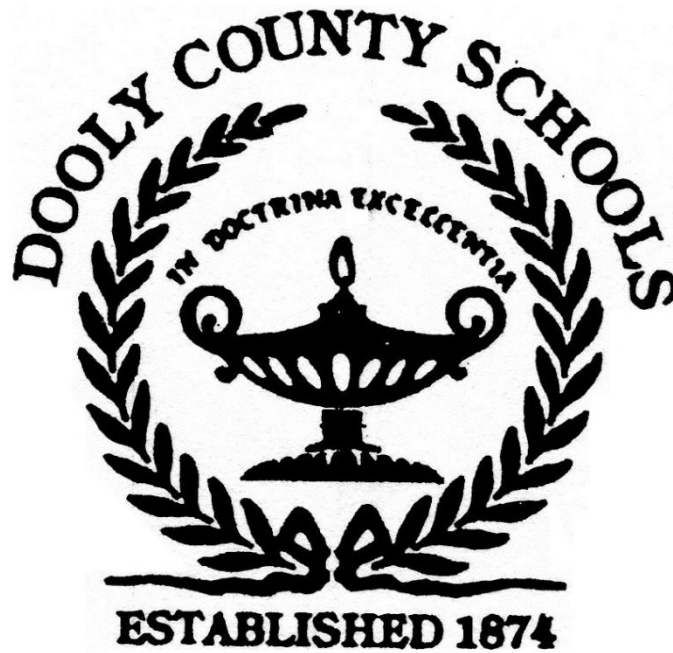


Request for Proposals
Voice Over IP (VOIP)



Dooly County School System
Vienna, Georgia

I. Purpose of Request

The Dooly County School System (hereinafter referred to as the "Customer" or "DCSS") through this Request for Proposal ("RFP"), invites written proposals from qualified vendors (the "vendor") to provide Voice Over IP (VOIP) Services. Proposals should be submitted as instructed in Section II. The terms of the contract shall be 1 year contingent upon appropriation of funds by the Dooly County School System Board of Education.

II. Instructions to Prospective Vendors

- A. Each vendor will submit an original proposal delivered in a sealed envelope as follows:

U.S. Mail:

Dooly County School System
"Voice Over IP (VOIP) Services"
Roger LaGrone
202 Cotton Street
Vienna, GA 31092

-- OR --

Overnight Delivery (FedEx, UPS, etc.):

Dooly County School System
"Voice Over IP (VOIP) Services"
Roger LaGrone
202 Cotton Street
Vienna, GA 31092

- B. All proposals must be delivered by 4:00 p.m. prevailing time, on July 28, 2015. Requests for extension of time to submit will not be granted. Late proposals will be rejected. Requests to modify or withdraw a proposal after its submission will not be considered. E-mail, oral or telephone proposals will not be accepted.

- C. It is the sole responsibility of the firm to insure that the proposal arrives on time. The name, address and telephone number of the person to contact must be clearly identified. All preparation costs are the responsibility of the vendor and shall be no liability to the customer.

- D. Any questions about the RFP should be directed in writing to:
 - Roger LaGrone
 - Technology Specialist
 - 202 Cotton Street
 - Vienna, GA 31092
 - rlagrone@dooly.k12.ga.us

- E. Delivery of proposals will be considered authorization by the vendor to make a contract, if awarded.

- F. The customer has set the following tentative schedule for the selection process:

Request for proposal issued	July 15, 2015
Deadline for questions regarding RFP	July 27, 2015
Deadline for Proposal Submission	July 29, 2015
Approval of Proposal	Tentative approval by Board of Education on Aug 20, 2015

- G. No proposal may be withdrawn for a period of ninety (90) days after the proposal submission deadline.

III. Selection Process and Criteria

The Customer will evaluate all proposals during which time they may ask questions of a clarifying nature from the vendors and/or contact any references provided. The customer will then prepare a written recommendation to the Board of Education.

The customer reserves the right to reject any and all proposals, to waive any informality in a proposal and/or to accept that **proposal which is in the best interest of the customer**. The customer reserves the right to invite any vendor to appear for questioning prior to the contract award for the purpose of clarifying statements in the proposal.

The selection process used for determining the most successful proposal is best described as a "Competitive Proposal" process in which pricing is one of the most important criteria but not the only criteria. The factors in the evaluation process include:

- A. Experience and performance of the vendor. Number of years and type of experience will be considered, as well as specific experience and performance (verifiable through references) in the State of Georgia.
- B. Organization, size, and structure of the vendor.
- C. Qualifications of the staff to be assigned. Education, position with the vendor, and years and types of experience will be considered, based upon the information provided in the proposal.
- D. Location and accessibility of the vendor and the staff to be assigned.
- E. Responsiveness of the written proposal to the scope of services outlines in the customer's request and adherence to the proposal format.
- F. Proposed fee schedule.

IV. General Terms and Conditions

1. The Dooly County School System is seeking proposals from vendors to provide proposals for a Voice Over IP (VOIP) Telephony System. We are looking to for a turn-key solution to replaced our current system(s) at all 6 locations. Please include in your proposal the costs associated with a premise-based system, a completely hosted system and a hybrid system, if available.
2. If this project or any part thereof is not funded, the Dooly County School System reserves the right to change or cancel any project. The Dooly County School System Technology Staff will notify the winning vendor if projects will require changes or cancellation due to non-funding by the Dooly County School System Board of Education.
3. The customer reserves the right to reject any or all proposals, or to award the contract to the next most qualified vendor if the selected does not execute a contract within thirty (30) days after the award of the proposal.

4. The customer reserves the right to request clarification of information submitted and to request additional information from vendors submitting proposals.
5. Any proposal submitted will constitute an irrevocable offer, for a period of ninety (90) days, to sell the customer the services set forth in the enclosed specifications.
6. If, through and cause, the vendor shall fail o fulfill in a timely manner the obligations agreed to, the customer shall have the right to terminate its contract by specifying the date of termination in a written notice to the vendor at least thirty (30) days before the termination date. In this event, the vendor shall be entitled to just and equitable compensation for any satisfactory work completed.
7. Any agreement of contract resulting from the acceptance of a proposal shall be on forms either supplied by or approved by the customer and shall contain, at minimal, applicable provisions of the RFP. The customer reserves the right to reject any agreement that does not conform to the RFP and to any customer requirements for agreements and contracts.
8. The vendor shall not assign and interest in the contract and shall not transfer any interest in the same without prior written consent of the customer.
9. No reports, information, or any data given to or prepared by the vendor under the contract shall be made available to any individual or organization by the vendor without the prior written approval of the customer.
10. Multiple proposals/options are acceptable.

V. Specific Terms and Conditions

1. System quoted must be **NEW**, not refurbished/reconditioned.
2. All items must be line itemed priced on the proposal form.
3. All prices quoted must include first year service, maintenance and warranty; submit maintenance costs for years 2,3, and 4 on proposal form where specified.
4. All prices submitted will be firm for the duration of the install and implementation time frame.

5. Prices quoted must include **ALL** delivery, freight, shipping and installation charges.
6. Proposer must submit redundancy procedures and ability to maintain concurrent call connection.
7. Proposer must submit scope of work and implementation plan.
8. Proposer must anticipate and submit a plan to integrate with existing Alcatel Lucent switches, details must be submitted as part of this proposal.
9. The proposed system must include a loud ringer and paging amplifier for use in the school kitchens (2) and bus shop (1) location.
10. The proposer is to provide and submit, in writing, the training procedures for end users and DCSS support team.
11. Item specification sheets and brochures or catalogs **MUST** be included with the return of this proposal. Failure to do so may result in rejection of proposal.
12. Proposer must submit service response time and escalation procedures.
13. The selection of the provider will be based on the review of several key elements in the proposal submitted. They include, but are not limited to the following criteria, and will be ranked by the total number of points earned.

#	Description	POINTS POSSIBLE
1.	Experience and performance of vendor	15
2.	Vendor size, organization and structure	10
3.	Qualifications of support staff	15
4.	Location and accessibility of vendor and staff	10
5.	Organization and Completeness of proposal	25
6.	Proposed fee schedule(installation and delivery)	25
	Total Points	100

VI. Additional Items

Independent Contractor

It is understood, agreed, and recognized, the successful vendor awarded the contract will be an independent contractor and not an employee of the Dooly County School System. The successful vendor will be required to comply with such terms and conditions established by the Dooly County School System with regard to clearances, confidentiality indemnification and termination of services.

Governing Law and Venue

Awarded vendor and its subcontractors, if applicable, agree that any agreement shall be governed and construed in accordance with the laws of the State of Georgia, including all matters of construction, validity, enforcement and performance without regard to its conflict of law provisions. Such agreements shall be deemed to have been drafted by each party hereto, and neither party may argue otherwise. Venue of jurisdiction of any claim or dispute arising out of, related to, or implicating the terms of this Agreement shall exist exclusively in the Superior Courts of Dooly County, Georgia.

Collusion

Any agreement or collusion among vendors or perspective vendors in restraint of freedom of competition, by agreement, to submit a proposal at a fixed price or to refrain from submitting a proposal or otherwise shall render proposals of such vendors void and shall cause such vendors to be disqualified from submitting proposals to the Dooly County School System.

Reference Information

Service provider shall provide a list of at least five (5) customers for whom they are currently or have provided applicable services. References also must be provided for any and all subcontracts utilized by the submitting vendor. At least two (2) of the references must be a school system in the State of Georgia.

Assignment and Subcontracting

The service provider may not subcontract, transfer, or assign any portion of the contract without prior written approval from the Dooly County School System. Each subcontractor's experience and performance will be the same as the service provider. The substitution of the one subcontractor for another may be made only at the

discretion of the Dooly County School System and only with prior written approval from the Dooly County School System. The service provider must be designated as the single point of contact to be responsible for the performance, activities, and coordination of all activities of the subcontracting team. Notwithstanding the use of approved subcontractors, the service provider, if awarded the contract under this RFP, shall be the prime contractor and shall be responsible for all work performed.

Right to Refuse Personnel

Service providers must submit a complete list of all persons to perform work either as contractor and their employees or a partner and their employees. This includes part-time and full-time employees. The Dooly County School System reserves the right to refuse, at its sole discretion, any personnel.

Insurance

Throughout the term of the awarded contract and for applicable statutes of limitation periods, the vendor shall maintain in full force and affect the appropriate insurance coverage. Certificates of insurance coverage shall be required to contract signing. Awarded vendors must provide proof of insurance and carry minimal types of insurance to include, but not limited to, the following:

- Worker's Compensation Insurance
- Excess Liability Insurance
- General Liability Insurance
- Professional Liability Insurance

Confidentiality

Vendor acknowledges that certain information that it shall acquire from the Dooly County School System is of a special and unique character and constitutes Confidential Information.

Site Visitation

Due to the unique system configurations in the system, a mandatory pre-proposal site visit is required in order to provide all responders with visual detail necessary to respond completely and with accuracy to the scope of this RFP. **Two site visitation sessions have been scheduled for July 20, 2015 at 10:00 A.M. and July 22, 2015 at 2:00 P.M. Perspective bidders must attend one of the scheduled on-site visitation sessions.** Contact the following for more information:

Roger LaGrone
Technology Specialist
Dooly County School System
rlagrone@dooly.k12.ga.us(Preferred method of contact)
229-947-5047
229-268-7751 ext 229

No proposal will be accepted from vendors who have not communicated with the above listed staff in order to fully understand the needs of the Dooly County School System.

The RFP is available under the "Forms and Documents" section at:

<http://www.doolyschools.org/Departments/TechnologyDepartment/tabid/59122/Default.aspx>

Any addendums to the RFP will be available at the above website.

Request for Proposal Voice Over IP (VOIP) Services

VIII. Scope of Work

The Dooly County School System is requesting proposals to from qualified telephone service companies to replace the district's current PBX telephone system.

The district is facing several challenges with its current systems. The current systems are based on hardware and software technology that does not advantage of the newer technology and feature sets available with newer systems.

The Dooly County School System is seeking a "premise-based" system that will achieve the following goals. This list in not all-inclusive. Please include as part of the proposal, a hosted system and a hybrid system, if available. All systems will be considered as viable options for the Dooly County School System.

- * Cost effective, IP-based voice capability.
- * Provide a system that can be easily maintained with no or minimal interruption to current operations and systems.
- * Implement a system that is compatible with current IT infrastructure, with limited or no modifications.
- * System must be capable of operating for a period of 10 minutes in the event of a power outage. Remote locations should be included in this scenario.
- * System must be able to support integrated voice mail capability for all extensions. Voice mail must be able to be retrieved remotely.
- * System must include support for 911/Emergency call-out.
- * System must be well supported and maintained.
- * System must be scalable such that it can be expanded to meet future needs.

List of School District Sites

Location Name	Address	City	Zip	Telephone
Central Office	202 Cotton Street	Vienna	31092	229-268-4761
Bus Shop	515 West Union Street	Vienna	31092	229-268-4291
CO Annex (ALC)	200 9th Street	Vienna	31092	229-268-7751
Maintenance Shop	306 Coney Road	Vienna	31092	229-268-8585
DCHS	715 North Third Street	Vienna	31092	229-268-8181
DCES/MS	11949 Hwy 41 N.	Pinehurst	31070	229-645-3421

WAN Connections

Connection	Distance	Type
Central Office to Bus Shop	.7 miles	1.536MB DSL connection
Central Office to Maintenance Shop	.5 miles	1.536 MB DSL connection
Central Office to ALC	.8 miles	1GB Fiber connection
Central Office to DCCHS	1.2 miles	10GB Fiber connection**
Central Office to DCES/MS	9.5 miles	10GB Fiber connection**

**Upgraded to 10GB Fiber Connection April 2015.

Present systems

Network Infrastructure

The DCSS recently upgraded the network infrastructure to Alcatel Lucent switches. The network consists of an Alcatel Lucent OS6900 at each location as the WAN connection. The MDFs and IDFs at each location consist of OS6450-48 and OS6450-P48 and OS6450-P24 switches. The IDFs are connected to the MDFs via 10GB fiber, with exception of the Cafeteria IDF at the DCES/MS campus. **Connectivity and operability with all Alcatel-Lucent switches is a must, no exceptions!**

Telephony systems

The present telephony systems are connected via the WAN connections to offer 4-digit extension dialing. Voicemail and paging services are also available.

Central Office

Nortel Networks Business Communications Manager BCM 400
Installed with DSM 32+ station module.

Handsets are similar to the Norstar M7310.

The Bus Shop and Maintenance Shop each have 2 POTS lines, but self-contained.

The Central Office annex has a Nortel system installed, but is self-contained.
Handsets are similar to the Norstar M7310.

Dooly County Elementary/Middle School

Nortel Networks Business Communications Manager BCM 400
Installed with DSM 32+ station module.

Nortel Networks Business Communications Manager 1000e
Installed with GATM8 trunk module 8-port

Handsets are similar to the Norstar M7310

Dooly County High School

Nortel Networks Business Communications Manager BCM 400
Installed with DSM 32+ station module.

Nortel Networks Business Communications Manager 1000e
Installed with GATM8 trunk module 8-port

Handsets are similar to the Norstar M7310.

POTS lines and extensions per location

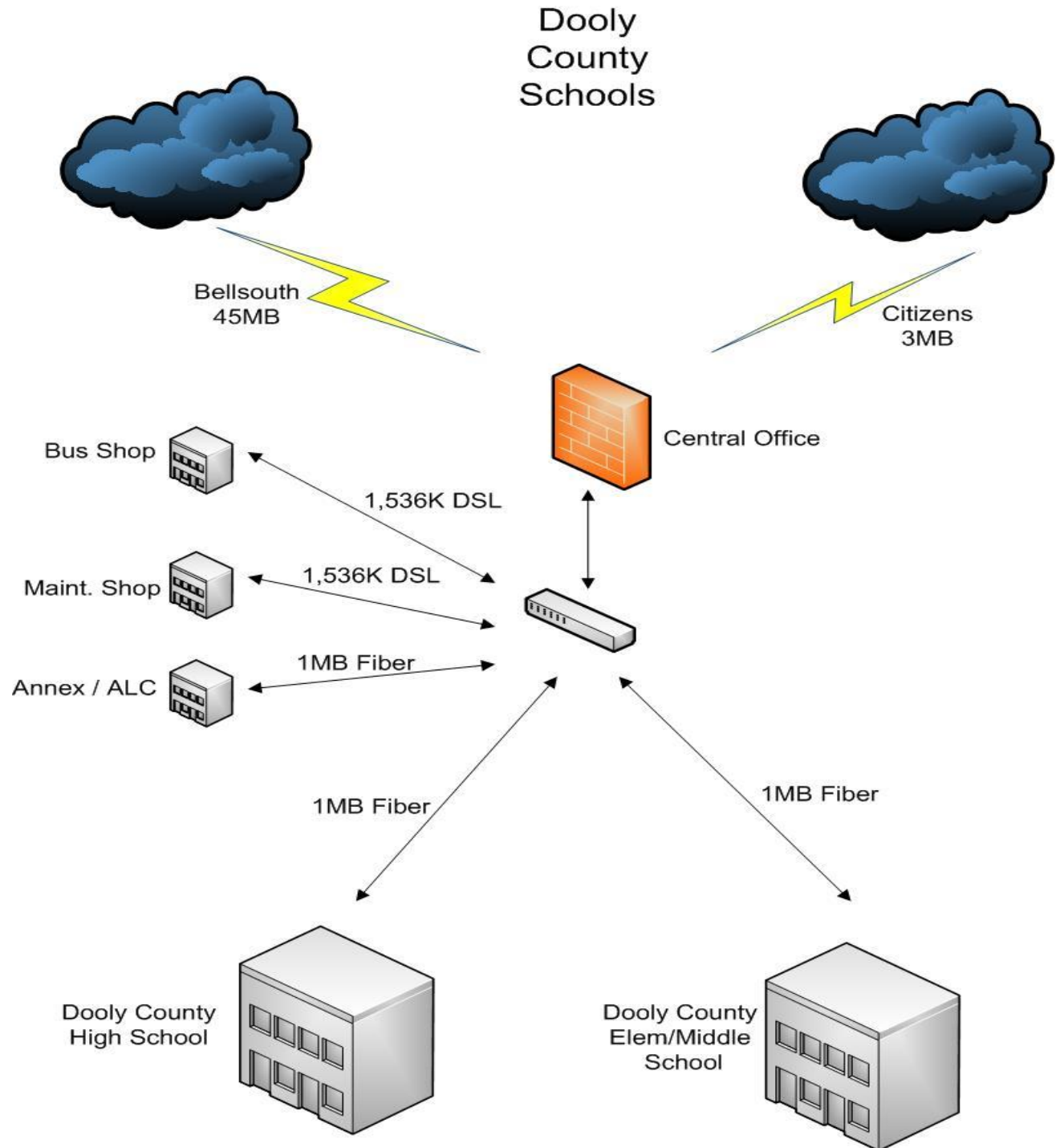
Location	POTS Lines	Internal Extensions(4-digit)
Central Office	8(5 rollover + 1 fax + 1 voicemail, and 1 modem line)	13
Bus Shop	2 (1 voice and 1 fax)	2
Annex	6 (3 rollover and 3 fax)	12
Maintenance	2 (1 voice and 1 fax)	2
DCE/MS	14 (13 voice and 1 fax)	37
DCHS	8 (6 voice and 2 fax)	33

The number of POTS lines will stay the same. The number of internal extensions could possibly increase up to 10%.

Dooly County Schools
VIOP-2015 RFP Proposal Form

Item	Maintenance and Service	Costs
	Year 2 maintenance costs	
	Year 3 maintenance costs	
	Year 4 maintenance costs	
	Service call response time	
	Service call cost	
	Loud ringer and pager amplifier cost	
	Able to complete August 1, 2015 completion date?	
	List additional hardware costs and all associated costs, if applicable	
	Proposed Costs	
	Hardware and Software	
	Implementation Costs	
	COMPLETE TOTAL COSTS	

Present WAN layout



Connections from Central Office to DCHS and DCEs/DCMS have been upgraded to 10GB.

The AT&T/Bellsouth connection is being relocated to the DCES/DCMS location (July 1).

**Request for Proposal
Voice Over IP (VOIP) Services**

References: Please provide at least five (5) current Education / Commercial customer references that have Voice Over IP (VOIP) Services of similar type, size, complexity and use.

Business Name: Contact Name: Contact Number: Services Provided:
Business Name: Contact Name: Contact Number: Services Provided:
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Request for Proposal Voice Over IP (VOIP) Services

<u>Description:</u>	<u>Price:</u>

Proposal:	
A. System	\$
B. System Start-up Costs	\$
C. Installation	\$
D. Price for Licensing and Annual Maintenance	\$
E. Training/Consulting Total Hours/Days	\$
F. Support Calls (describe)	\$
G. Other Costs (describe in detail)	\$
TOTAL PROPOSAL COSTS	\$

<u>Additional Information:</u>

Company Name:	
Contact Name:	
Address:	
City, State, Zip:	
Telephone:	
E-mail:	
Website:	
Signature:	
Date:	

Request for Proposal Voice Over IP (VOIP) Services

Conflict of Interest/Contingency Fees/Certification by Subcontractors

The RFP requires firms and their subcontractors to state that to the best of their knowledge there are no circumstances that shall cause a conflict of interest in performing services for the Dooly County School System. The successful vendor will be required to sign as part of the terms and conditions of their being engaged by the school system the following statements regarding conflict of interest and contingency fees.

*As a duly authorized representative of _____ ("Vendor")
I, _____, titled _____ certify that to the
best of my knowledge no circumstances exist which will cause a conflict of interest in performing
services for the Dooly County School System, that no employee of the Dooly County School
System, nor any public agency official or employee affected by this RFP has any financial interest
in the business of this vendor, associates or consultants of this vendor, or the vendor's parent
company, subsidiary, or other legal entity of which the vendor is a part, and that no person
associated with or employed by this vendor has any interest that would conflict in any manner
or degree with the performance of services for the Dooly County School System. I further certify
that should I become aware of any circumstances that may cause a conflict of interest during
the term of this contract, I will immediately notify the Dooly County School System. I
understand that if the Dooly County School System determines a conflict of interest exists, it
may require the vendor to take action to remedy the conflict of interest or terminate the
agreement without liability. The Dooly County School System shall have the right to recover any
fees paid to the vendor for services rendered which were performed while a conflict of interest
existed or during a time after which the vendor did not notify the Dooly County School System
within one week of becoming aware of the existence of the conflict of interest.*