



Request for Proposal (RFP)

TELEPHONE SERVICE

RFP ID: ISD-PHONE26

Sealed proposals must be received by the Independence School District Technology Department by mail or in Person to 201 N Forest Ave, Independence, MO 64050 by Friday, August 28th, 2026 at 2 PM.

1.0 Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals for replacing our Avaya phone system with a Cloud Based or Hybrid based phone system.

2.0 Background Information

The district currently has 35 locations using Avaya VoIP. All of the locations are connected via a 10GB fiber network. The district currently has 2,250 desk phones, which is broken down to about 1,150 classroom phones and 1,100 office user phones. Our District is a Google Workspace and Active Directory environment. We also have a DID range 816-521-5300 through 816-521-5599 and a fax range of 816-521-5600 through 816-521-5699. We have a primary and a backup Internet connection for redundancy.

3.0 Scope of Work

Any solution should be cloud hosted or a hybrid hosted, Cloud SIP service included, Unlimited US Calling, Canada and Mexico unlimited preferred but not required, port all existing DIDs, Options for help installing, configuring, and testing new system, provide an option for Windows, macOS, Android and iPhone clients, provide administrator and end-user training and provide post-cutover support. Any solution will need to be mindful that the district is typically open on Monday-Friday from approximately 6 am-5 pm. Any downtime will need to be minimized and coordinated around those hours. The current phone service will stay connected until the time of cutover.

Any solution must meet current safety laws and initiatives such as, Alyssa's Law, Kari's Law and Ray Baum's Act. Also preferred but not required are systems that have a "panic button", and are compatible with Raptor and/or Singlewire. Also preferred but not required is a built-in reporting features and call analytics.

Other solution preferences but not required are: auto attendants, call queues, hunt groups, call park/pickup, paging, business SMS, voicemail to email, voicemail transcription, call recording, browser-based administration, role-based administration, bulk provisioning, license assignment, audit logs, attendant console for each location/building, drag-and-drop transfer, directory search.

Any solution should have implementation services for implementation planning, installation, configuration, number porting, Administrator Training

ISD would like to be provided separate pricing for 3-year and 5-year contracts. Annual billing is preferred. ISD would like optional pricing for 50 additional phones and licenses and provide optional pricing for future survivability solutions.

4.0 General Information

Bidders are required to use the enclosed bid forms and to provide all of the information requested. Response to this RFP must be sealed and clearly marked “**Telephone Service RFP – ISD-Phone26**”. For mailing purposes, please address the RFP to Independence School District, Attention: Todd Theen, 201 N Forest Ave, Independence, MO 64050.

Proposals will be accepted until 2 PM August 28, 2026. Bids received late will not be opened and read for consideration for this proposal. The Independence School District (ISD) will not accept E-MAIL or FAX bids. Any representative of the company submitting the proposal must be legally authorized to submit the document for that company. Any corrections on the proposal form must be acknowledged by the representative of the company legally authorized to bid the Independence School District’s RFP.

Point of Contact - The following individual shall provide clarification of the specifications for this proposal.

Todd Theen
Director of Technology
201 N Forest Ave
Independence, MO 64050
Todd_Theen@isdschools.org

Right to Amend or Withdraw

The District reserves the right to alter, amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to the award of a contract, if to do so is in the best interest of the District.

Ownership of Responses

All responses become the property of the District. Responses may be reviewed by any person after selected vendor or vendors and the District have signed contracts. The District reserves the right to use any and all information and materials presented in reply to this RFP. Disqualification of a vendor does not eliminate this right.

Timeline

The following timeline will be used as a guide for this process

Posting of RFP - August 10, 2026

RFP Submittal Deadline – August 28, 2026 at 2 PM

BOE Approval – September 8, 2026

Selection Criteria

Price of Goods/Services	25
Service History (With District or with other districts)	20
Expertise of Company	20
Thoroughness of bid	15
Understanding of Needs/Completeness of Bid	20
TOTAL POINTS:	100

Notice of Award

Award of the bid lies at the discretion of the Districts' Board of Education. A recommendation for the award of the contract will be submitted to the BOE at the Board's September meeting.

Submission Requirements

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that proposals be organized in the manner specified. Each volume shall be submitted no later than August 28th, 2026 at 2 PM. Responses can be sent via mail or in person. Vendors shall submit two (2) copies of a complete response. One copy should be labeled "ORIGINAL" and contain original signatures.

Order of items in proposal

The items in the proposal shall be in the following order:

- Cover Sheet
- Vendor Data Sheet
- Certification Letter
- References
- Proposers Price for Project
- Additional Information (proposers can offer additional value added services to the district in this section.

Vendor Data Sheet

Company Name:	
Company Address:	
Tax ID Numbers:	
Orders Submitted To:	
Payments Submitted To:	
Contract Administrator Information:	Name
	Title
	Address
	Telephone Cell
	Website
	Fax
	Email

Certification Letter

(must be completed and returned with bid)

I certify that I have read and understand the terms and conditions herein. I further state that I am and/or my company is capable, able to, and will provide the requested products and/or service described herein. I am the owner or agent of the company stated below and am authorized and empowered to contract. By my signature on this RFP response, I/ we guarantee and certify that all items included in my bid meet or exceed specifications.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of State and Federal Law and is illegal. I agree to abide by all conditions of the RFP and certify that I am authorized to sign this bid for the Contractor.

SUBMITTED BY _____ DATE _____

TITLE _____ E-MAIL _____

COMPANY NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

TELEPHONE NUMBER _____ FAX NUMBER _____

COMPANY WEBSITE _____

SIGNATURE _____

When signed, this bid becomes legal and binding to Independence School District and is acknowledgment that all specifications and terms and conditions have been read and understood.

REFERENCES

(must be completed and returned with bid)

Provide references (3) with similar scope of work per specifications.

SCHOOL/BUSINESS NAME:

ADDRESS:

CONTACT:

PHONE:

WEBSITE:

EMAIL:

SCHOOL/BUSINESS NAME:

ADDRESS:

CONTACT:

PHONE:

WEBSITE:

EMAIL:

SCHOOL/BUSINESS NAME:

ADDRESS:

CONTACT:

PHONE:

WEBSITE:

EMAIL:

5.0 GENERAL CONDITIONS-RESPONSES & SUBSEQUENT CONTRACTS

The following terms and conditions shall govern the proposal of qualifications and subsequent contracts

1. SCOPE:

See Part I, Paragraph 1 of the RFP.

2. DEFINITIONS AS USED HEREIN:

- a. The term "request for proposal" or RFP means a solicitation of a formal and sealed qualification.
- b. The term "respondent" or "vendor" means the person or entity submitting a formal sealed proposal.
- c. The term "District" means Independence Public School District.
- d. The term "School Board" means the governing body of the District.

3. COMPLETING PROPOSAL:

All information must be legible. Any and all corrections and/or erasures must be initialed. Each proposal must be signed in ink by an authorized representative of the respondent and required information must be provided. The contents of the qualifications submitted by the successful respondent will become part of any contract award as a result of this solicitation.

4. REQUEST FOR INFORMATION:

Any requests for clarification of additional information deemed necessary by any respondent to present a proper proposal shall be made in accordance with the timeline. All requests will be responded to in writing by the District in the form of an addendum addressed to all prospective respondents. Verbal responses and/or representations shall not be binding on the District.

5. CONFIDENTIALITY OF QUALIFICATION INFORMATION:

All proposals and supporting documents will remain confidential until a final contract has been executed. All responses become the property of the District and will be part of the public record subject to the requirements of the Missouri Sunshine Law, § 610.011, RSMo.

7. NEGOTIATION:

The District reserves the right to negotiate any and all elements of this RFP. The District will attempt to negotiate and contract for services described in this solicitation with the firm providing the best proposal.). If an agreement cannot be reached, there will be an attempt to negotiate a contract with firm(s) who have the next best proposal. This process will continue until an agreement is reached.

8. TERMINATION:

Subject to the provisions below, any contract derived from this RFP may be terminated by either party upon thirty (30) days advance written notice to the other party. The District may terminate this agreement immediately under breach of agreement, if the selected respondent fails to perform in accordance with the terms and conditions. In the event of any termination of agreement by the selected respondent, District may purchase such product similar to those terminated, and for the duration of the agreement period the selected respondent will be liable for all costs in excess of the established agreement pricing.

a. **TERMINATION FOR CAUSE**

Termination by the District for cause, default, or negligence on the part of the respondent shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The thirty (30) days advance notice requirement is waived in the event of Termination for Cause.

b. **TERMINATION DUE TO UNAVAILABILITY OF FUNDS**

When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year, the contract shall be cancelled.

9. TAX EXEMPTION:

The District and its Agencies are exempt from State and local sales taxes. Sites of all transactions derived from this proposal shall be deemed to have been accomplished with the State of Missouri.

10. SAFETY:

All practices, materials, supplies, and equipment shall comply with the Federal Occupational Safety and Health Act, as well as any pertinent Federal, State and/or local safety or environmental codes.

11. RIGHTS RESERVED:

The District reserves the right to reject any or all proposals, to waive any minor informality or irregularity in any proposal, and to make award to the proposal deemed to be most advantageous to the District. The District reserves the right to use the services of multiple firms.

12. RESPONDENT PROHIBITED:

Respondents are prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this RFP or any resultant agreement or its rights, title, or interest therein or its power to execute such agreement to any other person, company or corporation without the previous written approval of the District.

13. DISCLAIMER OF LIABILITY:

The District, or any of its agencies, will not hold harmless or indemnify any respondent for any liability whatsoever.

14. HOLD HARMLESS:

The respondent shall agree to protect, defend, indemnify, and hold the School Board, Independence School District, its officer, commissions, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character resulting from the error, omission or negligent act of the respondent, its agents, employees or representatives in the performance of the respondent's duties under any agreement resulting from award of this RFP.

As a public entity, the District is unable to agree to protect, defend, indemnify or hold respondent harmless from and against any and all losses, claims, damages or liabilities of any kind.

15. LAW GOVERNING:

All contractual agreements shall be subject to, governed by, and construed according to the laws of this State of Missouri.

16. COMPLIANCE WITH APPLICABLE LAW

Respondent shall adhere to all of the District's rules, regulations, policies and procedures when engaged in services or related activities other at or away from the District, including but not limited to Board

Policies, the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232(g) (FERPA), 45 CFR §§ 160 and 164 (HIPPA Privacy Rule), Section 504 of the Rehabilitation Act of 1973, the Individuals with Disabilities Education Act, and all civil rights laws. Prior to commencement of work under the agreement, respondent shall provide to the District a sworn affidavit and other sufficient documentation to affirm its enrollment and participation in the federal work authorization program. Federal work authorization means the E-Verify Program operated and maintained by the United States Department of Homeland Security and the Social Security Administration.

17. ANTI-DISCRIMINATION CLAUSE:

No respondent of this request shall in any way, directly or indirectly, discriminate against any person because of age, race, color, handicap, sex, national origin, or religious creed.

18. CONFLICT OF INTEREST:

The successful respondent shall not have conflicts of interest as to revenues derived from the results of tests or recommendations made on behalf of the firm. No salaried officer or employee of this District and no member of the School Board shall have a financial interest, direct or indirect, in the contract. A violation of this provision renders the contract void. The respondent further covenants that in the performance of the contract no person having such interest shall be employed to work on this project.

19. INSURANCE:

The respondent shall be required to maintain and carry in force, for the duration of the contract, insurance coverage of the types and minimum liability as set forth below:

a. PROFESSIONAL LIABILITY

Not applicable

b. COMMERCIAL GENERAL LIABILITY

Limits:

Bodily Injury & Property Damage (per occurrence)	\$1,000,000	Bodily Injury &
Property Damage (annual aggregate)	\$2,000,000	
Medical Payments	\$5,000	
Sexual Abuse / Molestation Coverage (each occurrence)	\$1,000,000	
Sexual Abuse / Molestation Coverage (annual aggregate)	\$2,000,000	

Policy must include the following conditions:

Premises-Operations Liability
Broad Form Property Damage
Contractual Liability
Independent Contractors
Products/Completed Operations
Personal/Advertising Injury
Independent Contractors
Additional Insured: Independence School District

c. AUTOMOBILE LIABILITY

Not applicable.

d. WORKERS' COMPENSATION

This insurance shall protect the respondent against all claims under applicable State Workers' Compensation Laws. The respondent shall also be protected against claims for injury, disease or death of employees which, for any reason, may not fall within the provisions of a Workers' Compensation Law. The policy limits shall not be less than the following:

Workers' Compensation: Statutory

Employer's Liability:

Bodily Injury by Accident \$500,000 Each Accident

Bodily Injury by Disease \$500,000 Policy Limit

Bodily Injury by Disease \$500,000 Each Employee

Before entering into contract, the successful respondent shall furnish to the District Purchasing Office a Certificate of Insurance verifying all of the foregoing coverage and identifying the District as an "additional insured" on both the general liability and automobile policies. This inclusion shall not make the District a partner or joint venture with the contract respondent in its operations hereunder. Furthermore, the policy shall include a "Waiver of Subrogation" in favor of the District.

Prior to any material change or cancellation, the District will be given thirty (30) days advance notice by registered mail to the stated address of the certificate holder. Further, the District will be immediately notified of any reduction or possible reduction in aggregate limits of any such policy where such reduction, when added to any previous reductions, would exceed ten percent (10%) of the aggregate.

In the event of an occurrence, it is further agreed that any insurance maintained by the District, shall apply in excess of and not contribute with insurance provided by policies named in this contract.

The certificate holder on the Certificate of Insurance shall be as follows:

Independence School District
201 N. Forest Avenue
Independence, MO 64050

e. UMBRELLA LIABILITY

Respondent shall maintain at least \$4,000,000 in coverage.

20. SUB-AGREEMENTS

The selected respondent shall not execute an agreement with any sub-contractor to perform any work until he/she has written the District to determine any disapproval of the use of such sub-contractor. The selected respondent shall be fully responsible to the District for the acts and omissions of his/her sub-contractors, and of persons either directly or indirectly employed by them, as he/she is for the acts and omission of persons directly employed by him/her. The selected respondent shall

cause appropriate provisions to be inserted in all sub-contracts relative to the work to require compliance by each sub-contractor with the applicable provisions of the agreement. Nothing contained in the conditions, however, shall create any contractual relationship between any sub-contractor and the District.

21. PROVISIONS REQUIRED BY LAW DEEMED INSERTED

Each and every provision of law and clause required by law to be inserted in the contract will be deemed to be inserted herein and the agreement will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party the agreement will forthwith be physically amended to make such insertion or correction.

22. EXECUTION OF AGREEMENT

The contract shall consist of a yearly agreement and a copy of the selected respondent's signed proposal attached and that the same, in all particulars, becomes the agreement between the parties hereto. Both parties will accept and agree to the terms and conditions of said proposal documents, and the parties are bound thereby and the compensation to be paid to the selected respondent is as set forth in the selected respondent's proposal. Items not awarded, if any, will be deleted.

23. COSTS

All costs incurred in the preparation of the proposal to this RFP shall be the sole responsibility of the respondent.

24. ASSIGNMENTS

Neither the District nor the selected respondent shall, without the prior written consent of the other, assign in whole or in part its interest under any of the contract documents and, specifically, the Respondent shall not assign any moneys due or to become due without the prior written consent of the District.