

Request for Proposal

For

Voice System Solution

Raytown Quality Schools

Raytown, Missouri

November 15, 2024

Table of Contents

Information.....	2
Overview.....	4
Proposal Due Date and Time.....	4
District Terms.....	5
Vendor Requirements.....	5
Delivery.....	6
District’s Responsibilities Regarding Service Requirements.....	6
Service Calls & Performance Reporting.....	6
Penalties for Missed Deadlines.....	6
Subcontractors.....	6
Proposal Requirements.....	6
Payment and Retainage.....	7
Selection Process and Minimum Requirements.....	8
Required Proposal Format and Content.....	8
Section 1: Proposal Cover Sheet.....	9
Section 2: Bid Acknowledgement and Exceptions.....	9
Section 3: Letter of Interest.....	9
Section 4: Profile and Experience.....	9
Section 5: Staff.....	9
Section 6: Project Budget.....	10
Section 7: Additional Requirements.....	10
Section 8: Litigation History.....	10
Section 9: References.....	11
Requests for Information.....	11
Scope of Products and Services.....	11
Installation Vendor Requirements.....	12
Network Infrastructure Information.....	12
Current Hardware Information.....	12
Locations.....	14

Information

Currently this District serves 8200 students and over 1500 employees. The district encompasses a wide range of facilities, including two high schools, three middle schools, and ten elementary schools. Additionally, it features two administration buildings, two early learning centers, an alternative school, and a career center. Other facilities include a transportation hub, a facility operations building, a wellness center, and a warehouse. Raytown Quality Schools is seeking sealed proposals for an IP Phone System Solution purchase.

List of specifications and considerations to include:

1. Core System Requirements

- a. Unified Communication System
- b. Scalability
- c. Reliability and Redundancy
- d. Cloud-Based or On-Premises

2. Integration Needs

- a. Active Directory (AD) Integration
- b. Compatibility with Interactive Panels for Emergency Notifications
- c. Student Information System (compatible with Focus for emergency notifications)
- d. Analog line outputs to Three Sixty Galaxy intercom systems

3. Features to include

- a. 1500 handsets/extension licensing
- b. Auto-Attendant
- c. Voicemail to Email/Text
- d. Mobile App/Teleworking
- e. Softphone for PC/MAC
- f. Call Reporting and Analytics
- g. Migration from current Mitel network
- h. Staff training and documentation

4. Infrastructure Requirements

- a. Refer to the network infrastructure section below.
- b. Must be compatible with Aruba CX series switches and routers.

5. Security and Compliance

- a. Data Encryption
- b. FERPA and CIPA Compliance
- c. Role-Based Access Control (to manage permissions for staff and administration)

6. Budget and Licensing

- a. Cost Transparency
- b. Flexible Licensing

7. Future-Proofing

- a. AI Features (compatible with voice assistants or AI-powered analytics)
- b. Interoperability
- c. Customizability

Sealed proposals should be submitted in the form of two-sealed copies with title VoIP Phone System – (1) marked “Original”, (1) marked “Copy”. All submissions must be received at the address below by the date and time listed. Attendance at bid opening is not required.

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

School District:

Raytown Quality Schools
6608 Raytown Road
Raytown, Missouri 64133

District Contact:

Bryan Casey, Assistant Director of Technology
Raytown Quality Schools
10750 E. 350 Highway
Raytown, Missouri 64138
816-268-7120
bryan.casey@raytownschools.org

Submit Sealed Proposal:

December 5, 2024 – 1:30PM

Matt Verlinden, Director of Instructional Technology
Raytown Quality Schools
10750 E. 350 Highway
Raytown, Missouri 64138

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

Overview

Raytown Quality Schools (“District, RQS”) requests sealed proposals from interested vendors (“Provider”, “Contractor”, “Vendor”) for the purpose of acting as an authorized/certified reseller /installer for IP phone equipment, installation and maintenance.

Proposal Due Date and Time

In order to be considered, two (2) sealed copies of the proposal, one marked as original, one marked as copy, must be received by Raytown Quality Schools at the address stated by the following date and time:

December 5, 2024 - 1:30 PM

District Terms

Vendor Requirements

1. Vendor bids shall conform to the requirements listed in this RFB.
2. The selected vendor shall have the responsibility to ensure that the products that are delivered to the District match the bid and the specifications listed on the Purchase Order.
3. The vendor shall have responsibility for any damage incurred during transit.
4. The selected vendor shall not increase the pricing listed in this RFB through June 30, 2016. If vendor sources reduce pricing, it is expected that this price reduction be passed on to the District.
5. The contractor must have a physical office located within sixty (60) miles from Raytown School District Technology Department: 10750 East 350 Highway, Raytown, MO 64138.
6. The vendor shall deliver the products to desired locations determined by District.
7. The District shall be allowed 60 days after installation, to receive full credit for the system if it is not working according to expectations set forth by the product manufacturer and the vendor.
8. All labor must comply with MO Annual Wage Order 21.

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

Delivery

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

District's Responsibilities Regarding Service Requirements

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

Service Calls & Performance Reporting

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

Penalties for Missed Deadlines

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

Subcontractors

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

Proposal Requirements

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

4. The District reserves the right to waive minor technical defects in a bid, reject any and all bids, reject any part of a bid, advertise for new bids, or make the purchase on the open market if the product or service can be obtained at a better price.
5. The District reserves the right to provide the final contract for mutual consideration and agreement.
6. If the scope of the purchase changes substantially, the district will rebid the product or service unless otherwise provided in this procedure.
7. The Raytown School District reserves the right to separate, accept, or eliminate any item(s) listed under the Request for Proposal that it deems necessary to accommodate budgetary and/or operational requirements.
8. The District also reserves the right to not select any vendor or purchase any goods and services resulting from this Request for Bid.
9. If the District elects to reduce or increase the number of items from your original bid, please state your pricing conditions. Also it is expected that prices quoted in the response to this RFP will not increase if additional products are purchased through June 30, 2026.
10. Any bid may be withdrawn prior to the scheduled time for the opening of bids. Any bid received after the time and date specified shall not be considered.
11. Contractor proposals shall conform to the requirements listed in this RFB, any amendments thereto, agreed upon documented exceptions and schedules, and the final contract.
12. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.
13. Should any differences arise as to the meaning or intent of specifications in this document and amendments thereto, the School District's decision shall be final and conclusive.
14. Federal and State laws, Local ordinances and Board policies apply to contracted services. No portion of any master service agreement or contract may defy these laws, ordinances, and policies. Any such portion of a master service agreement or contract that does defy these laws, ordinances, and policies will be considered null and void.

Payment and Retainage

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

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

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

Selection Process and Minimum Requirements

Each company must meet the following minimum qualifications

- Contractor shall conform to the requirements listed in this request.
- The selected contractor(s) shall assign a project manager/point of contact to this project. This person shall become the central contact person for the contractor once the project begins.
- Contractor personnel may be required to submit drug testing results. Contractor must use a District approved provider.
- Contractor must provide the District Personnel Office with proof of a satisfactory FBI background check for each person working on school property (delivery and service calls).
- The selected contractor shall have the responsibility to ensure that the products that are delivered to District match the request and the specifications listed.
- The selected contractor shall not increase pricing through July 30, 2026. If the contractor source reduces pricing, it is expected that this price reduction be passed on to the School District.
- Contractor must provide seven (7) total references.
- Vendors must provide a certified cashier's check or bid bond in the amount of five (5%) of the lump sum proposal amount.

Required Proposal Format and Content

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

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

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

Section 1: Proposal Cover Sheet

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

Section 2: Bid Acknowledgement and Exceptions

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

Section 3: Letter of Interest

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

Section 4: Profile and Experience

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

Section 5: Staff

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

Section 6: Project Budget

- Complete in its entirety, the price tables provided in this RFP (Specifications: Pricing Tables). Each project will have its own pricing table. Explain any blank areas. Submit the company's total project budget to fulfill the requirements of this bid. The proposed budget response shall be listed in the same format and order as provided below. If bidding on both projects, complete each project budget separately.
- Vendors should complete the attached pricing sheet and also include information on how prices will be calculated for items not on the sheet in the **COMMENT** section below. The items selected for the pricing sheet generally reflect the items that Raytown Quality Schools spends the most dollars on. The quantities are annual estimates and are based on historical data.
- The unit price should reflect the price the district should expect to pay if a single unit is purchased. If a discount or price savings is offered for larger quantities in an order, describe the discount/savings and conditions in the **COMMENT** section below.
- Bids must identify all costs as presented in the pricing table. Please provide pricing for software and hardware warranties reflected as an annual renewable cost (1-year cost for support/warranty).
- Product/part number alternatives are allowed only if specifications are met or exceeded. Additionally, alternatives will be required if part numbers listed are approaching "end-of-life." (Within the next 6-months).
- Pricing should be guaranteed through June 30, 2026. The below quantities represent the desired order, but, any minimum order or further quantity discount should be listed
- The vendor must provide assurance that items ordered will be received within two weeks of purchase order release. Please state expected delivery/installation time in the **COMMENT** section below.
- Vendors should outline the process for return, for instances where defective or "DOA" items have been received, giving details of how credits are made and what restrictions are placed on returns in the **COMMENT** section below.

* Please provide a detailed description of what your installation services include.

Section 7: Additional Requirements

Provider must provide the following information:

The Service Level Agreement (SLA) for your proposal.

Indicate any options available.

Trouble reporting and escalation procedures.

Hours of operation for help or trouble reporting.

Describe maintenance and trouble notification procedures.

Please show applicable discounts separately, if any will be included.

Section 8: Litigation History

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

Section 9: References

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

Reference	Contact Name	Phone Number
1.		
2.		

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

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

Requests for Information

Any questions about the Request for Proposal process must be received in writing by **November 22, 2024**.

*****Please note that the Raytown School District will be closed November 27 through November 29 for Thanksgiving Holiday.**

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

Scope of Products and Services

Products and services must include the below services:

- Work with district technology staff on the installation of hardware at designated locations (see final page of document for locations)
- Assist with the programming of IP phones, buttons, features and restrictions
- Configure Servers, load operating system and install required system software
- Configure site to site design
- Work with district technology staff to design and integrate current numbering plan and DID's
- Program and configure Voicemail
- Network analysis for voice traffic
- Train district technology staff on system administration
- Provide end user training and documentation to district staff
- Provide onsite support the day of cut over and any other days specified by the district

Installation Vendor Requirements

- Installation of controllers and phones to specified buildings in the district.
- Vendor bids shall conform to the requirements listed in this RFB.
- Selected installation vendor will be responsible for delivery of all hardware , phones and or Equipment to specified locations
- The selected vendor shall have the responsibility to insure that the products that are delivered to the District match the bid and the specifications listed on the Purchase Order.
- The vendor shall have responsibility for any damage incurred during transit.
- The selected vendor shall not increase the pricing for one (1) year after submitting their bid. If vendor sources reduce pricing, it is expected that this price reduction be passed on to the District.
- The District shall be allowed 60 days after installation, to receive full credit for the installation if it is not working according to expectations set forth by the district

Network Infrastructure Information

- The district infrastructure includes all HP Aruba routers and Aruba CX series POE switches with at least 10GB connections throughout.
- All existing network cables are Cat 6
- The Technology department will provide all network configurations and IP schemes.
- District uses VMWare for virtual machines

Current Hardware Information

- District currently has one 23 Mitel 3300 controllers connected via IP trunks
- Currently using Mitel 5320e, 5330e, and 6920 IP handsets
- District current currently uses Mitel Micollab for centralized voicemail
- Currently using two 4 centralized PRI circuits
- Vendor will be responsible for removal of current equipment and handsets

Bid Submitted By

Company Name

Authorized Name/Title (printed)

Authorized Signature

Contact Person for the Bid/Quote/Proposal process

Date

Telephone

Fax

Email

Locations

	Building	Address
1.	Blue Ridge Elementary (BR)	6410 Blue Ridge Blvd. Raytown Mo 64133
	New Trails Elementary (NT)	6325 Hunter. Raytown MO 64133
2.	Eastwood Elementary	5290 Sycamore. KC. MO 64129
3.	Fletridge Elementary	13001 E. 55th St. Kansas City, MO 64133
4.	Little Blue Elementary	13900 E. 61 st St.. Kansas City, MO 64133
5.	Laurel Hills Elementary	5401 Lane Rd. Raytown, MO 64133
6.	Norfleet Elementary	6140 Norfleet Road. Kansas City, MO 64133
7.	Robinson Elementary	6707 Woodson Rd. Kansas City, MO 64133
8.	Spring Valley Elementary	8838 E. 83rd St. Raytown, MO 64138
9.	Southwood Elementary	8015 Raytown Rd. Raytown, MO 64138
10.	Westridge Elementary	8500 E. 77th St. Kansas City, MO 64138
11.	Northwood School	4400 Sterling. Kansas City, MO 64133
12.	Raytown Middle	4900 Pittman Road. Kansas City, MO 64133
13.	Central Middle	10601 E. 59 th St. Raytown, MO 64133
14.	South Middle	8401 E. 83rd St. Raytown, MO 64138
15.	Raytown High	6019 Blue Ridge Blvd. Raytown, MO 64133
16.	South High	8211 Sterling. Raytown, MO 64138
17.	Herndon Career Center (Buildings A, B,C,D)	11501 E. State Route 350. Raytown, MO 64138
18.	Raytown Success Academy	9020 E 51st Terrace, Kansas City, MO 64133
20.	Administration Building	6608 Raytown Rd., Raytown MO 64133
21	Three Trails Preschool	8812 E Gregory Blvd, Raytown, MO 64133
22	RSECC	10750 E 350 hwy, Raytown MO 64138
23	Raytown Schools Wellness Center	10301 E State Rte 350, Raytown, MO 64138
24	Warehouse	5210 Blue Ridge Blvd, Raytown, MO 64133