

# REQUEST FOR PROPOSAL (RFP)

## VoIP/PBX Telephone System Replacement and Implementation Services

### Issuing Organization

**Negaunee Public Schools**  
500 W. Arch Street  
Negaunee, MI 49866

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### INTRODUCTION

Negaunee Public Schools (NPS) is soliciting proposals from qualified telecommunications vendors to provide a complete Voice over IP (VoIP) Private Branch Exchange (PBX) telephone system solution for approximately 160 users throughout the District.

The District seeks a modern, scalable, reliable, and feature-rich communications platform that will enhance communications between staff, students, families, and community stakeholders while reducing administrative complexity and ongoing maintenance requirements.

The selected vendor shall provide all labor, equipment, software licensing, implementation services, testing, training, documentation, and support necessary to deliver a fully operational telephone system.

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### DISTRICT ENVIRONMENT

Negaunee Public Schools currently maintains network infrastructure capable of supporting a VoIP deployment.

The District will provide:

- Existing Category cabling infrastructure
- Existing telecommunications closets
- Power over Ethernet (PoE) network switches
- Internet connectivity
- Access to network resources necessary for deployment

The District does not require replacement of existing structured cabling or network switching equipment as part of this project. Vendors should assume all endpoint locations are adequately cabled and powered through District-provided PoE switches.

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## **PROJECT OBJECTIVES**

The District seeks a solution that:

- Supports approximately 160 users/extensions
  - Supports multiple school and administrative locations
  - Provides reliable and high-quality voice communications
  - Includes modern unified communications capabilities
  - Provides E911 compliance and emergency notification capabilities
  - Allows centralized administration and management
  - Supports future growth and expansion
  - Minimizes downtime during implementation and migration
  - Includes comprehensive administrator and end-user training
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## **SCOPE OF WORK**

The selected vendor shall provide all services necessary for a turnkey implementation, including but not limited to:

### **4.1 System Design and Planning**

- Review current telecommunications environment
- Conduct project kickoff meeting
- Develop implementation plan
- Design call flow architecture
- Design extension numbering plan
- Coordinate number porting activities

### **4.2 Hardware**

Provide and install all required equipment including:

- Approximately 160 VoIP desk phones
- Receptionist/attendant console phones as required
- Administrative office phones
- Optional conference room phones
- Any required gateways, controllers, appliances, or SBCs

All equipment shall be new, manufacturer-supported, and suitable for educational environments.

### **4.3 Software and Licensing**

Provide all necessary software and licensing including:

- User licenses
- Voicemail licenses
- Unified communications licenses
- Administrative portal access
- Mobile application access
- Desktop softphone access
- Reporting and analytics tools

Vendors shall clearly identify recurring subscription or maintenance costs.

### **4.4 Installation and Configuration**

Vendor shall:

- Configure all phone handsets
- Configure user extensions
- Configure auto attendants
- Configure voicemail
- Configure hunt groups
- Configure call queues
- Configure call routing
- Configure holiday schedules
- Configure emergency dialing and E911 services
- Configure caller ID services
- Test all functionality prior to cutover

### **4.5 Number Porting and Cutover**

Vendor shall:

- Coordinate with current telecommunications providers
- Port all existing District telephone numbers
- Develop a migration plan minimizing disruption to District operations
- Provide on-site or remote support during cutover

### **4.6 Documentation**

Provide complete documentation including:

- System architecture diagrams

- Administrative guides
  - User guides
  - Emergency procedures
  - Configuration documentation
  - Warranty and support information
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## **TRAINING REQUIREMENTS**

Training is a required component of this project.

### **Administrator Training**

Provide comprehensive training for District technology staff covering:

- System administration
- User management
- Phone provisioning
- Voicemail administration
- Reporting and analytics
- Troubleshooting procedures
- Backup and recovery procedures

### **End User Training**

Provide comprehensive end-user training for District employees including:

- Phone operation
- Voicemail functionality
- Call transfers
- Conference calling
- Directory access
- Mobile and desktop application usage

Minimum Requirements:

- On-site or virtual training sessions
- User training materials
- Quick reference guides for each phone model
- Recorded training materials preferred

### **Go-Live Support**

Vendor shall provide support during implementation and cutover including:

- Go-live assistance
  - User issue resolution
  - Initial post-deployment support
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## **REQUIRED FEATURES**

The proposed solution shall include, at a minimum:

### **Core Telephony**

- Caller ID
- Call hold
- Call transfer
- Call forwarding
- Call park
- Call pickup
- Speed dialing
- Three-way conferencing
- Voicemail

### **Unified Communications**

- Voicemail-to-email
- Mobile applications
- Desktop softphone
- Presence indication
- Corporate directory

### **Call Routing**

- Auto attendants
- Hunt groups
- Call queues
- Time-of-day routing
- Holiday scheduling

### **Administrative Features**

- Web-based administration portal
- User management
- Reporting and analytics
- Role-based access controls

### **Emergency Services**

- E911 compliance
- Emergency location reporting
- Emergency notification capabilities

### **Reliability**

- Redundancy options
  - Disaster recovery capabilities
  - System monitoring
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## **SUPPORT AND WARRANTY**

Vendor shall provide:

- Minimum one-year manufacturer warranty
- Software updates
- Security updates
- Technical support services
- Escalation procedures
- Service level agreements (SLAs)

Vendors shall clearly identify support hours, response times, and resolution targets.

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## **VENDOR QUALIFICATIONS**

Vendors shall provide:

- Years in business
  - Experience supporting K-12 educational institutions
  - Relevant certifications
  - Manufacturer partnerships
  - Three references from K-12 school districts
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## **PROPOSAL REQUIREMENTS**

Proposals shall include:

### **Executive Summary**

Overview of proposed solution.

## **Technical Proposal**

Detailed description of:

- System architecture
- Hardware
- Software
- Licensing
- Features and capabilities

## **Implementation Plan**

Include:

- Project schedule
- Milestones
- Staffing assignments
- Migration and cutover strategy

## **Training Plan**

Detailed training approach for:

- Technology staff
- End users

## **Pricing Proposal**

Itemized pricing for:

### **One-Time Costs**

- Hardware
- Installation
- Configuration
- Number porting
- Training
- Project management

### **Recurring Costs**

- Licensing
- Maintenance
- Hosted services
- Support agreements

Optional pricing should be provided for:

- Additional handsets
  - Conference phones
  - Paging integration
  - Call recording
  - Contact center functionality
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## **EVALUATION CRITERIA**

Proposals will be evaluated based on:

- Compliance with specifications
- System functionality
- School safety features
- Vendor qualifications, experience, and accessibility for support
- References
- Warranty and support
- Total cost of ownership

The District reserves the right to reject any or all proposals and to award the contract in the best interest of Negaunee Public Schools.

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## **DISTRICT RESERVATIONS**

Negaunee Public Schools reserves the right to:

- Reject any or all proposals
  - Waive informalities or irregularities
  - Request additional information
  - Negotiate pricing and terms
  - Award all or portions of the project
  - Cancel this RFP without obligation
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## **SUBMISSION REQUIREMENTS**

Proposals shall be submitted electronically in PDF format.

Questions regarding this RFP shall be directed to:

Cory Richards  
Technology Director  
Negaunee Public Schools  
[cory.richards@negauneeschools.org](mailto:cory.richards@negauneeschools.org)  
500 W Arch St  
Negaunee, MI 49866

**TIMELINE**

RFP Issued: 06/03/2026  
Questions Due: 06/10/2026  
Proposal Due Date: 06/17/2026  
Project Completion Target: 08/17/2026

**END OF RFP**