

Coffeyville Public Schools

USD 445

615 Ellis • Coffeyville, Kansas 67337

Request for Proposal

VOIP Phone System/Services

Schedule of Major Events

RFP Release	Tuesday, April 15, 2025
Deadline to Submit Questions & Answers	Friday, May 2, 2025
RFP Proposals Due	Wednesday, May 7, 2025
Notice of Award	Friday, May 9, 2025
Board of Education Review & Approval	Monday, May 12, 2025
Contract Begin Date	Summer 2025

Contact

Jenna Nash

Director of Instructional Technology and Information Services

E-Mail: jenna.nash@cvilleschools.com

Phone: 620-252-6400

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PART ONE – Project Scope

1.0 Introduction

USD 445 is seeking proposals from qualified vendors to provide and implement a reliable and scalable VoIP phone system to support communication across our schools, administrative offices, and district facilities. The system will serve approximately 300 classroom phones and 25 administrator phones, with a target implementation date of August 1, 2025. We aim to enhance communication, improve security, and streamline collaboration among staff, students, and parents while ensuring compatibility with our existing technology.

The selected solution should be cost-effective, user-friendly, and meet the needs of a district-wide communications environment. An on-site server is required to support system operations, along with a failover or backup calling option to maintain functionality in the event of an internet outage. The system should also include essential features such as porting 48 PRI phone lines from AT&T to a SIP Trunk, integrated paging and bell system options, IP fax system options, VoIP or cellular elevator emergency phone capabilities, ~~and fire/security alarm IP system integration~~. *Note: As of May 1, 2025, fire panel integration is no longer required due to planned transition to cellular-based service.*

System Design and Configuration:

- Design a VOIP phone system capable of supporting 325 extensions (300 classrooms, 25 admins)
- Provide a detailed system architecture diagram.
- Configure the system for optimal performance and reliability.

Building	Abbreviation	Extension Count	Special Notes
Central Office 615 Ellis St., Coffeyville, Kansas, 67337	BOE	~20	1 - Fax
Field Kindley High School 1110 W. 8th, Coffeyville, Kansas, 67337	FKHS	~85	1 - Fax 2 - Elevators
Roosevelt Middle School 1000 W. 8th, Coffeyville, Kansas, 67337	RMS	~55	1 - Fax 1 - Elevator
Community Elementary School 102 S. Cline, Coffeyville, Kansas, 67337	CES	~120	~~Fire Panel~~ 3 - Fax
Early Learning Center 200 Walnut, Coffeyville, Kansas, 67337	ELC	~30	~~Fire Panel~~
Food Service Center 606 Cherokee St., Coffeyville, Kansas, 67337	FSC	*Extension count included with RMS	~~Fire Panel~~
Field Kindley Technical Academy 1217 W. 6th St., Coffeyville, Kansas 67337	FKTA	*Extension count included with FKHS	~~Fire Panel~~

System Feature Requirements:

Core Functionality:

- Automated Attendants
- Receptionist Attendant Console
- Five (5) Digit Extension Dialing to all phones on the system
- Call Forwarding (Always/Busy/No Answer/Not Reachable)
- Call Hold
- Call Park
- Call Pickup Groups
- Call Transfers
- Call Waiting
- Calling Name & Number (Caller ID)
- Conference Calling
- Dedicated “All Call” Extension
- Distinctive Ringing
- Do Not Disturb
- Directed Call Pickup
- Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)
- Hunt Groups
- Speed Dialing (4 Digits or less)

Voicemail & Messaging:

- Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality
- Voice Mail Disabled for certain identified handsets (Administrative control)
- Electronic Fax Capability / Inbound & Outbound Fax Messaging
- Electronic Fax to Email
- Return call from voicemail

Call Handling & Routing:

- Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones
- Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)
- Busy Lamp Field (line monitor)
- Call Forward (Selective Call)
- Remote Call Forward Activation/Deactivation and password reset
- Find Me/Follow Me (One Number Reach Capability)
- Simultaneous Ring
- Selective Call Acceptance
- Selective Call Rejection
- Priority Alert

Directories & Presence:

- Corporate Directory (Listing all User Names & Extensions, sortable by various criteria)
- Five (5) Digit Virtual Extensions (Mapping 4-digit to 10-digit DIDs)

Administrative & Management:

- Solution must include both Administrative Portal for MACD functionality.
- Solution must also include an End-user portal for approved end-user changes.
- Custom Holiday Mode Greetings (Single program point)
- Selective call recording capabilities (manager controlled)

Mobility & Integration (Optional):

- Mobile application integration for IOS and Android
- Soft Phone PC integration (compatible OS and browsers)

Security & Compliance:

- Regulatory Compliances (HIPAA, PCI, CCPA etc.)
- TLS Call Encryption
- E-911 Registration
- 911 Location Identification

Minimal Call Queue Requirements (Basic)

- Call queue extension calling
- Round-robin (Longest Idle)
- Ring all (All available agents)
- Linear hunt- (Available agents in predefined order)
- Linear cascade –(Groups of agents in predefined order)
- Call Park- (Places caller on hold until agent can answer)
- Message on hold
- Music on hold
- Record Calls
- Call downloading capability for managers
- Statistical reporting

Hardware and Software Provisioning:

- Supply all necessary hardware, including the appliance and phones.
- Provide detailed specifications for all hardware and software.
- Phones should be IP Phones with additional data ports. PoE not available in all rooms, wall adapters are needed for at least 150 locations.

SIP Trunk Implementation:

- Port 48 PRI phone lines from AT&T to a reliable SIP Trunk provider.
- Configure the proposed VoIP system to utilize the SIP Trunk connection.
- Ensure seamless call routing and functionality.

Installation and Configuration:

- Install and configure the VOIP system at USD 445 Board of Education.
- Install and configure all phones in classrooms and administrative offices.
- Provide comprehensive network integration.

Training and Documentation:

- Provide comprehensive training for administrators and end-users.
- Provide detailed system documentation, including user manuals and troubleshooting guides.

Ongoing Support and Maintenance:

- Provide ongoing technical support and maintenance services.
- Specify response times for support requests.
- Offer options for service level agreements (SLAs).
- All planned end-of-life or obsolescence must be clearly listed in the Vendor's response.
- Software upgrades, patches, or revisions released to correct system issues must be provided **at no additional cost**, regardless of whether enhancements are included, for the full term of the contract.

Timeline:

- System must be fully operational by August 1, 2025.

Porting:

- All 48 PRI lines from AT&T must be ported to the new SIP trunk.

Paging and Bell System Integration:

- Provide options for integrating the proposed system with an existing analog speaker system for paging and bell schedules.
- Describe how the new system can be used to control existing analog speakers.

IP Fax System:

- Provide options for an integrated IP fax system.

Elevator Emergency Phone System:

- Provide options for a VoIP or cellular-based elevator emergency phone system that integrates with the VOIP system.

~~**Fire/Security Alarm IP System Integration:** Provide options for integrating the proposed system with existing fire and security alarm systems via IP.~~*Note: As of May 1, 2025, Fire panel integration is no longer required due to planned transition to cellular-based service.*

2.0 Proposal Requirements

Company Overview:

- Company profile and experience with VOIP phone systems.
- List of relevant certifications and qualifications.
- Client references (See Attachment B).

Technical Solution:

- Detailed description of the proposed VOIP phone system.
- Description of the on-site server infrastructure proposed and how it supports the system.
- Explanation of failover/redundancy measures, including handling of internet or network outages.
- Hardware and software specifications.
- Completed Technical Checklist (Attachment A) — Indicate 'Yes,' 'No,' or provide explanatory notes for each feature listed
- Network architecture diagram.
- SIP Trunk provider information and porting plan.
- Description of how the 48 PRI lines will be ported.
- Detailed description of the proposed paging and bell system integration.
- Detailed description of the proposed IP fax system.
- Detailed description of the proposed elevator emergency phone system.
- ~~Detailed description of the proposed Fire/Security alarm IP system integration.~~

Implementation Plan:

- Detailed project timeline and milestones.
- Installation and configuration procedures.
- Training and documentation plan.

Pricing:

To ensure clarity and facilitate thorough evaluation, we request that vendors provide individual, clearly labeled pricing sections for each of the following categories:

- Itemized pricing for hardware, software, installation, licensing, training, and ongoing support.
- Pricing for SIP Trunk services and porting fees.
- Pricing for paging and bell system integration.
- Pricing for IP fax system.
- Pricing for elevator emergency phone system.*****
- ~~Pricing for Fire/Security alarm IP system integration.*~~
- Options for service level agreements (SLAs).

*****Please note that while USD 445 prefers vendors to include VoIP or cellular-based elevator emergency phone capabilities ~~and fire/security alarm IP system integration~~, we are currently exploring alternative solutions with our existing elevator and fire panel service providers. **These two line items should be included in proposals for consideration, but please note they may be removed from the final project scope prior to vendor selection and contracting.**

Support and Maintenance:

- Description of support and maintenance services.
- Response times and escalation procedures.
- Warranty information.

3.0 Submission Details

Proposal Due Date and Delivery Method

All proposals must be submitted electronically to jenna.nash@cvilleschools.com by Wednesday, May 7, 2025 no later than 3:00 PM CT.

Withdrawal of Proposal

A proposal may be withdrawn at any time prior to the selection announcement by emailing the Designated Contact listed above.

Amendment of Proposal

A proposal may be amended at any time after submission but prior to the due date by writing to the Designated Contact listed above.

Changes and Amendments

USD 445 reserves the right to amend or withdraw this RFP at any time by notifying each potential proposer of record.

Award and Finalization

When a selection decision is made, the designated contact will notify all responsive proposer(s) of the decision by email.

4.0 Questions

Questions regarding this RFP should be submitted via email to jenna.nash@cvilleschools.com by Friday, May 2, 2025, at 3:00 PM.

Responses to all received questions will be emailed to all vendors on the District's distribution list and published on the District website at https://www.cvilleschools.com/about-us/district-business.

5.0 Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Technical expertise and experience.
- Quality of the proposed solution (including on-site infrastructure and failover capabilities).
- Implementation plan and timeline.
- Pricing and value.
- Support and maintenance services.
- Porting plan and experience.
- Paging and bell system integration quality and price.
- IP fax system quality and price.
- Elevator emergency phone system quality and price.*
- ~~Fire/Security alarm IP system integration quality and price.*~~

Important Consideration: The evaluation of the elevator emergency phone system ~~and fire/security alarm IP system integration~~ will be part of the proposal review process. However, vendors should understand that USD 445 is actively exploring alternative solutions for these specific functionalities with our existing service providers. Therefore, while these items are requested for consideration, the final decision to include them in the awarded contract may be subject to change.

ATTACHMENT A - TECHNICAL CHECKLIST

Requested Feature/Service	**Feature included in Service** Yes/No	**Notes, Disclaimers or Caveats**
Core Functionality		
Automated Attendants		
Receptionist Attendant Console		
Five (5) Digit Extension Dialing to all phones on the system		
Call Forwarding (Always/Busy/No Answer/Not Reachable)		
Call Hold		
Call Park		
Call Pickup Groups		
Call Transfers		
Call Waiting		
Calling Name & Number (Caller ID)		
Conference Calling		
Dedicated “All Call” Extension		
Distinctive Ringing		
Do Not Disturb		
Directed Call Pickup		
Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)		
Hunt Groups		
Speed Dialing (4 Digits or less)		

Voicemail & Messaging		
Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality		
Voice Mail Disabled for certain identified handsets (Administrative control)		
Electronic Fax Capability / Inbound & Outbound Fax Messaging		
Electronic Fax to Email		
Return call from voicemail		
Call Handling & Routing		
Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones		
Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)		
Busy Lamp Field (line monitor)		
Call Forward (Selective Call)		
Remote Call Forward Activation/Deactivation and password reset		
Find Me/Follow Me (One Number Reach Capability)		
Simultaneous Ring		
Selective Call Acceptance		
Selective Call Rejection		
Priority Alert		
Directories & Presence		
Corporate Directory (Listing all User Names & Extensions, sortable by various		

criteria)		
Five (5) Digit Virtual Extensions (Mapping 4-digit to 10-digit DIDs)		
Administrative & Management		
Solution must include both Administrative Portal for MACD functionality.		
Solution must also include an End-user portal for approved end-user changes.		
Custom Holiday Mode Greetings (Single program point)		
Selective call recording capabilities (manager controlled)		
Mobility & Integration (Optional):		
Mobile application integration for IOS and Android		
Soft Phone PC integration (compatible OS and browsers)		
Security & Compliance		
Regulatory Compliances (HIPAA, PCI, CCPA etc.)		
TLS Call Encryption		
E-911 Registration		
911 Location Identification		
Minimal Call Queue Requirements (Basic)		
Call queue extension calling		
Round-robin (Longest Idle)		
Ring all (All available agents)		
Linear hunt- (Available agents in predefined order)		

Linear cascade –(Groups of agents in predefined order)		
Call Park- (Places caller on hold until agent can answer)		
Message on hold		
Music on hold		
Record Calls		
Call downloading capability for managers		
Statistical reporting		
Paging and Bell System Integration		
IP Fax Solution		

ATTACHMENT B - References

Vendors must provide a minimum of two (2) references for installed systems of at least 200 seats or larger with a set of features as proposed. Failure to provide the following information at the time and date this RFP closes could affect proposer's evaluation score under the qualifications evaluation criteria.

REFERENCE 1.

Name of the firm and point of contact to which the service was provided

_____

System Size_____ Telephone Number_____
Email_____

REFERENCE 2.

Name of the firm and point of contact to which the service was provided

_____

System Size_____ Telephone Number_____
Email_____