

Request for Bids

For

Mitel Software Assurance and PBX Support

Raytown Quality Schools

Raytown, Missouri

October 25, 2019

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Information

Currently this District serves 8800 students and over 1350 employees. This District covers a 10 mile by 10 mile square community called Raytown. It is made up of two High Schools, three Middle Schools, ten Elementary Schools, an Administration Building, Alternative School, Transportation Building and, Buildings and Grounds Department Building.

Raytown Quality Schools is seeking sealed bids for Mitel Software Assurance Renewal.

Projects Include:

- Software Assurance for MiVoice Business, Border Gateway and MiCollab
- Technical support of Mitel PBX and phones
- Proposal of annual service contract to cover service calls, and any software or firmware upgrades needed.

Sealed bid should be submitted in the form of two-sealed copies with title "Mitel Software Assurance" (1) marked "Original", (1) marked "Copy". All submissions must be received at the address below by the date and time listed. Attendance at bid opening is not required.

All documents will be considered the property of Raytown Quality Schools. The request for proposal does not commit the District to any specific course of action.

School District:

Raytown Quality Schools
6608 Raytown Road
Raytown, Missouri 64133

District Contact:

Jon Coleman, Assistant Director of Technology
Raytown Quality Schools
10750 E. 350 Highway
Raytown, Missouri 64138
816-268-7120
jon.coleman@raytownschools.org

Submit Sealed Proposal:

November 7th, 2019 – 10:30 AM

Melissa Tebbenkamp, Director of Instructional Technology
Raytown Quality Schools
10750 E. 350 Highway
Raytown, Missouri 64138

***A formal opening will take place at this time. Attendance is NOT required.**

Overview

Raytown Quality Schools (“District, RQS”) requests sealed bids from interested vendors (“Provider”, “Contractor”, “Vendor”) for the purpose of acting as an authorized/certified reseller for Mitel Services and Support.

Proposal Due Date and Time

In order to be considered, two (2) sealed copies of the proposal, one marked as original, one marked as copy, must be received by Raytown Quality Schools at the address stated by the following date and time: **November 7th, 2019 – 10:30 AM**

District Terms

Vendor Requirements

1. Vendor bids shall conform to the requirements listed in this RFB.
2. The selected vendor shall have the responsibility to ensure that the products that are delivered to the District match the bid and the specifications listed on the Purchase Order.
3. The vendor shall have responsibility for any damage incurred during transit.
4. The selected vendor shall not increase the pricing listed in this RFB through December 11, 2020. If vendor sources reduce pricing, it is expected that this price reduction be passed on to the District.
5. The contractor must have a physical office located within sixty (60) miles from Raytown School District Technology Department: 10750 East 350 Highway, Raytown, MO 64138.
6. The vendor shall deliver the products to desired locations determined by District.
7. The District shall be allowed 60 days after installation, to receive full credit for the system if it is not working according to expectations set forth by the product manufacturer and the vendor.
8. The installed system shall carry a full warranty on all parts, labor and shipping.
9. Vendors must be Mitel authorized resellers/ installers; no exceptions will be made.
10. All labor must comply with MO Annual Wage Order 22.

Vendors may withdraw their bids at any time prior to the closing for receipt of the bids. If withdrawing, notify Melissa Tebbenkamp, in writing (or email), as soon as possible. New bids received after the closing date shall not be considered.

Delivery

1. All materials and equipment quoted shall be delivered as agreed upon and directed by the Raytown Quality Schools Technology Support Services department.
2. All services provided shall be conducted as agreed upon and directed by the Raytown Quality Schools Technology Support Services department. No service shall be conducted prior to authorization.
3. The selected provider shall have the responsibility to ensure that the products that are delivered to the District match the bid and the specifications listed on the Purchase Order.
4. During the time between delivery and acceptance, Raytown Quality Schools cannot be held liable for any damages to or theft of any components. It will, therefore, be the responsibility of the provider to obtain insurance against loss, theft and damage.
5. The provider shall deliver the products directly to the building(s) specified. District shall notify the chosen provider as to the location.
6. Raytown Quality Schools does not allow smoking or the use of any tobacco products within its facilities or any Raytown Quality Schools grounds. This applies to contractors and sub-contractors and their employees as well as Raytown Quality Schools personnel.

District's Responsibilities Regarding Service Requirements

Provider must identify the exact tasks and/or equipment requirements that Raytown Quality Schools must satisfy and/or be responsible for in regards to service and delivery of equipment.

Service Calls & Performance Reporting

District requires the ability to receive, from the successful Provider, progress reporting and ticket history/information for any requests entered for service, scheduled maintenance, or repairs.

Penalties for Missed Deadlines

1. Raytown Quality Schools will reserve the right to impose penalties in the amount of \$500 per day, for Provider failure to meet prescribed deadlines. Final deadlines and provisions for work performance will be agreed upon between District and Provider during contract negotiations.
2. Penalties will not be imposed whereby conditions under the District's control have precluded work to be performed by the Provider.

Subcontractors

Subcontracting of any services requested under this RFB must be disclosed in the proposal response and agreed to by the District in advance of service initiation and start of work.

Proposal Requirements

1. Purchasing and payments shall be in accordance with Board policy DJF as outlined in administrative procedure DJF-AP1. This procedure can be found on the District website.
2. Proposals will be date and time stamped upon receipt by the Raytown Quality Schools.
3. The District will select the lowest or best bid. The District reserves the right to design the evaluation criteria to be used in selecting the best bid, including, but not limited to: price, value, quality of product, history of performance, recommendations and other qualities important to the district.

4. The District reserves the right to waive minor technical defects in a bid, reject any and all bids, reject any part of a bid, advertise for new bids, or make the purchase on the open market if the product or service can be obtained at a better price.
5. The District reserves the right to provide the final contract for mutual consideration and agreement.
6. If the scope of the purchase changes substantially, the district will rebid the product or service unless otherwise provided in this procedure.
7. The Raytown School District reserves the right to separate, accept, or eliminate any item(s) listed under the Request for Proposal that it deems necessary to accommodate budgetary and/or operational requirements.
8. The District also reserves the right to not select any vendor or purchase any goods and services resulting from this Request for Bid.
9. If the District elects to reduce or increase the number of items from your original bid, please state your pricing conditions. Also it is expected that prices quoted in the response to this RFB not increase if additional product is purchased through December 11, 2020.
10. Any bid may be withdrawn prior to the scheduled time for the opening of bids. Any bid received after the time and date specified shall not be considered.
11. Contractor proposals shall conform to the requirements listed in this RFB, any amendments thereto, agreed upon documented exceptions and schedules, and the final contract.
12. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.
13. Should any differences arise as to the meaning or intent of specifications in this document and amendments thereto, the School District's decision shall be final and conclusive.
14. Federal and State laws, Local ordinances and Board policies apply to contracted services. No portion of any master service agreement or contract may defy these laws, ordinances, and policies. Any such portion of a master service agreement or contract that does defy these laws, ordinances, and policies will be considered null and void.

Payment and Retainage

The District is exempt from sales tax and use taxes. Taxes shall not be listed in a bid/proposal/quote or on invoices. A copy of the letter exempting the District from paying these taxes is available from the District upon request by the contractor/provider.

There shall be no hidden costs associated with this proposal. If the contractor/provider foresees any additional or unexpected costs or charges to be made, these charges need to be explained in the proposal.

Purchasing and payments shall be in accordance with Board policy DJF as outlined in administrative procedure DJF-AP1. This procedure can be found on the District website.

Selection Process and Minimum Requirements

Each company must meet the following minimum qualifications

- Contractor shall conform to the requirements listed in this request.
- The selected contractor(s) shall assign a project manager/point of contact to this project. This person shall become the central contact person for the contractor once the project begins.
- Contractor personnel may be required to submit drug testing results. Contractor must use District approved provider.
- Contractor must provide the District Personnel Office with proof of a satisfactory FBI background check for each person working on school property (delivery and service calls).
- The selected contractor shall have the responsibility to ensure that the products that are delivered to District match the request and the specifications listed.
- The selected contractor shall not increase pricing through November 6, 2020. If the contractor source reduces pricing, it is expected that this price reduction be passed on to the School District.
- Contractor must provide seven (7) total references.
- Vendor must provide a certified cashier's check or bid bond in the amount of five (5%) of the lump sum proposal amount.

Required Proposal Format and Content

Two bound copies should be submitted on 8 1/2" by 11" paper, single sided, with consecutive page numbers. Please mark one copy as "original" and one as "copy".

The proposal should contain the following sections in the order presented below. Proposals that do not include these sections may be considered non-responsive and as such may not be considered.

- Proposal Cover Sheet /Signature Page
- Bid Acknowledgement and Exceptions
- Letter of Interest
- Profile and Experience
- Staff
- Project Budget
- Additional Requirements
- Litigation
- References

Section 1: Proposal Cover Sheet

Fill out completely the Bid Cover Sheet which is the last page of this document. Place said cover sheet as the first page of the proposal that has been prepared for consideration.

Section 2: Bid Acknowledgement and Exceptions

The Contractor shall acknowledge compliance with the requirements listed in this RFB and any amendments thereto. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.

Section 3: Letter of Interest

The proposal should be introduced with a letter of interest that includes a synopsis of the company's services and highlight the capacity to perform the work. The letter should be signed by the individual with contract signature authority for the company.

Section 4: Profile and Experience

Outline company history, scope of services offered, size of the vendor, and location. Give additional detail that the company feels may elaborate on profile and experience. List out in a matrix format experience.

Section 5: Staff

List the experience and qualifications of any staff that will be assigned to the project. Name the person who will fill the role of Project Manager/Sales Manager. Note any additional personnel that will be responsible for onsite activities once the project begins.

Section 6: Project Budget

- Complete in its entirety, the price tables provided in this RFB (Specifications: Pricing Tables). Each project will have its own pricing table. Explain any blank areas. Submit the company's total project budget to fulfill the requirements of this bid. The proposed budget response shall be listed in the same format and order as provided below. If bidding on both projects, complete each project budget separately.
- Vendors should complete the attached pricing sheet and also include information on how prices will be calculated for items not on the sheet in the **COMMENT** section below. The items selected for the pricing sheet generally reflect the items that Raytown Quality Schools spends the most dollars on. The quantities are annual estimates and are based on historical data.
- The unit price should reflect the price the district should expect to pay if a single unit is purchased. If a discount or price savings is offered for larger quantities in an order, describe the discount/savings and conditions in the **COMMENT** section below.
- Bids must identify all costs as presented in the pricing table. Please provide pricing for software and hardware warranties reflected as an annual renewable cost (1-year cost for support/warranty).

- Product/part number alternatives are allowed only if specifications are met or exceeded. Additionally, alternatives will be required if part numbers listed are approaching “end-of-life.” (Within the next 6-months).
- Pricing should be guaranteed through December 13, 2020. The below quantities represent the desired order, but, any minimum order or further quantity discount should be listed
- The vendor must provide assurance that items ordered will be received within two weeks of purchase order release. Please state expected delivery/installation time in the COMMENT section below.
- Vendors should outline process for return, for instances where defective or “DOA” items have been received, giving details of how credits are made and what restrictions are placed on returns in the **COMMENT** section below.

Pricing Tables

Mitel Software Assurance Renewal 12/13/19 – 12/11/20

Quantity	Description	List Price	Discount %	Item Cost	Total
APP. RECORD: 19192409 LB/PREMIUM					
1	S/W Assurance MiVoice Business				
APP. RECORD: 28961387 RMS / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 30743676 Raytown-VMBG / PREMIUM					
1	SWA MITEL BORDER GATEWAY				
APP.RECORD: 32287706 Raytown-VMAS / PREMIUM					
1	S/W Assurance MiCollab				
APP.RECORD: 34128641 Raytown-VMCD / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 36276033 CM / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 41940106 NF / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 42509330 SHS / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 4533401 LH / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 4563544 HCC / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 45718640 Admin / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 5112866 RHS / PREMIUM					
1	S/W Assurance MiVoice Business				

APP.RECORD: 54893900 SMS / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 6085132 NW / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 62367658 BR / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 64889008 ISC / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 66540427 SV / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 66947772 RSECC / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 68684422 ROB / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 8280634 EWH / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 86511838 DLM / PREMIUM					
1	S/W Assurance Designated License Mgr				
APP.RECORD: 88687203 SW / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 90254403 FR / PREMIUM					
1	S/W Assurance MiVoice Business				
APP.RECORD: 95676226 WR / PREMIUM					
1	S/W Assurance MiVoice Business				
APP. RECORD: 69706457 ULM / PREMIUM					
1	SWAS ULM Aggregate Enterprise				
APP. RECORD: 7363866 Wellness Center / PREMIUM					
1	S/W Assurance MiVoice Business				
APP. RECORD: 69706457 ULM / PREMIUM					
1	SWAS ULM Aggregate Enterprise				

APP. RECORD: 55108131 Raytown Quality Schools / PREMIUM					
1	SWA Mitel Contact Center				
APP. RECORD: 48431684 TT / PREMIUM					
1	S/W Assurance MiVoice Business				
APP. RECORD: 30788341 SA / PREMIUM					
1	S/W Assurance MiVoice Business				

Service Call Rates

	Hourly Rate	Trip Charge	Total
Normal Business Hours – 7:00 AM to 5:00 PM			
After Hours/Emergency			
Phone Support			

**Pricing in this table should reflect the cost for any service calls or work done not covered by the software assurance or Mitel factory warranty.*

Optional - Annual service contract rate proposal

	Annual Cost
Annual service contract for billable service hours for work not covered by software assurance, including moves, adds and changes, software and or firmware upgrades needed etc.	

**Pricing in this table should reflect the cost for any service calls or work done not covered by the software assurance or Mitel factory warranty that could be paid on an annual basis.*

COMMENT:

Section 7: Additional Requirements

Provider must provide the following information:

- The Service Level Agreement (SLA) for your proposal.
- Indicate any options available.
- Trouble reporting and escalation procedures.
- Hours of operation for help or trouble reporting.
- Describe maintenance and trouble notification procedures.
- Please show applicable discounts separately, if any will be included.

Section 8: Litigation History

Provider must state whether they have been involved in any litigation during the last five years, and if so, describe the litigation.

Section 9: References

Two financial references must be provided from either financial institutions or suppliers using the format below.

Reference	Contact Name	Phone Number
1.		
2.		

Five project references must be provided of which three must be entities where you have provided comparable projects (overlaps acceptable). These projects must have been engaged during the last two years. These references must be for services provided by the proposing company, not by individuals within the company who may have worked on projects while at another company. The Project Scope must include the quantity of product provided, level of service provided and if OEM or Remanufactured product is purchased. Use the format below. Reference contact information must be current and include working phone numbers.

Reference Organization	Contact Name	Phone Number	Project Scope:	Project Completion Date
1.				
2.				
3.				
4.				
5.				

Requests for Information

Any questions about the Request for Proposal process must be received in writing by **November 4, 2019**.

If you would like to receive email notification of any RFP amendments, questions and clarifications, notify the district via email your intent to bid.

Scope of Products and Services

Products and services must include the below services:

- Pricing and support of Mitel Software Assurance
- Mitel factory warranty support
- Technical support of moves, adds or changes of the districts Mitel Virtual servers, 21 Media Gateways and 1,300 IP phones.

Additional Requirements:

Vendor must follow all E-Rate requirements, including service initiation, product deployment, and invoicing, to ensure that the District receives the full E-Rate reimbursement approved via Funding Commitment Decision Letter.

- The Service Level Agreement (SLA) for your proposal.
- Indicate any options available.
- Trouble reporting and escalation procedures.
- Hours of operation for help or trouble reporting.
- Describe maintenance and trouble notification procedures.
- Please show applicable discounts separately, if any will be included.
- E-Rate Service Provider Identification Number (SPIN) on your proposal.
- An implementation timeline proposal with all service fully implemented by December 13, 2019.
- Corporate customer E-Rate contact information.

Bid Submitted By

Company Name

Authorized Name/Title (printed)

Authorized Signature

Contact Person for the Bid/Quote/Proposal process

Date

Telephone

Fax

Email

**Raytown
Quality
Schools**

A detailed map of Raytown, Missouri, showing the boundaries of various school districts. The map includes major roads such as Interstate 435, Interstate 70, Interstate 350, and several state roads. Key locations marked with red stars include Northwood School, Eastwood Hills Elementary, Easttown Middle, Laurel Hills Elementary, New Trails Early Learning Center, Blue Ridge Elementary, Administration Building, Robinson Elementary, Raytown Success Academy, Raytown South Middle, Spring Valley Elementary, Southwood Elementary, and Westridge Elementary. The map also shows the location of the International Services Center and the Raytown Central Middle School. A north arrow is located in the bottom right corner.

http://www.raytownschools.org/about/Documents/Raytown_Schools_Map_09.pdf

Locations

The District is seeking quotes for maintenances of cameras at the addresses listed below.

	Building	Address
1.	Blue Ridge Elementary (BR)	6410 Blue Ridge Blvd. Raytown Mo 64133
	New Trails Elementary (NT)	6325 Hunter. Raytown MO 64133
2.	Eastwood Elementary (EWH)	5290Sycamore. KC. MO 64129
3.	Fleetridge Elementary (FR)	13001 E. 55th St. Kansas City, MO 64133
4.	Little Blue Elementary (LB)	13900 E. 61 st St.. Kansas City, MO 64133
5.	Laurel Hills Elementary (LH)	5401 Lane Rd. Raytown, MO 64133
6.	Norfleet Elementary (NF)	6140 Norfleet Road. Kansas City, MO 64133
7.	Robinson Elementary (ROB)	6707 Woodson Rd. Kansas City, MO 64133
8.	Spring Valley Elementary (SV)	8838 E. 83rd St. Raytown, MO 64138
9.	Southwood Elementary (SW)	8015 Raytown Rd. Raytown, MO 64138
10.	Westridge Elementary (WR)	8500 E. 77th St. Kansas City, MO 64138
11.	Northwood School (NW)	4400 Sterling. Kansas City, MO 64133
12.	Raytown Middle (RMS)	4900 Pittman Road. Kansas City, MO 64133
13.	Central Middle (CM)	10601 E. 59 th St. Raytown, MO 64133
14.	South Middle (SMS)	8401 E. 83rd St. Raytown, MO 64138
15.	Raytown High (RHS)	6019 Blue Ridge Blvd. Raytown, MO 64133
16.	South High (SHS)	8211 Sterling. Raytown, MO 64138
17.	Herndon Career Center (HCC) (Buildings A, B,C,D)	11501 E. State Route 350. Raytown, MO 64138
18.	RSECC (CC)	10750 E. 350 Highway. Raytown, MO 64138
19.	Instructional Services Center (ISC)	500 E. 60 th Terr. Kansas City, MO 64133
20.	Administration Building (ADM)	6608 Raytown Rd., Raytown MO 64133
21.	Wellness Center (WC)	10301 E. 350 Highway
22.	Three Trails Preschool (TT)	8812 E Gregory Blvd, Raytown, MO 64133