

4/14/2023

**Request for Proposal
Voice Communications System (VCS)
Bid #9959**

For

**Troy School District
4420 Livernois
Troy, MI 48098**

Prepared by

Convergent Technology Partners, LLC
6197 Miller Rd, Suite 4
Swartz Creek, MI 48473
810.720.3820
www.ctpartners.net

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SECTION 00 01 00 – TABLE OF CONTENTS

SECTION	TITLE
DIVISION 00 - BIDDING REQUIREMENTS, BID FORMS	
SECTION 00 01 00	– TABLE OF CONTENTS
SECTION 00 30 00	– INSTRUCTIONS TO BIDDERS
SECTION 00 30 10	– SCHEDULE OF EVENTS
SECTION 00 40 10	– BID PROPOSAL FORM
SUPPLEMENTAL A	– COST ANALYSIS WORKSHEET
SUPPLEMENTAL B	– UNIT PRICING
SUPPLEMENTAL C	– MANDATORY ALTERNATES
SUPPLEMENTAL D	– VOLUNTARY ALTERNATES
SUPPLEMENTAL E	– FAMILIAL DISCLOSURE AFFIDAVIT
SUPPLEMENTAL F	– IRAN ECONOMIC SANCTIONS ACT AFFIDAVIT
DIVISION 27 – TECHNOLOGY SPECIFICATIONS	
SECTION 27 30 00	VOICE COMMUNICATION SYSTEMS
APPENDIX A – SYSTEM REQUIREMENTS	

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SECTION 00 30 00 – BIDDING REQUIREMENTS – INSTRUCTION TO BIDDERS

PART 1 - GENERAL

1.1 INTRODUCTION

- A. Troy School District is seeking bids and proposals for a new district-wide voice communication system.
- B. **Bid documents may be obtained on the State of Michigan’s web site at www.Michigan.gov/VSSlogin and on the Troy School District purchasing site.**

- 1.2 **Due per the Schedule of Events**, the Owner will receive bid proposals for the project. The Owner will not consider or accept a bid proposal received after the due date for bid proposal submission. The Owner is not responsible for any postal or delivery delays. No email, facsimile or other electronic bid proposals will be accepted. All bid proposals received after the due date will be returned by making them available to the respective Bidder, unopened, for said Bidder to pick-up at their sole cost and expense. Bid proposals shall be submitted to:

Beth Soggs
Director of Technology
Troy School District
4420 Livernois
Troy, MI 48098

1.3 PROPOSALS/QUOTES

- A. Two (2) “hard” copies and two (2) electronic copies each on a separate USB “flash” drive. Each complete proposal is to be submitted in sealed packaging, clearly marked: **“RFP #9959 Voice Communication System Sealed Bid”** for Troy School District and shall be identified with the Bidder’s name and address and the date and time of the bid proposal opening. The Owner is not responsible for any postal or delivery delays. No email, facsimile or other electronic bid proposals will be accepted.
- B. **Proposals will be opened immediately following the due date of the proposals:**
- C. The hard copy with the original bid Bond shall be conspicuously labeled on the exterior of the proposal stating “ORIGINAL”. All other copies shall be labeled “COPY”.

1.4 PROPOSAL FORMAT

- A. The Bid response shall be structured as follows:
 - 1. Section 1 – Submittal Letter, Executive Summary, Proposed Schedule, Statement of Material Availability and Bid Bond
 - 2. Section 2 – Proposal Forms, and Bill of Materials with Installed Pricing
 - 3. Section 3 – Narratives, System Description, Information, and Brochures
 - 4. Section 4 - Bidder Qualifications, References
 - 5. Section 5 – Sample Bidder’s Maintenance Contract

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- B. The "hard copy" Bids shall be submitted on 8 1/2" by 11" paper, single sided, single spaced using 10 to 12-point print, in 3 ring binders, clearly labeled to show the Bidder's name.
- C. The electronic Bid shall be in the same structure and individual sections as the "hard copy" Bids, bound in .pdf files per section above, submitted on an USB "flash", "Thumb" or similar drive with the hard copies. The electronic copy shall provide an exact duplicate of the information provided in the hard copy vice versa.

1.5 SECURITY

- A. Each bid proposal must be accompanied by bid security in the form of a certified check or bid bond in the amount not less than 5% of the bid proposal amount, made payable to Troy School District or naming Troy School District as the obligee. Bid bonds shall be issued by a company licensed to do business in the State of Michigan

1.6 INSURANCE REQUIREMENTS

- A. The Owner requires that all bidders submit proof of insurance with the following requirements:
 - 1. Troy School District must be listed as an additional insured on the Contractors General Liability Coverage. Bidders must agree to this in their Bid.
 - 2. Provide Troy School District with a copy of the Proof of General Liability Coverage from the Contractor with a minimum of \$1,000,000 for projects with a value less than \$1,000,000 and a minimum limit of \$2,000,000 for projects with a value between \$1,000,000 and \$10,000,000. Bidders must agree to this in their proposal.
 - 3. The Contractor must agree to hold the Owner harmless and to indemnify the Owner for losses from Contractor negligence as follows:
 - a. The waiver of subrogation clause in the AIA contract (A-201 or A-232) "General Conditions, and/or any other contract regarding this project, must be deleted.
 - b. The parties agree that the Owner is not waiving any rights its insurers may have to subrogation. To the extent any term in the Agreement is contrary to this provision, such term is void and unenforceable.

1.7 BID PROPOSAL EVALUATION

- A. Proposals will be evaluated using a weighted matrix on the following criteria, using the final score as the Bidder to be recommended to the Board of Education for award:
 - 1. Compliance with bidding procedures and completeness of proposal
 - 2. Compliance with RFP technical and administrative requirements
 - 3. Price
 - 4. Material and labor availability and proposed installation schedule
 - 5. Experience and references

1.8 STATEMENT OF MATERIAL AVAILABILITY AND PROPOSED SCHEDULE

- A. Bidders shall provide a statement of material availability with their proposal response. The statement shall include:

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

1. Availability of all material at time of proposal submission including associated lead times.
2. Forecasted availability of material at the time of project award (reference Schedule of Events). Use supplier's forecasted availability.
3. Proposed schedule of installation based on material and labor availability.

1.9 FAMILIAL DISCLOSURE AFFIDAVIT

- A. Each bid proposal must be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the Bidder and any member of the Board of Education or the Superintendent of Troy School District. The Board of Education will not accept a bid proposal that does not include this sworn and notarized disclosure statement.

1.10 AFFIDAVIT OF COMPLIANCE – IRAN ECONOMIC SANCTIONS

- A. Each bid proposal must be accompanied by the Iran Economic Sanctions Affidavit of Compliance in compliance with Michigan Public Act No. 517 of 2012. The Troy School District Board of Education will not accept a bid proposal that does not include this sworn and notarized disclosure statement.

1.11 RESERVATION OF RIGHTS

- A. The Owner 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 bid proposal with or without cause, to waive any irregularities or informalities in this RFP process or any bid proposal, and to award the contract to other than the low bidder, when in the opinion of the Owner, such action will best serve the Owner's interests.

1.12 WITHDRAWAL OF BID PROPOSALS/QUOTES

- A. All bid proposals submitted shall not be withdrawn and shall be irrevocable for a minimum period of ninety (90) calendar days following the due date for receipt of bid proposals set forth above.

1.13 REQUESTS FOR CLARIFICATION

- A. Bidders may request that the Owner clarify information contained in this RFP. All such requests must be made in writing via email to John Foster, Convergent Technology Partners, at jfoster@ctpartners.net. Requests for Clarifications and inquiries may only be made via email. The deadline for all Requests for Clarification is per the date and time indicated in the schedule of events. The aggregated answers to all Requests for Clarification will be provided in an addendum to the RFP which will be issued and posted on the Troy School District Purchasing site no later than three (3) business days prior to the bid opening date for all potential proposers to view.

1.14 RESTRICTION ON COMMUNICATION

- A. From the issue date of this RFP until a Contractor is selected and the contract is awarded a prospective Contractor shall not communicate about the subject of this RFP or a Contractor's bid proposal with the Owner, its Board of Education, or any individual member,

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

administrators, faculty, staff, students, or employees, except for additional requests for clarification in accordance with the paragraph above.

1.15 RELEASE OF CLAIMS

- A. Each Bidder by submitting its Proposal releases the Owner from all claims arising out of, and related to, this RFP process and selection of a Contractor.

1.16 PROPOSAL COST

- A. Respondents of this RFP are responsible for all costs incurred by them or others acting on their behalf in preparing or submitting a bid proposal, or otherwise responding to this RFP, or any negotiations incidental to its bid proposal or this RFP.

1.17 COLLUSIVE BIDDING

- A. All Bidders certify that its bid proposal is made without any previous understanding, agreement or connection with any person, firm or corporation making a bid proposal for the same project and is in all respects fair, without outside control, collusion, fraud, or other illegal action.

1.18 DEFINITIONS

- A. Bid Documents are defined as the Instructions to Bidders, Schedule of Events, this RFP, including all Supplemental forms, Attachments, Appendices, Specifications, Drawings and Addenda and the Contract.
- B. Addenda are written or graphic instruments issued prior to the due date of bid proposals which modify or interpret the Bid Documents by additions, deletions, clarifications, or corrections. All Addenda issued to Bidders prior to the due date of bid proposals shall become part of the Bid Documents and all bid proposals are to include the Project/Work therein described. Each Bid Proposal submitted shall list all Addenda that have been received prior to the due date of bid proposals.
- C. As used in these Instructions to Bidders, the term "Bid Proposal" means a bid proposal prepared and submitted in response to this RFP.
- D. As used in these Instructions to Bidders, the term "PSC" refers to the Professional Service Contractor and means Convergent Technology Partners and its assigned representatives.
- E. Throughout this RFP and Contract, the "Owner" or "Client" will be used to refer to Troy School District and bidders submitting bid proposals will be referred to as "Bidders" or "Vendors" and a successful Bidder or Vendor will be referred to as a "Contractor" or "Integrator".

1.19 BIDDER'S REPRESENTATION

- A. Each Bidder, by submitting a Bid Proposal, represents that the Bidder has read and understands the Bid Documents and is familiar with the local conditions under which the project is to be performed. Bidders will be held to have physically reviewed and compared the Sites with Bid Documents and have satisfied themselves to all conditions affecting the execution of the Work/Project.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

1.20 EXAMINATION OF BID DOCUMENTS

- A. A **virtual** pre-bid will be held per the Schedule of Events for the purpose of answering any questions from the Vendors and visiting the Site. Information for the Bidder's Conference is as follows:

Meeting ID: 266 331 544 196

Passcode: stHPHp

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 734-412-4950,,570812687#](#) United States, Ann Arbor

Phone Conference ID: 570 812 687#

- B. Before submitting a Bid Proposal, each Bidder shall examine the RFP documents carefully and shall read the Specifications and the Bid Documents. Each Bidder shall gather complete information prior to bidding as to existing conditions and limitations under which the Work/Project is to be performed and shall include in its Bid Proposal a sum to cover the cost of items necessary to perform the Work/Project as set forth in the Bid Documents.
- C. No allowance or additional fees will be made to a Bidder because of lack of such examination or knowledge. The submission of a Bid Proposal will be considered as conclusive evidence that the Bidder has made such examination.
- D. Bidders may make written request to the PSC for interpretation or correction of any ambiguity, inconsistency or error in the Bid Documents that are discovered. These questions shall be submitted to the PSC per the Schedule of Events. Only a written interpretation or correction by Addendum shall be binding on Bidders. No explanations or interpretations requested or made orally will be considered binding. All questions will be responded to in writing and all addenda will be posted to the Troy School District Purchasing site.

1.21 SUBSTITUTIONS

- A. Each Bid Proposal shall be based upon the materials and equipment described in the Bid Documents. Please note material that are indicated no substitutions allowed.
- B. Voluntary alternates as substitutions for materials and equipment will be considered and evaluated if the Base Bid includes specified materials and equipment. In addition to the Base Bid, the submission of voluntary alternates is acceptable. If a voluntary alternate is submitted for consideration, it shall be expressed on the Bid Form as an "add" or "deduct" amount from the Base Bid. If a voluntary alternate is submitted, the Bidder shall also submit sufficient information in the form of drawings, specifications, and a complete description of the proposed substitute, the cost savings, or advantages. Additionally, provide the name of the material or equipment for which it is substituted, drawings, cuts, performance and test data and any other data or information necessary for a complete evaluation, sufficient for analysis of the alternate. The Owner reserves the right to unilaterally accept or reject, in whole or in part, any voluntary alternates.

1.22 BIDDING PROCEDURES

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- A. All Bids Proposal must be submitted on the Bid Proposal Forms provided as part of the Bid Documents and in accordance with the Advertisement to Bid and Instructions to Bidders. Bidders must provide a complete list of proposed subcontractors (one per discipline) as indicated on the Bid Forms. Listing two or more subcontractors per discipline will be grounds for disqualification.
- B. All Bidders must provide a proposal for the Base Bid that meets or exceeds the specifications set forth in this RFP. However, all Bidders may suggest voluntary alternates if it is felt that the alternate proposal better suits the intent of this RFP. Any alternate must be listed as such with separate pricing sheets. Any variance of the feature/functionality of the Base Bid must be identified in any alternates proposed.
- C. Prior to the due date for bid proposals, any Addenda will be available for inspection wherever the Bid Documents are kept available for that purpose. No Addendum will be issued later than three (3) days prior to the due date for bid proposals. It is each Bidders responsibility to ascertain prior to submitting a Bid Proposal that he/she has received all Addenda issued and shall acknowledge their receipt in their Bid Proposal Form.
- D. All Bids must be signed as follows:
 - 1. Corporations: Signature of an officer of the firm who is authorized to bind the corporation.
 - 2. Partnerships: Signature of one partner who is authorized to bind the firm and all its Partners.
 - 3. Bids submitted by Joint Ventures shall be signed by one of the Joint Ventures and shall be accompanied by a certified copy of the Power of Attorney authorizing the individual signing to bind all the Joint Ventures. If a certified copy of the Joint Venture's certificate submitted with the Bid Proposal indicates that all Joint Ventures have signed, no authorization is required.
 - 4. Individuals signing on own behalf: No authorization is required.
 - 5. Individual signing on behalf of another: Power of Attorney or comparable evidence of authority shall accompany Bid.
- E. Bid proposals shall be prepared on unaltered Bid Forms, which are a part of this RFP. Bidders shall make no additional stipulations on the Bid Form nor qualify the Bid Proposal in any other manner. Unauthorized conditions, limitations, or provisions attached to the Bid Proposal will be cause for rejection of the Bid Proposal. If alterations by erasure or interlineations are made for any reason, explain over such erasure or interlineations with a signed statement from the Bidder. No additional charges, other than those listed on the Bid Proposal Form and Bid Supplemental Forms, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all Sites, insurance, payment and performance bonds, unpacking, setup, installation, operation, testing, cleanup, training, and all other requirements contained in the bid documents.
- F. Bids shall be submitted in a sealed envelope. Identified on the face of the envelope:
 - 1. Project name
 - 2. Name and address of Bidder

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

3. Notation **“RFP #9959 VOICE COMMUNICATION SYSTEM SEALED BID”**

- G. No responsibility shall attach to the PSC, the Owner, or the authorized representatives of either one, for the premature opening of any Bid Proposal which is not properly addressed, delivered and/or identified. In such event, that Bid Proposal will not be considered, and the Bidder will be automatically disqualified from consideration.
- H. Negligence in preparation, improper preparation, errors in and/or omissions in the Bid Proposal shall not relieve the Bidder from fulfillment of all applicable obligations and requirements contained in the Bid Documents.
- I. The Owner or PSC in making copies available of the Bid Documents to Bidders do so only for the purpose of obtaining bid proposals on the project and do not confer a license or grant of use to a Bidder for any other purpose.
- J. All Bidders must complete, sign, and return the attached “FAMILIAL DISCLOSURE” and “IRAN ECONOMIC SANCTIONS AFFIDAVITS” with their Bid Proposal.
- K. **Bidders must include a Bill of Material (BOM) per building, along with installed line-item pricing for all components proposed**, including, but not limited to, maintenance and support with the total listed where indicated in the Bid Proposal Forms. **Failure to provide the complete BOM with line-item pricing will result in disqualification of the Bid proposal.** This does not preclude filling out the Unit Pricing Form Attachment B.
- L. The Owner considers this RFP legally binding and will require that this Request for Proposal and the Bid Proposal be incorporated by reference into any subsequent Contract between the Contractor and the Owner. It should be understood by the Bidder that this means that the Owner expects the Bidder to satisfy all requirements and specifications contained in the RFP. Any exceptions to the RFP must be explicitly noted in the Bid Proposal and accepted by the Owner. Lack of listing all exceptions will be considered acceptance of all specifications as presented in this RFP

1.23 CONSIDERATION OF BIDS

- A. The Bidder acknowledges the right of the Owner to accept or reject any or all Bid proposals, in whole or in part, with or without cause, to waive any irregularities or informalities in this RFP process or any Bid Proposal, and to award the contract to other than the low bidder. In addition, the Bidder recognizes the right of the Owner to reject a Bid Proposal:
 - 1. If the Bidder fails to furnish any required Bid Security, or to submit the data and forms required by the Bid Documents; or
 - 2. If the Bid Proposal is in any way incomplete or irregular; or
 - 3. If the Bidder's performance was unsatisfactory under a prior contract for the construction, repair, modification, or demolition of a facility with the Owner, or a contractor in privacy of contract with the Owner, which was funded, directly or indirectly, by the Owner.
- B. The Owner shall have the right to accept alternates in any order or combination and to determine the lowest qualified Bidder based on the sum of the base bid, revisions due to missing material and the alternates accepted.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- C. Once the contract is awarded to the Contractor, the contract is contingent upon Troy School District Board of Education approval and the Contractor providing the Owner with all documents required by the RFP prior to commencement of the Work/Project (i.e. Insurance Certificates, Labor and Material Payment Bond and Performance Bond, etc.). Further, the Owner reserves the unrestricted right to reduce the contract amount by reducing the scope of Work/project and/or components. Any such action will be taken before specific work on a building or on a project component has commenced. Contract amount shall be reduced or increased based on the unit pricing values.
- D. Bidders to whom an award of a contract is under consideration shall submit to the Owner upon his/her request a properly executed Contractor's Qualification Statement, AIA Document A305 or other information format specified by the Owner.

1.24 BID SECURITY

- A. The Bid Proposal shall be accompanied by a Bid Security of a certified check or cashier's check payable to the Owner or by a satisfactory Bid Bond Entity naming the Owner as the obligee and executed by the Bidder and a surety company authorized to do business in the State of Michigan, in an amount identified in the Instructions to Bidders. The check or amount of Bid Bond shall be forfeited to the Owner upon failure of the Contractor to enter into the Contract. The Contractor's Bid security will be retained until the Contractor has signed the contract and has furnished the required Certificates of Insurance and other required Bonds and documents required by the RFP. Bonds signed by an Attorney-In-Fact must be accompanied by a certified and effectively dated copy of their Power of Attorney.
- B. The Owner reserves the right to retain the Bid security of all Bidders until the Contractor enters into the contract or until ninety (90) days after bid opening, whichever is later. If the Contractor refuses to enter into the Contract, the Owner may retain their Bid Security as liquidated damages but not as a penalty.

1.25 PERFORMANCE, LABOR, AND MATERIAL PAYMENT BONDS

- A. At or prior to delivery of the signed Contract, the Owner will require the Contractor to secure and post a Labor and Material Payment Bond and a Performance Bond including bonding for all subcontractors, each in the amount of 100% of the Contract Sum including bonding for all subcontractors. Surety shall be a company incorporated in the United States and must appear on the U.S. Treasury Departments approved surety list and be adaptable to the Owner. The Contractor shall obtain such bonds in a manner consistent with Michigan law.

1.26 TAXES

- A. Installation services for the tangible personal property purchased by the Owner is not subject to sales taxation. Moreover, the Owner is exempt from taxation on all tangible personal property purchased by the Owner for its use and consumption; however, this exemption would not apply to any materials required under the Bid Documents that are deemed to be a component of a construction/improvement project to the Owner's Sites/Facilities. All prices submitted on the Bid Proposal Form shall be inclusive of all applicable taxes.

1.27 PERMITS AND FEES

- A. All prices submitted on the Bid Proposal Form shall be inclusive of all applicable/required permits and fees.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

1.28 MICHIGAN RIGHT-TO-KNOW LAW

- A. All Contractors must conform to the provisions of the Michigan Right-To-Know Law, 1986 PA 80, which requires employers to:
 - 1. Develop a communication program designed to safeguard the handling of hazardous chemicals through labeling of chemical containers, and development and availability of Material Safety Data Sheets.
 - 2. Provide training for employees who work with these chemicals; and
 - 3. Develop a written hazard communications program.
- B. The law also provides for specific employee rights. These include:
 - 1. The right to be notified (by employer or Contractor posting) of the location of Safety Data Sheet (SDS)
 - 2. The right to be notified (by employer or Contractor posting) of new or revised SDS no later than five working days after receipt
 - 3. The right to request copies of SDS from their employers or Contractors.
- C. Provisions of Michigan's Right-to-Know Law may be found in those sections of the Michigan Occupational Safety and Health Act (MIOSHA), which contain Right-to-Know provisions, and the Federal Hazard Community Standard, which is part of the MIOSHA Right-to-Know Law through adoption.

1.29 WITHDRAWAL OF BIDS

- A. A Bidder may withdraw its Bid Proposal by written request from an authorized Bidder representative, at any time prior to the due date of bid proposals.
- B. No Bidder may withdraw a Bid Proposal for a period of ninety (90) calendar days, following the due date for receipt of bid proposals, and all bid proposals shall be subject to acceptance by the Owner during this ninety (90) day period.

1.30 EXECUTION OF CONTRACT

- A. The Contractor to whom the contract is awarded shall, within ten (10) calendar days after Notice of Award and receipt of the contract from the Owner, execute and deliver required copies to the Owner.
- B. At or prior to delivery of the executed Contract, the Contractor to whom the contract is awarded shall deliver to the Owner those Certificates of Insurance required by the Bid Documents and such Labor and Materials Payment Bonds and Performance Bond as are required by Owner and any other documents required by this RFP.
- C. The Owner shall approve the provided Bonds and Certificates of Insurance before the Contractor may proceed with the Work/Project. Failure or refusal to provide Bonds, Certificates of Insurance or any other documents required by this RFP in a form(s) satisfactory to the Owner shall subject the Contractor to loss of time from the allowable construction period equal to the time of delay in furnishing the required material.

1.31 POST BID INFORMATION

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- A. All additional information required for the proper evaluation of the bidder's proposal shall be promptly provided upon request by the PSC or Owner.
 - 1. This is not to be construed as additional time to provide documentation or information that is required to be included to be in the bid proposal.

1.32 TIME OF COMPLETION

- A. The Bidder agrees to complete the Work within the timeframes listed in the Schedule of Events or as mutually agreed during the project kick-off meeting.

1.33 EQUAL OPPORTUNITY

- A. The Contractor and all its subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin.

PART 2 - EXECUTION

2.1 SITE REQUIREMENTS

- A. The Owner Site is an instructional and administrative facility that provides up to year-round services to their students, staff, and the community. As such, activities in all buildings are critical to the provisioning of services to the students, staff and the community and shall not be interrupted by the Contractor's Work activities.
- B. The computer and telephone systems associated with this Work will not be taken off-line or removed from service during normal working hours without coordination of the Owner's IT department and the staff of affected buildings. Arrangements must be made by the Contractor to coordinate any such activities.
- C. The Contractor will be required to work around all the conditions listed above, as well as working with the Owner's staff to minimize disruptions to normal Owner activities.
- D. Installation Guidelines
 - 1. All Work performed on this Project will be installed in accordance with the current edition of the Michigan Electrical Code, the current edition of the BICSI Telecommunications Distribution Methods Manual, the current edition of the BICSI Cabling Installation Manual, the latest issue of the TIA Standards as published by Global Engineering Documents as TIA Commercial Building Telecommunications Standard, and all local codes and ordinances.

2.2 QUALITY ASSURANCE

- A. Project Manager
 - 1. The Contractor will provide a full-time Project Manager who will act as a single point of contact for all activities regarding this Project. The Project Manager must be a management employee and will not be involved in personally performing craft installation work
 - 2. The Project Manager is required to attend necessary technology and construction meetings for coordination before Work is started and construction meetings once Work is in progress.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

3. The Project Manager will be required to make on-site decisions regarding the scope of the Work and any changes required by the Work.
4. The Project Manager will be totally responsible for all aspects of the Work and shall have the authority to make immediate decisions regarding implementation or Owner approved changes to the Work.

B. Compliance with Laws and Regulations

1. The Contractor performance of the Work shall comply with all applicable federal, state, and local laws, rules, and regulations and Owner policies, procedure, rules and regulations. The Contractor shall give required notices, shall procure necessary governmental licenses and inspections, and shall pay without burden to the Owner, all fees and charges in connection therewith unless specifically provided otherwise. In the event of violation, the Contractor shall pay all fines and penalties; including attorney's fees and other defense costs and expenses in connection therewith.

C. Federal Communications Commission

1. Equipment requiring FCC registration or approval shall have received such approval and shall be appropriately identified.

D. Codes, Standards, and Ordinances

1. All Work shall conform to the latest edition of the Michigan Electrical Code, the Building Code, and all local codes and ordinances, as applicable. Current versions of TIA-568 and TIA-569 shall be adhered to during all installation activities. Methodologies outlined in the latest edition of the BICSI Telecommunications Distribution Methods Manual shall also be used during all installation activities. Should conflicts exist with the foregoing, the authority having jurisdiction for enforcement will have responsibility for making interpretation. The Contractor is wholly responsible to meet or exceed all codes, standards, regulation, manufacturer installation standards and industry best practices.

2.3 SAFETY

- A. The Contractor shall take the necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the Work. The Contractor shall at all times comply with the regulations set forth by federal, state, and local laws, rules, and regulations concerning "OSHA" and all applicable state labor laws, regulations, and standards. The Contractor shall indemnify and hold harmless the Owner from and against all liabilities, suits, damages, costs, and expenses (including attorney's fees and court costs) that may be imposed on the Owner because of the Contractor, or its subcontractor, or supplier's failure to comply with the regulations stated herein.

2.4 INSPECTION, ACCEPTANCE, AND TITLE

- A. Inspection and Acceptance will be upon successful installation unless otherwise provided. Title to/or risk of loss or damage to all items shall be the responsibility of the Contractor until acceptance by the Owner unless loss or damage results from negligence by the Owner. If the materials or services supplied to the Owner are found to be defective or do not conform to the specifications, the Owner reserves the right to cancel the Contract upon written notice to and return products at the Contractor's expense, based upon the terms of the Contract.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

1. When the Owner is referred to in this section of the RFP relative to inspections, the Owner has designated the PSC as the party to perform such inspections on behalf of the Owner. Notwithstanding the above, the Owner may also perform such inspections along with the PSC.
 - B. The Owner shall at all times have access to the Work wherever it is in preparation or progress and shall provide proper facilities for such access and for inspection.
 - C. The Contractor shall not close-up any Work until the Owner or applicable AHJ has inspected the Work. Should the Contractor close-up the work prior to inspection, the Contractor shall uncover the Work for inspection at no cost to the Owner, and then recover the Work according to the specifications contained herein. The Contractor shall notify the Owner and applicable AHJ in writing when the Work is ready for inspection. The Owner and AHJ will inspect the Work as expeditiously as possible after receipt of notification from the Contractor.
- 2.5 STATUS REPORTS, MEETINGS AND CONSTRUCTION COORDINATION
- A. It shall be the Contractor's responsibility to provide the Owner / PSC with written weekly project status reports while actively engaged in craft work and a summary report at the beginning of periods of inactivity between phases or construction delays noting status at that time and expected date of return to work in addition to the requirements listed below. These reports are required and shall include, but not be limited to:
 - B. Project completion percentage.
 - C. All problems that were encountered.
 - D. Any foreseeable problems that may arise.
 - E. General status of the project
 - F. The Owner / PSC reserves the right to hold additional status meetings on a regular basis with the Contractor's Project Manager.

END OF SECTION

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SECTION 00 30 10 - SCHEDULE OF EVENTS

The following is a projected schedule of events for this project. The schedule may change depending upon the results of the responses and a final schedule will be established prior to contracting with the Contractor. Additionally, the final schedule shall be subject to change based on building schedules and progress.

EVENT	DATE
Bid Release	April 14, 2023
Bidder's Conference Date and time	April 20, 2023 10:00 AM
Final Date and time for Questions	April 27, 2023
Issuance of Final Addendum	May 2, 2023 by 5:00 PM
Bid Due Date/Time and Public Opening	May 9, 2023 1:00PM
Interviews/Demonstrations	May 10-19, 2023
Contract Award	June 20, 2023
Project Start Date	June 23, 2023
Project Completion	August 25, 2023

End of Section

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SECTION 00 40 10 - BID PROPOSAL FORM

OWNER: Beth Soggs
Director of Technology
Troy School District
4420 Livernois
Troy, MI 48098

PROJECT: RFP #9959 Voice Communication System

NAME OF BIDDER: _____

BASE BID:

Lump sum bid for all work specified and shown on the drawings as indicated for base bid in the amount of:

_____ Dollars (\$ _____)

The Bid Proposal amount shall be shown in both words and figures. In the case of discrepancy, the amount shown in words shall govern.

BASE BID: The undersigned, having examined the Bid Documents and examined the conditions affecting the Work/Project, hereby proposes and agrees to furnish all of the labor, materials, and equipment and perform all work necessary to complete the Work/Project as required by the Bid Documents for the stipulated sum identified above and detailed in Supplemental A (Cost Analysis Worksheet). The Bid Documents set forth the terms and conditions upon which the Bidder will provide a "turnkey" solution for the installation and operation of the project for use by the Owner and represents and warrants that the design, operation, and functionality of the project are in accordance with the Bid Documents. All prices provided by the Bidder on this Bid Proposal Form must include all cables, connectors, equipment etc. that are necessary to the make the project fully operational for the intent and purpose stated in the Bid Documents

BID SECURITY: Enclosed herewith find (Certified Check)/ (Bid Bond) in the amount of \$_____ being five percent (5%) of the maximum Bid Proposal herein, made payable to Troy School District or naming Troy School District as obligee. The proceeds of which are to remain the property of Troy School District, if the Bidder does not, within ten (10) days after notice of the acceptance of Bid Proposal, enter the Contract.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

EXCEPTIONS AND SUBCONTRACTORS

Any exceptions to the terms and conditions contained in the RFP or contract must be identified below: (Identify each with specific RFP section/part/paragraph, attach a separate sheet if required) Referring to an annotated RFP is NOT acceptable. Additionally, any subcontractors must be listed below with all contact information.

ADDENDA

This RFP incorporates the following Addenda:

Addendum No. ____ Dated _____ Addendum No. ____ Dated _____

Addendum No. ____ Dated _____ Addendum No. ____ Dated _____

Addendum No. ____ Dated _____ Addendum No. ____ Dated _____

BID PROPOSAL FORM REQUIRED ATTACHMENTS:

The following Bid Form Proposal Supplements are attached hereto and are considered an integral part of this Bid Proposal Form:

- SUPPLEMENTAL A – Cost Analysis Worksheet
- SUPPLEMENTAL B – Unit Pricing
- SUPPLEMENTAL C – Mandatory Alternates
- SUPPLEMENTAL D – Voluntary Alternates
- SUPPLEMENTAL E – Familial Disclosure Affidavit
- SUPPLEMENTAL F – Iran Economic Sanctions Act Compliance Affidavit

The following additional information must also be included for the bid proposal to be considered compliant:

- **Bill of Material and installed pricing**
- Comprehensive Narrative of the proposed System/Solution
- Diagrams or Schematics supporting the System/Solution Narrative
- Other information as indicated herein.
- Statement of Material and Labor Availability

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

BIDDER NAME: _____

ADDRESS: _____

DATE: _____

TELEPHONE: _____

EMAIL ADDRESS: _____

If award is made to our firm based upon our Bid Proposal, we agree to enter into the form of Contract with the Owner in accordance with this Request for Proposal, the contract and our Bid Proposal.

My signature certifies that the Bid Proposal as submitted complies with all terms and conditions as set forth in this Request for Proposal, unless specifically enumerated as an exception as part of this Bid Proposal Form.

I hereby certify that I am authorized to sign as a Representative for the Firm:

(Authorized Signature)

(Title)

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SUPPLEMENTAL A - COST ANALYSIS WORKSHEET

OWNER: Beth Soggs
Director of Technology
Troy School District
4420 Livernois
Troy, MI 48098

BIDDER: _____

ADDRESS: _____

BID BREAKDOWN

BUILDING	COMPONENT	Pricing
Voice System Equipment	Material	
	Labor	
	Sub Total	
Teams Integration	Material/License	
	Labor	
	Sub Total	
Demo of Existing	Labor	
Programming/Station Reviews	Labor	
Training	Labor	
	Sub Total	
Performance and Materials Bond		
TOTAL BASE BID		

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SUPPLEMENTAL B - UNIT PRICING

All bid proposals shall include a detailed Bill of Materials that notes each item, part number, and unit price. Note: not all items listed below are base bid requirements.

Provide a Bill of Materials, attached to and submitted with the Bid Proposal. Additionally, provide these unit costs, which shall be considered firm pricing during the contract period and not subject to change, and will be used to determine costs (Inclusive of both labor and material) for additions and deletions during the contract period. If any of these items are not applicable, please indicate as such by "NA". The Owner reserves the right to adjust any or all quantities at any time.

In addition to the required Bill of Materials, include the following Unit Prices (also include cost of associated licenses).

Item	Part Number	Unit Price
Type 1 (Classroom) Telephone Instrument		
Type 2 (Advanced) Telephone Instrument		
Conference Phone (Proposed Model)		
Wall mount kit		
Cordless Headset (DECT)		
Cordless Headset (Bluetooth)		
Cordless Headset (Wireless Ethernet)		
Hardware Console "side car"		
Cordless WiFi IP phone		
Cordless DECT Phone		
Additional "soft phone" application		
Voicemail only license – each		
Voicemail only licenses – qty 20		
Voicemail only licenses – qty 50		
SIP License - each		
SIP Licenses – qty 20		
SIP Licenses – qty 50		

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

LIST BELOW ANY ADDITIONAL PROPOSED OR RECOMMENDED EQUIPMENT NOT INDICATED ABOVE		

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SUPPLEMENTAL C - MANDATORY ALTERNATES

Mandatory Alternate 1: None at this time

Deduct _____ Dollars (\$ _____)

Mandatory Alternate 2:

Deduct _____ Dollars (\$ _____)

Mandatory Alternate 3:

Deduct _____ Dollars (\$ _____)

Mandatory Alternate 3:

Deduct _____ Dollars (\$ _____)

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SUPPLEMENTAL D - VOLUNTARY ALTERNATES

VOLUNTARY ALTERNATE 1:

Add/Deduct/No Change

_____ Dollars (\$_____)

VOLUNTARY ALTERNATE 2:

Add/Deduct/No Change

_____ Dollars (\$_____)

VOLUNTARY ALTERNATE 3:

Add/Deduct/No Change

_____ Dollars (\$_____)

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SUPPLEMENTAL E - FAMILIAL DISCLOSURE AFFIDAVIT

The undersigned, the owner or authorized officer of _____ (the "Bidder"), pursuant to the familial disclosure requirement provided in the Troy School District (the "District") Request for Proposal(s), hereby represents and warrants that, except as provided below, no familial relationships exist between the owner or any employee of the Bidder, and any member of the Board of Education of the School District or the Superintendent of the School District.

List any Familial Relationships:

BIDDER:

By:

Title:

STATE OF MICHIGAN
COUNTY OF _____

This instrument was acknowledged before me on the ____ day of _____, 2023, by

_____.

, Notary Public

_____ County, Michigan

My Commission Expires: _____

Acting in the County of: _____

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

SUPPLEMENTAL F - AFFIDAVIT OF COMPLIANCE – IRAN ECONOMIC SANCTIONS ACT

Michigan Public Act No. 517 of 2012

The undersigned, the owner or authorized officer of the below named applicant (the "Applicant"), pursuant to the compliance certification requirement provided in the Troy School District (the "District") Request For Proposals for a District-wide VOICE COMMUNICATIONS SYSTEM (the "RFP"), hereby certifies, represents and warrants that the Applicant (including its officers, directors and employees) is not an "Iran linked business" within the meaning of the Iran Economic Sanctions Act, Michigan Public Act No. 517 of 2012 (the "Act"), and that in the event Applicant is awarded a contract as a result of the aforementioned RFP, the Applicant will not become an "Iran linked business" at any time during the course of performing the Work or any services under the contract.

The Applicant further acknowledges that any person who is found to have submitted a false certification is responsible for a civil penalty of not more than \$250,000.00 or 2 times the amount of the contract or proposed contract for which the false certification was made, whichever is greater, the cost of the School District's investigation, and reasonable attorney fees, in addition to the fine. Moreover, any person who submitted a false certification shall be ineligible to bid on a request for proposal for three (3) years from the date it is determined that the person has submitted the false certification.

APPLICANT:

Name of Applicant

By:

Title:

Date:

STATE OF Michigan

COUNTY OF _____)

This instrument was acknowledged before me on the ____ day of _____, _____, by

_____.

_____, Notary Public _____ County, _____

My Commission Expires: _____

Acting in the County of: _____

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM
SECTION 27 32 00 – VOICE COMMUNICATIONS SYSTEM (VCS)

PART 1 - GENERAL

1.1 GENERAL

- A. This Section specifies the performance requirements for a new, comprehensive, 100% turnkey VCS system for the Owner. The technical specifications provide the general function of the desired system and the specific requirements that the Owner deems mandatory. The specifications that follow are the minimum requirements that the Owner deems mandatory for the System.
- B. The VCS shall be new, of modern design, and current standard production of the manufacturer.
- C. The VCS consists of a turnkey system solution for district-wide voice communications, to meet both the current requirements, as well as to provide a platform that is both capable, designed, and planned to accommodate the migration to future enhanced functionality.
- D. The contractor is responsible for:
 - 1. Final system design
 - 2. Station reviews
 - 3. Data gathering
 - 4. Coordination with service providers as required
 - 5. Configuration and programming
 - 6. All other system recommendations to meet the Owner's requirements, as outlined in this document.
 - 7. Removal of the current system equipment to a location specified by the Owner.
- E. The Bidder's proposal must state in detail the extent to which the quoted system meets, exceeds, or fails to meet the following requirements. Provide as part of the bid proposal, a complete bill of materials, including catalog cuts and equipment configurations.
- F. The Contractor shall provide the services necessary to furnish, install, train, and to provide maintenance to support the VCS, including an integrated system of peripheral apparatus conforming to acceptable industry standards. All work shall be in accordance with the true intent of the specifications, and as required to leave the VCS complete and in satisfactory operating condition, excluding those items listed under "Work by Others."

1.2 PROJECT SUMMARY

- A. Troy School District is replacing an aging ShoreTel/Mitel system with a new, "state of the art" Voice over IP System (VoIP) with technology bond funds. The new solution must not only employ the latest in VoIP technology, Unified Communications and Messaging, but also the latest telephone service provider technologies (SIP).
- B. The district has a mixture of facilities:
 - 1. Twenty-one (21) Instructional buildings

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- a. Barnard
 - b. Bemis
 - c. Costello
 - d. Hamilton
 - e. Hill
 - f. Leonard
 - g. Martell
 - h. Morse
 - i. Schroeder
 - j. Troy Union
 - k. Wass
 - l. Wattles
 - m. Baker
 - n. Boulan Park
 - o. Larson
 - p. Smith
 - q. Athens High School
 - r. Troy High School
 - s. International Academy East
 - t. Troy Learning Center (TLC)
 - u. Troy Preschool (TPS)
2. Four (4) Non-instructional buildings:
- a. Central Office
 - b. Troy Service Center
 - c. Facilities operation Center (Rankin)
 - d. Transportation
- C. Existing System:
- 1. The existing system is centralized at the Services Building. The system operates in a star topology via Owner's optical fiber. The Owner has a block of 2600 DID numbers to provide sequential/location based 4-digit dialing at each location. Phone extensions are the same as the last 4 digits of the DID number. AT&T provides POTS service to each building for analog services (Alarms, elevators, etc.) and local failover in the event of WAN/system or trunk outages.
 - 2. Currently, classroom phones at the High Schools are assigned a DID number but no

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

voicemail and are not assigned to a teacher. Teachers are provided with a separate DID number that is a voice mail only extension. It is not assigned to a phone. This model will be adhered to in the new system.

3. Fax Services are provided via a MultiTech FaxFinder with at least 1 DID number per building. Some buildings have multiple DIDs/Off System Extensions. FaxFinder has a maximum of 4 trunks handling the total volume of faxes.

D. New System

1. The new system shall remain centralized in the Services Building. TelNet will continue to provide SIP trunks and the existing DID block.
 - a. TelNet will be providing the required Router(s) to allow direct connection to the new Voice Communications System equipment.
2. Fax services – The Owner will entertain Voluntary Alternates replacing the existing MultiTech solution for faxing services as it is End-Of Life.
3. All buildings shall be capable of operating independently and maintaining basic call functionality on internal calls and using local trunks for external calls when connectivity to the main system is unavailable. Upon restoration of service to the main system or trunks at the Services Building, the building “node” will automatically resume function, seamlessly to the users.
 - a. It is understood that direct access to users’ voice mail in the affected building will be unavailable, except as a function of Unified Communications if the data network is still operational.
4. All existing ShoreTel telephone system equipment is to be replaced with the new Voice Communications System.

E. Alternate Design

1. The Owner is seeking the best solution from both an operations/user and price standpoint (both CapEx and OpEx). Alternate overall solution designs will be accepted as Voluntary Alternates, provided the Bidder submits a proposal that meets the base bid design requirements first. If an alternate design is submitted, the Bidder must provide substantiation of both cost savings and improved operations with their voluntary alternate submission. Cloud-based solutions are not acceptable.
2. Bidders may also provide voluntary alternates for specific portions or items of the base bid, provided the Bidder submits a proposal that meets the base bid design requirements first.

1.3 CONTRACTOR QUALIFICATIONS

- A. The contractor shall maintain permanent service facilities in the area of the installation. The facilities shall include a permanent source of factory trained service technicians on twenty-four (24) hour call experienced in servicing VCS and shall provide warranty and manufacturer suggested maintenance service to afford the Owner maximum coverage. The contractor shall also provide a central source of support to guarantee immediate answers to Owner’s problems and questions.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- B. The contractor shall be experienced in all aspects of this work and shall be required to demonstrate direct experience on recent systems of similar type and size. The contractor shall own and maintain tools and equipment necessary for successful installation and testing of the VCS and have personnel who are trained and certified in the use of such tools and equipment.
- C. The contractor(s) selected for this project must be certified by the manufacturers, adhere to the engineering, installation and testing procedures as established by the manufacturers and applicable standards groups.
 - 1. Please indicate level of certification in Cover Letter.
- D. The contractor/manufacturer must be a company that is proposing and can demonstrate an installed system. It is preferred that the contractor have experience installing the system in a K-12 education setting. The contractor must submit a minimum of three (3) verifiable references including contact names and phone numbers of projects that qualify.
- E. A resume of qualification shall be submitted with the vendor's proposal indicating the following:
 - 1. A list of recently completed projects of similar type and size with contact names and telephone numbers for each.
 - 2. A technical resume of experience for the vendor's Project Manager and on-site installation supervisor who will be assigned to this project.
 - 3. A list of technical product training attended by the vendor's personnel that will install the systems shall be submitted with the response.
- F. Any sub-contractors who will assist the Vendor in performance of this work shall have the same training and certification requirements.

1.4 SYSTEM REQUIREMENTS

- A. The System will utilize VoIP technology and include Unified Messaging. All sites must appear as one from the end user's perspective. Four digit dialing between all extensions, at all Owner sites listed in this document is a requirement. All sites are connected via 10Gbps fiber optic WAN connections as well as a limited quantity of POTs lines (as indicated herein).
- B. The System proposed, including all components and associated systems, must meet all North American transmission standards, and, as appropriate, be registered with the FCC for direct connection to the public switch network.
- C. Bidders will provide as part of their configuration, all of the necessary hardware and software to make the system fully functional and provide survivability. Survivability is defined as having the ability to make and place internal and external calls in instances where there is a loss of communication across the WAN or loss of access to PRI/SIP trunks. The number of external calls will be limited by the number of POTS lines and/or backup trunks available at the site.
- D. The System software proposed must satisfy the Owner's stated functional requirements and be capable of accommodating the capacity station and trunk quantities stated, as well as for growth. The proposed software must be the current general release offered by the manufacturer, and receive the highest level of support from the manufacturer.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

1.5 SYSTEM SIZE REQUIREMENTS – GENERAL

- A. System and station equipment must be proposed in the quantities that will satisfy the configuration as described in this document. The proposed system must be equipped for, at a minimum, 20 percent (20%) station and trunk growth. Additional telephones / telephone licenses shall be capable of being added without any additional system hardware requirements.

1.6 SYSTEM SIZE REQUIREMENTS – SPECIFIC

- A. See Appendix A for new system equipment and services

1.7 SPARES

- A. Provide an additional two (2) spare conference telephone instruments
- B. Provide an additional ten (10) spare Type 2 telephone instruments
- C. Provide an additional ten (10) spare Type 1 instruments

PART 2 - PRODUCT

2.1 GENERAL

- A. All hardware proposed must be the current offering of the manufacturer, and receive the highest level of standard support offered by the manufacturer. Factory refurbished hardware which is in "new condition" as well as used, shopworn, prototype, demonstrator models, etc. are not acceptable.
- B. The System must consist of standards based products or components whose performance, reliability, and maintainability can be demonstrated.

2.2 APPROVED MANUFACTURERS

- A. Cisco
- B. Mitel
- C. Avaya
- D. NEC

2.3 QUALITY ASSURANCE

- A. Parts listed shall be complete, type numbers accurate and equipment furnished shall conform to manufacturer's specifications. Any additional material or labor required, but not included in the Bid, required for a complete and fully functional system shall be provided at no additional cost.
- B. All materials shall be new and shall conform to applicable provisions of UL and the American Standards Association.
- C. The Contractor shall procure and pay for all necessary permits, licenses and inspections and observe any requirements stipulated therein. The Contractor shall conform in all trades with all local regulations and codes.
- D. The Contractor shall comply with federal, state and local labor regulations and applicable union regulations.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- E. The system shall be registered under the most current applicable rulings of the Federal Communications Commission (FCC). Provide the FCC registration number with the equipment submittal. All components and installations shall bear an Underwriters' Laboratories (UL) listing and shall conform with the latest edition or revision of the following codes and standards:
1. ANSI American National Standards Institute
 2. ASTM American Society for Testing and Materials
 3. EIA Electronics Industries Association
 4. FCC Federal Communications Commission
 5. ICEA Insulated Cable Districts Association
 6. IEEE Institute of Electrical and Electronics Districts
 7. ISO International Organization for Standardization
 8. ShoreTel National Electrical Code
 9. NEMA National Electrical Manufacturer's Association
 10. NFPA National Fire Protection Association.
 11. TIA Telecommunications Industry Association
 12. UL Underwriters Laboratories, Inc.
- F. Where areas of conflict occur between codes and standards or between codes and standards and the drawings and specifications, the document establishing the more stringent requirements shall be followed.

2.4 VCS ARCHITECTURE

- A. The proposed system must be configured as non-blocking at the equipped capacity and remain non-blocking up to the Capacity requirements. Capabilities must be demonstrated of the proposed manufacturer's equipment, and guaranteed by the Contractor, that the VCS will not only serve today's needs but also accommodate the migration to future enhanced functionality. The product line shall have a consistent architecture to reduce total cost of network ownership for on-going support, maintenance and training.
1. The System must provide a minimum grade of service of at least P.01.
 2. Bidders must engineer the proposed System to be non-blocking at the equipped and wired for capacities. Non-blocking capabilities shall be maintained as the system grows to the capacity requirements.
- B. The System design must be based upon a flexible architecture where components can be independently changed in whole or in part to allow future advances in technology to be incorporated in the installed system without requiring non affected elements to be replaced. The main elements include the central control (CPU and memory), distributed processors, switching network, peripheral interfaces, line and trunk cards, licensing, terminal equipment and software.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- C. The System shall function as a totally integrated network capable of switching and transmitting voice communications on an IP network.
- D. Due to the critical nature of the Owner operations, the proposed system must provide the highest degree of reliability available.

2.5 SYSTEM INTERFACES

- A. The System must be able to interface to the public telephone network through telephone company trunks and facilities that service the local area. It shall be capable of accepting any mix of trunks, including but not limited to: Session Initiation Protocol (SIP), and local analog dial tone services.
- B. The proposed system shall integrate with the Owner's P.A. systems at all locations and must be capable of a SIP interface. The integration will include basic access to the paging system, access to night ringer, as well as ability to page at multiple sites.
 - 1. The District may be installing a new Public Address system during approximately the same time period – the new system type, make and manufacturer are to be determined yet.
- C. Integration with a yet unknown emergency notification system may be desired. Please indicate all other integrations the solution can provide including Teams.

2.6 SYSTEM POWER

- A. The System must be equipped with dual regulated power supplies which provide line filtering and prevent damage to the switching equipment from power line surges due to lightning or other transient voltage spikes and brown out conditions.
 - 1. The Services Building has generator backup.
- B. The System must be properly grounded to protect against the effects of ground loops, pick up noise, and excessive ground current.

2.7 VOICE SYSTEM DIAGNOSTICS, TESTING, AND ALARM

- A. The System must include self-diagnostic software and hardware for detecting, logging, and reporting system software and hardware component failures and degradation of service.
- B. Diagnostic routines must be performed continuously and automatically, and as necessary, on demand. Testing must be non-disruptive and must not adversely affect normal call processing. Bidders will specify those diagnostic routines performed by the system on an automatic basis and those available to be performed on an on demand (manual) basis.
- C. The System must provide alarms for any failure detected during automatic or on demand diagnostic testing.
 - 1. The System must provide major and minor visual alarms.
 - 2. The System must record all alarm conditions and failures, as they occur, in a fault log.
- D. The System diagnostic routines must isolate trouble to a particular system component for ease of fault identification.
- E. The System diagnostics must be remotely accessible to allow the Contractor and/or the Owner to remotely monitor, control, and correct faults in the system if the owner so desires. Costs

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

for 5 years of remote diagnostics and maintenance access must be included in the proposed System price.

- F. System administration must be able to be accomplished both locally and remotely from the Contractor's service center. Access to the System must be password protected.

2.8 STATION EQUIPMENT

- A. IP telephone sets must be provided as part of the base bid.
- B. IP sets are required in various line/feature termination with the following features and functionality:

1. Type 1 (Classroom) telephones

- Self-Labeling
- LEDs shall be dual color – Red and Green
- 3.4-inch 128x48 pixel soft white (Grayscale) backlit LCD display
- Call Appearance up to 4 lines with LED indicators
- Fixed Feature Buttons include Conference, Transfer, Contacts, Voicemail, Hold, Options, Volume Up/Down key, Mute (with LED) and Speaker/Headset (with LED)
- 4-way navigation with select key
- Four (4) Soft/Line/Feature Keys
- 8 Programmable Line/feature Keys with LEDs
- Wide-band audio, full duplex speakerphone
- Wideband Audio handset
- Wall-Mountable
- Message Waiting and Mute Indicators
- Ethernet Connectivity: Dual Gigabit Ethernet (10/100/1000) line interface (PC Pass Through & Network Connection)
- Supports 802.3af Power-over-ethernet (PoE) or optional power adapter and 802.3az “Energy Efficient Ethernet”

2. Type 2 (Advanced) telephones

- Self-Labeling
- LEDs shall be dual color – Red and Green
- 3.5-inch 320x240 pixel color display with adjustable brightness
- Fixed Feature Buttons include: Conference, Transfer, Contacts, Voicemail, Hold, Options, Volume Up/Down key, Mute (with LED) and Speaker/Headset (with LED)
- 4-way navigation with select key
- Four (4) Soft/Line/Feature Keys
- 6 or 8 Programmable Line/feature Keys with LEDs with multiple “pages” to provide a minimum of 24 total keys
- High-quality full duplex speakerphone
- Wideband Audio (HD Voice) – both handset and speaker
- Message Waiting and Mute Indicators
- Ethernet Connectivity: Dual Gigabit Ethernet (10/100/1000) line interface (PC Pass Through & Network Connection)
- Ability for up to 2 expansion key modules

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- Call history – 50 calls
- System directory
- Bluetooth and wired headset capable
- EHS compatible
- Supports 802.3af Power-over-ethernet (PoE) or optional power adapter and 802.3az “Energy Efficient Ethernet”

3. Conference Telephones

- 800x480 LCD Touch
- 360° microphone pickup / Beam forming microphones
- Full-duplex speakerphone
- 6 Context-sensitive soft keys
- Programmable touch keys
- Bluetooth capable
- Wi-Fi capable
- POE 802.3af EEE
- USB 2.0 port (500mA)
- Color changing LEDs when muted
- Available extension microphones

2.9 “FIND ME FOLLOW ME” & “HOT DESKING”

- A. The system shall allow users to log into other phones with their distinct password and have the associated extension or DID number and all other functions appear on the instrument just logged into.
- B. The system shall allow the telephone to be physically relocated (into a new data location) and retain all trunks and functions, provided the new location resides on the District LAN.

2.10 One Number Reach

- A. The system shall have the capability of seamlessly transferring calls from a user’s fixed instrument to a mobile device and back again.
 - 1. When the user’s is operating a device “paired” with an instrument, they shall be able to place a call from a mobile device and with the only paired handset instrument’s associated DID or trunk shown to the called party.

2.11 VOICE OVER INTERNET PROTOCOL (VoIP)

- A. The VCS must use IP switching and stored program control to carry out the communications function. Features offered by the proposed VCS must be implemented and controlled by software programs that can be changed locally by the Owner’s personnel and expanded as the needs of the Owner evolve.
- B. Connectivity from the central VCS platform to each Building VCS platform must use IP over the District’s Wide Area Network.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- C. Connectivity from each building's VCS platform to each telephone instrument must use IP over the District's Local Area Network. The exception would be analog lines directly connected to the TELCO from end devices. (Not passing through the VCS platform)

2.12 VOICE SYSTEM FEATURES

- A. The VCS must use digital switching and stored program control to carry out the communications function. Features offered by the proposed VCS must be implemented and controlled by software programs that can be changed locally by the Owner's personnel and expanded as the needs of the Owner change.
- B. The VCS proposed, including all components and associated material must meet all North American transmission standards, and, as appropriate, be registered with the FCC for direct connection to the Public Switched Telephone Network (PSTN).
- C. The VCS hardware must be modular in design, with no loss of equipment utility caused by expansion to the projected maximum trunk and station line size. There must be minimal downtime required to accomplish projected growth, or to add features when they become available.
- D. The VCS software proposed must satisfy the Owner's stated functional requirements and be capable of accommodating the capacity station and trunk quantities. The proposed software must be a current offering of the manufacturer and receive the highest level of support from the manufacturer.
- E. The Contractor shall work with the Owner to utilize the existing IP addressing scheme to work with the new IP telephones and address any impact on the existing data network.
- F. The system shall have the capability of recording all inbound and outbound calls.
- G. The proposed VCS shall support E-911 and associated database (PS/ALI). The system as installed and configured shall meet and be in compliance with Michigan Public Service Commission (MPSC) rules 484.901-484.906 regarding E911 service over Multi-Line Telephone Systems. Dynamic E-911 is preferred.
 - 1. E911 outbound call routing prioritization:
 - a. SIP trunks
 - b. Local POTs lines at each site
 - 2. Sites shall have the ability to initiate E911 calls during WAN and main trunk outages
 - 3. The system shall be capable of, and programmed to, immediately call 911 without the use of additional digits dialed to gain an outside line. (I.e – dialing only 911 will automatically connect to the local PSAP.)
 - 4. The system shall have the ability and be programmed to notify other locations within the system that a 911 call has been placed and indicate the call's point of origination (location).
- H. The proposed VCS must support wireless handsets and headsets compatible with the 802.11ac standards or DECT.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

2.13 UNIFIED MESSAGING

- A. Full integration between the voice communication system and the unified messaging system must be via a digital/IP link with no digital/analog/digital conversion required. The unified messaging system shall interface to the voice communication system in such a way as to allow control signals to be passed to and from both systems.
- B. The unified messaging system must permit calls received by this system to be transferred to the attendant console or other designated stations for alternate handling if the caller does not wish to leave a voice message or requires more information or assistance. Once the call is transferred back to the voice communication system, the link between the two systems must be released to allow its use for another call. Multiple links must not be required to transfer control back to the voice communication system.
- C. The unified messaging system must permit the caller to transfer back to the voice communication system by dialing a zero (0) or an extension number.
- D. The unified messaging system must be able to be used as an automated attendant to allow answering of external calls and then prompt the caller for the directory number or name of the person they would like to connect to. If the caller does nothing, the call must time-out and be routed to the attendant or another designated station. This will ensure that callers using a rotary dial telephone can be assisted, or if DTMF signaling is lost.
- E. The unified messaging system must provide a menu feature for special applications of the Owner's. All incoming calls will be routed via automated attendant to a series of voice menus that direct the caller to the appropriate person or department. If the caller is looking to receive routine information, recorded bulletin boards will be created to provide recorded announcements, detailing a variety of the Owner's events and special activities to provide other commonly requested information without requiring human intervention.
- F. Voice greetings, prompts, and announcements must be easily recorded from a standard telephone set.
- G. All voice services (voice menus, announcements) must be controlled based on time of day and day of the week. They must include the option for a minimum of 4 different schedules (e.g. weekday, weekend, afterhours, holiday). These options must be available independently to each site.
- H. A minimum of three thousand (3000) unified messaging mailboxes must be available at cut-over, with ultimate growth up to the maximum capacity of at least five thousand (5000) mailboxes.
- I. The unified messaging system must be equipped with a minimum of 40 access ports at cut-over. The system must be capable of supporting a minimum of 60 ports to meet future requirements.
- J. Storage requirements for the unified messaging system must be a minimum of 750 hours at cut-over. The system must be capable of supporting a minimum of 1500 hours of storage to meet future requirements.
- K. The unified messaging system must provide automatic activation of a message waiting indication.
- L. The unified messaging system must provide urgent message classification for messages tagged

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

as urgent. When a recipient logs into the mailbox, the message description notifies the recipient which message(s) are urgent. The recipient can then go directly to the urgent message(s).

- M. The unified messaging system must enable users to broadcast and transfer messages.
 - N. The unified messaging system must allow a user to prerecord and program a message to be delivered at a future user determined time.
 - O. The unified messaging system must provide custom transfer to allow the system administrator to assign each user a number to which their callers are transferred when the caller presses "O".
 - P. The Unified messaging system must provide password protection of individual voice mail contents. Passwords must be user changeable. The system must also provide a means for guarding against unauthorized attempts to enter a mailbox, either through notification to the user or system administrator of unauthorized access attempts, or through an automatic disconnect after a predetermined number of unsuccessful tries, or both.
 - Q. The unified messaging system must automatically route the caller to the called user's voice mailbox without requiring the caller to make any special entries in station busy and station no answer situations.
 - R. The unified messaging system must allow the user to immediately provide an answer to a voice message from an inside station without the need to log off or look up the caller's directory number.
 - S. The system is to integrate / interface with an Owner's email system.
 - T. The system must provide for the deletion of a messages from both the voice mail system, as well as the email system with only one action on the part of the end user. For example, deleting a voice mail message in email will also delete it on the voice mail system. This includes any Message Waiting Indication (MWI) on the telephone.
 - U. Messages must be accessible from workstations and telephones.
 - V. The ability for the user to interface with the system in order to play, rewind, pause, forward and other control functions.
- 2.14 TEAMS INTEGRATION
- A. Describe the features and functions of your proposed Teams integration
 - B. Provide any costs associated with Teams integration on Supplemental A – Cost Analysis Worksheet
 - C. Current Teams licensing level is A5.
- 2.15 MOBILITY APPLICATIONS
- A. The VCS solution shall provide mobility apps for the following device OS:
 - 1. Android 10 or later
 - 2. iPad 13 or later
 - 3. iPhone 13 or later

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

B. The VCS solution shall minimally provide the following features and functions:

1. Built-in Security
 - a. No corporate data stored on mobile
 - b. Simple, secure and automatic; no need to launch VPN
 - c. Based on industry standard SSL (TCP MTLS and UDP DTLS)
 - d. Certificate based authentication, AES-128/256 encryption
2. Desk Phone Capabilities
 - a. Extension Dialing
 - b. Transfer, hold
 - c. Video Conference
 - d. Enterprise Conference
 - e. Do Not Disturb
 - f. Desk transfer/retrieve
 - g. Simultaneous Ring
 - h. Visual Voice Mail
 - i. Business Dial (Dial via Office)
 - j. Personal Dial
 - k. VOIP Over WIFI, 3G/4G
 - l. Automatic Handoff
 - m. Corporate Directory Access (LDAP, System Directory)
3. Calendar Integration
 - a. One-click Join (joining conferences)
 - b. Supports Outlook and Teams
4. Enterprise Presence and IM

2.16 DATA SWITCHES

- A. Each telephone will be use a standard 802.3at PoE+ port, provided by the Owner on the owner's network. In most instances the telephone handset will be placed in series with the user's computer: the telephone instrument will connect directly to the horizontal data cabling and the user's computer will connect to a 10/100/1000Gbps switched port provided by the telephone instrument.
- B. As part of the base bid, this Contractor will work with the Owner, and data switch provider in regard to any trouble shooting or coordination efforts required, to ensure a successful IP deployment.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

2.17 SITE CONDITIONS

- A. Bidders shall thoroughly acquaint themselves with the physical aspects of the switch rooms and related facilities of the Owner. The Owner will be responsible for all switch room preparation but Bidders must detail their requirements for such preparation, including, but not limited to, such considerations as space, power, humidity, temperature, lighting, etc. The Owner specifically reserves the right to consider the costs of any required site modifications in its evaluation of a Bidder's proposal.
- B. Rack space and power in the existing MDF and IDF rooms will be provided for the installation of the VCS. The contractor must confirm that the space provided is adequate. No subsequent allowance will be made due to failure to inspect and verify conditions that may affect the work. The contractor shall report to the PSC any discrepancies between these specifications and existing conditions and similarly report obvious omissions within ten (10) business days after award of the contract or the Owner entering into Agreement with the Contractor.
- C. Each Bidder must provide the following items:
 - 1. MDF power equipment, and all ancillary equipment for the system as proposed, detailing the exact space and placement requirements of each individual component. Should multiple switch rooms be proposed, a layout of each equipment room must be proposed.
 - 2. Provide a complete listing of the total number and type of AC power outlets needed. Bidders must also specify the grounding requirements for the system and ancillary equipment. The Bidder shall identify the power requirements of the system and associated equipment in kilowatts for the equipped and wired for configurations noted. The Contractor shall furnish, with the system, all power supplies, batteries, cabling, and all other equipment and materials necessary for the operation of the system. Bidders shall also specify the size, type, rating and quantity of breakers required to supply the system in its wired for configuration. For configurations requiring multiple equipment rooms, specify the requirements individually.
 - 3. The Contractor shall provide all equipment grounding, line filters, isolation transformers and surge protection that may be necessary to protect the proposed system from lightening and hazardous voltage potentials. Specify the protection provided by the proposed power equipment.
 - 4. Recognized protective procedures and protective equipment shall be employed to protect the system and the station users against voltage and current surges superimposed on cabling by power system faults, lightning strikes, etc., that are 250% above the normal system operating limits. The system must auto restart after power/system failures.
 - 5. Specify the minimum floor space required for installation, operation, and maintenance of the proposed system, including the space requirements for the optional batteries and associated power equipment.

2.18 VCS SYSTEM ADMINISTRATION AND MANAGEMENT

- A. It is the intent of the Owner to manage as much of the VCS system as possible, post cut-over regarding MAC activities. Please include an overview, with additional documentation and

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

screen shots that both describes, as well as illustrates the use of the management system being proposed. All Bidders must be prepared to demonstrate this capability at a scheduled interview session following (date TBD) the bid opening.

- B. System administration shall be easy and intuitive for non-technical users, using pull down menus, wizards and other software tools. Management of the system and all associated components (Unified communications, collaboration, voice mail, etc.) using the “single pane of glass” philosophy, meaning a management console GUI that presents data from multiple sources in a unified display.
- C. The system shall have easy to use database backup and restore features and functionality.
- D. Administrators shall have the ability to populate telephone user templates for automatic programming of large numbers of extensions with the same features, or for adding new users with the same feature set of similar users.

PART 3 - EXECUTION

3.1 GENERAL

- A. The Contractor shall provide all materials, equipment and labor necessary to install, test, and cut-over the system and ancillary equipment for a complete, professional installation. This includes, but is not limited to, delivery, unloading, storage, installation, inspection and testing of the system and components, and management of all Contractor and any subcontractor personnel.
- B. The Contractor shall assist, whenever necessary, the Owner in regards to the coordination of local Telephone Company trunks and circuits, unless notified otherwise. The Contractor will be responsible for all coordination for a successful cut-over on the agreed date.
 - 1. Additionally, the Contractor shall assist the Owner in optimizing the total quantity of required POTs lines district-wide, based on the final system design/configuration and Owner requirements.
- C. Any equipment proposed in response to this RFP must be installed and tested at least two working (business) days prior to the scheduled cut-over date.
- D. All proposed equipment must interface to existing installed equipment such as the Owner’s public address systems and the existing data network, the Contractor must agree to be responsible for providing any necessary interface requirements to the Contractor(s) or manufacturer(s) of such installed equipment.
- E. All system programming, including database programming, required for system control, operation, and reporting shall be provided concurrent with equipment delivery. Full system documentation shall also be provided to the Owner, including user manuals, system description, maintenance manual, and system configuration tables. Provide the Owner system configuration data in electronic format.
- F. Notwithstanding the written certification by the Contractor that the equipment has been installed and ready for use, the equipment shall not be deemed installed within the terms of the contract until such installation is confirmed by the Owner through successful performance.
- G. The equipment must meet or exceed the agreed acceptance criteria during a 30-day acceptance period, which begins on the installation (cut-over) date. The system will then be

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

accepted following this successful 30-day period.

- H. Available working time:
 - 1. Any work in classrooms or common areas must be done after hours when school is in session or during summer school, work done in Telecommunications Rooms may be done during the day provided there is no disruption to the existing systems or Instructional activities.
 - 2. School in session - Monday through Friday, (classrooms or common areas) after 3PM
 - 3. School not in session (During School year) – 7AM to 4PM
 - 4. School not in session (Outside of School year - Summer) – Monday through Thursday 6:00am – 4:00pm. Some schools have a second shift in the summer – (I.e- High Schools) that will be identified by the District.
 - 5. For all other times - Contractor must make arrangements for access to the Owner’s facilities by contacting the Owner’s designated Project Manager
- I. The removal of any existing telephone equipment that will no longer be used, shall take place directly after final cut-over to the new system. Note: Systems may be running in parallel for short periods if conditions require. The equipment being removed will be properly disposed of at no additional cost to the Owner. Temporary storage of removed equipment may be possible.
- J. System cut-over will be performed outside of normal Owner hours, and/or on the weekend.

3.2 SERVICE OUTAGES AND RESTORATION

- A. In the event of a Contractor caused outage of any system, the Contractor shall immediately perform, or cause to perform all efforts and provide all material or equipment required to restore service to the affected system(s) to the same level as before the outage, at no cost to the Owner. The Contractor shall work directly with the Owner as required to restore service.

3.3 OWNER RESPONSIBILITIES

- A. The Owner will be responsible for preparation of the switch room to accept the new switching equipment, unified messaging system, call management system, batteries, maintenance terminal, etc., in accordance with the environmental requirements as stipulated in the Contractor's proposal. The Contractor will be responsible for all costs for all modifications required that have not been identified in the Contractor's response to this RFP.
- B. The Owner will perform construction changes to floor distribution closets as required and as identified in the Contractor's proposal, including providing electrical power.

3.4 CONTRACTOR RESPONSIBILITIES

- A. Bidders must submit their environmental requirements (i.e., power, HVAC, flooring, lighting, etc.) with their bid, as specified in this RFP. Bidders will also include in their proposal a detailed floor plan of the proposed telecommunications system in the switch room.
- B. The Contractor shall designate a Project Manager for the contract, who will submit and coordinate a schedule of installation activities with the Owner’s designated Project Manager. The Contractor Project Manager will be the Contractor's prime point of contact with the Owner and will provide the regular status update reports and attend coordination meetings

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

with the Owner.

- C. Make all reasonable efforts to minimize disruption to normal Owner activities. The Owner reserves the right to determine if the Contractor's work is causing undue disruption to the Owner's normal business routines, and, if so, arrange with the Contractor alternate times and/or methods for completing the work causing the disruption.
- D. The Contractor shall provide twice monthly (or as requested) project status reports, to the Owner and to the Convergent Technology Partners Project Representative as to the progress and performance of all portions of the work. The Contractor shall attend face to face meetings on site as requested by the Owner or Owner's representative. The Contractor shall cooperate fully to ensure that the Owner's identified critical facilities and services are maintained through the installation and minimal disruption is incurred when cut-over to the new system.
- E. The Contractor shall inform the Owner ten (10) working days prior to any required utility shut offs that are necessary to accomplish the installation of the proposed equipment. The Owner reserves the right to determine appropriate times for such outages.

3.5 INSTALLATION

- A. The Contractor must coordinate directly with the District for all phasing of activities and integration with existing systems (i.e.- Local Area network and Wide Area Network) to help prevent outages.
- B. There may be ongoing construction in some of the buildings during the installation period. The Contractor must coordinate with the District and the Construction Manager for phasing of physical activities such as placing of Instruments, etc.
- C. All equipment and cables must be arranged, routed and managed for a neat and aesthetically pleasing appearance.
- D. The Contractor shall work carefully with all ceilings and finishes and return ceilings and finish surfaces to original conditions. Any damages or expenses are the responsibility of the Contractor.
- E. The Contractor shall provide any necessary screws, anchors, clamps, tie wraps, J-hooks, miscellaneous grounding and support hardware, etc., necessary to facilitate the installation of the system.
- F. It shall be the responsibility of the Contractor to furnish any special installation equipment or tools necessary to properly complete the system. This may include, but is not limited to, tools for terminating cables, testing and splicing equipment for copper/fiber cables, communication devices, jack stands for cable reels, or cable wenchers.
- G. The VCS will be installed meeting all manufacturer specifications and must be signed off for acceptance by the Owner. The system shall be configured by an engineer with at least three years' experience in IP Telephony / data systems.
- H. The Contractor shall provide all materials, equipment and labor necessary to install, test, and cut-over the system and ancillary equipment. This includes, but is not limited to, delivery, unloading, storage, installation, inspection and testing of the system and components, and management of all Contractors and any subcontractor personnel.
- I. The Contractor shall provide all interconnect/expansion cables, terminations, materials, parts,

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

miscellaneous equipment and labor for a complete and satisfactory operating system.

1. Patch cords in the MDF/IDF's are not required, however unit pricing for various length patch cords must be provided.
 2. Patch cords at the telephone set are required.
- J. The Contractor shall assist the Owner whenever necessary in regards to the coordination of local Telephone Company trunks and circuits, and ISP provider unless notified otherwise. The Contractor will be responsible for all coordination for a successful cut-over on the agreed date.
- K. If any proposed equipment must interface to existing installed equipment such as the Owner's public address systems and the existing data network infrastructure, the Contractor must agree to be responsible for providing any necessary interface requirements to the Contractor(s) or manufacturer(s) of such installed equipment.
- L. All system programming, including database programming, required for system control, operation, and reporting may be provided prior to equipment delivery. Full system documentation shall also be provided to the Owner, including user manuals, system description, maintenance manual, and system configuration tables. The Owner would like system configuration data in electronic format if possible.
- M. Notwithstanding the written certification by the Contractor that the equipment has been installed and ready for use, the equipment shall not be deemed installed within the terms of the contract until such installation is confirmed by the Owner through successful performance.
- N. The removal of all existing equipment that will no longer be used will be accomplished at the same time as the final cut-over to the new system. It is the Contractor's responsibility to remove all existing voice communication equipment, including telephone sets, as well as all abandoned cable and telephone system hardware.
- O. The Contractor will be responsible for removing and properly disposing of the old systems and equipment at no additional cost to the Owner.
- P. All work materials shall be removed at the end of each workday and the work area left in the same condition as found.
- Q. Upon completion of the work, the Contractor must remove all tools, equipment and all rubbish and debris from the premises and must leave the premises clean and neat.
- 3.6 PHASING AND SCHEDULING
- A. Substantial completion is scheduled on or before July 15, 2017. This is to allow a 2 to 3-week Owner familiarization period as well as identification of issues or reconfiguration required for final acceptance. The acceptance period shall start the day after substantial completion is agreed to by the Owner or Owner's representative.
- B. Phasing of installation in individual buildings is TBD, based on on-going construction and availability as specified by the Owner.
- 3.7 SUBSTANTIAL COMPLETION
- A. Substantial completion shall mean:
1. The system "headend" is fully operational, including trunking and connectivity between all sites. Outbound and Inbound calls can be made or taken across the trunks.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

2. Redundant remote nodes at all other buildings are installed and is fully operational, including trunking and connectivity between the “Head end”.
3. Required integration with other systems (PA, Email, etc.) are complete and fully functional.
4. All software and Apps are loaded, configured or programmed and fully functional.
5. All telephone instruments able to be placed are, and are fully functional including all programming.

3.8 ACCEPTANCE PERIOD SUPPORT

- A. The Contractor is to provide an onsite technician capable of hardware, software and programming changes starting the first day of the acceptance period, for one (1) business day. The technician shall provide all support required, including additional or refresher training, moves, adds and changes during this onsite period, at no additional charge.
- B. See also Acceptance testing below.

3.9 TESTING AND ACCEPTANCE

- A. The equipment must meet or exceed the agreed acceptance criteria during a 30-day acceptance period, which begins on the installation (cut-over) date. The system will then be accepted following this successful 30-day period.
- B. Provide the Owner with a complete detailed acceptance test procedure covering the offered telephone system/service and any peripherals. At a minimum, the test procedure must cover all common switching components, main station lines, trunk/tie line circuits, all station equipment, and the unified messaging / unified communications system. Test procedures must meet manufacturer's standards.
- C. The Contractor shall correct, in a timely manner, any failure to comply with Contract Documents as reasonably determined by PSC.
- D. If final acceptance is significantly delayed because of defective new equipment or because the installation is not in accordance with the Contract Documents, the Contractor shall pay for all of the Owner’s and the PSC’s representatives additional time and expenses resulting from the delay and any extensions of Acceptance Testing.
- E. Installation Tests
 1. During the installation, the Contractor shall perform all tests necessary to insure that the portions of the system being installed are ready for pre-cut-over tests. The installation tests shall include, but not be limited to, all manufacturer recommendations and requirements.
- F. Pre Cut-over Tests
 1. Prior to cut-over of each portion of the system, the Contractor shall perform scheduled pre-cut-over tests designed to confirm the operation of all components and sub systems meeting manufacturer's performance specifications. All service features shall be tested and demonstrated. The Contractor shall provide all necessary test equipment and manpower, and shall furnish a certified copy of the test procedures, data and results.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

G. Acceptance Tests

1. After cut-over of any portion of the system, the Contractor shall conduct acceptance tests consistent with factory system performance specifications to be supplied with the system prior to installation.
2. Performance and reliability tests shall be conducted, demonstrating acceptable performance over a full thirty (30) day period after cut-over.
3. Acceptance of the system shall be granted after all equipment has passed the tests set forth by the contract, and has been in operation thirty (30) consecutive days without a major failure.

3.10 TRAINING

- A. The Contractor shall provide, initial training both pre-cutover and post cutover, and adequate training aids in the use of the equipment for users and attendants. The cost of this initial training must be included in the bid price.
 1. Proposals shall contain no less than one hour of end user training per session
- B. User training sessions shall be conducted in facilities provided by the Owner. User training sessions shall not exceed 20 trainees in any class.
- C. User training shall be specialized based upon the type of telephone being used and the end user's function. (I.e – Administrative assistants with the same instrument type, Instructional staff with the same instrument type, etc.) Training shall include single line, multiline, wireless, soft phones, and attendant console if applicable.
- D. Training shall be of a "hands-on" nature, using live equipment.
- E. Training shall commence not prior to one week before system cut-over for any particular site, unless different scheduling is requested by the owner.
- F. Training will also be required for one or more of the Owner's employees on the operation of the IP Telephony system move, add, and change and administration of the system and all ancillary components. This training shall be performed on-site.
- G. Training sessions will be required for one or more of the Owner's employees covering all aspects of operation, configuration, maintenance, and warranty service procedures for all of the equipment provided. This training shall be performed on-site.
- H. Follow up training is to be provided if necessary at no additional cost. Time shall be coordinated with Owner's representative.

3.11 CLOSEOUT AND DOCUMENTATION

- A. Fully detailed documentation and record drawings of installation layout and performance shall be submitted for review within thirty (30) days of completion of work and shall include as a minimum:
 1. Drawings showing layout of panels and equipment in racks.
 2. Drawings shall accurately record actual locations of each item of fixed equipment. Drawings will indicate location of equipment and tagged circuits. A functional block diagram will also be required.

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

- B. Drawings, whenever submitted, shall be submitted with three (3) copies to the Owner.
- C. Final record drawings shall be submitted in appropriate size to drawing detail. Two (2) hard copies and one (1) soft copy (CD OR DVD) will be required in a Visio format. Drawings should include enough detail to allow troubleshooting (example: VLAN, equipment, module, bay face layout). Drawings shall be professionally done. Hand drawings and notations will not be accepted.
- D. A Microsoft Excel spreadsheet of all equipment with manufacturer, model, part number, serial number, MAC address, IP, address, location, or any other pertinent information is to be included by the Contractor.
- E. All drawings and the information contained therein become the sole property of the Owner.
- F. Punch List:
 - 1. The Contractor shall perform required remedial work, without claim for additional labor or other costs. Where required, the Contractor shall re-test and submit a revised Test Report.
 - 2. The Contractor shall notify the PSC of completion of the Punch List.
 - 3. If after notification and inspection by the PSC, the identified Punch List items have not been corrected the Contractor will be notified that remedial work is still required. Additional time spent by the PSC, due to the failure of the Contractor to correct Punch List items and finish the project by the agreed upon completion date as set forth in the Contract Documents, will be charged to the Contractor at the rate of one hundred dollars (\$100.00) per hour and deducted from the Contractors retainage.

3.12 OWNER'S RIGHT TO USE

- A. Acceptance of the work of this section will occur after completion of corrections and adjustments required by "Punch List" (as generated during on-site inspections and review of testing documentation).
- B. The Owner reserves the right to use equipment, material and services provided as part of the work of this section, prior to acceptance, without incurring any obligation to accept any equipment or completed systems until Punch List work is complete and systems comply with the Contract Documents.

3.13 WARRANTY, MAINTENANCE AND SUPPORT

- A. All systems and components shall be guaranteed free of defects in materials and workmanship for a minimum period of five (5) years or the manufacturers' warranty, whichever is greater, from the date of acceptance and shall be repaired or replaced within timelines stated below following report of such defects by the Owner. Telephone sets are to include a one (1) year warranty. Both parts and labor are included during the entire warranty period. The date of acceptance shall be defined as the date that the systems are demonstrated to Owner personnel to be in working order and the final AIA has been accepted and paid.
 - 1. All VCS equipment failures shall be repaired or replaced within twenty-four (24) hours of notification during normal business hours.
 - 2. The Contractor is responsible to ensure that all software revisions are of the latest version at time of acceptance and, is responsible to keep all switches current

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

throughout the entire warranty period.

3. During the Warranty and Maintenance Periods, the Contractor shall provide the necessary labor, parts, material, and transportation to maintain all equipment bid in good working order and in compliance with the equipment manufacturer's specifications.
 4. Any costs for Warranty service must be included in the bid price.
 5. Maintenance Services during the Warranty Period shall meet all General Specifications.
 6. During the warranty period, there shall be no charge for any required hardware, software, as well as associated labor to resolve the warranty issue.
 7. Software updates are a requirement at no charge during the warranty period, including labor.
- B. The Contractor shall not be held responsible for repairs or replacements made necessary by misuse, negligence, accident, theft or unexpected loss, abuse, connection to foreign electrical current, fire, water, flood, wind storms, lightning, and any acts of God or public enemy, failure to provide and maintain a suitable operating environment, unauthorized attachments or modification, or improper software changes, wiring, installation, repair or alteration by anyone other than the Contractor. If the Owner requests the Contractor to perform repairs necessitated by any of the above causes, the Contractor will perform said repairs at the Contractor's prevailing rates for similar services and material.
- C. The Contractor shall provide telephone equipment personnel who have been fully trained and qualified on the equipment to be serviced and/or certified by the equipment manufacturer. The Owner desires that such personnel be directly employed by the Contractor. Contractor must state whether any installation personnel or maintenance technicians that are to be used to perform this contract are employed by subcontractors or other third party companies. Bidders must provide the number of Bidder employed technicians in the area that are factory certified to work on the proposed equipment. The Bidder must provide the name and a summary of qualifications of the lead maintenance technicians that will be responsible for maintenance of the System at the Owner's Offices. The Owner will hold this information in strict confidence.
- D. The Contractor shall be responsible for determining if a system failure is the fault of the local telephone utility or other common carrier. If the Contractor determines that the carrier is at fault, and if the Contractor has an effective Letter of Agency from the Owner, then the Contractor shall contact the carrier and negotiate the desired maintenance.
- E. Remedial maintenance is performed by the Contractor on an unscheduled basis arising from equipment or software failure. The time required for the Contractor to respond to a call for remedial maintenance is known as response time. This time is defined as the interval between the time a trouble call is made to the Contractor by the appropriate Owner's personnel or by automatic notification from system monitoring equipment and the time qualified maintenance service personnel begin identification of the cause of the trouble and resolution of the problem.
- F. If remote diagnostics determines that a major loss of service has occurred and that dispatch to the site of a repair technician is required to correct the problem, then the service technician

TROY SCHOOL DISTRICT
VOICE COMMUNICATION SYSTEM

must arrive at the site within two (2) hours of initial notification regardless of the time of day or day of the week when the call is placed. Major loss of service is defined as a failure resulting in the System's complete inability to:

1. Receive incoming calls
 2. Make any outside calls
 3. Make any station to station calls
 4. Use the attendant console
 5. Inability of the management system to collect and store call detail.
- G. Response time for minor loss of service shall be within the Contractor's next business day. Minor loss of service is defined as any failure not defined as a major loss of service.
- H. Contractor must provide a telephone number to report service affecting failures that is available 24 hours a day, 365 days a year.
- I. The Contractor must, upon receipt of a maintenance call:
1. Use best efforts to determine, by remote access or physical inspection, the origins and solutions to the problem.
 2. Begin a trouble report showing the time the problem was reported and nature of the problem.
 3. Dispatch a service technician, if necessary, and proceed diligently to correct any failures.
- J. At the Owner's request, the Contractor must provide reports of maintenance calls, detailing types of failures, dispatch and response times, total repair times, and a summary of maintenance records for the requested period. Sufficient records to facilitate this must be kept.
1. Provide a complete escalation plan for maintenance situations that includes names, addresses, titles, and phone numbers of the people to be contacted, in ascending order, in the event of a maintenance crisis. This plan shall also include descriptions of the circumstances and procedures to be used under various maintenance scenarios including, but not limited to, catastrophic failure, major failures, and major and minor failures that regular maintenance personnel are unable to resolve in a timely manner.
 2. Contractor must provide the location and a complete description of the engineering facilities that are available for the support of the system, as well as the existing company policy on the kinds of circumstances under which such support is made available. Please state the physical address of where each of the Owners sites would have support dispatched from.

END OF SECTION

Troy School District
Voice Communication System

Building	Type 1 Classroom	Type 2 Advance	Conferencing Phones	Wall Phones	Soft Phones	Voicemail	Mobility	Portable DECT
Barnard	36	11				47		
Bemis	34	13				47		
Costello	29	13				42		
Hamilton	33	15				48		
Hill	35	10				45		
Leonard	37	11				48		
Martell	33	14				47		
Morse	36	13				49		
Schroeder	39	11				50		
Troy Union	38	14				52		
Wass	34	12				46		
Wattles	33	14				47		
Baker	4	67				71		
Boulan	51	23				74		1
Larson	53	20				73		
Smith	46	18				64		
Athens High	113	50				47		1
Troy High	136	48				40		1
IAE	44	14	1			58		1
TLC	21	26				47		
ECC	60	9				69		
Service Center	14	107	2			568	50	1
Central Office	2	29	1			31		
Rankin	2	14				16		
Transportation	1	7				8		
Totals	964	583	4	0	0	1734	50	5

System Counts							
SIP Trunks	50						
Audio Conferencing Ports	10						
Web Conferencing Ports	10						
DID # Blocks	2600	248-823-2700-4199					
		248-823-4300-5299					
		248-823-8300-8399					

Note 1: SIP trunks are burstable to 80

Note 2: Service Center VM count includes VM accounts f that are mailbox only



Convergent Technology Partners
 6197 Miller Rd, Suite 4
 Swartz Creek, MI 48473
 810-720-3820
 Fax 810-720-3886

E-mail: info@ctpartners.net
 Website: www.ctpartners.net

ADDENDUM 1

Client / Address	Troy School District	Project / Location	Voice Communication System
Date Issued	April 26, 2023	Project Number	9959

A1-1 NOTICE: The bid documents are amended herein which adds to and/or supersedes conflicting or additional information in the Request for Proposal.

1. Work covered by this Addendum shall be subject to the Introduction, Terms and Conditions and Technical Specifications.
2. Acknowledge this Addendum on the Cost Analysis Worksheet and include the cost of the work herein specified in the Bid.
3. **Notice:** The required electronic copies of the proposal must be in every way a duplicate of the hard copy. Provide the electronic copy in separate PDFs by tabular section as required by the hard copy. Failure to provide a duplicate of all information in both formats will be grounds for non-compliance and disqualification.

A1-2 Pre-Bid Meeting

1. Reviewed Schedule of Events
2. Reviewed Instructions to Bidders and Bid Form
 - a. Bid submission requirements are two (2) hard copies and two (2) electronic copies on separate USB drives
 - b. Project Manager – required – must be a full-time management employee and not engaged in craft work.
 - c. RFP Communication and requests for clarification
 - i. Through Convergent Technology Partners only, email only to designated Convergent Technology Partners’ email address in the RFP.
 - ii. RFI Cutoff per schedule of events – April 27, 2023
 - d. Required documents to be included in the bid response:
 - i. Complete Bill of Material with installed unit pricing
 - ii. Supplemental B
 - iii. Bid Form and all Supplementals

- iv. Statement of Material Availability and Proposed Schedule
- e. Project manager must be assigned and is a management employee
- 3. Addenda will be posted to the district's web site
- 4. Reviewed Project SOW
- 5. Demolition
 - a. Remove demo'd eqpt to Service Center warehouse
- 6. If needed, new equipment can be stored at the Service Center warehouse

A1-3 Appendix A

- 1. Appendix A was reviewed, and an updated copy is attached

A1-4 Questions and Answer

- 1. Do you have VMWare or Hyper-V environment today that we can utilize for the voice system? If so, type and release of software.

VMWare 7.03 00700

- 2. Are the total SIP trunks to be proposed 50?

Yes

- 3. Fax Replacement is an Alternate Option only, the MultiTech solution can be reused? Will there be any requirements off of the proposed system for the Mulitech solution, (i.e. SIP stations or Analog stations)?

Multitech is end of life. Any proposed alternate should not include this box. SIP stations would be the preferred solution.

- 4. How many analog trunks are required for each school as backup trunks?

See Attachments

- 5. The proposed system must be equipped for, at a minimum, 20 percent (20%) station and trunk growth. This is just for the hardware to support, correct?

That is correct and we have revised that number to 10%.

- 6. Will any additional analog stations or analog trunks be required for additional features such as paging interfaces, modems, faxes of off the system?

No, paging interfaces are SIP.

- 7. For paging, it is just one Valcom IP6000 connected to 1 SIP station? Is any local paging required at the other schools or is the Valcom tied into those schools?

Each school has its own Valcom and will require a connection from the Voice System to the Valcom. There is 1 IP6000 system and the rest are CPU6.

- 8. For the phone types, this is just a general template, correct?

Yes, but if your proposed phone differs significantly from this template, please identify the differences.

9. Find Me Follow me, Hot desking and one number reach are required for all users,?

100

10. For call recording, you are looking for on-demand recording, have a button on the set to press to record calls to voicemail, not a record all calls solution?

That is correct.

11. Set types specified do not support wireless handsets, does this just refer to the ability to add sets with wireless handsets?

That is correct.

12. Do you require E911 location services which is a requirement of Ray Baum's Act or will it be done through DID's and local network provider? How is it done today?

We will require E911 location services. Today the District provides TelNet with an updated list of numbers to facilitate E911.

13. Do you require Emergency Notification for all users (paging, email, text, display) or just to notify key personnel that 911 was dialed. If just notifying key personnel, how many?

The following are types of notifications being provided today through the phone system:

Nuisance Call Handler

Do Not Disturb Override

Emergency Notification (If 911 is dialed 3-5 people within the District are notified)

14. Do you have some type of notification system in place today, (i.e. Blackboard, Informacast, Canvas,etc.)?

See above

15. How many total mailboxes are required?

1800

16. How many Auto-Attendants are required? What is the largest group?

See Attachments

17. What is the current email system?

ShoreTel

18. For Teams integration, how many users will require this?

100

19. Is desk phone video conference a requirement or option?

It is not a requirement

20. Is wifi a deskphone requirement or option?

Other than the portable phones, this is not a requirement but may be added at a later date

21. Are you looking for any battery backup or does the data rack already have backup. If you are looking for battery backup, how many hours?

a. No we are not, Battery Backup already exists

22. Is any ACD, advanced ring groups or call center applications being used today?

No

23. How many phone wallmount kits are required?

That number is not available, provide a unit price for the kits

24. Is Call Accounting required for proposed system?

No, the Owner would like to access Call Detail periodically, but no call accounting package is required.

25. As far as RFP questions go, if we comply, we do not need to respond. Only if solution differs or does not comply with requirement should Bidder respond with explanation.

That is correct

26. Just to verify, Bidder is removing all existing voice equipment and relocating to a specified area on Customer site?

That is correct

27. Is the Michigan State Prevailing Wage rate in effect for this project?

No

28. Is a performance bond required for the maintenance contract?

No

29. Who provides the Border Gateway, TelNet or ShoreTel?

ShoreTel

30. Does TelNet deliver their own pipe to the District for SIP trunking?

No

31. Is Fortinet an acceptable product?

No

32. Is there enough power in each building to handle a 125watt controller?

Yes

33. Dect Phones

All DECT phones must provide dial tone and all should have charging bases.

34. The RFP shows 10 ports for Web Conferencing on Appendix A, can you expand on how the web conferencing will be used and what platform will be used for web conferencing (ie. MS Teams or as part of the phone system)?

Teams is used for web conferencing and as such has been removed from the requirements.

35. Is Teams integration required in the base bid?

Teams integration is a requirement of the base bid but it is called out as a separate item in the cost analysis and may be pulled from the project.

36. What does the district use for email?

The District uses Microsoft 365 Office

A1-4 Attachments

1. Existing Licenses
2. Existing Auto Attendants
3. Number of POTS/Centrex lines for Failover
4. Current VMs for the Voice System
5. List of ShoreTel Switches
6. List of Phone Types and Counts for Existing System
7. Revised Appendix A

End of Addendum 1

Licenses

Keyed Licenses:	Configured	Purchased
System License (Enterprise Edition)	1	1
Additional Site License	24	25
Extension License	1567	1751
Mailbox License	1623	1669
SoftPhone License	30	500
Additional Language License	0	0
Mobile Access License	44	200
SIP Phone License	32	200
SIP Trunk License	49	84
Standard Resolution Video License	2	500
Operator Access License	0	0
Connect Client Access License	261	500
Workgroup Agent Access License	0	0
Workgroup Supervisor Access License	0	0
External Unified Messaging SIP Link	0	0
Audio Conference License	220	220
Web Conference License	20	20
Virtual Switch IPPhone License	0	0
Virtual Switch SIP Trunk License	50	50
Remote Phone License	0	0
Virtual Edge Gateway License	0	0
Self-Audited Licenses:		
Phone Only Access License	2000	1780
Remote Server Software	2	2
TAPI Application Server	0	0
Phone API License	0	0

Auto Attendants

Admin Sub1	1120		
Admin Sub2	1121		
Admin Sub3	1122		
Admin Sub4	1123		
Admin Sub7	1127		
AHS Main	2900		
ATH Operator MB	1516		
Athens Sub2	1130		
Athens Sub6	1132		
BAK AA	1246		
BAR AA	1243		
Bemis Main	4100		
BOU Clinic AA	1349		
BOU MAIN	4900	<u>BOU / LAR</u>	
COS AA	1237		
Default	1700		
Hamilton Main	4400		
Help Desk Attendant	1192		
Hill Main	3500		
IA East Main	8300		
IAE Operator MB	1519		
LAR AA	1248		
LC Sub1	1151		
Learning Center Main	5100		
Leonard Main	3300		
Martell Main	3800		
MOR AA	1232		
Nuisance AA	5296		
Nuisance Calls	1501		
Preschool Main	3000		
Preschool Sub2	1145		
Schroeder Main	3600		
SMI AA	4700	<u>SMI</u>	<u>TCC Holiday</u>
THS Main	2700		
THS Operator MB	1518		
TRANS Operator MB	1523		
Troy HS SUB1	1140		
Troy HS SUB2	1141		
Troy Schools Main	4000		
Troy Union Main	3100		
Voicemail Access	4888		

WAS AA	1239		
WAT AA	1234		

POTS Line for Failover

	Address	Service Type	QTY
TROY SCHL DIST Schroeder	541 JACK DR, TROY	1MB	2
TROY SCHL DIST Costello	1333 HAMMAN	CENTREX	2
TROY SCHL DIST Barnard	3601 FORGE DR	CENTREX	2
TROY SCHL DIST Troy Union	1340 E SQUARE LAKE RD	CENTREX	2
TROY SCHL DIST Hill	4600 FORSYTH	CENTREX	2
TROY SCHL DIST IAE	1291 TORPEY DR	CENTREX	2
TROY SCHL DIST Smith	5835 DONALDSON	CENTREX	2
TROY SCHL DIST TLC	1522 E. BIG BEAVER	1 MB	2
TROY SCHL DIST Rankin	1140 RANKIN	1MB	1
TROY SCHL DIST Hamilton	5625 NORTHFIELD PKWY	1MB	2
TROY SCHOOL DIST Bemis	3570 NORTHFIELD PKWY	1MB	2
TROY SCHOOL DIST Services	4420 LIVERNOIS	CENTREX	2

TROY SCHL DIST Leonard	4401 TALLMAN	CENTREX	2
TROY SCHL DIST Baker	1359 TORPEY DR	1MB	3
TROY SCHL DIST Martell	5666 LIVEROIS RD	CENTREX	2
TROY SCHL DIST Troy High	4777 NORTHFIELD PKWY	CENTREX	3
TROY SCHL DIST Hill	4600 Forsyth	CENTREX	1
TROY SCHL DIST Central Office	4400 Livernois	1MB	1
WATTLES	3555 Ellenboro	1 MB	2

Some buildings do not have POTS failover and fail over lines are also used for alarms and elevators.

Current VMs for the Voice System

Name	State	Status	Provisioned Space	Used Space	Host CPU	Host Memory
TSD-MITEL	Powered On	Normal	333.67 GB	229.17 GB	4.2 GHz	8.07 GB
TSD-MITEL-VA	Powered On	Normal	22.33 GB	22.33 GB	137 MHz	2.12 GB
TSD-SA400	Powered On	Normal	102.08 GB	102.08 GB	435 MHz	2.04 GB
TSD-Voicemail1	Powered On	Normal	416.09 GB	216.12 GB	1.4 GHz	8.07 GB
TSD-Voicemail2	Powered On	Normal	416.09 GB	216.11 GB	504 MHz	8.07 GB

ShoreTel Switches

APPLIANCE	TYPE	SPARE	SITE	PHONES	BCA	HuntGroups	ACTIVE BUILD
AHS-90-1	SG90		Athens	44/85	0/24	2	22.23.5600.0
AHS-90-2	SG90		Athens	55/74	0/24	0	22.23.5600.0
AHS-90-3	SG90		Athens	66/90	0/24	0	22.23.5600.0
BAK-30-1	SG30		Baker	30/30	0/24	1	22.23.5600.0
BAK-90-1	SG90		Baker	41/69	0/24	0	22.23.5600.0
BAR-90-1	SG90		Barnard	47/78	0/24	1	22.23.5600.0
BEM-90-1	SG90		Bemis	47/73	0/24	1	22.23.5600.0
BOU-30-1	SG30		Boulan	22/30	0/24	0	22.23.5600.0
BOU-90-1	SG90		Boulan	53/74	0/24	2	22.23.5600.0
CEN-50-1	SG50		Central Office	31/38	0/24	1	22.23.5600.0
COS-90-1	SG90		Costello	42/78	0/24	1	22.23.5600.0
HAM-90-1	SG90		Hamilton	48/73	0/24	1	22.23.5600.0
Headquarters	WinHQ		Services Building	0/0		6	22.23.5600.0
HILL-90-1	SG90		Hill	45/73	0/24	1	22.23.5600.0
IAE-90-1	SG90		IAE	60/73	0/24	1	22.23.5600.0
LAR-30-1	SG30		Larson	09/30	0/24	0	22.23.5600.0
LAR-90-1	SG90		Larson	63/69	0/24	1	22.23.5600.0
LEO-90-1	SG90		Leonard	48/78	0/24	1	22.23.5600.0
MAR-90-1	SG90		Martell	47/78	0/24	1	22.23.5600.0
MOR-90-1	SG90		Morse	49/73	0/24	1	22.23.5600.0
RAN-50-1	SG50		Rankin	15/38	0/24	1	22.23.5600.0
SCH-90-1	SG90		Schroeder	50/73	0/24	1	22.23.5600.0
SER-50-1	SG50		Services Building	15/20	0/24	0	22.23.5600.0
SER-90-1	SG90		Services Building	65/90	0/24	1	22.23.5600.0
SER-90-2	SG90		Services Building	09/10	0/24	0	22.23.5600.0
SER-90-3	SG90		Services Building	65/90	0/24	2	22.23.5600.0
SMI-90-1	SG90		Smith	64/69	0/24	1	22.23.5600.0
THS-50-1	SG50		Troy High	48/50	0/24	0	22.23.5600.0
THS-90-1	SG90		Troy High	88/90	0/24	0	22.23.5600.0
THS-90-2	SG90		Troy High	50/69	0/24	1	22.23.5600.0
TLC-90-1	SG90		TLC	47/88	0/24	0	22.23.5600.0
TPS-30-1	SG30		Preschool	22/30	0/24	0	22.23.5600.0
TPS-90-1	SG90		Preschool	47/83	0/24	1	22.23.5600.0
TRN-50-1	SG50		Transportation	08/34	0/24	1	22.23.5600.0
TRU-90-1	SG90		Troy Union	52/73	0/24	1	22.23.5600.0
TSD-MITEL-VA	vTrunk		Services Building	0/0		0	22.23.5600.0
TSD-SA400	vCollab		Services Building	0/0		0	22.23.5600.0
TSD-SPARE-1	SG90	Yes	Services Building	0/90	0/24	0	22.23.5600.0

TSD-SPARE-2	SG90	Yes	Services Building	0/90	0/24	0	22.23.5600.0
TSD-VOICEMAIL1	WinDVS		Services Building	0/0		0	22.23.5600.0
TSD-VOICEMAIL2	WinDVS		Services Building	0/0		0	22.23.5600.0
WAS-90-1	SG90		Wass	46/73	0/24	1	22.23.5600.0
WAT-90-1	SG90		Wattles	47/73	0/24	1	22.23.5600.0

Existing Phone Types and Counts

230g	875
420	20
420g	68
480g	583
930d	5

Troy School District
Voice Communication System

Building	Type 1 Classroom	Type 2 Advance	Conferencing Phones	Wall Phones	Soft Phones	Voicemail	Mobility	Portable DECT
Barnard	36	11				47		
Bemis	34	13				47		
Costello	29	13				42		
Hamilton	33	15				48		
Hill	35	10				45		
Leonard	37	11				48		
Martell	33	14				47		
Morse	36	13				49		
Schroeder	39	11				50		
Troy Union	38	14				52		
Wass	34	12				46		
Wattles	33	14				47		
Baker	4	67				71		
Boulan	51	23				74		1
Larson	53	20				73		
Smith	46	18				64		
Athens High	113	50				47		1
Troy High	136	48				40		1
IAE	44	14	1			58		1
TLC	21	26				47		
ECC	60	9				69		
Service Center	14	107	2			568	50	1
Central Office	2	29	1			31		
Rankin	2	14				16		
Transportation	1	7				8		
Totals	964	583	4	0	0	1734	50	5

Total to Provide 1800

System Counts							
SIP Trunks	50						
Audio Conferencing Ports	10						
DID # Blocks	2600	248-823-2700-4199					
		248-823-4300-5299					
		248-823-8300-8399					

Note 1: Service Center VM count includes VM accounts that are mailbox only

BID TABULATION SHEET
Troy School District
Voice Communication Systems - Bid#9959
May 9, 2023 @ 1:00PM

Bidder	Bond	PA-232	Iran Affidavit	Base Bid Total
BSB	x	x	x	\$583,017.93
ForeRunner	x	x	x	\$534,915.49
Moss Telecom	x	x	x	\$649,171.87
People Driven Technology	x	x	x	\$1,290,938.22
Teoma	x	x	x	\$554,860.14

John Foster

 Signed

Todd Hensley

 Verified