



**IRVINGTON UNION FREE SCHOOL DISTRICT  
40 North Broadway  
Irvington NY 10533**

**REQUEST FOR PROPOSAL - NEW PHONE SYSTEM**

**BID OPENING: November 12, 2:00 PM  
at District Office, 6 Dows Lane, Irvington NY 10533**

**OVERVIEW**

The purpose of this Request for Proposal (RFP) is to evaluate voice-over IP (VOIP) PBX phone systems that will service the communication needs for the Irvington Union Free School District. It is our intent to replace our existing, outdated system in entirety. The successful proposal will describe the system in detail, including how it will integrate with District technology, the number of PBX units and Ethernet runs and list features of the system.

**DISTRICT OVERVIEW**

The Irvington UFSD is located in Westchester County, NY and consists of 6 buildings, totaling approximately 378,000 square feet. Architectural information on each occupied building owned by the district is as follows:

<u>Building</u>	<u>Yr. Constructed</u>	<u>Sq.Ft.</u>
Dows Lane Elem. School	1955/1965/1995/2001	87,168
Arts & Athletics Building	2003	53,180
High School & LGA Building	1965	95,412
Main Street Gym	1954	13,043
Main Street School	1913	47,042
Middle School/CMS Building	2003	82,700

Current office phone extensions: ~70  
Current extensions for classrooms/instructional spaces: ~210

Network info: Irvington UFSD utilizes Cisco switching hardware for their network and routing needs. This includes Catalyst 2960x's (POE) in their MDF locations and the district's core switch, Catalyst 4900M. Irvington contracts with Light Path who provides the district's internet and voice data, including PRI's.

Throughout the process, the appointed firm will be working closely with Mr. Jay Strumwasser, Director of Technology, Gary Knowles, Director of Facilities and Edutek, the District's IT consultants.

## **SCOPE OF PROJECT**

The District will review the bidder's phone system design and features that best meet the District's current needs and will accommodate the opportunity for future growth, recognizing that no one system will be designed the same. The system should

- utilize standard SIP protocols
- support a minimum of 500 extensions
- support a minimum of 50 external calls at once through a minimum of 2 circuits
- include 80 Office desktop phone handsets and 230 Classroom wall mounted phone handsets

The proposal should consider three options:

1. Using existing wall phone jacks
2. Using Ethernet connection to our current network
3. Hybrid option of wall jacks for classrooms and Ethernet connections for offices

The District requires the following features to be included in the successful proposal. The proposal may list other features (not listed below) that are available and indicate if included or extra cost.

- Phone handsets
  - a. Include mount price
  - b. Office phones to handle multiple lines
  - c. Volume control, speaker phone
  - d. Caller ID display
- Cloud-based control to change extensions, troubleshoot, button configuration
- Auto-Attendants (per building directories)
- Backup System (Redundancy)
  - a. Failover with a secondary internet connection
- Voicemail
  - a. To password protected voice mailbox
  - b. To email (unified messaging)
  - c. Remote access of voice mailbox
  - d. Allow recording of greetings/messages – main and recess periods
  - e. Allow forwarding of voicemails received
- Intercom
- Virtual Fax
- Conference System
  - a. Phone user to establish a telephone conference among 3 or more parties
  - b. Video conference integration
- Softphone computer or mobile phone connections
- Music on Hold
- Ring Groups
- Ability to interface with PA System
- Ability to restrict outgoing/incoming calls (eg. in classrooms)
- Call routing of inbound, outbound and internal calls
- Call transfer
- Call forwarding
- Call pickup
- 911 and E911 compliance
  - a. All phones have ability to call 911

- b. 911 dispatcher has ability to identify location where call originated
- c. System to notify designated staff by phone and email of originating 911 calls
- Installation of phone system including any additional necessary wiring

The District is requesting an installation over its Winter Break, currently scheduled for December 23 – January 3. Phones must be operational for testing by January 2, with final troubleshooting performed January 3. The District will have custodial staff present with the exception of December 24, 25, 31 and January 1. The number of installation days on site will be a consideration in the proposal. Any pre-wiring or installation needs may be arranged during after school hours preceding the Winter Break.

The bidder must define the maintenance services and technical support included with the proposal and the period of time for which these services are included. For the period not covered, include the hourly cost of such services. For both periods, include the response time for both emergency and non-emergency services.

### **RFP REQUIREMENTS**

The District seeks a firm that is qualified and possesses the capacity to complete the work within the allotted time frame. Firms submitting proposals shall provide information about their firm and their experience with phone system installations. References for recent installations and previous installations (over 3 years ago) are requested.

Any questions regarding this RFP must be submitted in writing and directed to Carol Stein, Assistant Superintendent for Business, via email at [carol.stein@irvingtonschools.org](mailto:carol.stein@irvingtonschools.org) or by fax at 914.591-4359. Issues that arise that will change the RFP will be communicated to all respondents in writing. Therefore, if your intent is to submit a proposal, you may email [carol.stein@irvingtonschools.org](mailto:carol.stein@irvingtonschools.org) with your intent so you may receive any clarifying information. Proposals cannot be changed after submission unless the District's modifications to the RFP make the proposal obsolete.

The firm should include all necessary employee associates in their proposed work plans. No subcontracting shall be allowed unless specifically stated in the proposal and previously approved by the School District. The staff of the appointed firm must be qualified and experienced. Any licensing information, past experience, brief resumes, and references for key staff working on the project shall be submitted with the proposal.

The proposal must also include a fee structure. The bidder may submit a fee based on state contract, purchasing cooperative (OMNIA, Ed Data, Sourcewell) or individual bid and clearly reference the source of the bid. Pricing must reference a full cash price and an annual lease price as the District will evaluate its options for payment. Fees should be clearly detailed and shall include any other additional expenses. The cost of installing the phone system including all PBX installation, SIP trunks, voicemail, phones, jacks, wiring and other necessary items including any travel necessary to our sites shall be included in the quoted cost structure. The inclusive cost should include the number of phones listed in the Scope of Work section and also a per handset unit cost for future needs (both classroom and office phone types). All costs associated with preparing a proposal in response to this RFP, as well as responding to the District's request for an interview if your firm is short listed, are the sole responsibility of the submitting firm. The District is not responsible for any such costs.

A non-collusive statement must be signed (copy attached) and returned with the RFP proposal. Failure to include the signed statement will automatically require the rejection of the bid.

### **Evaluation Criteria**

- Cost
- System Design
- Functionality to meet needs
- System growth and expansion
- Ease of use
- Product quality, reliability and warranty
- Call quality and performance
- Industry reputation
- Service and support resources
- Ability to fulfill project timeline

### **Proposal Contents and Requirements sequence for submissions:**

Proposals shall include all of the items below in the sequence listed.

#### Cover Sheet

1. Legal name of the Design Professional (Firm)
2. Location of the office with primary responsibility
3. Person who will be the primary contact for the work
4. Name, Address, Telephone #, Fax #, and email address of the primary contact

#### Relevant Qualification and Experience of the Firm

1. Describe relevant experience with school districts in NY since 2015 and other relevant firms
2. Provide a brief resume for each key team member that outlines their relevant experience and summarizes their responsibilities for this project.
3. Describe size, range of experience, and commitment of staff who would be working on this project

#### Project Approach and Scope of Work Deliverables

1. Describe in detail the approach to the scope of work described through this RFP
2. Specify the deliverables that will be provided to the District as the product of the work for this project

#### References

1. Provide the name, address, and phone number for five references in New York State that your firm has provided services to for completion of phone system installations. One such reference must be for an installation completed over 3 years ago.
2. References for any school district installations are preferred.

#### Fee Proposal

1. Cost of proposal as described above
2. Source of pricing. I.E. State contract, purchasing cooperative, individual bid
3. Cost of any additional optional materials not included including phone handsets

Other Items

1. Proof of comprehensive liability and workers compensation insurance.
2. Completed and signed Non-collusive Statement

All proposals must be received by 2PM on November 12, 2019. The District takes no responsibility for, nor will consider, any proposals received after that time due to delays in the U.S. Postal Service or other mail delivery services. Proposals submitted for consideration should include 4 copies, and the mailing envelope should clearly state "NEW PHONE SYSTEM PROPOSAL".

The submitting firm will be responsible for answering any questions and explaining details of the submitted proposal prior to November 25 if so requested by the District. You may be asked to attend a proposal review meeting at your cost at the District office. It is anticipated that the Board of Education will award this contract at their December 3, 2019 meeting.

The Board of Education reserves the right to accept and reject any or all parts of the proposals. Selections will be based on firm and staff qualifications, knowledge of school construction, reference checks, and the cost and fee structure.

Firms will be officially notified of contract award via letter.

# Irvington Union Free School District

## Request for Proposal – New Phone System

### NON-COLLUSIVE BIDDING CERTIFICATION

(As required by Section 103d of the General Municipal Law as the act and deed of such corporation, and for any inaccuracies or misstatements in such certificate, this corporation bidder shall be liable under the penalties of perjury).

As of September 1, 1966, this Section will read as follows-

**103-d** Statement of non-collusion in bids and proposals to political subdivision of the state. Every bid or proposal hereafter made to a political subdivision of the state or any public department, agency, or official thereof where competitive bidding is required by statute, rule, regulation or local law, for work or services performed or to be performed or goods sold or to be sold, shall contain the following statement subscribed by the bidders and affirmed by such bidder as true under the penalties of perjury,

- a. By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of any joint bid each party thereto certified as to its own organization, under penalty of perjury, that to the best of knowledge and belief:
  - (1) The prices in this bid have been arrived at independently without collusion, consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices with another bidder or with any competitor,
  - (2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
  - (3) No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.
- b. Any bid shall not be considered for award nor shall any award be made where (a) (1) (2) and (3) above have not been complied with; provided however, that if in any case the bidder shall so state and furnish with the bid a signed statement which sets forth in detail the reason therefore. Where (a) (1) (2) and (3) above have not been complied with, the bid shall not be considered for award nor shall any award be made unless the head of the purchasing unit of the political subdivision, public department, agency or official thereof to which the bid is made, or his designee, determines that such disclosure was not made for the purpose of restricting competition.

The fact that the bidder (a) has published price lists, rates, or tariffs covering items being procured, (b) has informed prospective customers of proposed or pending publication of new or revised price lists for such items, or (c) has sold the same items to other customers at the same prices being bid, does not constitute, without more, a disclosure within the meaning of subparagraph one (a).

Any bid hereafter made to any political subdivision of the state or any public department, agency or official thereof by a corporate bidder for work or services performed or to be performed or goods sold or to be sold, where competitive bidding is required by statute, rule, regulation or local law, and where such bid contains the certification referred to in subdivision one of the section, shall be deemed to include the signing and submission of the bid and the inclusion as the act and deed of the corporation.

Signed \_\_\_\_\_ Title \_\_\_\_\_