



McAlester Public Schools

Spring 2017

**Paging system upgrade with
ShoreTel VoIP integration**

Request for Proposal

McAlester Public Schools (MPS) is now accepting bid proposals from qualified vendors for labor and materials to upgrade and/or replace paging systems at all of their campuses and integrate it with their existing ShoreTel VoIP system. Only vendors who are certified to sell and support ShoreTel phone systems and the recommended paging system and interface need apply.

Should your company wish to respond, please follow these directions:

- 1) All items are to be bid as shown on accompanying specifications but may exceed minimal specifications. Once bid, no substitutions will be allowed except in the case of updated editions. All substitutions must be approved by the MPS Technology Director or the Superintendent of Schools.
- 2) **Proposal shall include all parts, installation, configuration and training costs for a turnkey solution whether or not they are specified in this RFP.** Bids should be itemized and all-inclusive with any delivery, installation and/or labor charges.
- 3) Bids are expected to be firm quotations and should not be presented as estimates. Any deviations from the bid price accepted by the MPS Board of Education will take an approved change order.
- 4) All equipment, connections, wires, and components bid must be the most current release of model, manufacturer new release at the time of order. **No refurbished or used items will be accepted.**
- 5) All products bid must be non-toxic and safe for use in a District and public environment under all conditions.
- 6) Vendor shall guarantee that all equipment bid is compatible with the district's existing equipment that is not being replaced by this project. Any additional parts and/or labor necessary to ensure the existing and new equipment will operate together should be included in the bid.
- 7) All required licensing fees, software support agreements or upgrade fees must be included in the bid.
- 8) All deliveries are to be made between the hours of 8:00am and 4:00pm, Monday through Thursday or 8:00am and 12:00pm Friday, except on holidays, and should be coordinated with the MPS Technology Department. All items shall be properly crated or packaged by the supplier to ensure delivery in good condition. All freight and delivery charges shall be paid by the vendor and included in the bid price. The vendor shall, at his own expense, amend and make good any defective or unsatisfactory items.
- 9) All subcontractors must be approved by the MPS Technology Director or Superintendent before the Vendor makes a commitment to the subcontractor.
- 10) Vendor is responsible for all required permits, if any, for this project.
- 11) All vendors must meet or exceed the Vendor Qualifications and provide a Vendor Profile as indicated in this document.
- 12) Vendors must be prepared to demonstrate their proposal meets all of the RFP specifications in a live environment to the District at the vendor's expense if requested. These demonstrations will be held at the MPS Central Office.
- 13) Vendor is expected to raise any questions, exceptions or additions they have concerning this RFP document. If vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, vendor should immediately notify the MPS Technology Director through the contact information below and request modification or clarification of this RFP.
- 14) Vendor may withdraw a proposal prior to the closing time. After the due date, submitted proposals constitute an offer by the vendor and shall remain irrevocable for a period of 90 days.

Proposal Submission and Deadline

- **All bids must be submitted by 1:00pm Friday May 19th, 2017.**
- Sealed bids should be addressed as follows and should be clearly marked “**MPS Paging System Upgrade**” with the time and date of the bid opening.
 - **Michelle Tindle**
 - **McAlester Public Schools**
 - **200 E Adams**
 - **McAlester, OK 74501**
- Bidder must provide one signed original bid along with two copies and an electronic copy submitted by USB drive or e-mail.
- Faxed or late responses will not be accepted.

Questions regarding this RFP should be emailed to Michelle Tindle, Technology Director, at mtindle@mcalester.k12.ok.us. All inquiries should be emailed, no phone calls please.

Vendor Qualifications:

Any vendor responding to this proposal must include in the bid document a statement about the background and nature of their company, and their commitment and support of large scale ShoreTel and paging system projects. Information relevant to the company's experience in dealing with equipment of the nature requested, and a list of **similar** scale K-12 and/or University projects are part of the requirements of this bid. Contact persons and phone numbers at such installations must also be included.

Minimum Vendor Profile should include:

- Years of experience in each area of expertise.
- Training Certifications.
- Copies of appropriate Vendor Certifications
- Qualifications and Number of Support Personnel.
- Maintenance Facilities/Service Policy.
- Training Availability.
- Satisfactory list of references for similar K-12 and/or University projects.
- Certificate of liability insurance.

Vendor must also meet the following requirements:

- Have a minimum of three years experience in the area of expertise of this RFP.
- Be a certified reseller of ShoreTel and proposed intercom solution for a minimum of 3 years.
- Have highly qualified network engineers and technicians on staff.
- Comply with state and local competitive bidding requirements and laws.
- Be able to provide at least five references from customers with similar projects.
- Be able to maintain an adequate inventory of proposed parts to perform necessary service and upgrades.
- Provide information regarding availability of on-site technical support. Vendors must have a maximum travel time of four hours to McAlester Public Schools and must be available upon request.

Note: Failure to comply with the above may result in disqualification of the bidder.

Rights reserved by MPS and Selection Process

- 1) MPS reserves the right to reject any or all proposals, including by way of example only and without limitation, any proposal that does not contain all the requested information.
- 2) MPS reserves the right to contact a respondent for clarification of information submitted and/or to negotiate modifications of proposed specifications and prescribed terms and requirements during the selection process. During the selection period, the District will not disclose any information derived from proposals submitted or from discussions with other respondents.
- 3) MPS reserves the right to waive any irregularities or informalities, and to contract in the best interests of MPS.
- 4) Proposals will be evaluated based on technical specifications, vendor reliability, warranty, training and cost.
- 5) The respondent selected will be chosen based on the greatest benefit to MPS, not necessarily based on the lowest price. Conditional proposals will not be considered.
- 6) MPS reserves the right to contact parties that have used the respondent's previous services and use any other information that would assist in the evaluation.
- 7) MPS reserves the right to award in part, in whole, or not at all. MPS may choose to install in a phased approach should funds not be available for entire project. The district reserves the right to cancel or halt the project with 60 days' notice should funds not be available. Upon cancellation, the district will not be responsible for the payment of any services provided or goods received after the end of the 60 days.
- 8) MPS reserves the right to terminate all or part of this agreement should services become unsatisfactory to MPS. In the event that the contractor shall be discharged before all the services contemplated have been completed, or the services are for any reason terminated, stopped or discontinued because of the inability of the contractor to serve under this agreement, they shall be paid only for that portion of the work which shall have been satisfactorily completed at the time of termination.
- 9) MPS is the sole owner of all data and information contained within the Request for Proposal document and accompanying attachments. Vendor shall use this information exclusively to prepare a proposal. Vendor should not disclose this information to any other firm or use it for any other purpose unless required by law or legal process.
- 10) MPS is the only agency authorized to change or clarify the specifications and conditions of this RFP. Any changes or clarifications of specifications will be posted for all bidders to see on the MPS Website: <http://mcalester.k12.ok.us> under the Central Office – Technology section.
- 11) Vendor proposals will be opened and reviewed at the convenience of MPS; there will be no public opening.

Proposal Overview

Vendor should outline recommendations for a District paging system to replace the existing systems and to interface with McAlester Public Schools' ShoreTel phone system. Only the High School's paging system will not be replaced. (Dukane 110-3593) However, response should include integration of that existing system with the ShoreTel phone system. Response should cover the following topics regarding key system functions:

- Paging capabilities and Intelligent Network Infrastructure
- Reliability
- Experience and Vision
- Support for Open System Standards
- System Administration
- Support/Service Capabilities
- Scalability
- System Longevity
- Training and Usage

Bids should include a new ShoreTel handset in every classroom, and replacement or installation of new speakers in large group areas, hallways, playgrounds, bus zone and other areas as indicated and all associated wiring. **MPS reserves the right to not replace all speakers should existing ones be found in good working order.** Bid should include testing of existing speakers before replacement and removal of old intercom system, non-functional speakers and all associated wiring. MPS staff will install all ShoreTel handsets in the classrooms.

The proposed intercom system should include the following features at a minimum:

1. Basic ShoreTel handset for every classroom.
2. Adequate ShoreTel extension and voicemail licenses for all added VoIP phones. Bidder should compare total existing licenses owned by MPS (included) to bid accurate number of additional licenses.
3. New recessed ceiling speakers for all hallways and large rooms as indicated on maps.
4. New horn style speakers for all cafeterias, gymnasiums and outside areas as indicated on maps. Bid should include protective wire cages for areas that could be susceptible to vandalism or damage during athletic events or physical education classes.
5. Options for both IP and analog speakers along with documented reasoning for the recommended / preferred selection.
6. Adequate amplifiers to support proposed speakers or a mix of existing and proposed speakers.
7. Ability to use tones or sound files for bells or prerecorded messages.
8. Ability to program and control the built-in bell scheduler with unlimited events and unlimited time schedules with multiple audio groups.
9. Calendar based scheduling up to one year in advance.
10. Multiple options for paging zones including but not limited to all zones, inside/outside, individual buildings, assembly areas, etc.
11. Direct dialed communication to any zone from any VoIP phone in the district with proper access codes.
12. Distribution of emergency announcements from any VoIP with proper access code to all loudspeaker zones and classroom VoIP phones simultaneously. Emergency announcements shall have the highest priority.
13. Distribution of general announcements from any VoIP phone with proper access code. The system shall be capable of providing all-call, group calls, multiple group call, or dial-on-the-fly page groups.
14. Provide a minimum of a 4-digit numbering plan, thus allowing the classroom speaker and the classroom telephone to be the same architectural number.

15. Any classroom/area loudspeaker must have the flexibility to be programmed as a testing room. A testing room shall be excluded from receiving general announcements, class change tones, and group announcements. The testing room must receive emergency tones and announcements. The testing rooms may be reactivated to normal operation at any time by the administration staff as needed. As an option, testing rooms shall feature the ability to automatically reset to normal operation before start of class the next day.
16. Provide pre-alert tone to classroom for intercom calls and general announcements.
17. Two-way speaker options for classrooms and locker rooms indicated on maps with ceiling speakers rather than phones.
18. Ability to add Panic Buttons in offices with options for fire / intruder / tornado or other natural disaster.
19. Automatic gain control on intercom speech to assure constant talkback speech level.
20. Programmable via Ethernet connection and provide off-site programming and diagnostics of the system. It shall also be capable of determining basic circuit faults.
21. Wherever possible, all equipment bid shall be rack mountable and include the rack to house that equipment to keep equipment neat, organized and not take up limited space available at the sites. (At MHS, there is existing rack space available.)
22. Modular in design and capable of at least 20% growth allowing for budget flexibility and expandability.

A site survey/walkthrough with the district Technology Director is recommended in order to review existing intercom equipment and confirm location, number and type of speakers bid for coverage of all areas. It is the respondents' responsibility to obtain measurements and not rely solely on any drawings provided which are not to scale and may contain inaccuracies. Walk-throughs can be scheduled by calling 918-423-8893 and speaking with Whitney or Michelle.

Network Cabling / speaker wiring requirements:

1. Installation, testing and labeling of all cabling must be done in a professional manner and must be in accordance with the current TIA/EIA Telecommunications Building Wiring Standards. Documentation must be provided. Labeling scheme should be discussed and agreed upon with the District Technology Director.
2. All new network cable, unless otherwise specified, is to be plenum rated category 6; jacket is to be labeled as verified category 6. Color of cable shall be agreed upon with the District Technology Director to easily identify new cabling against existing cabling. All patch cables are to be factory manufactured category 6 and of an agreed upon color.
3. All wall jacks shall be marked and have the connection number listed on the outlet. All patch panels shall be clearly marked to correspond with the attached wall jack. Patch panel and wall jack labeling scheme must be coordinated with the District Technology Director.
4. Data and communications cabling / wiring shall not be exposed except for where they terminate to the MDF/IDF. All horizontal cables must be supported every 4-5 feet in accordance with TIA/EIA standards. All drops must include a service loop at each end.
5. Respondent may need to supply additional patch panels if there is not enough space available in existing racks. Each MDF/IDF must allow for 20% growth on the data connections.
6. Appropriate wire management devices to maintain the neatness of the wiring closets or cabinets must accompany all patch panel and switch additions.
7. Any cabinets included in this bid must be ventilated, wall mount of appropriate size, with swing out access to both the back and front of the rack. Cabinets should be large enough to allow for 20% growth. Cabinets shall be mounted on appropriate backer board to ensure secure, safe installation. All materials for mounting shall be included in bid.
8. Upon completion, the entire system must be certified to run from point to point. Paper and electronic copy of test results and drop locations are to be provided to the District before final payment is issued.
9. A three-year minimum warranty is to be provided on all network cabling materials and installation.

Network documentation and building maps will be provided upon request but not be posted online and may not be redistributed or used for any purpose other than response to this RFP.

Project Plan – Bidders are required to supply a complete description of the key activities required for the installation of the proposed system. Given the scope of the project, MPS would prefer a phased implementation approach. Phases should be separated by campus. A proposed timeline of installation for each phase should be included in all bids.

Project Management – Bidders will be required to provide a dedicated project manager throughout implementation who will act as a liaison between the Vendor, subcontractors and the District. The project manager will be expected to participate in weekly project status meetings with MPS staff to ensure the project stays on schedule and issues are resolved in a timely fashion. The project manager will also be expected to be the primary point of contact for MPS staff throughout the project implementation. Please provide resume including background, similar projects managed, and any relevant credentials.

Safety and cleanup – Selected bidder must follow all OSHA guidelines while on Districts property. The District will be held harmless of any injuries of vendor's employees or associates, damage of vendor's property or subcontractor's employees or property while on this project. Selected bidder is responsible for all clean up including that of all sub-contractors. Work area where students, public and District personnel are present will continuously be kept clear of debris and equipment. Vendor will be responsible to patch and repair any drywall, ceilings, flooring, furniture or cabinetry damaged or disfigured during installation.

Responsibility Matrix and Project Schedule – A master project schedule must be included, along with a work responsibility matrix, identifying the tasks the vendor will perform and the tasks that MPS is expected to perform to successfully implement the new system. MPS staff will distribute and connect end station equipment (i.e. telephone sets).

Installation - All manufactured equipment shall be installed as recommended by the manufacturers, or as indicated in their published installation manual. Vendor agrees to work cooperatively with the MPS Technology Department to insure a smooth implementation of all items listed in this document.

Service - Critical emergency service during implementation of this project shall be provided within twenty-four (24) hours following notification of suspected failure. Non-critical emergency service shall be provided within forty-eight (48) hours following notification of suspected failure. McAlester Public Schools shall constitute what is a "critical emergency."

Transparency – It is essential that the installation of the new system be as transparent as possible to the users. There should be no telephone system interruptions during business hours, no interim changes in dialing procedures, and no perceived degradation in the quality of service. There should be no disruption to the educational process of the school day. Successful bidder will work with District officials to schedule and plan work times so as not to disrupt class times and District activities.

Facility Requirements - Proposal must indicate all space, power, and environmental requirements for the proposed system(s) including but not limited to space, electricity, ventilation, switch ports, wall or floor load, etc.

System Reliability – The successful vendor shall document the reliability of the proposed system. Explain how the proposed system avoids any single point of failure within a single site, as well as, multiple sites. Explain how the proposed system reacts to various network outages. The proposed solution should include the necessary high-availability/redundancy such that the system can survive the failure of a single IP Phone "gateway". Please describe how this process works in the proposed solution. System should be configured with a system of

notifications and alerts to notify system administrators of problems that need to be addressed. A description of the diagnostic tools available for monitoring and managing the system's performance should be included along with training on use of the tools.

System Maintenance and Upgrades – Proposed system shall include a full backup and recovery process/system in place. Explanation of these procedures along with training should be included in bid. Bid shall include a cost budget for up to five (5) years for the maintenance and equipment upgrades to the system (software upgrades must be included in the proposal). The budget must clearly define all Vendor and manufacturer costs expected.

Warranty - The successful system vendor shall warrant all equipment supplied by them. Vendor shall provide a three (3) year minimum manufacturer's warranty on all new paging system and VoIP equipment from the date of installation unless otherwise specified and agreed upon in writing with MPS. All other components and labor in the system must be warranted for a period of one (1) year from the date of acceptance by MPS. Any defects in material and/or workmanship shall be corrected promptly with a minimum loss of operating time, and at no cost to MPS. Any additional warranty option (for no charge or for a fee) should be noted in the bid proposal.

Training - Successful bidder is required to provide system administration training and basic troubleshooting on the solution for a minimum of four (4) MPS staff members. Training should including monitoring and diagnosing of basic obstacles that may be encountered as well as system maintenance and upgrades. Please provide training course outline and time required for the training. In addition, please indicate whether completion of the training results in a manufacturer certification. Successful bidder is required to provide end-user training for MPS designated trainers. MPS trainers will then train remaining MPS personnel on usage of the proposed solution. Bidder will be responsible for providing adequate training materials for all MPS personnel as requested. Please provide training course outline, time required for training, and recommendations for class size.

Optional Features - Optional features will be considered and pricing should be included, but designated as an option. If any optional features require third party solutions, please include full product details and reference accounts that are using the product(s). In addition, provide details, benefits, requirements, and costs for training related to the specific optional feature. One option that would be considered would be to upgrade our ShoreTel server from our current version (14.2) to the most current version.

Completion

- Vendor shall provide full installation of all components, tested and verified connectivity to every speaker, completed initial programming based on input from the District, verified each zone is segregated properly, provided training for the programming, daily use troubleshooting and periodic maintenance requirements and turned over as built drawings of the project as well as all owner's manuals and warranty documents. Removal of all pre-existing, non-functional intercom systems, wiring and speakers will also be completed.
- The vendor shall provide all documentation to the district prior to final payment. MPS will withhold final payment until documentation is acceptable to MPS. Documentation includes but is not limited to complete drawings detailing all interconnections, panel wiring diagrams and specification sheets, final installed configurations and location of equipment in hard copy and electronically
- For final acceptance, all installed systems shall run error free, in MPS administration's opinion, for 30 consecutive days from the date the vendor declares the system ready from acceptance. MPS may withhold final payment until the installed system runs error free, in MPS administration's opinion, for 30 consecutive days from the date the vendors declares the system ready from acceptance.

Signature Page

**McAlester Public Schools'
Paging System Upgrade**

By virtue of submittal of a proposal, Supplier acknowledges:

- That all of the requirements of this RFP have been read and understood.
- That the Agreement has been read and understood.
- That compliance with the Specifications/Qualifications and Agreement and any applicable Supplemental Terms and Conditions will be assumed by McAlester if not otherwise noted in the submittal.
- That Supplier is not delinquent on the repayment of any Federal debt.
- That Supplier is presently not debarred, suspended, proposed for debarment, declared ineligible, nor voluntarily excluded from covered transactions by any Federal department or agency.
- The individual signing below has authority to enter into this on behalf of Supplier.

CORPORATE NAME: _____

AUTHORIZED SIGNATURE: _____

PRINT NAME: _____

TITLE: _____

DATE: _____

ADDRESS: _____

CITY, STATE, ZIP CODE: _____

PHONE #/TOLL FREE #/FAX #: _____ / _____ / _____

EMAIL ADDRESS: _____

The Internal Revenue Code requires recipients of payments which must be reported on Form 1099 to provide their taxpayer identification number (TIN).

Taxpayer Identification Number, Federal Identification Number, or Social Security Number

TIN/FIN/SSN: _____

[Help](#)

License Requirements

License Requirement List

[Register and Request System Key](#)

Name	Configured	Purchased
Keyed Licenses:		
ShoreTel System License (Enterprise Edition)	1	1
ShoreTel Additional Site License	9	10
ShoreTel Extension License	161	186
ShoreTel Mailbox License	263	345
ShoreTel SoftPhone License	32	52
ShoreTel Additional Language License	0	0
ShoreTel Remote Web Reporting License	0	0
ShoreTel Mobile Access License	0	0
ShoreTel SIP Phone License	2	20
ShoreTel SIP Trunk License	0	0
ShoreTel Standard Resolution Video License	36	52
ShoreTel High Resolution Video License	0	0
ShoreTel Operator Access License	6	7
ShoreTel Professional Access License	42	45
ShoreTel Workgroup Agent Access License	0	0
ShoreTel Workgroup Supervisor Access License	0	0
ShoreTel External Unified Messaging SIP Link	0	0
ShoreTel Audio Conference License	0	0
ShoreTel Web Conference License	0	0
ShoreTel Virtual Switch Phone License	0	0
ShoreTel Virtual Switch SIP Trunk License	0	0
Self-audited Licenses:		
ShoreTel Personal Access License	249	350
ShoreTel Remote Server Software	1	1
ShoreTel TAPI Application Server	0	0
ShoreTel Phone API License	0	0

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