

Maranacook Area Schools/RSU #38

Request for proposal for Telephone System
Cloud-Based VoIP System

Submitted by
Maranacook Area Schools/RSU #38

Date May 23, 2023

Inquiries and proposals should be directed to:

Diane MacGregor
Maranacook Area Schools/RSU #38 Director of Technology
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(207) 685-3128, ext. 1137
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Background Information

Maranacook Area Schools/RSU #38 is a public school system located in Central Maine. Approximately 1200 students attend one of four elementary schools, one middle, or one high school. The district has a central office and transportation office.

Network and additional information are available at: <https://tinyurl.com/4yck6ff7>

RFP and Scope

Maranacook Area Schools/RSU #38 seeks a solution that integrates its communications system with a Voice over Internet Protocol (VoIP) integrated voice and data system. The new system shall include Unified Messaging and integrate with the Maranacook Area Schools/RSU #38 E-mail System. All existing telephones will be replaced with devices that support basic telephony features. An employee will be able to log in anywhere on or off the company network (home phone, cell phone, or computer) and automatically receive calls without administrative intervention.

Maranacook Area Schools/RSU #38 requires the new telephone system to have the capability to service remote locations with the same features and functionality as the main office and/or schools. Each location will be able to access all the features and functionality available at the main sites. Reliability and performance must meet public safety answering point (PSAP) up-time.

The selected vendor will be expected to work directly with Maranacook Area Schools/RSU #38 to ensure compatibility/call quality/reliability.

Maranacook Area Schools/RSU #38 prefers the functional and cost benefits of a VoIP system that is cloud-based. The proposed solution must also satisfy the requirements set forth herein and be in the best interest of Maranacook Area Schools/RSU #38.

Each respondent's proposal shall articulate the benefits their system provides including, but not limited to: increased efficiencies that staff and residents will realize; reliability; redundant capacity, and flexibility of functionality.

The successful respondent for this contract will be the sole authority and responsible party for this installation. Maranacook Area Schools/RSU #38's goal is to establish a relationship with a single point of contact for all support and maintenance necessary for the lifespan of this project.

If the vendor utilizes any sub-contractors for any part of the system architecture, design, planning, installation, or support, the successful respondent will be held accountable and responsible for the performance of any/all sub-contractors as the sole responsible party for all activities.

It is the intent of this Request for Proposal (RFP) that the responder shall provide a complete, end-to-end, solution for the proposed installation. The vendor shall provide all design, planning, system architecture, installation, network analysis, training, and post-installation support for the project. The Maranacook Area Schools/RSU #38 staff will act in an oversight and advisory capacity only.

The vendor is also expected to provide a comprehensive training plan for all employees. It is expected that Maranacook Area Schools/RSU #38 staff will require technical training at various levels and that line staff will require training on the new systems and all functionalities pertinent to the scope and use of the employee. The number of training sessions and locations must be sufficient to accommodate training for the district's 8-hour-a-day work shifts. Maranacook Area Schools/RSU #38 staff will work with the vendor to develop a training plan that achieves these objectives.

The vendor is expected to plan and conduct the installation of the project with minimal impact on daily operations and staff. Staff will work closely with the vendor to create a working project plan that will achieve these goals.

Vendor Response to this RFP should cover the following general topics:

IP-based Voice capabilities and Intelligent Network Infrastructure

Reliability

Voice Quality

Experience and References

Voice Messaging

Conferencing/Video Conferencing

System Administration

Support/Service Capabilities

Scalability

System longevity

Simplicity of Installation

Training and Usage

Product lifespan

Product Warranty

Maintenance Contracts and Anticipated Costs during product lifespan

Service plan(s)

SECTION 2 -

RFP INSTRUCTIONS, RESPONSE, AND SUBMITTAL CHECKLIST:

The vendor shall submit a response in the following format:

1. Vendor shall create one (1) original response (labeled "original") with original signature, and one (1) digital PDF copy for a total of 2 responses, to the contact at the address listed on the RFP, on or before **June 8, 2023, 3:00 p.m. EST.**
2. The original submission shall be indexed with tabs as follows:

- Section 1: RFP Cover Sheet (1 page) & Summary Letter (1 page only)
- Section 2: Scope of services
- Section 3: Answers to Questions
- Section 4: Pricing Schedule
- Section 5: Additional Support Materials of Vendor

The District may reject any proposals received after the deadline. All proposals received will be retained by Maranacook Area Schools/RSU #38.

Maranacook Area Schools/RSU #38 reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarification; to accept or negotiate any modifications to any proposal following the deadline for receipt of all proposals, and to waive any irregularities, if such is deemed in the best interest of the District, as determined by the Superintendent and or School Board.

RFP Contact:

All questions regarding the scope of work shall be submitted to:
 Maranacook Area Schools/RSU #38
 Attn: Diane MacGregor
 Maranacook Area Schools/RSU #38 Director of Technology
 45 Millard Harrison Drive
 Readfield, ME 04355
 (207) 685-3128, ext. 1137
diane@maranacook.com

RFP Timeline *Desired*

Event	Date
RFP released	May 23, 2023
Last day to submit questions	May 30, 2023
Response to Questions Posted on https://tinyurl.com/bdfmjd8s	June 2, 2023
Proposals due	June 8, 2023
Evaluation and Selection of Finalists	June 9, 2023
Vendors Informed of District Selection	June 15, 2023
Target for Project Implementation	July 5, 2023
Target for Project Completion	August 14, 2023

RFP Evaluation

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to Maranacook Area Schools/RSU #38 with price and other factors considered. These include responses to the RFP questions; demonstrated technical ability and expertise; system performance; system reliability; PSAP performance and compatibility (911); respondent financial stability; reference calls and/or

recommendations; memberships, licenses, ISO Certifications, or any other applicable membership or certifications; presentations to the evaluation team (if applicable); on-site visits at vendor's site (if applicable), product samples which Maranacook Area Schools/RSU #38 may, at its discretion, request as part of the RFP process; any additional criteria deemed appropriate by Maranacook Area Schools/RSU #38 which would lend itself to establishing the Service Provider's viability to perform the work as outlined in this RFP.

Maranacook Area Schools/RSU #38 may require all vendors/business partners to provide financial statements for the past two years to determine each vendor's financial ability to provide long-term service for Maranacook Area Schools/RSU #38. Proposals will become public records and those documents that are confidential or trade secrets must be marked accordingly.

RFPs that include the option of 0% financing/lease, whether manufacturer or self-financed will receive priority consideration.

Ongoing service agreements included with the RFP must include specific performance response times and financial penalties for the vendor if Service Level Agreement commitments are not met.

Maranacook Area Schools/RSU #38 will require all vendors to provide cost estimates for required software upgrades and maintenance for the next five (5) years if these expenses are not included in an ongoing service agreement.

Evaluation Criteria

1. Qualifications of Firm and Business Partner
 - a. Strength and stability of the firm; strength, stability, experience, and technical competence of sub-consultants; logic of project organization; adequacy of labor commitment.
2. Qualifications of Personnel
 - a. Qualifications, education, and experience of project staff; key personnel's level of involvement in performing related work.
3. Related Experience
 - a. Experience in providing services similar to those requested herein; experience working with public schools with assessment by client references.
4. Completeness of Response
 - a. Completeness of response in accordance with RFP instructions; exceptions to or deviation from the RFP requirements; inclusion of required licenses and certifications.
5. Reasonableness of Cost and Price

- a. Reasonableness of the individual firm-fixed prices and/or hourly rates, and Competitiveness of quoted firm-fixed prices with other proposals received; adequacy of the data in support of figures quoted; the basis on which prices are quoted.
- 6. Service and support resources
- 7. Other
 - a. Any additional criteria deemed appropriate by Maranacook Area Schools/RSU #38 which would lend itself to establishing the Service Provider's viability to perform the work as outlined in this RFP.

False or Misleading Statements:

Vendors must take great care to ensure that sufficient information has been provided to allow Maranacook Area Schools/RSU #38 to evaluate the technical solution being offered, any options proposed, pricing of all offerings, and all supporting information, technical documentation, references and points of contact, corporate capabilities, etc.

Vendor understands that if, in the opinion of Maranacook Area Schools/RSU #38, a proposal contains false or misleading information of any kind, or does not contain sufficient detail to fully evaluate the technical solution or proposed price, Maranacook Area Schools/RSU #38 reserves the right, in its sole discretion, to reject the proposal.

Acceptance of Proposal Content:

Vendor understands that Maranacook Area Schools/RSU #38 reserves the right to award a contract without further discussions or clarification with Vendors. Thus, the contents of the RFP response and all pricing, terms, and statements contained therein will be binding upon Vendor. Upon acceptance of the proposal by Maranacook Area Schools/RSU #38, the successful proposal, including all terms, conditions, and pricing contained therein, will be incorporated into the awarded contract. Vendor understands that failure of the potentially successful offer or to accept this obligation may result in the selection of another offer or rejection of the submitted proposal.

The vendor must take care to respond to all requirements of this RFP to the maximum extent possible. The vendor must clearly identify any limitations and/or exceptions to the requirements inherent in the proposed system. The vendor further understands that alternative approaches will be given consideration if the proposed approach clearly offers increased benefits to Maranacook Area Schools/RSU #38 and satisfies all requirements set forth herein.

No Obligation to Buy:

Maranacook Area Schools/RSU #38 reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Maranacook Area Schools/RSU #38 to purchase.

Withdrawal of Proposals:

Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Cost of Preparing Proposals:

Maranacook Area Schools/RSU #38 is not liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations and or needs analysis, site assessments submitted in response to this RFP.

Damage Liability:

The successful vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) caused by vendor personnel or equipment during installation and is responsible for the removal of all project-related debris. The vendor shall be responsible to Maranacook Area Schools/RSU #38 or related third party for any property damage or bodily injury caused by it, any of its sub-contractors, employees, or agents in the performance of, or as a result of, the work performed. The vendor will furnish copies of and maintain in full force and effect general liability insurance to wit a certificate of liability insurance naming Maranacook Area Schools/RSU #38 as a payee in the amount of not less than \$1,000,000. Vendor shall defend, indemnify and hold harmless Maranacook Area Schools/RSU #38 from and against claims arising directly or indirectly from the contract and associated work performed. The vendors shall be solely responsible for all local taxes or Maranacook Area Schools/RSU #38 – RFP for VOIP Phone System PG 10 contributions imposed or required under the Social Security, Workers' Compensation, and income tax laws.

Insurance:

The vendor shall, at vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the vendor's personnel and Maranacook Area Schools/RSU #38 against damages for bodily injury, including death, that may arise from operations under this contract, whether such operations are by the vendor or by the vendor's subcontractor, or anyone directly or indirectly employed by the vendor.

Maranacook Area Schools/RSU #38 will require the vendor with which a contract is established, prior to commencement of work, to provide evidence of appropriate professional liability insurance, errors and omissions insurance, and workers' compensation insurance coverage as needed.

Such Coverage must be provided by an insurance company (ies) authorized to do business in the State of Maine. Certificates must name Maranacook Area Schools/RSU #38 as an Additional Insured and shall provide that contractor's policy is primary over any

insurance carried by Maranacook Area Schools/RSU #38 and that the policy will not be cancelled or materially changed without thirty (30) days prior notice in writing to Maranacook Area Schools/RSU #38. The successful vendor must agree, if awarded a contract as a result of its proposal, to indemnify and hold harmless Maranacook Area Schools/RSU #38, its officers, agents, and employees from any and all claims and losses accruing or resulting to persons engaged in the work contemplated by its proposal or to persons who may be injured or damaged by the firm or its agents in the performance of the work. Prior to the commencement of any work, these and other provisions will be established contractually.

Vendor Responsibility:

Unless otherwise stipulated, the vendor shall provide, and pay for, all materials, labor, tools, equipment, transportation, and other facilities necessary for the performance and completion of the work.

RFP Responses:

All materials submitted by the vendor in response to this RFP become the sole property of Maranacook Area Schools/RSU #38 upon receipt of the proposal. The material contained in these responses will be appended to the final contract, further defining the contractual responsibilities of the vendor. Maranacook Area Schools/RSU #38 shall not reimburse any vendor for the cost of responding to this RFP. Any documentation that is to be considered confidential must clearly be identified as confidential or it will become part of the public records of Maranacook Area Schools/RSU #38.

SECTION 3:

SCOPE OF SERVICES:

Summary of Requirements:

The new Telephone, Voicemail, and Unified Messaging system design shall provide a uniform communication system for all Maranacook Area Schools/RSU #38 facilities and shall be expandable at the convenience of Maranacook Area Schools/RSU #38. The new system must provide a single system in terms of dialing, feature access, and administration. Maranacook Area Schools/RSU #38 intends to have the new Telephone System administered from Maranacook Community High School. Maranacook Area Schools/RSU #38 believes that a Voice over Internet Protocol (VoIP) solution would be advantageous and wishes all respondents to make their proposals accordingly. Maranacook Area Schools/RSU #38 will consider a cloud-based phone system. The estimated total number of handsets, endpoints, and ports needed for each location can be found on this RFP: Telephone and Location List.

Network Assessment:

Maranacook Area Schools/RSU #38 understands and expects that the respondent will need to conduct a full network assessment to determine the viability of integrating and installing the new voice system onto the existing data network. The needs and expectations of a converged network do place different requirements on the network in terms of Quality of Service (QOS), packet prioritization, cable quality, termination specifications, etc. Although Maranacook Area Schools/RSU #38 believes that some of the networks are Voice-ready, we desire the Vendor to perform a full network assessment and determine what, if any, network updates or quality mitigation processes must be achieved in order to support the new Converged Data/Voice system. The respondent will provide all results of the assessment.

Cable:

The network assessment shall include the cost to test existing network cabling. The vendor will provide cable from the wall to the phone. As the installation is expected to be “in line” with the handset/endpoint existing between the wall jack and the computer, any additional cabling will be provided by the vendor. Maranacook Area Schools/RSU #38 will be responsible for wiring connections between the VoIP system and the wall jack. Respondent is responsible for the re-termination of services from the existing system to the new VoIP system. Any additional cabling/wiring needed by the Respondent to complete the installation should be included as part of the RFP response.

Required Services:

- *Unified Messaging* - Maranacook Area Schools/RSU #38 also wishes to implement Unified Messaging and integrate the VoIP system with the E-Mail system. Maranacook Area Schools/RSU #38 is currently using Google eMail. The vendor shall propose the best way to achieve this with full functionality and with minimal impact on services. The vendor shall also provide any costs necessary for licensing that may be required to achieve this.
- *Enterprise Mobility* - Maranacook Area Schools/RSU #38 wishes to enable our highly mobile workforce to communicate on the device of their choosing regardless of location (office, field, home, etc.). Maranacook Area Schools/RSU #38 – RFP for VOIP Phone System. The goal is constant connectivity and mobile unified communications no matter the location where staff may be. The solution shall effectively extend the features of the desk phone to the mobile device.
- *Call Accounting System* - A Call Accounting System (CAS) is required and must be part of the base proposal for this system. The CAS must include a Call Dialing Report (CDR) for inbound, outbound, and internal calls and usage reports for all types of inbound, outbound, and internal calls. Specifically, Maranacook Area Schools/RSU #38 is concerned about the metrics for call length, number of calls unanswered going to voicemail, and dropped calls. Please describe your solution to the Call Accounting System and attach sample reports. The vendor should also provide training for up to 4

employees in the administration, maintenance, programming, and daily operation of the Call Accounting System.

- *Automatic Call Distributor (ACD)* - Employees should be able to log in to their phone/workstation and have calls routed to them along with their user profile and functionality set in a design that Maranacook Area Schools/RSU #38 and the vendor agreed upon.
- *Failover/backup system* that will provide services (especially 911) in the event of a failure of the main system, to process calls as needed, either due to an emergency, power outage, or capacity issues. This “failover/backup system” may reside on-site or at an offsite data center.

Feature Set:

The list below is a partial list of features that have been requested. It is provided as a baseline and as a starting point for the expected operations of the system. Maranacook Area Schools/RSU #38 expects the successful vendor will have had experience with municipalities, corporations, and other businesses of Maranacook Area Schools/RSU #38’s size and scope and will be able to provide consulting advice, input, and insight regarding feature sets utilized by similar and like sized and compatible municipalities and or other organizations to provide suggestions that will enhance the usability and functionality of the system. Please identify which features are standard and which are added costs.

Voice Solution
<i>Company Information</i>
Provide the primary point of contact and contact information for the Proposer.
Provide white papers highlighting company success.
Describe any partnerships with third-party vendors in the overall solution.
Provide a brief overview of the general direction of your development focus over the next year and how you feel that will impact our capabilities.
Provide three references.
Provide sample contract verbiage and SLA's.
Are the SLAs conditional? Please describe.
Provide the financial health of the company.
Provide a history of the platform and future vision.
Provide a history of mergers and acquisitions.
<i>Technical Information, including Security and Business Continuity</i>
Describe your business continuity plan. Specifically, describe the infrastructure and methods used to ensure redundancy.
If hosted solution, is your facility SOC 2 compliant?
If hosted, how often are security audits performed and what are the requirements of those audits?
Describe any single points of failure in the proposed solution.
Describe your policies for ensuring data privacy and security.

Describe the frequency and processes for ongoing maintenance and system testing procedures.
Describe data backup and recovery policies.
Is your product ADA-compliant? List any browser incompatibilities.
Describe your Disaster Recovery procedures.
Describe the ability to control data retention.
List outages, length of time, and reasons within the past 12 months
Is there a requirement for equipment to be onsite?
Where are your data centers located?
Are hunt groups unlimited?
User Functional Requirements
The assigned phone number must follow the end user on any device to any location. Describe a solution and be prepared to demonstrate..
The capability to know the ‘presence’ of who is on the phone is desired. Describe a solution and be prepared to demonstrate.
Solution must provide applications for all mobile devices including Windows, Macintosh, Android and iOS devices.
We have a need to provide a voicemail solution to individual phones as well as departmental phones. Describe a solution and be prepared to demonstrate.
We have a need to provide voicemail to email transcription. Describe a solution and be prepared to demonstrate.
We have a need to allow the end user to control the on/off and retention of voicemail. Describe a solution and be prepared to demonstrate.
We have a need to allow individuals to block calls. Describe and be prepared to demonstrate.
We have a need to allow individuals to upload profile pictures as well as a one-time bulk upload. Describe the process.
We have a need for the solution to integrate with a desk phone. Describe hardware that works with your solution.
We desire to provide Time of day call routing per user. Describe your solution.
We have a need to provide a recording of phone calls. Describe the process and where the audio files are stored. Be prepared to demonstrate solutions.
Platform should support call flipping from mobile/desktop/desk phone. Explain how this is accomplished when flipping from each device and be prepared to demonstrate solutions.
Does your UCaaS solution natively support QoS/MoS scores for calls?
We have the need to limit certain public phones to local calling, internal calling, 911 only, etc. Describe how your solution would manage this.
We must hide certain phone numbers from internal/external displays and only display main or office lines. Describe and be prepared to demonstrate your solution.
We must have the capability to transfer calls from a soft client as well as a physical device. The capability to announce transfers as well as hard transfers is needed. Describe and be prepared to demonstrate solutions.
Does your solution block calls from coming in during presentations or other events?
Does your solution provide for one phone number to be able to ring multiple lines?
Caller id must be available for both internal and external customers. Be prepared to demonstrate solutions.

Does solution provide click-to-dial functionality
Does solution provide specific park/pickup groups? Be prepared to demonstrate solutions.
Administrative Console
Describe how a local administrator manages adds/changes/deletes. Be prepared to demonstrate solutions.
Integrations
Describe how your solution would integrate with Microsoft Teams. Be prepared to demonstrate solutions.
Describe how your solution would integrate with MS Office 365. Be prepared to demonstrate solutions.
If the solution requires a third-party direct routing partner, please list providers recommended to integrate with the vendor solution.
Describe any APIs that are available.
Please describe any integrations that have different functionality on Windows vs macOS including but not limited to (Outlook, IM, voice calling, external device support, and Presence).
Solution must provide Active Directory integration using SSO. Please describe options.
Integration to existing PA (Public Address) System.
911/e911 Requirements
Describe how solution addresses the federal requirements, Kari's Law, Ray Baum, for 911.
Describe how solution addresses the 'nomadic' or 'roaming' devices for e911 regulations.
How does your solution handle the situation where an end user moves their phone from one location to another without notifying central services?
Describe what automation options are included for keeping both static and nomadic information up to date.
Operator Console Requirements
We must provide an operator console solution for basic switchboard functionality. The operator must be able to do a company lookup and transfer the calls, both cold transfer and announced transfer. Describe your solution and be prepared to demonstrate it.
Importing a directory file into the operator console is desired. Explain your options and be prepared to demonstrate.
We desire to integrate with other systems for real-time directory data. Describe your capabilities.
We must have the capability to have a holding queue for switchboard calls. Describe your solution.
The solution must have time-of-day routing for messaging during closed or emergency situations.
Describe how messages are recorded during closed or emergency situations.
We desire to have 'hot key' functionality for highly used numbers/departments for increased efficiencies. Describe capabilities and be prepared to demonstrate.
Describe how the solution will allow searching by first name, last name for individuals and by name for departments.
List any dependencies for a single point of record. EX: Is this information pulled from AD or can it be imported from external sources?

We desire to hide some numbers and names from the operator view. Describe the process and be prepared to demonstrate.
<i>Calling Plans</i>
Describe local calling plans available.
Describe Long Distance calling plans available.
Describe International calling plans available.
Describe 800 Toll-Free access calling plans available.
Can we house unused DID with your solution, if so what is the cost per DID?
<i>Handset and Headset Options</i>
List compatible models supported by your solution.
List any limitations across multiple operating systems for your proposed solutions.
<i>Faxing Solution</i>
We have a need to provide electronic, secure faxing. HIPAA and other controls are also of need. Describe and be prepared to demonstrate the solution.
Describe how eFax is sent out.
How do users get notified of success/failure?
<i>SMS Solution</i>
We have a need to communicate with our constituents via SMS communications. The need to send group SMS, in a class setting, for instance, is desired. Describe and be prepared to demonstrate the solution.
<i>Implementation, Training, and Support</i>
Describe any tools or services provided to maximize service adoption and registrations.
Describe the proposed solution training program.
Provide a sample implementation process, including school resource needs.
Proposers must provide 24/7/365 phone support. Describe the support levels.
Provide published service-level agreements.
Provide information on professional services for install and post-install.

RFI - Voice, Call Center, and Video Conferencing Solutions
<i>Company Information (if different from Voice Solution)</i>
Provide the primary point of contact and contact information for the Proposer.
Provide white papers highlighting company success.
Describe any partnerships with third-party vendors in the overall solution.
Provide a brief overview of the general direction of your development focus over the next year and how you feel that will impact our capabilities.
Provide three references.
Provide sample contract verbiage and SLA's.
Are the SLA's conditional? Describe.
Provide financial health of the company.
Provide history of mergers and acquisitions.
<i>Technical Information, including Security and Business Continuity</i>
Describe your business continuity plan. Specifically, describe the infrastructure and methods used to ensure redundancy.

If hosted solution, is your facility SOC 2 compliant?
If hosted, how often are security audits performed and what are the requirements of those audits?
Describe any single points of failure in the proposed solution.
Describe your policies for ensuring data privacy and security.
Describe the frequency and processes for ongoing maintenance and system testing procedures.
Describe data backup and recovery policies.
Is your product ADA-compliant? List any browser incompatibilities.
Describe your Disaster Recovery procedures.
Describe the ability to control data retention.
Does the proposed solution provide end-to-end encryption?
List outages, length of time, and reasons within the past 12 months.
Describe past security issues/concerns with your platform.
Is there a requirement for equipment to be onsite?
Where are your data centers located?
Describe options for integration using SSO.
User Functional Requirements
Does solution allow for desktop sharing capabilities? Describe solution and be prepared to demonstrate.
Does solution provide the same functionality and features for all operating systems and browsers? List any limitations.
Does solution have a minimum of 300 participants for audio and video participation? Describe limitations of the proposed solution.
Does solution support remote desktop control? Describe solution and be prepared to demonstrate.
Does solution support Whiteboarding? Describe solution and be prepared to demonstrate.
Does solution support Annotation? Describe solution and be prepared to demonstrate.
Does the solution allow for delegate or proxy access for scheduling? Describe solutions and be prepared to demonstrate.
Desired solution will not have a requirement for a non GVSU participant to install application. Describe solution and be prepared to demonstrate.
Desired solution must support personal rooms. Describe solution and be prepared to demonstrate.
Does solution support Mute all on entry? Describe solution and be prepared to demonstrate.
Describe conference room hardware that your solution would integrate with.
Does solution allow for Meetings to be scheduled from Gmail. Describe solution and be prepared to demonstrate.
Does solution have recording capabilities? Describe file storage and formats.
Desired solution would allow for the Call Me feature. Describe solution and be prepared to demonstrate.
Solution must work with the following web browsers: Edge, Chrome, Safari, Firefox.
Does the proposed solution have browser-based limitations?
Does the proposed solution provide call-in numbers? Is this an additional cost?

Are participants required to download/install anything to join a meeting?
If the platform is WebRTC, are there features missing compared to the installed version of the application?
Webinar Requirements
Does the solution provide webinar capabilities? Describe webinar features.
Describe webinar integration options.
Describe webinar pricing models.
Implementation, Training and Support
Describe any tools or services provided to maximize service adoption and registrations.
Describe proposed solution training program.
Provide sample implementation processes, including GVSU resource needs.
Proposer must provide 24/7/365 phone support. Describe the support levels.
Provide published service-level agreements.
Provide information on professional services for install and post-install.
Other
Provide a brief description of other products or services not specifically detailed in this document that you feel are relevant.

Single Point of Responsibility:

Maranacook Area Schools/RSU #38 expects to have a single point of contact, i.e. a single point of authority and a single contracting entity for this project. Maranacook Area Schools/RSU #38 will not enter into any agreement that does not provide a single point of accountability for the installation and performance of the system. Any delineation between a business partner and manufacturer's responsibilities with respect to these requirements should be enumerated and clearly distinguished.

Technical Requirements:

The vendor must provide a complete system design depicting the integration of the voice network into the data network. Further, the vendor must provide a methodology for assuring voice quality and accessibility throughout the system.

System Administration:

Maranacook Area Schools/RSU #38 IT staff will administer the system. Installation of the new system will include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent to supply all additional equipment and software needed for the system programming and operation.

System Design Requirements:

Maranacook Area Schools/RSU #38 will use a 4-digit internal dialing plan. Four (4) digit dialing and the ability to identify the names of the users is desired.

Security:

The system shall have security set features inherent to protect the system and network from intrusion and unauthorized access as well as allow the administrator to remotely administer security levels of users. It shall fully integrate with Maranacook Area Schools/RSU #38 network and shall allow the administrator to control the class of service and class of restriction. The winning bidder will also supply ALL system-level passwords to Maranacook Area Schools/RSU #38.

Vendor Requirements:

Respondents will provide documentation showing call handling and device addressing schemes, an initial inventory of equipment for each completed location including model and serial numbers of phones, switches, and routers, as well as any other relevant equipment. Such documentation may either be in hard copy form or electronic submission.

Project Management:

Vendor/business partner is expected to provide a project manager for this installation that will interface and become the main contact with the vendor for the duration of the project. This project manager will be assigned to Maranacook Area Schools/RSU #38 throughout the life of the project. Maranacook Area Schools/RSU #38 reserves the right to request a change in project management based on performance. The vendor shall provide a project timeline consistent with accepted PMP principles that identify milestones and benchmarks for installation.

Maintenance and Support:

The vendor shall provide Maranacook Area Schools/RSU #38 with a complete listing of available service and support plans. These shall include the range of offered services including all levels of support plus the escalation plan. As follows:

- An itemized list of services for each site.
- Ongoing Maintenance cost.
- Forecast any increase for 2-3 years for hardware, software maintenance, and licensing needs.
- Respondent to provide detail of local support, hours or limits of coverage for service and repairs.
- Respondents to provide their maintenance plan options with one hour or less response times including non-business hours, holidays, and weekends.
- Provide software upgrade plans inclusive in Maintenance.

Transition Plan:

Maranacook Area Schools/RSU #38 expects the installation of the new system to have little or no impact on ongoing operations. The vendor is expected to have experience in this area and to provide Maranacook Area Schools/RSU #38 with a plan to accomplish this as follows:

- Respondent to create a design to move the units of the old system to the new system with minimized disruption to staff and to create a preplanned schedule for notification purposes.
- Respondent to provide how the parallel process will migrate from old to new.
- All documentation, installation, reports, and materials must be provided to Maranacook Area Schools/RSU #38 prior to the commencement of installation. Any Moves, Adds, and Changes (MAC) must be submitted and approved by the district in writing.
- Maranacook Area Schools/RSU #38 currently works with CTI for their phone needs and Systems Engineering/MSLN for internet needs. The respondent will be expected to interface as needed with all three companies.

Telephone and Location List/ Telephone Locations and Count:
Maranacook Area Schools/RSU #38 Central Office: 45 Millard Harrison Drive Readfield, ME 1 fax, 8 basic phones., 3 phones with additional features.
Maranacook Area Schools/RSU #38 Transportation Office: 73 North Road, Readfield, ME 1 fax, 4 basic phones
Maranacook Community High School: 2250 Millard Harrison Drive, Readfield, ME 2 fax, 61 basic phones, 2 phones with additional features.
Maranacook Community Middle School: 2100 Millard Harrison Drive, Readfield, ME 2 fax, 52 basic phones, 1 phone with additional features.
Manchester Elementary School: 17 School Street, Manchester, ME 1 fax, 29 basic phones, 1 phone with additional features.
Mt. Vernon Elementary School: 1507 North Road, Mt. Vernon, ME 1 fax, 18 basic phones, 1 phone with additional features.
Readfield Elementary School: 84 South Road, Readfield, ME 1 fax, 35 basic phones, 1 phone ext. with additional features.
Wayne Elementary School: 48 Pond Road, Wayne, ME 1 fax, 16 basic phones, 1 phone with additional features.

Total: 223 basic phones, 7 phones with additional features
We have approximately 178 staff who will need to be able to log in anywhere on or off the company network (home phone, cell phone, or computer) and automatically receive calls without administrative intervention.

SECTION 4- PRICING SCHEDULE:

Provide a pricing matrix similar to the one found below for all equipment and services, including switches, routers, firewalls, telephones, telephone cabling, labor, etc. All prices on equipment must be itemized as shown. The pricing must also reflect the cost of shipping and handling or any other costs of implementation, installation, or service. Additionally, Maranacook Area Schools/RSU #38 reserves the right to purchase all or some of the proposed solutions. Maranacook Area Schools/RSU #38 wishes to ascertain any/all maintenance costs and the length of the warranty on the system. The maintenance cost should include the all-inclusive hourly charge rates (during specified hours), any travel expenses to be reimbursed, and the percentage of markup on any materials.

Equipment (Hardware & Software)

Item Description, Quantity, Unit Price, Total (Must Include S&H or other Charges)

1

2

3 (Vendor add additional lines as needed)

Labor

Item Description, # of Hours, Hourly Rate, Total (Must Include S&H or Other Charges)

1

2

3 (Vendor add additional lines as needed)

Training - also indicate training that will be at no additional charge

Item Description, # of Classes, Cost per class, Total (Must Include S&H or Other Charges)

1

2

3 (Vendor add additional lines as needed)

Maintenance:

Provide Annual Maintenance costs. If discounts are available for multi-year support agreements, please provide this information regarding the length of the term and the net discount percentage.

Item Description, Discount, Length of Term, Total (Must Include Tax, S&H or Other Charges)

1. Full maintenance: supporting hardware and software 7 am-6 pm Mon-Fri with 4 hours onsite response time.
2. Full maintenance: supporting hardware and software seven (7) days a week, 24 hours a day, with four (4) hours on-site response time. Maranacook Area Schools/RSU #38 – RFP for VOIP Phone System
3. What is your plan for emergency response in case of critical failure? Do you have an emergency response plan with one (1) hour or less response? If so please explain and include pricing. If not, so indicate.
4. If Maranacook Area Schools/RSU #38 chooses time and materials coverage, what is the rate for standard business hours and after-hours? State your definition of business hours.

Other Costs

Respondent must list any and all charges, expenses, and/or costs to be incurred by Maranacook Area Schools/RSU #38 that are not included in this section. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

SECTION 5

QUESTIONS TO VENDORS:

Please include in your application your responses to the questions asked below:

1. Introduction

- a. Describe the full network assessment you will provide.

2. Required Services

- a. Describe your solution to the Call Accounting System.
- b. Describe your solution to comply with Maranacook Area Schools/RSU #38 proposed Unified Messaging and migration to VoIP and Gmail.

3. Training

- a. Indicate your comprehensive training solution to train Maranacook Area Schools/RSU #38 employees. Indicate if this is a “train the trainer” implementation.
- b. Provide a summary of in-house training for end users and administrators.
- c. Indicate the number of manuals and operation handbooks to be provided to each employee on-site at each location, at no additional cost to Maranacook Area Schools/RSU #38.

d. Indicate the method that Maranacook Area Schools/RSU #38 will be used to obtain additional manuals and /or handbooks.

4. Feature Set

a. A list of features was provided in Section 3, Scope of Service that outlined the “Feature Set.” Please indicate your inability to furnish a feature by listing it out. In addition, as this is not a complete list, please indicate any additional features that you feel are important for Maranacook Area Schools/RSU #38 to note.

5. Single Point of Responsibility / Accountability

a. Maranacook Area Schools/RSU #38 requires a single point of contact, i.e. a single point of authority and a single contracting entity for this project. This is of a critical nature for this RFP; a contract will NOT be awarded to a vendor who does not have this single point of accountability. Indicate your understanding and compliance with this requirement.

6. Technical Requirements

a. Provide a complete system design and methodology for assuring system-wide voice quality and accessibility.

b. Recommend and illustrate equipment to be installed by Maranacook Area Schools/RSU #38

c. Maranacook Area Schools/RSU #38 will migrate the existing number schema/extensions. The vendor will complete this migration.

d. Provide documentation showing call handling and device addressing schemas, initial equipment inventory for each location including model/serial numbers, switches, routers, and other relevant equipment.

e. The vendor will provide below a complete listing of maintenance and support services indicated and the range of services offered.

f. The vendor will provide below a complete listing of maintenance and support services indicated and the range of services offered.

7. General Questions

a. How many years has your company been in business? How long have you been providing telephone systems? What is your company’s primary line of business? What percentage of your business is telephony?

b. Provide a brief overview of your company (furnish your business philosophy, mission statement, management structure, organization chart, etc.).

c. How many employees do you have? What is the total years of experience your employees have in this profession; what is the average?

d. State the type of ownership of your company. Provide the State and date of your incorporation if applicable. List headquarters and regional/full-service/office locations, and website address.

- e. Please provide the status of any current or pending litigation against your company that might affect your ability to deliver the services that you offer.
- f. Include names of three (3) current customers (title and phone numbers) that have had installations similar to that described in this RFP.
- g. What type of insurance coverage do you carry? Describe the amount of coverage.
- h. Describe any other value-added services your company is capable of providing.

8. Summary

- a. Explain in one page or less how your solution will differentiate you from other vendors and why we should choose you as our successful vendor. List the unique features that give your company a competitive edge in the telephony industry.