

RFP for VoIP System

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The School District of Haverford Township VoIP RFP

2023

1. Organization Background

The School District of Haverford Township, to be referred to as SDHT, is a K-12 public education facility located in Havertown Pennsylvania. SDHT is a 10 building campus consisting of 5 elementary buildings, 1 middle school building, 1 high school building, 1 maintenance & transportation building, 1 storage\garage building, and 1 Administrative education building. The school district serves approximately 6700 students and 1100 staff members.

2. Objective of this RFP

The Purpose of this Request for Proposal (RFP) is to solicit proposal from qualified vendors to provide a cloud first Unified Communications system for The School District of Haverford Township(SDHT).

SDHT is seeing proposals that included, replacing aging existing handsets, design, and configuration of new equipment. Some technical support is required during the implementation phase. Vendors should include:

- Vendor Information
- References
- Handset Pricing
- Professional Services Pricing
- Ongoing costs

3. SDHT Phone System Background

The current phone system is an Asterisk based VoIP system. Each building in the district connected via single mode fiber connecting to Haverford Middle School which is where the current District internet connection is. All sites have additional copper lines for fax machines, elevators and 911. The handsets throughout the district are currently a mix of different model Poly\Polycom handsets.

3.1. Existing Phone system Handset count per building

	Teacher/Desk Phone	Administrative	Conference Phones
Chatham Park ES	58	5	1
Chestnutwold ES	62	5	1
Coopertown ES	55	8	1
Lynnewood ES	63	8	1
Manoa ES	70	8	1

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Haverford MS	140	15	2
Haverford HS	142	35	2
Maintenance\Transportation	7	15	0
Oakmont Administrative	15	70	4
Haverford Ave Property	3	1	0

The district also requires 4 cordless phones for use at Haverford HS.

Replacement Inventory

40 Classroom Phones

20 Admin Phones

4. Requested Phone Models

Classroom Phone Model: Poly Edge 100 with American Wallmount Bracket

Admin Phone Model: Poly Edge 400

Conference Phone Model: Poly Trio 8800

Cordless Phone Model: Poly Rove 30

5. SDHT Data Network Background

The proposed solution must function with the SDHT existing infrastructure.

All SDHT campus buildings are connected via district leased fiber that supports a 10GB connection from all buildings back to Haverford Middle School where SDHT's data center and ISP POP is located. Each building consists of an MDF and multiple IDFs. The MDFs connect to the IDFs via 1GB or 10GB multi-mode fiber optic connection. All desktop connections to the district's access port switches are 1GB. All switches ports are capable of enabling POE.

The SDHT's data center consists of a Core router that connects all buildings to our ISP. The district's server environment is virtualized using VMware Vsphere 7.2.

SDHT is mainly an Apple MacOS environment consisting of an Active Directory 2008 R2 schema, Google Workspace, Windows 7 clients utilizing MS Office 2010. Our administrative staff is equipped with mobile devices ranging from a variety of smartphones to Android tablets and IOS devices.

6. Eligible System Solutions

SDHT intends the vendor to design and implement a VoIP solution that will meet the needs of the school district for at least the next 5 years. The system must be compatible with the current network infrastructure. The vendor must provide documented experience on the product that they are including in their proposal, especially as it pertains to implementations in K-12 settings.

Phone sets must include a standard lower end desk phone option and an option for administrative higher end phone sets. All elementary buildings will require one (1) conference level phone, the high School and middle school each require two (2), and the administrative building need four (4), for a total of thirteen (13) conference phones. Vendor must be prepared to discuss all phone set options. Phone sets with side-cars may be requested by the district during the duration of the project.

Phone system must be designed to handle a 10%-20% increase in phone count over a 5 year period. (See current phone set count under SDHT Phone System Background)

7. Desired Features

The list below is a partial list of features that have been discussed by the district. Other options may be added during a solution discussion.

- 7.1. All-inclusive Licenses, with collaboration licenses (office users) or low usage licenses (classrooms). Low usage licenses shall offer full functionality including hard desk phone, softphone, or mobile device. Respondents shall include a complete list of their functionality / features; however, the following minimum features must be included:
 - 7.1.1. All licensed users shall have access to a physical desk phone in the type specified herein, mobile fully functional app with built in softphone (Android and iOS) or fully functional Web App with built in softphone.
 - 7.1.2. All Fully Licensed users (typically office users) shall include unlimited flat rate / fixed rate inbound / outbound calling.
 - 7.1.3. All Low Use licensed (typically classroom users) shall include pooled aggregated block of usage minutes shared across all low use licensed users. Only when the aggregated usage exceeds the monthly allotment shall usage charges apply. IU8 shall be able to switch users from low use to fully licensed at any time.
 - 7.1.4. IP Paging Adapters must be supported to connect to the existing premise based overhead paging system. In addition, multiple zone paging shall be supported via the IP phones speakerphones.
 - 7.1.5. E911 shall be supported for Emergency Services Call Notifications on a per location and per extension location.
 - 7.1.6. The platform shall support 4-digit extension numbering.

- 7.1.7. Auto attendants to provide callers with automated answering, prompting, and call routing based on caller input, without the need for a live attendant are required. All auto attendant settings shall be configurable and customizable within the administrator portal using the Dial Plan Editor.
- 7.1.8. Call recording must be supported. The call recording application shall allow users to record some or all of the calls to and from their account. Administrators shall be able to enable system-wide recording or set up recording only on specific phone numbers and extensions. These settings shall be able to be adjusted on an on-demand basis. The system shall announce to both parties when a call recording has been started.
- 7.1.9. Conference Calling must be supported. All phones shall be able to generate a 3-way call at one time, there shall be no limit.
- 7.1.10. Virtual inbound / outbound e-faxing must be included. This will allow inbound faxes to be delivered to email address(es) and outbound virtual faxes shall be able to be sent via email to any fax number in the world. This shall be a standard feature for all fully licensed users and shall be included in the monthly subscription price for no additional cost.
- 7.1.11. Ring / Hunt groups shall be supported with various inbound routing, delayed ringing etc.
- 7.1.12. Integrated voicemail for all users shall be included with VM to email notification with audio files attached for all users. Ability to manage voicemail messages in mobile and desktop applications preferred.
- 7.1.13. Inbound SMS Text messages shall be supported to any 10-digit Haverford phone number on the system and delivered to the appropriate Haverford user with the ability to send outbound SMS text messages from their desktop or mobile app.
- 7.2. The hosted provider shall be a major brand name in the industry with multiple domestic highly available datacenters with at least 99.997% uptime or higher. A Business Continuity Gateway shall be available and supported in the system in the event that the district's primary and back up internet are both down, normal internal paging, extension calling and outbound 911 calls via the Gateway shall be supported. This shall be included as a line item on the respondent's proposal.
- 7.3. The solution shall include unlimited 24x7 technical support included in the flat rate / fixed rate monthly subscription price.
- 7.4. New IP handsets shall be provided in quantities defined herein. The district will provide and install the required PoE switches in sufficient quantity to serve all new PoE IP handsets. All IP telephones must have dual 1 gigabit ports integrated into the telephone. Powering phones from local AC power adapters or phones with 100 MB ports are not permitted.

7.5. Mandatory minimal features:

- 7.5.1. Unified Communications
- 7.5.2. Call Waiting/Call Waiting Caller ID
- 7.5.3. Call forward busy
- 7.5.4. Call Redirect
- 7.5.5. Call hold
- 7.5.6. Call Park
- 7.5.7. Call Transfers
- 7.5.8. Caller ID
- 7.5.9. Shared Extensions on multiple phones
- 7.5.10. Bridged Calls
- 7.5.11. Paging and Group Paging
- 7.5.12. DIDs
- 7.5.13. Extension dialing between buildings
- 7.5.14. Custom Call routing
- 7.5.15. Find me/ Follow me
- 7.5.16. Faxing capabilities
- 7.5.17. Voice Mail/ Voice mail forward to E-mail
- 7.5.18. After hours auto services
- 7.5.19. Soft phone capabilities
- 7.5.20. Conference calls bridging internal and external. Ability to send conference invites containing meeting pin or meeting join information.
- 7.5.21. Station messaging reporting

8. Desired Services of Proposed System

8.1. Redundant resilient Architecture

The School District of Haverford Township is looking for a VoIP system integrator to design a redundant and resilient phone system. This would include the ability for all building sites to make internal calls if connections to the district's Local Area Network were disrupted. VoIP traffic must be prioritized and separated from other district network traffic, and latency must be at a minimum for clear concise calls.

8.2. Mobility

The School District of Haverford Township requires the ability to create a highly mobile staff with the ability to communicate from multiple devices from any locations. (office, home, mobile phones, mobile devices) Find me/follow me technology. \

8.3. Reporting

The ability to report on incoming, outgoing, call dialing, and usage.

8.4. E911

Enhanced 911 is mandatory. The School District of Haverford Township requires the ability to trace all 911 calls to the location that it was dialed from. This can be achieved with a 3rd party solution if necessary, but must tie into the VoIP solution. Alert notifications are also desired. (I.e. the system should notify multiple Administrators via txt, phone call, e-mail, whenever 911 is dialed from the system). Proposed solution must remain compliant with all current 911 laws and regulations.

8.5. Pass-through phones

Desk phones need to have the ability to act like a switch and provide a data connection to desktop for network connection. QoS and CoS needs to be added at the phone level to prioritize voice and data traffic. Phones need to support a 1GB connection for a desktop computer/docked laptop station

8.6. PA System Integration

Staff should be able to dial an extension and the PA System in that building will answer and provide overhead paging capabilities through the below systems at each site:

Building	Make	Model
Chatham Park Elementary School	Dukane StarCall 16	SCR/2/2/-00/1-01/1-04/1/2/0-0
Chestnutwold Elementary School	Dukane StarCall 32	110-3546A
Coopertown Elementary School	Dukane StarCall 16	MCS-250T/R48-25-1
Lynnewood Elementary School	Bogen Nyquist	NQ-SYSCTRL
Manoa Elementary School	Bogen	MultiCom-2000

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Haverford Middle School	Rauland TeleCenter 21	
Haverford High School	Bogen Nyquist	NQ-SYSCTRL

Integration with existing PA Systems can be accomplished through installation of ATA or equivalent hardware.

9. Desired Professional Services

- The District expects a turn-key delivery of the VoIP telephone and voicemail system
- Configure and install sufficient numbers of Voice gateways with redundancy capability
- Configure telephone system for implementation of DID phone numbers
- Configure voicemail system
- Porting of district phones numbers to selected solution
- Support systems cut-over
- Provide system administration training
- Provide at least two (2) training sessions for selected staff
- Access to online training videos for long term training
- Provide instructor training for District IT staff (Train the trainer model)
- Provide at least 3 days of support after the cut-over date
- Project Documentation and design documentation
- Documented test and acceptance

10. Required Proposal Response

Proposals should be sent to the The School District of Haverford Township in a sealed certified envelope delivered to:

Attn: Robert Anderson
Oakmont Administrative Center
50 E Eagle Rd
Havertown, PA 19083

The below e-mail address has been setup to accept information regarding this RFP. Any questions or requests for additional information can be e-mailed to: voiprfp@haverfordsd.net

11. Communications Regarding this RFP

Email to the Point of Contact is the required and only permissible means of communication of any kind, including questions or comments, about this RFP. The email address is voiprfp@haverfordsd.net. It is important that interested bidders notify the Point of Contact of their potential interest in this RFP at their earliest opportunity by sending an email to voiprfp@haverfordsd.net. The Vendor's email address will become part of an email distribution list for communications from the District about important RFP-related items, including answers to Vendor inquiries, and any clarifications issued about this RFP. This email distribution list is a courtesy and not the official means of notifying bidders of updates. All updates and answers to questions will be posted on the district website at

12. RFP Schedule

Action	Date
RFP Issuance	12/22/23
Deadline for Vendor Questions	1/5/2024
Responses to Vendor Questions Provided	1/10/2024
RFP Deadline (28 days from responses to vendor questions)	2/7/2024
Vendor Meetings and Demonstrations with finalists	2/13/2024 & 2/14/2024
Issue Clarifying Questions to Vendors	2/15/2024
Deadline for Vendors' Responses to Clarifying Questions	2/21/2024
Solicitor review & negotiation of language re solicitor	2/28/2024
Submission of final contract signed by Vendor	3/1/2024
Finance Committee presentation	March 14, 2024
Board Approval	March 21, 2024
Commencement of New Services	7/1/2024

13. Response Requirements

- Quote
- 3 References, at least 2 in K-12 Education