing Iwatsu system is end-of-life, obsolete and no longer supported. This hardware and software obsolescence requires the District to replace it with a new product. HCSD has centralized voicemail and all of the Iwatsu systems are networked together to allow 4-digit dialing between all phones on the system. Voice communications services today for the facilities are primarily provided through PRI service. The District currently has a total of 2 PRIs installed centrally at the District Office and at Mulberry Creek Elementary School.
HCSD currently has twelve locations connected with a managed fiber Wide Area Network (WAN). All District buildings are connected with a WAN that provides the needed data network connections. It is the District’s intent to obtain a new telecommunications system that will continue to allow direct connectivity and enhanced communications. The data network is fiber and network connections to schools are 10Gb. Internet bandwidth is 1Gb. There are no bandwidth or latency issues within the data network at this time.

II. POINT OF CONTACT

Jonathan Smith
Director of Technology
Harris County School District
132 Barnes Mill Road
Hamilton, Georgia 31811
(706) 628-4206 x1414
smith-jonathan@harris.k12.ga.us

III. TIMELINE AND KEY MILESTONES

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 23, 2020</td>
<td>RFP issued</td>
</tr>
<tr>
<td>April 6, 2020</td>
<td>Deadline for questions regarding bid specifications</td>
</tr>
<tr>
<td>April 15, 2020</td>
<td>Proposal deadline and bid opening</td>
</tr>
</tbody>
</table>

IV. SPECIFICATIONS

Locations where services are requested:

Creekside School
8403 Georgia Highway 315
Cataula, Georgia 31804

Harris County Board of Education Central Office
132 Barnes Mill Road
Hamilton, Georgia 31811

Harris County Carver Middle School
11696 US Highway 27
Hamilton, Georgia 31811

Harris County High School
8281 Georgia Highway 116
Hamilton, Georgia 31811

Harris County School District HOPE Center
106 Mountain Creek Drive
Hamilton, Georgia 31811

Harris County School District School Nutrition Office
140 Barnes Mill Road
Hamilton, Georgia 31811

Harris County School District Transportation Office
135 Barnes Mill Road
Hamilton, Georgia 31811

Mulberry Creek Elementary School
8405 Georgia Highway 315
Cataula, Georgia 31804

New Mountain Hill Elementary School
33 Mountain Hill Road
Fortson, Georgia 31808

Park Elementary School
13185 US Highway 27
Hamilton, Georgia 31811

Pine Ridge Elementary School
15750 Georgia Highway 315
Ellerslie, Georgia 31807
Performance Learning Center/Enrichment Opportunity Center
757 Carver Circle
Hamilton, Georgia 31811

**Estimated devices requested:** (These numbers are estimates. Please itemize costs per device.)

<table>
<thead>
<tr>
<th>Location</th>
<th>Desk Phones</th>
<th>Receptionist Phones</th>
<th>Conference Phones</th>
</tr>
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<tbody>
<tr>
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<tr>
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<tr>
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<tr>
<td>HCHS</td>
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</tr>
<tr>
<td>HOPE Center</td>
<td>5</td>
<td>0</td>
<td>1</td>
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<tr>
<td>School Nutrition</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transportation</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mulberry Creek</td>
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<td>1</td>
<td>0</td>
</tr>
<tr>
<td>New Mountain Hill</td>
<td>15</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Park</td>
<td>15</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Pine Ridge</td>
<td>15</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>PLC/EOC</td>
<td>11</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>181</strong></td>
<td><strong>8</strong></td>
<td><strong>3</strong></td>
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</table>

**Phone System Requirements**

HCSD seeks to replace all of its current phone systems with an integrated, VoIP telephony solution that connects all remote offices and provides a high level of reliability and functionality. The system should act as a single system image in a multi-site environment and be scalable up to 1000 users. The preferred high-level components of functionality include voicemail, conferencing, unified messaging, and system administration.

**Basic Features & Functionality Required**

- Ability to function as a part of a network with a centralized voicemail system.
- Four-digit dialing from any site to any site on the network and provide interoperability and compatibility with the HCSD VoIP system.
- The voicemail system shall provide capacity to handle a voicemail box for each extension/user. Each user must have a voicemail box with remote access and the user must
be able to fast forward/interval skip message playback.

- The system must provide the ability to provide music or pre-recorded messages on hold at each of the sites.
- The system must be able to handle extension forwarding and call transfers to user defined external numbers such as the user’s cell phone, home phone, or another location on the network.
- The system should allow specified end users to record calls to their extensions.

**Phone Desk Phone Requirements**

- All phones should be IP based and have configurable buttons that are customizable on a per extension basis, and not require a global “map” across the enterprise.
- Power over Ethernet (POE) capable
- 1 Gig network port in back for PC
- All staff phones must have speakerphone capabilities.
- The system should be compatible with headsets for hands-free operation.
- Phones should have the option to adjust the volume.
- Ability to access a directory of phone numbers/extensions via the phone set.
- Provide support for custom “note” fields in attendant GUI call presence application so users would be able to leave customized “presence” messages.
- Reputable brand
- Minimum 1 year warranty

**Conferencing Details Required Features**

- The system must provide the ability to include a minimum of three (3) inside or outside callers in a conference call.
- Vendor must describe the maximum number of conference call participants and simultaneous conference calls in its proposal.
- Vendor shall include pricing for one (1) conference-quality phones for the central office location and one (1) each for the conference rooms at each school/site.

**Voicemail Details Required Features**

- Users must be required to enter a password or PIN to access their voicemail box.
- Ability to access voicemail remotely.
• System must provide notification that the limits have almost been reached in regard to the maximum number of minutes or disk space allotted to a single voicemail box.
• The system must have the ability to stamp each new message with time and date.
• The system must assign a default password for users, and provide a mechanism to reset passwords for users that have been locked out of their mailboxes.
• The system must be capable of adding or modifying a class of service.
• The system must allow users to transfer a call directly to their own or another user’s voicemail.
• The system should provide the ability to change greetings and passwords remotely.
• The voicemail system must allow users to obtain instructions through system prompts.
• The system must provide the ability to transfer messages to other (multiple) users and append them with their own comments, allow users to modify their own passwords, and allow users to record multiple greetings for internal and external callers, out-of-office messages, email, etc.

Phones and Attendant Console Details Required Features
• The proposed solution shall provide an attendant console for servicing incoming calls to the network. The console should feature a simple, uncluttered layout of call appearance keys, attendant function keys and a large, easy to read display.
• Attendant console and/or GUI version must display call presence and extension status for all extensions.
• System shall display limited call presence information at a minimum for all GUI based user phone consoles.

User Administration and Productivity Details Required Features
• Users must be able to login/logout via both the phone set and GUI.
• Preferred solutions will incorporate a local, workstation-based GUI which allows users all of the call control capabilities available via the telephone set. The GUI shall also allow users to configure call control and voicemail preferences. Preferred solutions will be able to provide dynamic, on-line directories for internal and external users via both phone sets and GUIs.

System and Software Administration Details Required Features
• Vendor must describe the administration/management interface used with the proposed
solution. Please note if the interface is command line driven or a GUI environment.

- The proposed system must provide the ability to administer multiple remote sites through a centralized workstation.
- The system must provide for the ability to perform self-administration and moves, adds, or changes with nominal training.
- The proposed solution must require the administrator to provide a password for access.

**System and Software Administration Details**

**Optional Features**
- Allow for multiple levels of administrators each having different capabilities or roles with regard to system access, and each with a unique password.
- The ability to track administrator activity in detail.

**Additional Questions**
- Is the system administration application accessible from any workstation on the WAN?
- How many levels of security can be defined? Can some administrative users be defined with “view-only” permissions?
- What type of support is provided with the administration system (help desk, online, etc.)?
- Are there additional costs associated with support?
- Can a single instance of the administration tool be used to manage all systems within an enterprise simultaneously?
- How are administration module upgrades performed? Must the system be shut down, or can these types of activities take place in an on-line environment?
- Does the proposed solution provide an easy way to backup system configuration data?
- How frequently does your company recommend backing up the system software and data?
- What changes can the user make as opposed to requiring the system administrator?

**System Reliability and Availability**

Although no HCSD offices are open 24 hours/7 days per week, it is critical during business hours for parents, community and other stakeholders to be able to contact HCSD staff should system problems occur. Preference will be given to solutions that minimize call processing issues regardless of the state of the WAN or localized power outages. It is acceptable for peripheral functions such as voicemail or conferencing to be less functional, for a limited time, during major outages.
**System Reliability and Availability Required Features**

- Ability to keep basic telephone services should the WAN fail.
- The proposed system must provide local 911 access during a power outage.
- Wherever possible, hardware components should be hot swappable.
- The proposed solution should provide 99.999% availability.
- Providing a system manual is not an acceptable response to this section.

**Training**

User training will be needed for the proposed phone and voicemail system. In addition, training will be needed for VoIP system administrators. HCSD would like the option to have the vendor conduct all of the training for the system administrators and a plan to “train the trainer” in regard to user training.

**Required Training**

- Provide hands-on role-based training for the proposed telephony solution. Roles must include at a minimum; System Administrators, Operators, End Users.
- Provide system administration and end user documentation. Documentation may be in hard copy, but web-based, regularly updated electronic documentation is preferred.
- Review the proposed training with HCSD’s Technology Director, Instructional Technology Coordinator, and other assigned staff prior to initial training session to fine tune material to meet specific District needs.
- Provide a summary of the training concepts involved for every product application proposed and, if applicable, role(s) within that application.

Vendor will perform all work necessary to make all equipment fully operational; vendor must explicitly state any exceptions in the bid. Vendor will provide school district assigned project manager with list of equipment installed per building. Vendor will power up and verify networking equipment is operational.

**Service Provider Qualifications**

HCSD prefers the following certifications:

- Certified in all recommended products.
A copy of the certifications MUST be included in the bid package. These vendor certifications will help ensure HCSD of adequate support and expertise throughout the project. These certifications must remain in place and current throughout the contract period.

Vendor must provide a toll-free number for emergency technical support Monday-Friday 7:00 a.m. to 5:00 p.m. Eastern as a minimum.

Vendor must have verifiable accounts and provide references for a minimum of 3 other customers for whom the company has provided similar size and scope of services.

V. QUESTIONS CONCERNING SPECIFICATIONS

Vendors that have questions regarding bid specifications must submit their questions in writing to Jonathan Smith, Director of Technology, email: smith-jonathan@harris.k12.ga.us no later than April 6, 2020 by 4:00 p.m. Eastern. Questions submitted after the question deadline will be ignored. Answers to all questions will be posted on the 2020 Voice over Internet Protocol (VoIP) Telecommunications System web page.

VI. BASIS OF AWARD

Evaluation is a two-step process. The first step involves determining if the submission is complete, accurate, and meets the requirements. The second step is comparing the cost-effectiveness of the proposed solutions which have successfully passed the first step process. In keeping with the guidelines of this RFP, the bid will be awarded to the most cost-effective provider. Price will be the primary factor, but not necessarily the sole factor, in evaluating the bids. Other factors considered are prior experience, including past performance; personnel qualifications, including technical excellence; bid proposal criteria. HCSD does not guarantee award of a contract and reserves the right to reject all bids.

These factors may be utilized in weighing the RFP responses:

<table>
<thead>
<tr>
<th>Factor</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Price</td>
<td>35%</td>
</tr>
<tr>
<td>Prior experience with the District</td>
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</tr>
<tr>
<td>References</td>
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</tr>
<tr>
<td>Personnel qualifications/expertise</td>
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<tr>
<td>-----------------------------------</td>
<td>-----</td>
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<tr>
<td>Bid proposal criteria</td>
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</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

HCSD may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria set forth above.

**HCSD may elect to award all, some, or none of the services bid.**

Required attachments:
- Completed and signed Bid Response Forms (all pages)
- Completed Affidavit of Bidder - Familial Relationships Form
- References of a minimum of 3 other customers for whom the company has provided similar size and scope of services
- Vendor qualification/certifications
- Vendor also must submit product specs and options for training on all products
- Outline of training proposal on all products

Failure to provide the required information in the specified manner may be a basis for the bid in its entirety to be thrown out without consideration.

Qualified vendors offering these products and services should submit proposals including detailed descriptions, with all costs associated with the delivery of the products and services (parts, labor, installation, testing, acceptance, configuration, turn-up, applicable taxes/fees, shipping, and so on).

Vendors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the HCSD. This provides an opportunity for the vendor to clarify or elaborate on the proposal. This is a fact-finding and explanation session only, and does not include negotiation.

**VII. MISCELLANEOUS**

A. The Harris County School District/Board of Education intends to contract for new Voice over
Internet Protocol (VoIP) Telecommunications System with a responsible bidder offering a proposal that is deemed the most acceptable and advantageous to the Harris County School System.

B. If a bid differs in any way from the bid specifications, the bidder must list the differences on the bid proposal form telling exactly where and how the bid deviates from said specifications. If no exceptions are listed on the bid, it will be presumed the bidder proposes to meet the specifications in every respect; and if awarded the contract, performance on this basis will be required.

C. It is the bidder’s responsibility to comply with all local, state and federal laws as they apply to this bid.

D. All bidders must submit a list with all required equipment/supplies needed for the project.

E. HCSD is exempted from all sales and use taxes as outlined for all State of Georgia governmental agencies.

F. Bid price is to be all inclusive with no further charges made against HCSD.


H. HCSD is an equal educational opportunity agency and prohibits discrimination in any of its educational programs, including employment, on the basis of sex, race, religion, national origin, color, age or any handicapping condition. The Board of Education complies fully with the provisions of Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the appropriate Department of Education regulations.

I. The final awarding of this bid will be made by the Harris County Board of Education based on a recommendation from the Superintendent.

J. All requirements specified in this RFP become part of any awarded contract.

K. HCSD reserves the right to reject all bid proposals.

L. The System reserves the right to cancel the contract with the vendor for non-performance at any time during the contract period. Nonperformance includes, but is not limited to; failure to supply good quality service, failure to provide services for the full term of the contract, installation performance, poor billing and customer service services, and failure to maintain status as an authorized representative of services.

M. HCSD will review all proposals for service utilizing guidelines outlined by the Georgia State Bid Law.

N. Any changes, additions, modifications to the bid request will be posted to the HCSD web
site at 2020 Voice over Internet Protocol (VoIP) Telecommunications System web page. It is the responsibility of the vendor to check the website for any changes to the bid request.

O. If discrepancies between two (2) or more copies of the Proposal are found, the Proposal may be rejected. If, however, the Proposal is not rejected, the master copy will provide the basis for resolving such discrepancies.

P. Vendor may withdraw the Proposal at any time prior to the Proposal Submission Deadline specified in the Timeline and Key Milestones, by submitting a written request for its withdrawal to the designated District RFP contact, signed by the Vendor or authorized agent. Vendor may thereafter submit a new or modified Proposal prior to the Proposal Submission Deadline. Modification offered in any other manner, oral or written, will not be considered. A Proposal cannot be changed, corrected, or withdrawn after the Proposal Submission Deadline.

Q. Sealed bids must be submitted in one (1) printed copy and one (1) electronic copy (PDF format) along with any required supporting documentation to the bid opening scheduled for April 15, 2020, 2:00 pm Eastern, at the Harris County Board of Education office, 132 Barnes Mill Road, Hamilton, Georgia 31811.

Proposals shall be clearly marked: “Response to Harris County School District VoIP Telecommunications System.” and “SEALED BID--DO NOT OPEN” near the seal.

Proposals shall be submitted to:
Harris County School District
Attn: Jonathan Smith
132 Barnes Mill Road
Hamilton, Georgia 31811

*** No telegraphic, facsimile, or emailed proposal will be accepted. HCSD assumes no responsibility for late delivery. ***