



**Request for Proposals
For
Buena Park School District
6885 Orangethorpe Ave,
Buena Park, CA 90620**

RFP # 2407 BPPSD-VOIP-RFP-06102024

Issue Date: May 17, 2024

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NOTICE CALLING FOR PROPOSALS

NOTICE IS HEREBY GIVEN that Buena Park School District of Orange County, California, acting through its Board of Trustees, will receive Proposals from interested parties for a contract to provide Hosted VOIP Services to the District.

RFP # 2407 BPPSD-VOIP-RFP-06102024

Proposals must respond to the specifications described in Section I of this RFP. The proposal process, terms, and conditions will be in strict accordance with the requirements and guidance contained herein.

Questions may be submitted in writing on or before 2:00 p.m. on **June 7, 2024**, via e-mail to mmagboo@bpsd.us. Include RFP # 2407 BPPSD-VOIP-RFP-06102024 in the subject line.

Proposals must be in a sealed envelope or packaging, in writing, received, and time-stamped at the District office at 6885 Orangethorpe Ave., Buena Park, CA, 90620 no later than 2:00 p.m. on June 7, 2024. All proposals shall also include a PDF version of the proposal on a USB pen drive. Clearly specify "Response to RFP for Hosted VOIP Services". Proposals received later than the above date and time will be rejected and returned to the submitting vendor(s).

All Requests for Information (RFI) shall be submitted via email to Mike Magboo at mmagboo@bpsd.us, no later than 1 PM, Friday, May 31, 2024. The District will post the responses by 1 PM, Monday, June 3, 2024.

The proposal must be based on an existing piggyback bid awarded by a public agency, a California Multiple Award Schedule (CMAS) agreement valid in the State of California, or an out-of-state piggyback bid awarded by a public agency with a participating addendum or California Rider. The proposal lease terms shall provide options of three (3) years and five (5) years. The current piggyback contract must be valid as of the date of the proposal and have a minimum of 18 months (1 ½ years) left on the contract term.

The proposal must contain the following documentation:

1. Bid Documents (Including any Addenda)
2. Piggyback contract Proof of Award (Adopted Board Item or Excerpt)
 - a. Out-of-state piggyback bids must be awarded by a public agency and must include a participating addendum or California Rider.
3. Piggyback Renewal Letter(s) if applicable
 - a. A signed intent to renew with a renewal date

- b. Must be signed by the entity that is renewing the piggyback bid
- 4. Copy of the Advertisement
- 5. Copy of the Proposed Agreement
- 6. Copy of California Participating Addendum (for out-of-state bids)
- 7. Any other pertinent contract documents (brochures, specifications, etc.)

The successful vendor(s), if any, will be the one(s) whose proposal is most responsive to this RFP, and is deemed to be to the best advantage of the District. Proposals must be valid for ninety (90) days after the proposal due date. The District reserves the right to modify and/or suspend any and all aspects of this procurement, to obtain further information from any vendor or person responding to the RFP, to waive any informality or irregularity as to form or content of this RFP or any response thereto, to be the sole judge of the merits of the Proposals received, and to reject any or all Proposals.

SCHEDULE OF IMPORTANT DATES

Event	Date and Time
Advertisement Dates	May 17 & 24, 2024
RFP Available and Posted on Website	May 17, 2024
Submittal of Requests for Information (RFIs)	May 31, 2024
Final Addendum Issued and Posted on Website (72 Hours)	June 3, 2024
RFP Response Due Date	June 7, 2024
Protest Period Ends (5 Business Days)	June 14, 2024
Board Approval (Tentative)	June 24, 2024

SCOPE OF SERVICES, PROCESS AND DELIVERABLES

The District is seeking proposals based on existing bids for a contract to provide hosted VOIP Services for the District. The District is seeking to replace the existing phone system with a new, cloud-hosted Voice over Internet Protocol (VoIP) system that blends system reliability, redundancy, and future scalability.

The VoIP system will support the following District campuses located in Buena Park, California.

- Beatty Middle School - 8201 Country Club Drive Buena Park CA 90621
- Buena Park Middle School - 6931 Orangethorpe Avenue Buena Park CA 90620
- Corey Elementary School - 7351 Holder street Buena Park CA 90620
- Emery Elementary School - 8600 Somerset street Buena Park CA 90621
- Gilbert Elementary School - 7255 West Eight Street CA 90621
- Pendleton Elementary School - 7101 Stanton Avenue Buena Park CA90621
- Whitaker Elementary School - 8401 Montana street Buena Park 90621
- Buena Park District Office - 6885 Orangethorpe Avenue Buena Park CA 90620

Existing VOIP System:

Buena Park School District's current phone system is an on-premise Cisco VOIP system with over 700 phones and is connected in a collaboration stack with our Singlewire\Informacast system. We have a primary and a secondary servers in place and am currently on Call Manager System version: 12.5.1.14900-63.

License Type	Current Usage
CUWL	2
Enhanced Plus	16
Enhanced	684
Basic	0
Essential	0
TelePresence Room	0

SCOPE OF SERVICES:

The awarded vendor will provide and implement a hosted VOIP system for the District. That implementation should include the following:

- Project kickoff
- Information gathering to ensure the needs of the District are met
- IP-based voice capabilities
- Reliability and system longevity
- System redundancy
- System Administration
- Support and service capabilities
 - including interoperability with third-party conferencing systems or a conferencing system with both video and audio
 - including softphone Application support for mobile, laptop, and desktop devices (for use with any main cell phone model and OS)
- Scalability
- Training and usage plan
- Migration plan from the existing phone system
- Migration of existing incoming lines at the eight District campuses
- Porting over existing phone numbers
- Providing for all 911 and emergency operations
- Implementation plan and support for all hardware
- Implementation plan for integration with Singlewire’s Informacast\Fusion Bell\Clock and alerting system

The vendor’s proposal must include the following items. If you are unable to provide any of the requested items, please identify which ones and why you are unable to provide them. If what you normally provide varies from what is requested, please explain how and why.

Please indicate the availability of the requested features using the acronyms below:

Acronym	Description
Y	Yes. The proposed system currently meets this requirement and is included with the standard system at no additional cost.

AO	Add-on. The proposed system currently meets this requirement with an add-on module that is fully integrated. Provide the add-on cost in the comments section.
UD	Under Development. The proposed system does not include this requirement, but the feature will be available in the future. Provide the timeline and cost in the comments section.
CS	Customizable Service. The proposed system does not include this requirement, but the feature can be added through customizable services. Provide the not-to-exceed cost in the comments section.

The proposed system will include the following deliverables:

Table 1: Basic Features and Functionality			
No.	Feature	Availability	Comments
1	Proposed system shall fulfill a complete replacement of existing phone and communication infrastructure with interconnectivity to all facilities.		
2	Proposed system shall include adaptability to expand as needed.		
3	Proposed system shall be a hosted VoIP cloud solution.		
4	Proposed system shall have a single reach number (voice, fax, SMS) for each desktop phone.		
5	Proposed system shall have the ability to manage system online through a secure cloud portal.		
6	Proposed system shall include mobile phone integration.		
7	Proposed system shall have a soft phone app that will work on a mobile phone and desktop. Shall work on Windows, Mac, iOS, and Android platforms.		
8	Proposed system shall be easily configured and installed with minimal disruption to existing phone call capabilities.		

9	Proposed system shall have limitless concurrent call paths.		
10	Proposed system shall have a chat feature.		
11	Proposed system shall integrate with At least twelve dedicated fax machines.		
12	Proposed system is completely customizable by City staff via an online portal.		
13	Proposed system can send and receive SMS/text messages		

Table 2: Phone Station Requirements

No.	Feature	Availability	Comments
1	Proposed system shall provide approximately at a minimum 600 non-conference phones and required connections. Please provide different phone choices based upon use (teacher -vs- secretary -vs- closet\custodial -vs- managers)		
2	Proposed system shall provide approximately 11 conference phones and required connections.		
3	Proposed system shall be VoIP/SIP (Voice over Internet Protocol/Session Initiated Protocol) based.		
4	Proposed Phones shall be powered by POE (Power Over Ethernet).		
5	Proposed system shall include long distance both national and international service.		
6	Proposed phone shall have 1 GbE (Gigabit Ethernet Pass-Through) Pass Through.		
7	Proposed phone shall be multiple line capable (minimum 4 lines).		

8	Proposed phone shall be compatible with Bluetooth headsets/earphones.		
9	Proposed phone shall be headset compatible (standard 3.5mm).		
10	(Optional) Proposed phone is cordless.		
11	(Optional) Proposed phone offers video conferencing capabilities.		

Table 3: Phone Types and Descriptions			
No.	Feature	Availability	Comments
1	Vendor will provide documentation and pricing for phone types available that includes basic phones, phones with advanced features, multiline phones for reception areas, courtesy phones*, conference phones, soft phones.		
2	Vendor will provide documentation and pricing for conference room phone choices\options.		
3	Vendor will provide documentation and pricing for accessories such as wired or wireless headsets and wireless handsets.		

* Courtesy phones are available to the general public and require the ability to block long distance calls, program auto dialing of a specific line when the handset is picked up or a button is pushed.

Table 4: Conference and Video Call Required Features			
No.	Feature	Availability	Comments
1	Proposed system shall include multiple dedicated conference calling lines per phone.		
2	(Optional) Proposed system can include personal conference calling lines dedicated for each user.		
3	Proposed system will integrate with Zoom, Microsoft Teams, Google Meets, or provide a video conference within the provided service.		

Table 5: Voicemail Required Features			
No.	Feature	Availability	Comments
1	Proposed system shall include personal mailboxes.		
2	Proposed system shall include group mailboxes.		
3	Proposed system shall be able to forward voicemails to emails.		
4	(Optional) Proposed system shall transcribe voicemails to emails.		

Table 6: Automated Attendant Required Features			
No.	Feature	Availability	Comments
1	Proposed system shall include day, night and holiday\vacation modes.		
2	Proposed system shall be compatible with a call center environment.		
3	Proposed system includes on-hold music and messaging.		

Table 7: System and Software Administration Required Features			
No.	Feature	Availability	Comments
1	Proposed system shall include web-based client tool for directory lookup, phone call control and presence indication.		
2	(Optional) Proposed system can include third party software integration.		

Table 8: Network Requirements			
No.	Feature	Availability	Comments
1	Proposed system shall be compatible with Spectrum\Charter internet service.		
2	Proposed system shall include the migration of all analog fax lines to a hosted service.		
3	Proposed system shall include a fax server with fax routing via email for all users.		

Table 9: System Monitoring and Diagnostics			
No.	Feature	Availability	Comments
1	Proposed system shall include reporting tools such as analytics.		
2	Proposed system shall include call recording.		

Table 10: System Reliability and Availability			
No.	Feature	Availability	Comments
1	Proposed system shall include backup, failover, and disaster recover capabilities to ensure system functionality.		
2	Proposed system shall include crash reporting for both the web-based client and the mobile integration solution.		

3	Proposed system shall include 24/7 support and maintenance.		
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Table 11: Training

No.	Feature	Availability	Comments
1	Proposed system shall include up to 24 hours of in person and/or recorded webinar trainings.		
2	Proposed system shall include manuals and materials associated with the phones and software.		

Table 12: Security Features

No.	Feature	Availability	Comments
1	Proposed system shall have over several layers of security including physical, network, host, data, application, business process and enterprise organization.		
2	Proposed system shall offer transmission security to prevent interception of communications.		
3	Proposed system shall offer infrastructure security including network and applications, administrative functions, technology, and operational functions.		
4	Proposed system shall offer physical and environmental security.		
5	Proposed system shall offer proactive fraud mitigation.		

Table 13: System Reporting and Call Detail Reporting			
No.	Feature	Availability	Comments
1	Ability to use one centralized call accounting system to track calls out of all locations on the network. The call accounting system must be able to distinguish which phone originated the call regardless of the phone's physical location on the network. The system should also be able to track an outside call through its destination, including any internal transfers.		
2	Call Detail Reporting (CDR) records must be in an exportable format for external analysis. Acceptable formats include Microsoft Excel, CVS, or PDF.		
3	Vendors must indicate whether additional hardware, i.e., call reporting server, is necessary for implementation.		

To implement and support the proposed system, the District desires the level of service described in the tables below. Please indicate the availability of the requested level of service using the acronyms below:

Acronym	Description
Y	Yes. The vendor will provide the desired level of service as part of the proposed cost.
N	No. The vendor will not provide the desired level of service as part of the proposed cost.
CP	Can Provide. The vendor can provide the desired level of service for an additional cost as detailed in the vendor's proposal.

No.	Level of Service	Availability	Comments
1	It is important for the selected vendor to provide support for an organized transition from the existing system to the new system; ensuring internal and external communications are maintained and the ease of use through the transition is emphasized to staff and clients.		
2	The District ultimately desires a turn-key solution with regard to the full cloud hosted VoIP phone system solution and will own the hardware.		
3	Vendor will provide project plan or timeline down to task details as well as weekly check-ins with the District's IT team.		
4	Vendor will perform validation of existing environment outlined within RFP which includes discovery and interviews with the District.		
5	Vendor will perform all work to get the phones working and have staff onsite the City's facilities to troubleshoot and ensure all phones are operational pursuant to the standards established in this RFP.		
6	Vendor shall assign a project manager to the project to work with the District's IT team.		
7	Vendor is required to submit a complete description of the key activities and responsibilities required for the implementation of the proposed system.		
	Vendor will provide a master project schedule, including a detailed timeline, that will identify the tasks the vendor will perform and the tasks the District is expected to		

8	perform to successfully implement the new system.		
9	Vendor shall be involved in the deployment of the system while working with the District's IT team. The proposed system should be plug and play.		
10	Vendor shall be required to work with Spectrum\Charter Enterprise to coordinate the ordering and installation of all WAN (wide area network), PRI (primary rate interface) and other communication services related to this project (should this be necessary).		
11	Vendor should include any additional routers, POE switches, servers and circuits required (should this be necessary).		
12	The District reserves the option to seek its own pricing for equipment that meets or exceeds the vendor's specifications.		
13	Vendor will coordinate with the District's IT team to install and configure IP management software (should this be necessary).		
14	Vendor shall configure call routing and hunt groups for each District campus.		
15	Vendor will coordinate the seamless port of phone numbers with existing carriers. These numbers will be provided at time of award.		
16	Vendor will provide porting procedures and any reason existing numbers would not be eligible for porting.		

System Warranty			
No.	Level of Service	Availability	Comments
1	Vendor will provide a complete maintenance and warranty agreement as part of the proposal, including all options available for extended coverage and full pricing details for each level of coverage.		
2	During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the District.		
3	All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization using personnel employed by the vendor and at no additional cost to the City other than those charges stipulated to maintain the warranty.		

Support			
No.	Level of Service	Availability	Comments
1	During the warranty period, the successful vendor must be available 24 hours a day, 7 days a week to resolve issues.		
2	Vendor will describe their definitions of major and minor problems.		
3	The successful vendor must include in its pricing software assurance and other regular software upgrades for the warranty period.		
4	Vendors should estimate the cost of future software upgrades on an annualized basis beyond the term of the warranty.		
5	Vendors should estimate the cost of future support services on an annualized basis beyond the term of the warranty.		
6	Vendors shall provide the availability of spare parts in the area for critical Hardware installed.		

QUALIFICATIONS

Please provide responses to the following questions as well as details to offer a comprehensive representation of your company and its services.

	Yes/No
<p>1. The vendor must be able to guarantee VOIP services availability at least 99.99% of the time in a calendar month, and packet delivery of 99.99% or greater, except for outages caused by the customer’s equipment, fiber cuts by third parties, acts of God, or other Force Majeure events.</p>	
<p>Please elaborate:</p>	
<p>2. Does your company monitor all telecommunication and/or VOIP services 24 hours per day, seven days per week, 365 days per year?</p>	
<p>Please elaborate:</p>	
<p>3. Can your company ensure BPSD 99.99% for all telecommunication and/or VOIP service availability during each week of service provided with telecommunication and/or VOIP service latency across your company’s network, facilities and services not to exceed 30 milliseconds maximum?</p>	
<p>Please elaborate:</p>	

<p>4. Is your company able to provide, at no additional charge, immediate notification to BPSD network department representative of all telecommunications and/or VOIP service outages or anomalies which affect the use of the facilities, circuits, or network within BPSD?</p>	
<p>Please elaborate:</p>	
<p>5. Please provide the process for BPSD to report any problems with the facilities, circuits, network or telecommunication and/or VOIP services including the minimum response time.</p>	
<p>Please elaborate:</p>	
<p>6. Provide details regarding your company’s service center, including, but not limited to, staffing experience, process and priority service.</p>	
<p>Please elaborate:</p>	
<p>7. Provide a non-performance policy with BPSD which provides BPSD a monthly credit for the monthly rate multiplied by the percentage of monthly outage to any site within BPSD, when such faults, outages or anomalies are due to the oversight neglect or unreliability of your company’s services.</p>	

Please elaborate:	
8. Does your company maintain compliance with all legal requirements set forth under the California Public Utilities Commission and the Federal Communications Commission of the United States of America?	
Please elaborate:	
9. Does your company agree that BPSD can reserve the option to terminate service, without penalty and full expectation of refund of all proceeds paid prior to date of termination of contract or services for balance of services not rendered?	
Please elaborate:	

References and Evaluation Criteria

References: Vendor shall provide a minimum of three references from like-sized school districts.

District Name	Contact Name	Email Address	Phone No.
District Name	Contact Name	Email Address	Phone No.
District Name	Contact Name	Email Address	Phone No.

Evaluation Criteria: In seeking proposals from existing cooperative bids, the Buena Park School District will utilize the existing terms and conditions of the awarded bid or RFP in accordance with Public Contract Code 20118. In order to select the bid that provides the District with the best value, each cooperative bid will be evaluated based on the following criteria:

	CRITERIA	MAX. POINTS
1	Price: Cost of Equipment, Service, Transport or Metered Rates,	50%
2	Knowledgeable Service Representative and Ability to Provide Service and Maintenance on Equipment	25%
3	Implementation Plan	10%
4	References	5%
5	Added Value or Services that are Included	5%
6	Experience with the District	5%
	Total	100%

Based on the initial evaluation, the District may request the selected Respondents to make oral presentations.

REQUIRED TERMS:

Buyout Option:

The lease terms must include a buyout\trade-in or e-waste value option for VOIP equipment being replaced. Buyout pricing will be included in Option 2 of the submitted proposal.

Additional Information

The effective date of the Contract will be **August 1, 2024**.

The vendor shall provide an implementation plan pertaining to the rollout. Delivery and installation of all VOIP Equipment is to be no later than November 31, 2024, **unless otherwise agreed upon in writing by the district**.

The vendor shall provide initial training to all sites and provide training on an as-needed basis for future users.

Vendors shall provide a contact list identifying all the members who will be providing technical and customer service support.

The vendor shall provide user manuals and documentation for each VOIP Equipment installed.

The vendor shall provide electrical specifications for each product quoted with drawings or schematics.

The vendor shall arrange for the removal of existing equipment at no cost to the district and shall provide a trade-in or e-waste value for District VOIP equipment as Option 2 on the vendor-submitted proposal.

The vendor shall provide a copy of the contract agreement with the bid. The contract agreement, as required by law, shall contain a non-appropriations clause.

Public Reading of RFPs

The RFPs will be **read in an open session** at a time and location to be determined by the District (refer to Schedule of Dates). District reserves the right to accept, reject, or disqualify any or all bids and be the sole judge regarding the suitability of the products, services, or supplies offered and whether deviations are acceptable. District further reserves the right to not necessarily purchase all items, or the full quantity of each item listed in the bid document.

Governing Law; Venue and Jurisdiction

ANY AGREEMENT WILL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE IN WHICH THE AGREEMENT IS EXECUTED, WITHOUT REGARD TO CONFLICTS OF LAW PRINCIPLES. EACH PARTY CONSENTS AND SUBMITS TO THE SOLE AND EXCLUSIVE JURISDICTION TO THE STATE AND FEDERAL COURTS FOR THE COUNTY IN WHICH THE AGREEMENT IS FORMED FOR ANY DISPUTE ARISING OUT OF OR RELATING TO THE SERVICE AGREEMENT OR THE TRANSACTIONS CONTEMPLATED HEREBY.

END OF REQUEST FOR PROPOSALS