

PITTSBURGH PUBLIC SCHOOLS
8 South 13th Street
Pittsburgh, PA 15203

REQUEST FOR PROPOSAL

RFP 01-26-2024 HOSTED VOIP TELEPHONE SYSTEM

DUE: Before 2:00 p.m. on Friday February 16, 2024

INTRODUCTION

Pittsburgh Public Schools (PPS) is requesting proposals from qualified firms interested in providing hosted Interconnected Voice over Internet Protocol (VoIP) service to replace all existing telecommunications service and equipment. This request will replace all existing telecommunications services and equipment for the School District, including a hosted VoIP service for 4,800 handsets and an estimated 8000 DID telephone numbers and the telephone handset equipment. The project and specific services to be provided are described below.

PPS wishes to enter a multi-year contract with an eligible provider.

BACKGROUND

In general, Pittsburgh Public Schools seeks a firm that can provide a Cloud Hosted Internet Protocol Telephony (VOIP) system. White Label VoIP companies, Resellers and Agents will not be considered. Only Vendors deploying their own Geo-Redundant cloud infrastructure in approved data centers will be considered.

This system will replace the current CISCO premise-based VoIP telecommunications system and must be capable of meeting anticipated growth. The vendor will host and maintain the VOIP base system in its own facilities. The district requires a VOIP system that provides four-digit dialing between locations, a centralized voice mail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system. The equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models will not be accepted.

Respondents should possess and use their extensive knowledge and experience with the communications industry to recommend a creative solution that will meet or exceed the district's requirements. The project requires the design, implementation, support, and administration of a hosted VOIP telephone system. Preference will be afforded to the vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity requirements, and ongoing service and support.

The district's Information Technology Department comprises seven employees who support a comprehensive internal network system and the related hardware and software necessary to meet the district's objectives. The IT Department will be responsible for the internal support of the proposed phone system. One Technician will be a dedicated phone administrator; ease of management and support of the new VOIP system will be a critical feature. The district desires the successful vendor to provide a dedicated project management team that will allow the district to meet the installation timeline.

The district currently deploys 8-10 analog phone lines at each location providing dial tone for legacy monitoring and alarm services. Due to the increasing costs involved in maintaining the analog lines and the difficulty in providers continuing to provide analog service, PPS is looking to remove all analog phone lines from their facilities or to be maintained until a dial tone or equivalent replacement is available.

Most important is uptime for the classrooms and administrative phones since the analog lines will not be available as a back-up. In case of an emergency, it is critical for all phones to have active service. The district is requiring that each location be equipped with a 4G LTE or 5G LTE failover solution in case of an internet failure. ***This failover solution must be a live failover solution activating in less than 2 seconds while keeping all calls in progress during the failover.*** A demonstration of this instant failover capability will be required for any bidder.

For e911 service, all phones must identify the school and phone locations.

Functionality of ATA devices used to interface the existing VoIP phone system with building systems (Paging, Remote Access Door Entry, Notification, Postage Machines) must be maintained or replaced and integrated in the new system with equivalent functionality as provided by the previous system. Upon deployment of the new system, paging systems at each site should be interfaced and/or maintained so that local paging can be done via the phone solution provided as part of this RFP.

Since most administrative offices have minimal staff, the district is requesting that all administrative offices are enabled with the Call Center feature frequently referred to as: "Callback in Queue." This will enable incoming callers to be greeted with an option of receiving a callback while keeping their spot in line, reducing incoming callers long hold times or the need for callers to leave voicemail messages and wait for callbacks. This will enable district personnel to provide a superior level of customer service to our parents and community.

Provider solution should include Call Center application and provide:

- Customizable Comprehensive Reporting
- Configurable Web based Live Analytics dashboard(s)
- Automatic Call recording
- Skills based call routing

The district is currently operating each location via a 10Gbps WAN connection back to the district's data center where the district's two Internet Service Providers combine for 15Gbps total internet bandwidth:

Site	Street Address	Zip
Administration Building	341 S. Bellefield,	15213
Allderdice High School	2409 Shady Avenue	15217
Allegheny Building - Allegheny 6-8	810 Arch Street	15212
Allegheny Building - Allegheny K-5	810 Arch Street	15212
ArlingtonK-8	800 Rectenwald St	15210
Arsenal Building - Arsenal 6-8	3900 Butler St	15201
Arsenal Building - Arsenal PreK-5	3900 Butler St	15201
Banksville K-5	1001 Carnahan Road	15216
Beechwood PreK-5	810 Rockland Avenue	15216
Brashear Bldg - Brashear High School	590 Crane Avenue	15216
Brashear Bldg - South Hills Middle School	590 Crane Avenue	15216
Brookline K-8	500 Woodbourne Ave	15226
CAPA High School	111 Ninth Street	15222
Carmalt PreK-8	1550 Breining Street	15226
Carrick High School	125 Parkfield Street	15210
Chartiers ECC	3799 Chartiers Ave	15204
Clayton	1901 Clayton Ave.	15214
Colfax K-8	2332 Beechwood Blvd,	15217
Concord K-5	2350 Brownsville Road	15210
Conroy	1398 Page Street	15233
Crescent ECC	8080 Bennett Street	15221
Data Center/Food Service	8 S. 12th St.	15203

Dilworth PreK-5	6200 Stanton Avenue	15206
Faison PreK-4 (Faison)	7430 Tioga Street	15208
Fulton PreK-5	5799 Hampton St.	15206
Grandview K-5	845 McLain Street	15210
Greenfield K-8	1 Alger Street	15207
Greenway Building - Pitts Classical Academy	1400 Crucible Street	15205
Greenway Building - Pitts Gifted Center	1400 Crucible Street	15205
Greenway Building - Prof Dev Offices	1400 Crucible Street	15205
King PreK-8	50 Montgomery PA,	15212
Langley High School	2940 Sheraden Blvd	15204
Liberty K-5	601 Filbert Street	15232
Lincoln K-4 (Lincoln)	328 Lincoln Avenue	15206
Linden K-5	725 S. Linden Avenue	15208
Manchester PreK-8	1612 Manhattan Street	15233
Mifflin PreK-8	1290 Mifflin Road	15207
Miller PreK-8 (McKelvy)	2055 Bedford Avenue	15219
Minadeo PreK-5	6502 Lilac Street	15217
Montessori PreK-8	201 S. Graham Street	15206
Morrow Int (Rooney Building)	3530 Fleming Avenue	15212
Obama	515 N. Highland Ave.	15206
Oliver High School	2323 Brighton Road	15212
Perry High School	3875 Perrysville Ave	15214
Phillips K-5	1901 Sarah Street	15203
Pittsburgh Morrow PreK-4 (Morrow)	1611 Davis Avenue	15212
Roosevelt Intermediate	17 W. Cherryhill Street	15210
Roosevelt Primary	200 The Boulevard	15210
Schiller-8	1018 Peralta Street	15212
Sci-Tech	107 Thackeray Street	15213
Service Center	1305 Muriel St.	15203
South Annex (POA, Administrative Offices)	1000 Sara St	15203
South Brook-8	779 Dunster Street	15226
Spring Garden	1501 Spring Garden Ave	15212
Spring Hill K-5	1351 Damas Street	15212
Sterrett-8	7100 Reynolds Street	15208
Student Achievement Center	925 Brushton Avenue	15208
Sunnyside K-8	4801 Stanton Avenue	15201
Uprep (Milliones Building)	3117 Centre Avenue	15219
Weil PreK-8	2250 Centre Avenue	15219
West Liberty K-5	785 Dunster Street	15226
Westinghouse	1101 N Murtland Ave.	15208
Westwood K-8	508 Shadyhill Road	15205
Whittier K-5	150 Meridan Street	15211

Woolslair K-5	501 40th Street	15224
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Vendor responses must indicate whether a separate dedicated internet connection is required for their solution.

PROPOSAL DELIVERY

One (1) original and one (1) identically formatted digital copy (USB flash storage only) copy of the proposal shall be submitted for consideration to the Pittsburgh Public Schools under sealed cover before 2:00 pm on February 16, 2024. The district recommends that all proposals be hand delivered to assure acceptance within the timeline. Offeror assumes the risk of any delay in the U.S. Mail. Whether sent by mail or by means of personal delivery, the Offeror assumes responsibility for having the Proposal deposited on time at the place specified. Please include the title HOSTED VoIP TELEPHONE SYSTEM on the outside of your sealed envelope along with your company name and address.

Send proposals to: David Moore
Pittsburgh Public Schools
8 South 13th Street
Pittsburgh, PA 15203

The format of the proposals shall follow the format provided in this RFP. All respondents must respond to each & every feature and identify whether they comply or do not comply and identify any & all exceptions. Proposals shall include one pricing scheme for Hosted VoIP services. Incomplete submissions may be subject to disqualification. All questions shall be submitted in writing via e-mail to dmoore1@pghschools.org and will be shared with all potential RFP respondents.

This request for proposal does not commit Pittsburgh Public Schools to award a contract, to pay for any costs incurred in the preparation of a proposal, or to procure or contract the services or supplies. Pittsburgh Public Schools reserves the right to accept or reject any or all proposals received, to negotiate with any qualified source, or to cancel in part or in its entirety the Request for Proposals if it is in the best interest of the Pittsburgh Public Schools. The district may require the firm selected to participate in negotiations, and to permit such price, technical or other revision of their proposals as may result from said negotiations. The selected firm's proposal will be submitted to the Bid Committee for consideration of award. The decision of the committee is final.

PROJECT TIMELINE

EVENT	DATE
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RFP RELEASED	January 26, 2024
LAST DAY FOR QUESTIONS	February 12, 2024
ANSWERS POSTED ONLINE	February 14, 2024
PROPOSALS DUE	February 16, 2024
EVALUATION OF PROPOSALS	February 19, 2024, to February 28, 2024
LEGISLATIVE SESSION	March 20, 2024
CONTRACT SIGNED	May 8, 2024

KEY DECISION CRITERIA

30%	Cost - Based on Five (5) Year Contract
30%	System Capabilities and Reliability
15%	System Design and Implementation
15%	Technical Expertise and Experience
5%	No Annual Increases
5%	No increase on Renewal Term

QUALIFICATIONS

Before awarding any contract, Pittsburgh Public Schools reserves the right to require the vendor to submit evidence of qualifications, as it may deem appropriate. This evidence may be about financial, technical, and other qualifications and relevant experience and skills of the vendor.

ESTIMATED OVERVIEW OF CURRENT SYSTEM AND CAPACITY

PPS Hosted VoIP System Contract ending May 2024

Site	Classroom Deployments	Office Deployments
Administration Building	256	5
Allerdice High School	166	5
Allegheny Building - Allegheny 6-8	99	5
Allegheny Building - Allegheny K-5	99	5
ArlingtonK-8	51	5
Arsenal Building - Arsenal 6-8	106	5
Arsenal Building - Arsenal PreK-5	103	5
Banksville K-5	9	5
Beechwood PreK-5	46	5
Brashear Building - Brashear High School	218	5
Brashear Building - South Hills Middle School	218	5
Brookline K-8	14	5
CAPA High School	104	5

Carmalt PreK-8	59	5
Carrick High School	115	5
Chartiers ECC	22	5
Clayton	46	5
Colfax K-8	67	5
Concord K-5	29	5
Conroy	123	5
Crescent ECC	47	5
Data Center/Food Service	132	5
Dilworth PreK-5	38	5
Faison PreK-4 (Faison)	100	5
Fulton PreK-5	9	5
Grandview K-5	27	5
Greenfield K-8	40	5
Greenway Building - Pittsburgh Classical Academy	109	5
Greenway Building - Pittsburgh Gifted Center	109	3
Greenway Building - Professional Development Offices	109	5
King PreK-8	74	5
Langley High School	103	5
Liberty K-5	69	5
Lincoln K-4 (Lincoln)	35	5
Linden K-5	13	5
Manchester PreK-8	47	5
Mifflin PreK-8	36	5
Miller PreK-8 (McKelvy)	36	5
Minadeo PreK-5	45	5
Montessori PreK-8	31	5
Site	Classroom Deployments	Office Deployments
Morrow Int (Rooney Building)	35	5
Obama	134	5
Oliver High School	146	5
Perry High School	99	5
Phillips K-5	23	5
Pittsburgh Morrow PreK-4 (Morrow)	40	5
Roosevelt Intermediate	29	5
Roosevelt Primary	11	5
Schiller-8	30	5
Sci-Tech	67	5
Service Center	101	5
South Annex (POA, Administrative Offices)	15	5
South Brook-8	62	5

Spring Garden	28	5
Spring Hill K-5	12	5
Sterrett-8	37	5
Student Achievement Center	61	5
Sunnyside K-8	33	5
Uprep (Milliones Building)	87	5
Weil PreK-8	47	5
West Liberty K-5	38	5
Westinghouse	154	5
Westwood K-8	11	5
Whittier K-5	9	5
Woolslair K-5	25	5

The existing telephone sets are CISCO, and all CISCO telephones must be replaced.
Classroom phones require a minimum Grandstream GRP2602P or equivalent.
Administrative phones require a minimum Grandstream GRP2624 or equivalent.

Total handsets required: 5000

Total classroom phone extensions required: 5000

Total Administrative phone extensions required: 300

SCOPE OF SERVICES REQUIRED

All respondents must respond to each feature and identify whether they comply or do not and identify all exceptions. Any additional expenses to provide any feature listed must be detailed. The format of the proposals shall follow the format provided below. Incomplete submissions may be subject to disqualification.

A. SYSTEM REQUIREMENTS

1. Networking Required Features:
 1. Four digit dialing to all sites/extensions on the network
 2. Ability to utilize all voice mail features among all users independent of each user's location.
 3. The appearance of one large system rather than many separate systems to the internal and external callers
 4. Ability to transfer calls transparently to any location on or outside the network.
 5. Ability to administer all systems from one or any location.
 6. Allow various levels of calling privileges such as long distance and international calling to be programmable by extension.
 7. Ability to allow the phone number to be blocked from Caller ID when placing external calls.
 8. Ability to have a minimum of three (3) inside or outside callers included in a conference call.
 9. Ability to Conference Bridge up to ninety-nine (99) users at a time.
 10. Ability to automatically failover to 4G or 5G LTE in case of internet failure in less than 2 seconds while keeping all calls in progress.
 11. Ability to provide integrated messaging with email.
 12. Ability to distinguish between internal and external calls when a call is transferred or forwarded.
2. Automated Attendant Required Features:
 1. Provide/Maintain existing Auto Attendant tree configuration.
 2. Interactive dialog will be based upon DTMF with errors (incorrect entries) being sent to an informational message and returned to the earlier point in the menu.
 3. Ability to record and change Auto Attendant recordings remotely.
3. System Software/Administration Required Features:
 1. Ability to administer multiple remote sites through a web-based interface.
 2. Requirement of the system administrator to provide a password for access.
 3. Provide multiple levels of administrators with each having different capabilities of system access and each with a unique password.
 4. Ability to track administrator activity in detail.
4. Phone Units (handsets) Required Features:
 1. Ability to support headsets.

2. Message wait indicator.
3. Ability to forward phone to another number inside or outside the network.
4. Bridged (multi) line appearance.
5. Intercom calling.
6. Multiple line appearances.
7. Ability to access a directory of phone numbers via the phone set.
8. Built in switch to provide connectivity to the computer.
9. Ability to support IP soft phones internally and remotely.
10. Speakerphone – provides full-duplex speakerphone capability.
11. Power over Ethernet (PoE) (IEEE 802.3af) compliant.
12. Wall Mount Option

NOTE: SIP-compliant handsets are required, preferably black/charcoal in color.

Please provide a photograph/brochure of each type of phone being proposed along with the user's Guide for each. Please provide information on headsets that are compatible with the proposed phones.

Please provide handset and any other equipment required at the district's locations both as an upfront purchase and included in the monthly service cost as an alternative. In the monthly service cost option, specify if and when the equipment would become the district's property.

Please complete the Handset Worksheet attached to the Proposal Form in digital format.

5. Voice Mail Required Features:
 1. Ability to support multiple system prompts to greet callers with a ring, no answer message, or a busy message.
 2. System must support "zero out" to the attendant to another station.
 3. Users must be required to enter a password to access their voice mailbox.
 4. Provide notification that the limits have been reached regarding the maximum total number of minutes of messages that can be stored in single voice mailbox.
 5. Require a system administrator password.
 6. Ability to stamp each new message with a date and time.
 7. Ability to access voice mail remotely.
 8. Ability to allow remote change of greetings and passwords.
 9. Ability to easily transfer a caller directly to an internet voicemail.
 10. Obtain user instruction through system prompts.
 11. Record messages, send and mark messages as "urgent," "private,"
 12. Transfer messages to other users and append them with their own comments.
 13. Modify your own password.
 14. Ability to record multiple greetings for internal and external callers, out of office.
 15. Add or modify a class of service.
 16. Assign default passwords for users.

17. Ability to reset passwords for users that have been locked out of their mailboxes.
18. Ability to add, delete or modify a user.
19. Ability to run detailed reports on system utilization by dates, times, extensions.
20. Ability to perform backup and restore on the voice messaging system.
21. Ability to send voicemail messages to email as a .wav file.
22. Ability to add transcription of voicemail messages.

6. 911 Calling Required Features:

1. Allow all users to call 911 to reach emergency services.
2. An option must exist to allow every site on the network to be able to place a 911 call that will send the correct address of the site and the handset location.
3. Ability for any internal user to dial 811 to alert all administrative phones for an emergency not requiring outside emergency services.
4. Notification of local Main Office and School Safety department with Room/Site location upon 911 call

7. Music or Messaging on Hold Required Features:

1. Ability to provide music or prerecorded messages through the VOIP system.
2. Ability to have different choices per location.
3. Ability to have different choices per phone number.

B. SYSTEM MONITORING AND DIAGNOSTICS

Required Features:

1. Router/Gateway delivering Quality of Service (QoS) provided and monitored at each location.
2. What remote diagnostics are available?
3. Can administrators see and access any alarms or alerts from remote terminals?
4. What information is included in your system monitoring reports?
 - a Call Tracing Functionality?
 - b Cradle to Grave Reporting?
 - c Portal Management of Configurations?
 - d Improved Statistics Management?
 - e Emergency Call Support?
5. Describe the IP call processing hardware platform – is it standard or proprietary?
6. Describe call quality reports available to the district and the metrics included such as:
 - a Jitter
 - b Latency
 - c Packet loss
 - d MOS scores

C. SYSTEM RELIABILITY AND AVAILABILITY

Required Features:

1. Geo-Redundancy to primary sites that also allows for growth.
2. Ability to re-route to 4G LTE or 5G LTE on internet failure.
3. Describe the redundancies provided by your system solution and how databases are synchronized.
4. How does a switchover occur in your Geo-redundant system?
5. Where are the data centers located that would service the district's system both primary and redundant sites?

D. TRAINING

Required Features:

1. For every product application proposed, provide a detailed description of the training, both onsite and web-based, the vendor will provide it to the VoIP system administrators and/or end-users.
2. Is ongoing training available for system administrators and/or end users? If yes, at what cost?

E. SYSTEM REPORTING AND CALL DETAIL REPORTING (CDR)

Required Features:

1. Ability to use one centralized reporting system to track calls out of all locations on the network. The reporting system must be able to distinguish which phone originated the call no matter where the phone exists on the network. The system needs to track an outside call through its destination including internal transfers.
2. The format of CDR records must be available for export to an external application for analysis.
3. Customizable report generation preferred.

F. IMPLEMENTATION

1. Project Management

Required Features:

- a. Vendor shall assign a Project Manager to this installation to work with the relevant district staff.
 - b. The respondent is required to supply a complete description of the key activities and responsibilities required for the installation of the proposed system.
 - c. A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks the district is expected to perform to successfully implement the new system.
2. Provide a plan ensuring internal and external communications are maintained through the transition process.

Installation Requirements

Required Features:

- a. Vendor may be required to coordinate the ordering of all services related to this new installation, number porting.

- b. Vendors should include a price list of required equipment. The district reserves the right to seek its own pricing for equipment that meets or exceeds the specifications of the vendor.
 - c. Primary installation crew must be the same group of individuals for each site.
 - d. Installation costs to replace all telephone sets must be included in the bid.
 - e. If district employees are required/requested to participate in the installation process, please detail their involvement.
 - f. If District employees are not available to participate as required/requested above, please detail any additional costs.
3. Facility Requirements Required Features:
- a. Space – provide the physical dimensions of any proposed equipment and/or the rack space required to house all the equipment for each site.
 - b. Power – all power requirements, including any special conditioning or grounding requirements.
4. System Documentation Requirements
Required Features:
- a. Provide any administrative and training manuals, digital media.
 - b. Provide any configuration documentation on overall system such as switch ports, security settings, class of service with voice mail.

G. EXPANSION

Required Features:

- a. Add Handset – provide the cost to add an additional handset.
- b. Add Extension – provide the cost to add an additional phone line.
- c. Add Line Appearance – provides the cost to add an extension that only appears as a line appearance on an existing phone.
- d. Add Voicemail Box – provide the cost to add an additional voicemail box only.
- e. Remove Extension – provide the cost to remove/cancel a phone line or extension.

H. DISASTER RECOVERY (DR)

Required Features:

- a. Ability for each extension to have a pre-programmed Disaster Recovery plan.
 - a Forward to an outside phone number (cell phone)
 - b Forward to Voicemail
- b. Pre-determined DR choice to automatically engage if the extension is unreachable.

I. SYSTEM WARRANTY

Required Features:

- 1. A complete maintenance and warranty agreement must be included as part of the respondent's proposal, including all options available for extended coverage and full pricing details for each level of coverage.

2. The telephone system and all associated equipment in the respondent's proposal must be warranted by the firm and the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cut over.
3. During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the district.
4. All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful firm at no extra cost to the district other than those charges stipulated to maintain the warranty.

I. SUPPORT

Required Features:

1. During the warranty period, the firm must supply no more than a 4-hour response to major problems, 24 hours per day, 7 days per week.
2. At the request of the District, Vendor will provide FREE and prompt moves and changes helpdesk support (only requiring the district to input a request) for the life of the contract and any extension thereof. These requests will be fulfilled within one business day of receipt.
3. Respondents shall describe their definitions of major and minor problems.
4. Provide the availability of spare parts maintained in the area for any critical hardware and software.
5. Explain the amount of time required for full replacement of the central operating hardware/software of the system, or any onsite hardware required for Quality of Service (QoS) or instant failover to 4G LTE or 5G LTE, assuming a suitable solution exists for locating the replacement components.
6. Software upgrades and updates to be provided at no charge for the duration of the contract.

J. PROJECT REFERENCES

Proposers shall provide references from at least three recent clients, with at least one being K12 Public Education, for whom they have provided services including planning, implementation, installation, training, and maintenance of similar hosted VoIP systems. Proposers shall also provide references including contact person and telephone numbers for a representative who participated in the process for each project listed.

K. SCHEDULE FOR IMPLEMENTATION TIMELINE

At the time of submission, the proposer shall submit a proposed Schedule for Implementation Timeline to include the requirements listed below:

1. Training should be provided to District technology staff.
2. Planning, Design, Conversion, and Development should begin immediately following contract signing.
3. Live installation at all locations shall be completed on or before August 23, 2024

MINIMUM SUBMITTAL REQUIREMENTS

1. Proposals are due on Friday February 16, 2024, before 2:00 pm. Please submit one (1) original and one (1) identically formatted digital copy (USB Flash Drive) of your response under sealed cover with **RFP Request for Proposal for Hosted VoIP Telephone System** clearly written on the outside of the package. The district recommends that all proposals be hand carried to Pittsburgh Public Schools, 8 South 13th Street, Pittsburgh, PA 15203. Offeror assumes the risk of any delay in the U.S. Mail. Whether sent by mail or by means of personal delivery, the Offeror assumes responsibility for having the Proposal deposited on time at the place specified.
2. Written response in digital format to Sections A through K. Describe the experience of the vendor in the previous five years in the hosting and maintenance of telephone systems of similar function. Provide documentation of the installed base of customers using the product(s) proposed.
3. Location of vendor and any consultants if utilized and related ability to provide adequate support to Pittsburgh Public Schools for project management, on-site training, and ongoing support.
4. Proposers shall provide references from at least three recent clients for whom they provided services including planning, implementation, hosting, training, and maintenance of similar VoIP telephone systems. Proposers shall also provide references including contact person and telephone numbers for a representative who participated in the process for each project listed.
5. Proposers must provide one electronic copy of your proposal in Portable Document Format (PDF) on a USB Flash Drive.

SUBMISSION FORMAT

The following table describes the required format and content for the vendor proposal:

TAB NUMBER	CONTENTS
A	Letter of Introduction (limit to one page, please)
B	Electronically written responses to Sections A, B, C, D, E, F, G, H, I, J and K
C	Project Schedule and Implementation Timeline
D	Proposal Form, Project Summary Worksheet, E-Rate Certification, Non-Collusion Affidavit, and W-9
E	Supplementary information (not required)

EVALUATION OF PROPOSALS

The district will screen all proposals for compliance with this Request for Proposal (RFP) and will select the top finalists from among proposals submitted, based upon (but not limited to) the following criteria (in priority order):

30%	Cost - Based on Five (5) Year Contract
30%	System Capabilities and Reliability
15%	System Design and Implementation
15%	Technical Expertise and Experience
5%	No Annual Increases
5%	No increase on Renewal Term

1. Vendor must meet the Minimum Submittal Requirements. This process will establish whether a submission is Complete and Responsive to the RFP or Incomplete and Unresponsive to the RFP. Submissions found to be Incomplete and Unresponsive to the RFP will not be evaluated further.
2. Overall comprehensiveness and responsiveness of the proposal, clearly stating and understanding of the Scope of Work to be performed and demonstrating a good practical approach to accomplishing the project and maintenance thereafter.
3. If further evaluation is necessary, District Staff will conduct oral interviews and/or participate in vendor demonstrations with the short-listed vendors. The proposer's staff who will be managing the project will be expected to participate in the interview and demonstration if requested.
4. If an oral interview and/or product demonstration is requested, vendors are expected to be available during regular work hours.
5. District Staff's representatives will prepare an evaluation report and award the contract to the selected vendor.
6. The district reserves the right during the selection process to inspect the vendor's activities and financial statements to ensure the company's competence and ability to perform the services specified in this Request for Proposal. A vendor's proposal may be rejected if the above inspection discloses information demonstrating that the vendor is not qualified or able to perform the specified services.

AWARD OF CONTRACT

1. The District reserves the right to accept or reject any or all proposals, or any portion or combination thereof, to contract services with whoever and in whatever manner the District decides, to abandon the services entirely, to award on the basis of the total proposal, and to

waive any informality or non-substantive irregularity, as the interests of Pittsburgh Public Schools may desire.

2. The district reserves the right to award a contract any time up to one hundred twenty (120) days from the date of proposal opening. The awarded contract is at the district's sole discretion. The resulting contract will include the option for voluntary extensions. The contract length will be for five (5) years with the option to voluntarily extend it for up to five (5) additional years for ten (10) years.

DISPOSITION OF PROPOSALS

All proposals become the property of Pittsburgh Public Schools and may be returned only at the district's option at the Offeror's expense, excluding the Offeror's financial information or information which the Offeror has clearly indicated as PROPRIETARY, contained therein shall become public documents subject to the Public Records Act. One copy of the proposal shall be retained for district files.

REQUESTS FOR INFORMATION

Questions regarding this RFP should be submitted by e-mail only. Please include the RFP Title in the email subject line. Replies will be sent to all vendors who indicate their interest in participating and who provide an email contact address.

Direct all questions to:

David Moore
Pittsburgh Public Schools
8 South 13th Street
Pittsburgh, PA 15203
dmoore1@pghschools.org

Reference in the subject line "RFP Hosted VoIP Telephone System."

Responses to questions will be issued each Friday during the proposal period.

The last day to submit questions is February [12, 2024](#).

PROPOSAL FORM

**Pittsburgh Public Schools
8 South 13th Street, Pittsburgh, PA 15203**

**RFP REQUEST FOR PROPOSAL
HOSTED VOIP TELEPHONE SYSTEM**

Company Name: _____

Company Address: _____

Phone: _____ Email: _____

Name of Bidder: _____

PLEASE READ CAREFULLY BEFORE SIGNING

To be signed by authorized corporate officer or partner or individual submitting bid. Examples

1. An individual using a firm name, sign: "John Doe doing business as Blank Company"

2. An individual doing business under his own name, sign: your name only.
3. A co-partnership, sign: "John Doe and Richard Roe, co-partners doing business as Blank Company, by John Doe, co-partner"
4. A corporation, sign: "Blank Company, by John Doe, secretary" (or other title)

TYPE OF BUSINESS: Corporation Partnership LLC
 Individual Using Firm Name Individual Using Own Name

Signature of Bidder

Title of Person Signing Bid

HANDSET WORKSHEET

Please fill out (digitally, handwritten will not be accepted) the following chart as to the availability of other specific features:

FEATURE	YES	NO	OPTIONAL	ADDITIONAL COST
24x7x365 Support - online/telephone				
3-way Conference Calling from Phone				
99 Party Conference bridge available for each User/Extension				
Active (Real-time) QoS monitoring				
Admin Portal				
API's Published and Available				
Bridged Line Appearance				
Call Forward Busy				
Call Forward No Answer				
Call Forward to any number				
Call Groups				
Call History				
Call History for Mobile App & Softphone				
Call Log Reports				
Call Park/Pickup-One Button				
Call Queues				
Call Recording				
Call Transfer				
Call Transfer Blind				
Call Transfer Consultative				
Call Waiting				
Caller ID Block/Unblock				
Caller ID Presentation				
Chat and SMS for Mobile App & Softphone				
Compliance: Kari's Law, Ray Baum, Stir Shaken				
Conferencing				
Customizable Music/Message on Hold				

HANDSET WORKSHEET

Please fill out (digitally, handwritten will not be accepted) the following chart as to the availability of other specific features:

FEATURE	YES	NO	OPTIONAL	ADDITIONAL COST
Desktop Softphone App (Windows/MAC) for each User/Extension				
Dial by Name Directory				
Distinctive Ring (internal/external)				
Fraud Prevention and Caller Spoofing (STIR/Shaken Support)				
Hunt Groups				
Instant Internet Failover to 4G LTE or 5G LTE				
Last Number Redial				
Mix and Match Licensing				
Mobile Softphone App (IOS/Android) for each User/Extension				
Multi-factor Authentication (Mobile App)				
Multiple Calls Per Line Appearance				
One-touch Intercom for Mobile App & Softphone Presence				
Privacy – Do Not Disturb				
Ringer Volume Adjust				
Shared Extensions on Multiple Phones				
Simultaneous Ring				
Single Sign-on				
SIP Compliant				
SIP Trace				
Speed Dial (Directory Numbers)				
Speed Dial (Personal)				
Unlimited Calling within the USA				
Unlimited Multi-Level Auto Attendants				
User Portal				
Voicemail Notification				
Voicemail to Email				
Voicemail Transcription				

PROJECT SUMMARY WORKSHEET
(complete digitally, handwritten will not be accepted)

Company Name: _____

	One-Time Costs	Monthly Service Costs	Notes
A. Hosted VoIP Service			
B. Telephone Sets (Purchase)			
C. Telephone Sets (Monthly Payment)			
D. Telephone Set Installation/Deployment			
E. Additional Equipment and Licenses Required for 4G LTE/5G LTE Instant Failover			
F. Additional Call Center Licenses Required for Callback in Queue			
G. Total of Items A, C, D, E and F			

NON-COLLUSION AFFIDAVIT

NON-COLLUSION AFFIDAVIT TO BE EXECUTED BY VENDOR AND SUBMITTED WITH BID STATE OF Pennsylvania

_____, being first duly sworn, (Name of Principal of Bidder) deposes and says that he or she is ____ (Office of Affiant) of _____, the party (Name of Bidder)

making the foregoing Bid, that the Bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the Bid is genuine and not collusive or sham; that Bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham Bid, and has not directly or indirectly colluded, conspired, connived or agreed with any bidder or anyone else to put in a sham Bid, or that anyone shall refrain from bidding, and that the Bidder has not in any manner, directly or indirectly, sought by agreement, communication or conference with anyone to fix the Bid price of Bidder or any other bidder, or to fix any overhead, profit or cost element of the Bid price, or of that of any other bidder, or to secure any advantage against Brooklyn Community Services, or anyone interested in the proposed contract; that all statements contained in the Bid are true; and further, that Bidder has not, directly or indirectly, submitted its Bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, Bid depository, or to any member or agent thereof to effectuate a collusive or sham Bid.

Executed under penalty of perjury under the laws of the State of Pennsylvania:

(Name of Company)

(Signature of Principal)

- NOTE:** If Bidder is a partnership or a joint venture, this affidavit must be signed and sworn to by every member of the partnership or venture.
- NOTE:** If Bidder [including any partner or venturer of a partnership or joint venture] is a corporation, this affidavit must be signed by the Chair, President, or Vice President and by the Secretary, Assistant Secretary, Chief Financial Officer, or Assistant Treasurer.

INSURANCE REQUIREMENTS

Vendor shall furnish to District satisfactory proof that Vendor has taken out for the entire period covered by the Contract the following classes of insurance in the form and with limits and deductibles specified below:

Comprehensive General Liability Insurance

To cover claims for personal injury, bodily injury and property damage arising out of the Work and in a form providing coverage not less than that of a Standard Commercial General Liability Insurance policy ("Occurrence Form"). Such insurance shall provide for all operations and include independent contractors and product liability. The limits of such insurance shall not be coverage of less than \$1,000,000.00 each occurrence, \$2,000,000.00 general aggregate limit, and \$2,000,000.00 aggregate for products and completed operations. The policies shall be endorsed to provide Broad Form Property Damage Coverage.

Comprehensive Automobile Liability Insurance

To cover all owned, non-owned, and hired vehicles. Such insurance shall provide coverage not less than the standard Comprehensive Automobile Liability policy with limits not less than \$1,000,000.00 each person Bodily Injury, \$1,000,000.00 each occurrence Bodily Injury, and \$1,000,000.00 each occurrence Property Damage.

Workers' Compensation Insurance

Coverage for all persons whom the Contractor may employ in carrying out Work contemplated under this Contract, in accordance with the Act of Legislature of State of California, known as "Workers' Compensation Insurance and Safety Act," approved May 26, 1913, and all acts amendatory or supplemental thereto, in the statutory amount.

Indemnification

The Vendor agrees to pay on behalf of and hold harmless Pittsburgh Public Schools for all claims arising in whole or in part from its work on behalf of the district.

Evidence of Insurance

The Vendor shall submit evidence of insurance to the Owner at the time of execution of the Contract. Written notice shall be sent to Pittsburgh Public Schools at least thirty (30) days prior to cancellation or at least ten (10) days for non-renewal of such insurance coverage.

All policies of insurance shall be placed with insurers acceptable to the district. The insurance underwriter(s) for all insurance policies except Workers' Compensation shall have an A. M. Best Company rating of A or better. Required minimum amounts of insurance may be increased should conditions of Work, in opinion of District, warrant such increase. Contractor shall increase required insurance amounts upon direction by District.

Required Endorsements

1. Name Pittsburgh Public Schools as additional insurers, but only with respect to liability arising out of the activities of the named insured.
2. Each such policy shall apply separately to each insured against whom a claim is made, or suit is brought.
3. Insurance shall be primary to Pittsburgh Public Schools and no other insurance or self-insured retention carried or held by the district shall be called upon to contribute to a loss covered by insurance for the named insured.

District Mailing Address

Certificates of Insurance, written notice of cancellation, non-renewal, or reduction in coverage of any policy shall be mailed to Pittsburgh Public Schools at the address listed here:

Pittsburgh Public Schools
8 South 13th Street
Pittsburgh, PA 15203
Attn: David Moore

INSTRUCTIONAL GUIDE

This page provides a list of instructions to assist with completing the 10% EBE Aspirational Goal form. This form is required for the purchase of all goods and services. This form is not required for sealed bid construction services where an EBE goal has been calculated by the Minority/Women Business Team. Please complete a separate form for each project or contract opportunity.

Top Section - captures your company information:

- Company Name – enter the name of the company as the proposer/bidder/quoter
 - Date – enter the date that this form was completed
 - PPS Department – enter the name of the department that is managing the contract
 - PPS Project Manager Name - enter the name of the PPS staff contact for this contract
 - Board Docs Month – enter the approval month (*ask your PPS Staff contact*)
 - Board Docs Number – enter the Board Docs number (*ask your PPS Staff contact*)
1. **Company Business Diversity Utilization** – this section references the “ownership” of your company not the composition of your workforce. PLEASE ATTACH PROOF OF CERTIFICATION IF APPLICABLE.
 - a. Check the box for any of the six options listed that apply to your company. Please note that non-profit and governmental agencies are not eligible to be certified or recognized as an MBE, WBE, DBE or 8(A) firm.
 2. **Proposed Diversity Utilization Plan** - If your company is going to partner with any other company to perform the scope of work for this project/contract please list these companies. Include the:
 - Company name
 - Contact information
 - Type of work that they will perform
 - Subcontract amount AND the percentage of the total contract value it is equivalent to; to calculate the percentage use this formula
 - i. $\frac{\text{the diverse vendors subcontract amount}}{\text{your total contract amount}} = \text{the \% of contract}$
 - Business diversity type (enter all options that apply)
 3. **Good Faith Efforts** - This section should be completed if \$0/0% of your contract amount will be spent with a certified diverse company. Your Good Faith Efforts should reflect dollars spent during the previous calendar year with certified diverse firms, not related to this contract opportunity.
 - a. **Business Diversity Dollars Awarded Last Year** - total dollars spent with certified diverse firms
 - b. **Business Diversity Count** - total certified diverse firms you spent dollars with last year
 - c. **Business Diversity Membership** - list the name of any organization(s) your company belongs to whose mission is to increase contracts awarded to diverse owned businesses. Describe your level of participation.

Final Section - must be signed off by the owner, or an authorized representative of the company submitting this proposal, bid or quote.

- Print the name and title of the owner or authorized representative
- Provide the physical address for the company
- Provide the phone number of the owner or authorized representative
- Provide the email of the owner or authorized representative
- Provide the signature of the owner or authorized representative

Company Name: _____
PPS Department: _____
PPS Project Manager Name: _____

Date: _____
Board Docs Month: _____
Board Docs Number: _____

A 10% Aspirational Goal has been applied to this contract opportunity. Pursuant to the Uniform Terms and Conditions of this solicitation for the **Pittsburgh Public Schools**, you are required to identify your proposed utilization of certified diverse businesses when responding to this solicitation.

1. **Company Business Diversity Utilization** – The firm responding to this solicitation is (please check all that apply and provide proof from a certifying agency):

- Minority Business Enterprise (MBE) Disadvantaged Business Enterprise (DBE) Non-Profit or Government Agency
 Women Business Enterprise (WBE) U.S. Small Business Administration (8(A)) Diverse but NOT certified

2. **Proposed Diversity Utilization Plan** - Please provide detailed information regarding any additional business or person that will assist in completing the scope of work as defined by this solicitation.

	Supporting Vendor/Firm 1	Supporting Vendor/Firm 2
Company Name		
Company Contact (including title, email, and phone number)		
Scope of Work		
Dollar Amount & Percentage of Contract	\$ = % of contract	\$ = % of contract
Business Diversity Type [MBE, WBE, DBE, 8(a), Diverse - not certified]		

3. **Good Faith Effort** - If no portion of this contract will be awarded to a certified diverse business, specifically \$0 or 0%, please provide detailed information addressing your firm's culture for business diversity & inclusion.

a) Business Diversity Dollars Awarded Last Year: MBE, WBE, DBE and/or 8(a) certified firms?

- Total Business Diversity Spend = \$ _____
- Total Business Diversity Spend/Your Company's Total Spend = _____%

b) Business Diversity Count: What is the total number of MBE, WBE, DBE and/or 8(a) firms that your company contracted with last year? Please itemize by each diversity type as well.

MBE: _____ WBE: _____ DBE: _____ SBA 8(a): _____ Total: _____

c) Membership: Are you a member of any supplier/business diversity organizations? If so, please share the name of the organization and provide details concerning your level of involvement with that organization. _____

As the authorized representative for the company named above, I certify that I have reviewed the information concerning business diversity certifications and participation for this proposed contract and the information furnished is true to the best of my knowledge.

Printed Name and Title of Authorized Representative: _____

Address, City, State, and Zip Code: _____

Phone Number: _____

Email: _____

Signature of Authorized Representative: _____