



CHOATE
INFORMATION
TECHNOLOGY

Request for Proposal (RFP) Voice over IP (VoIP) Telephone System

Choate Rosemary Hall, Inc.
333 Christian Street
Wallingford, CT 06492

Proposed Responses Due: October 31, 2022

General Information

The intent of this RFP is to provide the potential vendor with sufficient information to enable them to prepare an acceptable response.

Introduction

Choate Rosemary Hall (Choate) is looking for a VoIP Service. This document constitutes a Request for Proposal from qualified vendors to provide Choate with a requested solution.

Current Telephone/Network System:

- Mitel 3300
- AVST Voicemail
- Mitel Emergency Notification
- RAVE Emergency Notification
- Valcom SIP notification (fire panel annunciator/AV systems)
- 1 GB Internet Bandwidth
- 2 PRI with Frontier (Steele Hall – primary, Science)
- Interent provider CEN (Connecticut Education Network)
- Business Internet with Comcast Business

Currently Choate has the following locations:

Building Name	Service Address
Steele Hall	185 Christian Street, Wallingford, CT 06492
Carl Icahn Center for Science	235 North Elm Street, Wallingford, CT 06492
Kohler Environmental Center	867 Old Durham Road, Wallingford, CT 06492

Choate seeks a firm that can provide a cloud premise Voice over Internet Protocol (VoIP) telecommunications system. This system will replace the current, on-prem VoIP system and must be capable of meeting future needs. The project requires the design, implementation, and support of an on-prem VoIP telephone system. Preference will be afforded to Vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity requirements, and ongoing service and support. Each respondent should include in their proposal the benefits that their system will provide including, but not limited to, the increased efficiencies and potential cost savings the school will realize.

Building Switch Name	TYPE	Mitel Model	Total Units / Site
KEC	Analog		20
Science	Analog		152
Science	IP	5320	37
Science	IP	5320e	41
Science	IP	5340	202
Science	IP	5340e	10
Steele	Analog		405
Steele	IP	5312	1
Steele	IP	5320	27
Steele	IP	5320e	64
Steele	IP	5340	159
Steele	IP	5340e	10
Totals			1128

Choate seeks a solution that includes Unified Messaging and integrates with our existing network infrastructure. Choate uses HP Procurve PoE switches at all locations. All existing phones should be replaced with current IP phones that provide the required features.

The winning bidder will be expected to work directly with the Choate Information Technology Department Staff and their network providers to ensure compatibility, call quality, and reliability.

Choate is interested in the installation of a limited “failover/backup system” that will provide services (especially 911) in the event of a failure of the main system, to process calls as needed, either due to an emergency, power outage or capacity issues. This “failover/backup system” may reside onsite or at an offsite data center.

The successful respondent for this contract will be the sole authority and responsible party for this installation. Choate’s goal is to establish a relationship with a single point of contact for all support necessary for the project.

If Vendor utilizes any subcontractors for any part of the system architecture, design, planning, installation, or support, the successful respondent will be the sole responsible party for all activities.

It is the intent of this Request for Proposal that the responder shall provide a complete solution for all aspects of the project. Vendor shall provide all design, planning, system architecture, installation, network analysis, training, and post-installation support for the project. Choate staff will act in oversight and advisory positions only.

Vendor is also expected to provide a training plan for all employees. The training plan will consider the various levels of training needed for various employee groups. Choate staff will work with Vendor to develop a training plan that achieves these objectives.

Vendor is expected to plan and conduct the installation of the project with minimal impact on daily operations and staff through close coordination with Choate staff.

RFP INSTRUCTIONS AND INFORMATION

Vendor shall create one (1) digital PDF proposal, signed by the firm's authorized agent. The submission shall be emailed to:

Andrew Speyer
 Director of Information Technology Services
 aspeyer@choate.edu

The email subject line should read "VoIP Proposal" and should be sent on or before 2:00 p.m., October 31, 2022. Late proposals will not be considered. All proposals received will be retained by Choate.

Oral, telephonic, or facsimile proposals are invalid and will not be considered. Choate reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarifications, to accept or negotiate any modifications to any proposal, following the deadline for receipt of all proposals, and to waive any irregularities if such would serve the best interest of the school.

RFP Timeline:

Event	Date
RFP released to Vendors	09/22/2022
Last Day to Submit Questions	10/21/2022
Proposals Due	10/31/2022
Evaluation and Selection of Finalist	11/1/2022-01/06/23
Vendors Informed of School Selection	01/09/23
Negotiations / Final Contract Creation	01/09/23-01/30/23
Legal review, Signatures, Executed Contract	05/01/23
Planning Stage	05/02/23-07/01/23

Implementation Stage	08/01/23-08/31/23
Training	09/04/23-09/27/23
Punch List	10/02/23-10/16/23
Sign-off	10/31/23

All questions regarding the scope of work shall be submitted to:

Andrew Speyer
 Director of Information Technology Services
 aspeyer@choate.edu

The email subject line should read "VoIP Proposal Question"

Proposal Submission Requirements and Evaluation

All proposals shall be prepared in strict compliance with the Proposal Format outlined below. Failure to comply with all provisions of this RFP may result in the proposal being disqualified.

1. Vendors shall submit proposals that are complete, thorough, and accurate. Websites, brochures, and other similar material may be electronically linked/attached to the proposal but may not be used by the evaluation team in determining the extent to which the proposal is responsive or complete.
2. All proposals must be written within a single document in PDF or MS Word format and must include the following items (in order). This is the main proposal. It does not include any later listed required attachments and optional appendices.
 - 2.1. Title Page: The title page should include the subject of the proposal: the proposing company's name and postal address; the name, email address, and telephone number of a contact person; and the date of the proposal.
 - 2.2. Table of Contents
 - 2.3. Executive Summary: This summary, limited to three (3) single-spaced pages, should provide a high-level description of Vendor's ability to meet the requirements of the RFP and a statement describing why Vendor believes itself to be the best qualified to provide the specified services. The summary must also include:
 - 2.3.1. Names, titles, and background of the officers and operating personnel who would work on the project with Choate.
 - 2.3.2. Location and current staff size of the servicing office.
 - 2.3.3. An approximate breakdown of the type of clients served by your firm over the past five years (K-12 schools/Other/Etc.)
 - 2.4. A statement of whether or not your firm, in the event of an award, would be able to provide insurance meeting or exceeding the requirements.
 - 2.5. Project experience and References:

- 2.5.1. Provide (3) three references from schools or organizations that Vendor has worked to provide similar telecommunication systems. Each reference should include the organization name, postal address, phone number, contact person's email address, number of students and/or employees, and contact person's name. Also, give the title and brief scope of the project.
- 2.5.2. Provide up to three examples of relevant project experience, in progress or completed by your proposed team members during the past five years. Vendor, including any subcontractor, shall have a proven record in telecommunication projects. Include:
- 2.5.2.1. Size of project, cost, budget, start and completion dates of design and implementation.
- 2.5.2.2. Identify similarities to this project and any unique lessons learned that would be applied.
- 2.5.2.3. Scope of services (Implementation Plan).
- 2.5.2.4. Identify the specific team members from your firm that will be assigned to this project and include a description of their roles and responsibilities on this project. Choate will expect the submitted staff to be involved in the roles proposed throughout the duration of the project including punch list resolutions that occur within a year of building occupancy. Any changes must be reviewed and approved by the School.
- 2.5.2.5. Identify any proposed subcontractors/consultants and their key staff members that will be involved with the project.
- 2.5.2.6. Describe your implementation plan and include a project timeline and sequential tasks chart. Make sure you have addressed the questions in section QUESTIONS TO VENDORS.
- 2.5.2.7. Based on the preliminary assessment of the project, please list any equipment, hardware, software, service, wiring/cabling, etc. Vendor proposes to acquire, configure, and install as part of this on-prem VoIP project. List all equipment by make, model, and quantity.
- 2.5.2.8. Be sure to clearly outline manpower that would need to be allocated to work with Vendor and at which stages of the project.
- 2.5.2.9. Describe how you will keep the project within budget and on schedule.
- 2.5.2.10. Include any unique capabilities or qualities of your firm that would make your approach stand out.
- 2.5.3. Recommended system requirements: Please indicate the minimum and recommended system requirements for all configured and installed technology.
- 2.5.4. Support services: Please indicate the level and nature of support you are prepared to provide in the following areas:
- Installation
 - Testing
 - Documentation
 - Training/Professional Development
 - Ongoing technical support
 - Ongoing maintenance plans after warranty expiration (optional)
 - Other (specify)
- 2.5.5. Required Attachments:
- 2.5.5.1. (Attachment A) Requirements and Warranties: Vendor shall include with the RFP response a detailed overview of all applicable warranties, including exclusions.

Detail the responsibilities Choate will assume during the warranty contract period. Describe services provided during the warranty period.

- 2.5.5.2. (Attachment B) Cost proposal: Provide a pricing matrix similar to the ones found in the section PRICING SCHEDULE of this RFP for all equipment and services, including hardware, software licenses, labor, and etc. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. Costs should not include taxes as Choate is a tax-exempt public school.
- 2.5.6. Appendices: The content of the appendices is left to Vendor's discretion, but should be limited to material that will be helpful in describing the services proposed. Products and services which are not specifically requested in this RFP, but which are necessary to provide the functional capabilities offered by Vendor, should be included in this section and referred to in the main proposal.
- 2.5.7. Items to Include with the Proposal – An email must be sent with the proposal attachments. This email should briefly state Vendor's understanding of the work to be done and to provide a commitment to perform the work included in the proposal attachments. It should also identify all materials and enclosures included in response to the RFP.
- 2.5.8. Exceptions to Format – It is intended that this RFP describe the requirements and response format in sufficient detail to secure comparable proposals, recognizing that various proponent approaches may vary widely. Proposals that differ from the described format may be rejected. All information requested must be submitted, or alternatively, a statement giving the rationale of Vendor for not submitting the requested information. Choate may, if it deems it to be in the best interest, take such statements into consideration in determining the responsiveness of the proposal.

Evaluation

It is the intention of the project team to review proposals from a select list of firms deemed to be most qualified for the specific needs of this project. Once proposals are received and reviewed, interviews will be conducted for final selection.

The following criteria, listed in random order, are likely to be considered in evaluating firms:

- Quality of materials submitted
- Experience of firm in design of similar projects
- Experience of members of proposed implementation team with this project type
- Diversity of firm leadership and of project team (e.g., BIPOC, women)
- Alignment of firm and project team values with Choate's Statement of Expectations
- Success of completed projects, including adherence to schedule and budget
- Satisfaction of former and current institutional clients
- Experience and reputations of proposed consultants
- Comprehensiveness of services
- Project approach and organization

False or Misleading Statements

Vendors must take great care to ensure that sufficient information has been provided to allow Choate to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information,

technical documentation, references, and points of contact, corporate capabilities, etc. Vendor understands that if in the opinion of Choate, a proposal contains false or misleading information of any kind or does not contain sufficient detail to fully evaluate the technical solution or proposed price, Choate reserves the right, in its sole discretion, to reject the proposal. Vendor also understands that if the information provided does not support a function, attribute, capability, or condition as proposed by Vendor, Choate may reject the proposal. Vendor understands that any modifications to the questions in this RFP by the bidder may result in immediate rejection of that proposal.

Acceptance of Proposal Content

Vendor understands that Choate reserves the right to award a contract without further discussions or clarifications with vendors. Thus, the contents of the RFP response and all pricing, terms, and statements contained therein will be binding upon Vendor. Upon acceptance of the proposal by Choate, the successful proposal, including all terms, conditions, and pricing contained therein, will be incorporated into the awarded contract. Vendor must take great care to respond to all requirements of this RFP to the maximum extent possible. Vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. Vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to Choate.

No Obligation to Buy

Choate reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Choate to purchase.

Withdrawal of Proposals

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of Vendor must be submitted to the RFP Contact. Vendor may submit another proposal at any time up to the proposal closing date and time.

Cost of Preparing Proposals

Choate is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations submitted in response to this RFP. Choate shall not reimburse any vendor for the cost of responding to this RFP.

Permits

Vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances, and regulations bearing on the conduct of the work, as specified herein. On any work that requires an inspection certificate issued by local authorities, the National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by Vendor. The chosen vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to Choate.

Damage Liability and Insurance

The Vendor is liable and responsible for any damage to the premises and existing equipment (e.g., floor, walls, network devices, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

Vendor shall, at Vendor's expense, procure and maintain satisfactory public liability and casualty insurance to protect Vendor's personnel and Choate against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by Vendor or by Vendor's subcontractor, or anyone directly or indirectly employed by Vendor. The school will require Vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance, and workers' compensation insurance coverage as needed.

Such Coverage must be provided by an insurance company(ies) authorized to do business in the state of Connecticut. Certificates must name the School as an Additional Insured and shall provide that contractor's policy is primary over any insurance carried by the school and that the policy will not be canceled or materially changed without thirty (30) days prior notice in writing to Choate. The successful vendor must agree, if awarded a contract because of its proposal, to indemnify and hold harmless the school, its officers, agents, and employees from all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to the commencement of any work, these and other provisions will be established contractually.

RFP Responses

All materials submitted by the Vendor in response to this RFP become the sole property of Choate upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the Vendor. Any documentation that is to be considered confidential must clearly be identified as such, or it will become part of the project's records of Choate.

SCOPE OF SERVICES AND REQUIREMENTS

The Voice over Internet Protocol (VoIP) Telephone, Voicemail, and Unified Messaging system design should provide a uniform communication system for all Choate facilities and should be expandable at the convenience of the school. The new system must provide a single system in terms of dialing, feature access, and administration.

Required Services

Unified Messaging - The School envisions a VoIP system that provides four-digit dialing between locations, a centralized voicemail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.

The equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models will not be accepted. Choate is interested in integration of the proposed system with Microsoft Office 365 Outlook email. Vendor shall propose any viable options to achieve this with full functionality and with minimal impact on services. Preferably, users could opt to have messages only in their email inbox and not on the phone handset. Vendor shall also provide any costs necessary for licensing that may be required to achieve this.

Call Accounting System - A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include Call Dialing Report (CDR) for inbound, outbound, and internal calls and usage reports for all types of inbound, outbound, and internal calls. Specifically, Choate is genuinely concerned about the metrics for call length, the number of calls unanswered going to voicemail, and dropped calls.

911 Services - Emergency 911 Services are mandated for this system. Vendor shall provide a solution for 911 dialing from within the network that achieves all the expected performance of a 911 system without changing any of the expected normal operations of the system. If a staff person currently presses 911, it is expected that they will continue to perform the same activity and achieve the same result. Additional capabilities preferred from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within Choate and to have a text number be notified when a 911 call is placed. Calls to the Community Safety number should route to the two officers cell phones or another device, provide the original DID, and roll over to the other phone or device if the current line is busy.

988 Services – Dialing 988 should route the call to the National Crisis and Prevention of Suicide Hotline.

Feature Set and Technical Requirements

The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. Choate expects the successful vendor will have had experience with corporations and other schools of Choate's size and will be able to provide consulting advice, input, and insight into what other organizations are using and to provide suggestions that will enhance the useability and functionality of the system. Please identify which features are included, not included or available at an added cost.

Choate is an Apple school. All solutions, apps, or browser interfaces must work within Mac OS and Windows. All mobile solutions should work on an Apple iPad or iPhone.

Requirements

- Automatic call back
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer
- Call Recording
- Call Waiting
- Calling Line ID Name and Number
- Conference Calling
- Caller ID Name and Number
- Speaker Phone Capable
- Auto / Speed Dial (directory and user-entered)
- Programmable Buttons w/ paperless labels
- Intercom/Paging & Group Paging system
- Extension Dialing between Locations

- Automatic Call Distribution (ACD)
- Workgroups (Groups)
- Custom Call Routing (CCR)
- Four-digit dialing to all sites on the network
- Conference calls (Include maximum number of participants)
- Integrated messaging with email (Outlook)
- Temporary call relocation to another extension
- Compatibility with Remote Handsets
- Built-in 1 GB switch to provide connectivity to the computer
- Flexible support for PoE or local power
- Shared Extension on Multiple Phones
- Wall-Mount Option
- Bridged Call Appearances
- Music on hold
- Support of American Disability Act (ADA) requirements
- Integration with existing intercom systems outlined below
- Electronic Fax Capability / Inbound & Outbound Fax Messaging
- Electronic Fax to Email
- Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability Off-Premises Extension (OPX)
- Soft Phone integration
- Ability to hand off calls to a mobile device

Voicemail

- Access to all voicemail features from multiple locations
- Voicemail options for users without an assigned phone
- Password/Pin required for login
- Voicemail message easily set by the user from any location
- Voicemail forward as an audio attachment to Email and Selection of Message Storage Location (on a handset, email only, or both)
- Voicemail Light Indicator
- Automated attendant features

Management

- Remote management through a 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.
- Allow various levels of calling privileges such as long-distance and international calling to be programmable by extension.
- Ability to reroute to an alternative phone backup system on the failure of the system.
- Multiple levels of administrators with each having different capabilities of system access and each with a unique password.
- Administrator activity logging.
- Ability to run detailed reports on system utilization by date, time, extensions, etc.

Emergency Services

- Call Notification to several users when 911 is dialed from anywhere on campus.
- Phone or text notification to select phone numbers whenever a 911 call is placed. Allow all users to call 911 to reach emergency services.
- Every site on the network will be able to place a 911 call that will send the correct address of the site and the handset location.
- Emergency notification via phone handset, SMS, email, direct dialing, and speakers.
- 988 direct dialing to Crisis and Suicide help line.

Vendor must provide a complete system design showing the integration of the voice network into the data network. Further, Vendor must provide a methodology for assuring voice quality throughout the system.

Redundancy/Failover

It is the intent of this proposal to have an off-premises system that has failover capabilities in case of system failure and to have an acceptable level of redundancy in case of a power failure or other incidents. Please provide your solution to ensure the off-premises system is operational 24/7.

System Administration

The Choate Technology staff will administer the system. Installation of the new VoIP system will be accomplished through a web interface and include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent is to supply all additional equipment and software needed for system programming and operation.

Security

The system should have security set features built-in that allows the administrator to remotely administer the security levels of users. It should fully integrate with Choate's Active Directory or SSO and should allow the administrator to control class of service and class of restriction. The winning bidder will also supply all local system-level passwords to the Choate.

Vendor Requirements

Respondent will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches, and routers, as well as any other relevant equipment.

Project Management

Vendor is expected to provide a project manager for this installation that will interface and become the main contact with Vendor for the duration of the project. This project manager will be assigned to Choate throughout the life of the project.

Choate reserves the right to request a change in project management based on performance. Vendor is required to present a proposed schedule that includes projected completion dates for various phases of the project. The implementation will be coordinated with district schedules to minimize any disruptions to the normal operations of the district.

Maintenance and Support

Vendor shall provide Choate with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

- An itemized list of services for each site
- Ongoing Maintenance cost
- Forecast any cost increases for the next (3) years for hardware, software maintenance, licensing needs
- Details of local support, hours, or limits of coverage for service and repairs
- Maintenance plan options with one hour or less response times
- Software upgrade plans inclusive in maintenance

Transition Plan

Choate expects the installation of the new system to have little or no impact on ongoing operations. Vendor is expected to have experience in this area and to provide Choate with a detailed plan to accomplish the transition from the old system to the new system with minimized disruption to staff.

All documentation, installation, reports, and materials must be provided to Choate prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC). Respondent will be expected to interface as needed with the School's internet providers for any necessary changes during the transition.

PRICING SCHEDULE

Provide a pricing matrix including information found below for all equipment, labor, licensing, and services. All prices on equipment must be itemized by device. The pricing must also reflect the cost of shipping and handling or any other costs of implementation. The respondent must list all charges, expenses, and/or costs to be incurred by Choate. Failure to enumerate such items specifically and thoroughly may be a cause for disqualification.

Choate wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, and any other anticipated charges.

Equipment (Hardware & Software)

- Provide a detailed list of costs for all equipment that will be part of your proposed solution. Present the training options that are available. Optional equipment should be clearly identified in the form.
- Item Description, Quantity, Unit Price, and Total (Include all charges)
- (Vendors add additional lines as needed)

Labor

- Provide the costs for all labor involved with your proposed implementation plan. Present the training options that are available.
- Task Description, # of Hours, Hourly Rate, and Total (Include all charges)
- (Vendors add additional lines as needed)

Training

Provide the costs for training, if available, and indicate any training that will be offered at no additional charge. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.

- Item Description, # of Sessions, Cost per Session
- Total (include all charges)
- Admin training Advanced training for Admin users
- End-User Training “Train the Trainer” sessions for end-users
- (Vendors add additional lines as needed)

Maintenance

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.

- Description Length of Term Total (Include all charges)
- Full maintenance: supporting hardware and software 8 am-5 pm Mon-Fri with Next Day Business NBD onsite response
- Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hour onsite response
- Emergency response in case of critical failure to include response times.
- Software Upgrade cost
- (Vendors add additional lines as needed)

QUESTIONS TO VENDORS

In addition to the requirements, please include responses to these critical questions below in your proposal. Most of these questions should be addressed in your implementation plan.

1. Introduction
 - a. What is your methodology to test and certify the installed system for overall performance?
2. Required Services
 - a. What is your solution to the Call Accounting System? Attach samples of various reports that can be generated.
 - b. What is your plan of action to perform the 911 services according to the requirements in this RFP?
3. Training
 - a. What is your comprehensive training solution for Choate employees? Provide a summary of online and in-house training for end-users.

- b. How many hours are dedicated to administrative training?
4. Feature Set
 - a. A list of features was provided in SCOPE OF SERVICES AND REQUIREMENTS that outlined the “Feature Set.” What is the availability of each feature? Indicate by noting “included,” “optional” or “not included.”
 - b. How many handsets do you offer? Can you provide it with multiple options?
5. Single Point of Responsibility / Accountability
 - a. Choate’s expectation is to have a single point of contact, i.e., a single point of authority and a single contracting entity for this project. This is of a critical nature for this RFP; a contract will NOT be awarded to a vendor who does not have this single point of accountability. Indicate your understanding and compliance with this requirement. Who will be this person?
6. Technical Requirements
 - a. Are there any required/recommended improvements to connectivity to implement the proposed solution? Do you recommend additional equipment not included in your plan that will/may need to be installed by Choate? Include pricing if appropriate.
 - b. What are your system design and methodology for ensuring system-wide reliability and voice quality? Are there any performance guarantees for future years?
 - c. What is your solution to redundancy/failover in case of system-wide failure?
 - d. How would you describe the features of your management system? How many virtual machines will be needed to implement the system proposed?
 - e. What is your plan for delivering an initial equipment inventory for each location including model/serial numbers, for phones and other relevant equipment?
 - f. What maintenance and support services are available and what range of services are offered, including software updates/upgrades? Do you offer remote diagnostic services beyond what is included in the management package?
 - g. What are the warranty coverages of each component of the system?
 - h. How will your implementation plan and schedule provide for a “minimally disruptive” transition from the existing system to the new system?
 - i. Describe the plan for integration with the School’s LDAP system and the possibilities of syncing with features in the Office 365 Domain.
7. Summary
 - a. Explain in one page or less how your solution will differentiate you from other vendors and why we should choose you as our successful vendor. List the unique features, expertise, and services that other companies may not offer.