****

**Request for Proposal**

**Installation of new**

**Telecommunications Platform**

**For**



**RFP Issued: March 1, 2013**

**Bidder’s Conference: March 7, 2013**

**Response Due Date: March 22, 2013**

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Executive Overview

In this section, the Vendor should deliver an introduction to, and summary of, the RFP response and its specific fit for PVSD. It should be structured so anyone reading only this section will have a clear understanding of the response and why the solution best fits PVSD’s specific requirements. PVSD requires a Visio (or equivalent) drawing that shows the internetworking of all equipment quoted, on the next page for easy reference. Please limit this response to 2-4 pages and directly address PVSD’s stated requirements.

Response:

REQUEST FOR PROPOSAL

1. RFP OVERVIEW

PORTOLA VALLEY SCHOOL DISTRICT (PVSD) is planning to replace the existing voice telephone systems deployed within the district.

The primary goal of the Request for Proposal (RFP) is to upgrade to a modern VoIP based Unified Communications platform that will increase functionality for management, staff, and system administrators.

The current phone system for Portola Valley School District is aging and is reaching its end of life with rapidly diminishing support for the current Nortel/Octel system/s. Phone calls are often very poor quality and changes to the system are often very difficult to make. In addition, newer technologies in phone systems can increase collaboration and integrate with existing systems like computers using video and chat. This will allow PVSD to continue to improve the use of technology for instruction.

This project scope will include the replacement of the phone system hardware including all required software and licensing. Network infrastructure modernization to facilitate VOIP and possible modernization of the PA system to better integrate with the phone system will be managed/handled outside the scope of this RFP. These upgrades will facilitate a system that allows for ease of use, customization, high quality, and gives more tools for collaboration.

Switches will be upgraded to accommodate POE. Currently, there is a ʺlightʺ VPN between the two campuses -- with not enough capability to support voice between the campuses. A dedicated connection will need to be spec'd and implemented to ensure stability. Due to the quick turnaround of the project, the system will need to be installed and worked around during the live school day, which is not optimal. However, a July 1 deadline is required due to the terms of a loan that will fund this project. In addition, as reported in the initial meetings, staff has reportedly received bad static in lines that has been unresolved to date. A new phone system will not fix this -- however, we need to determine where the static is residing and resolve this issue.

PVSD is seeking proposals for the installation of a new Telecommunications platform that will support their offices from qualified respondents (Vendor). PVSD has retained Communication Strategies (Consultant), an independent technology-consulting firm, to assist in the design, selection, and project management for the implementation of this new platform.

District Overview

**About PVSD**

Located 37 miles south of San Francisco, on the fringe of Silicon Valley, in the oak-fringed hills above Stanford University, the Portola Valley School District (PVSD) serves elementary school age children who reside in the Town of Portola Valley, portions of the Town of Woodside and in unincorporated areas of San Mateo County. Ormondale School serves children in Kindergarten through 3rd grade and Corte Madera School serves children in 4th through 8th grades.

API scores for PVSD students are consistently in the top percentiles for the State of California. For the most recent testing period, the District API was 950, with Ormondale School at 951 and Corte Madera School at 949.

Both Corte Madera (2011), and Ormondale School (2010) are currently recognized as California Distinguished Schools. In addition, Corte Madera School is a National Blue Ribbon School. To learn more about these two fine schools, please view their School Accountability Report Cards (SARC) listed below.

The District is governed by a five person elected [Board of Trustees](http://www.pvsd.net/site/Default.aspx?PageID=14). Carolyn Piraino, Ed.D., serves as Superintendent. Ormondale School is led by Dr. Jennifer Warren, and Mr. Michael Corritone began work as Corte Madera School's new Principal on July 1, 2011.

Community support of these schools is consistently strong. The Portola Valley Schools Foundation provides the District with 10% of its annual operating revenue. District voters have passed two parcel taxes which together contribute over $1 million annual to support the core academic program.

**Mission Statement**

The Portola Valley School District provides an excellent education for all students. Capitalizing upon our unique partnership among teachers, support staff, parents, and community, we create powerful learning opportunities that challenge all students to: meet the District's standards of excellence, become ethical leaders in school and community, and make positive contributions to a diverse and changing world.

The District consists of the following site locations:

* District Office and Corte Madera School, 4575 Alpine Rd., Portola Valley, CA
* Ormondale School, 200 Shawnee Pass, Portola Valley, CA
1. Vendor Instructions for response

This RFP is not an offer by PVSD to enter into a contract under these or any other terms. Acceptance of a proposal neither commits PVSD to award a contract to any Vendor, even if all requirements stated in this RFP are satisfied; nor limits PVSD’s right to negotiate in its best interest. PVSD reserves the right to reject all proposals and not make a decision, or to contract for only a portion of the project. PVSD shall have the right to modify the terms of this RFP without notice, and to make its selection decision on any basis, in its sole discretion. All costs for proposal preparation are the responsibility of the Vendor.

Schedule of Events

|  |  |
| --- | --- |
| **Dates**  | **Activity** |
| March 1,2013 | RFP distribution |
| March 5, 2013 | Intent to Bid |
| March 7, 2013 |  Bidder’s Conference @ 10:30 am, 4575 Alpine Rd., Portola Valley, CA |
| March 19, 20143 | Last day for RFP questions |
| March 22, 2013 | All questions answered |
| **March 22, 2013 @ 1 PM** | **Responses Due** |
| March 27,28, 2013 | Vendor Demonstrations |
| April 17, 2013 | Decision Award |
| April 18, 2013 | Final Negotiations and Contract signed |
| April 25, 2013 | Vendor Kickoff Meeting  |
| June 14, 2013 | Equipment Installation, Programming, and Vendor Testing |
| June 24,2013 | Deployment complete |

Contacts

**Vendors may contact Communications Strategies for any questions related to this RFP**. Salient responses will be emailed to all Vendors as addendums to the RFP. Telephone calls are permitted; however, verbal communications are not binding and should not be relied upon until confirmed in writing. Direct communication with any other person at PVSD regarding this RFP is not permitted.

Contact Name: Peter Bologna

Company: Communication Strategies

Address: 1181 Chess Drive, Suite 201, Foster City, CA 94404

Phone Number: 650-570-5444

E-mail address: peter@Com-Strat.com

CC on all emails: Sandra Lepley, slepley@pvsd.net

**Proposal Delivery**

Sealed, printed (double sided preferred but not required), full color, RFP responses must be delivered to the addresses below. A soft-copy of the RFP and response documents are **also required**, and should be in Microsoft Office format allowing us to save a copy as an editable file for internal review. Please attach 1 soft-copy of your response documents in each binder, to allow for internal distribution of your response. Vendors are solely responsible for ensuring timely receipt of their responses. **Postmark date will not constitute timely delivery.**

* Portola School District Purchasing – 4575 Alpine Rd., Portola Valley, CA, (3) full color copies.
* Peter Bologna, Communication Strategies, 1181 Chess Drive, Suite 201, Foster City, CA 94404 (1 full color copy)

Vendor Demonstrations

PVSD has set aside the dates noted in the Schedule of Events for Vendor Demonstrations with the Vendors that make the short list. Demonstrations will be scheduled at 9AM or 1PM of the days noted. Vendors should reserve space at their demonstration facility or Executive Briefing Center for those dates. Vendors should submit their 1st and 2nd choice for demonstration dates as well as the address of the demonstration facility they will be using, when providing their Contact Information in Section 3.

Intent to Bid

**Vendors must notify PVSD of their intention to bid, or not to bid, by the date noted above.**  You should use the form below for your Intent to Bid and it may be copied into an email response to Communication Strategies and PVSD. Any Vendor who elects to not bid is required to destroy this RFP, as it contains confidential and proprietary intellectual property. If an intent to bid is not received by the due date, Vendor will be excluded from further consideration. Addendum communications will be delivered to the contacts delineated in the Intent to Bid. We reserve the right to add Vendors at any time to ensure that we have a sufficient pool of responses from which to evaluate.

|  |  |
| --- | --- |
| Vendor Company Name:  |  |
| Sales representative name, telephone number and email address: |  |
| Technical advisor name, telephone number and email address: |  |
| State the Manufacturer, System, and Model Vendor intends to propose: |  |
| # of people who will attend the Bidder’s Conference: |  |

Evaluation Process

All proposals received by the specified deadline will be reviewed by the Evaluation Committee for content, proposed service costs, and capabilities of the Vendor. After initial screening, the Evaluation Committee may shortlist, for further evaluation, those Vendors deemed most qualified based on a review of the proposals. Interviews or demonstrations may be conducted with one or more Vendors as part of the final selection process. Vendors are advised that PVSD, at its option, may award a contract strictly on the basis of the initial proposals. The proposals will be evaluated on:

RFP Compliance and Responsiveness: A complete response to the RFP that complies with the RFP requirements with a minimum of exceptions. A concise response that draws exact parallels to PVSD’s needs with a minimum use of boilerplate marketing material or overly technical language.

Reliability: A system that has a proven track record of reliability as well as an architecture that is inherently fault tolerant.

Functionality: The ability for the system to improve how PVSD conducts business. The efficiency and effectiveness of all staff at PVSD is critical to its long-term success.

Cost Effectiveness: A cost effective solution in the initial purchase, as well as the ongoing maintenance and servicing of the system.

Manufacturer Vision and Stability: Provider’s commitment to excellence in telecommunications equipment, financial stability, market share, and technological vision for the future.

Vendor Experience: Evaluation of the Vendor's experience in the design and implementation of similar telecommunications systems and technologies, and vendor reputation. Evaluation of Vendor’s ability to provide a structured, organized implementation that meets PVSD’s requirements.

Warranty/Maintenance Support: Ability to provide timely support during the installation, warranty period, and ongoing maintenance.

Response:

RFP Response Format

PVSD’s requirements are summarized in this RFP document, as well as the RFP Schedules. Both documents should be reviewed in order to engineer a solution that is fully compliant. For the Vendor’s convenience, most sections of the RFP have a sub-section x.1 where PVSD’s Specific Requirements are summarized. Remaining sub-sections of the RFP ask general questions regarding the functionality and architecture of the solution being quoted.

The RFP response document and RFP Schedules must stand without appendices or reference to other technical documents. Vendor should assume that appendixes will not be read in evaluating solutions – even if the Vendor refers the reader to them (except where allowed specifically in the RFP question.)

The best RFP responses are specifically addressed to a particular customer’s requirements and demonstrate a fit between those requirements and the solution’s strengths. It is best to limit your responses to explanations of your architecture specific to this RFP, highlights of your strengths in areas that we feel are important, and explanations for any non-compliance.

Vendor should respond in the Word and Excel documents provided, with inline responses. Responses should be stated in the body of the document following the specific questions and highlighted in **BLUE**. The following styles have been created for your convenience. Please note your compliance in bold and explain only as necessary on the next line.

Response: COMPLY, OPTIONAL COMPLY, PARTIAL COMPLY, or DO NOT COMPLY

Response text – You may describe your compliance here.

**It is important to note that any material modification to the questions in this RFP by the Vendor will result in immediate rejection of that proposal. If an error in the RFP is noted, please bring it to Communication Strategies’ attention as soon as possible.**

**Do not add or delete rows or columns, change formulas, or re-label any cell in the Excel documents. Schedules A, B, and C link to a master scoring sheet that will be used for evaluation and may not be modified.**

Response:

Pricing Requirements – Compliance Required

**Every item within this section is required for an RFP response to be considered compliant. Non-compliant responses may be excluded from consideration.**

**Schedule A** – Pricing Worksheet has been provided in Excel format for your convenience. Place costs for all taxable items such as software, hardware and licenses under hardware, and all non-taxable items under labor. If an area does not apply, please enter: “Included”, “$0”, or “NA” (Not Available), depending on the circumstance, in the total area with an explanation in the notes area. If an area is left unfilled, it will be assumed to be $0 (included at no additional cost).

Vendor must also provide an itemized **Bill of Material** detailing parts, quantities and models organized in a similar fashion to Schedule A. Line item pricing is not required on this form.

**Schedule B** – Site Summary delineates the specifications for the system at installation. Vendor must state whether the response complies with each requirement and desired capacity. “Spares” noted on Schedule B do not require a user license as they will either be for internal stock, or used in conjunction with a deskphone.

**Schedule C** – Requirements Summary lists desired features and functionality (in addition to this RFP document) of the new system. In the Requirement Column, PVSD has noted whether it is: “Required” - should be included in vendor’s base pricing to be compliant; “Should Have but Optional” - highly desired but should be priced as an option if it is an optional cost item; “Nice to Have” - desired but unlikely to be purchased if it is an extra cost item; or “None” - feature is not desired.

Vendors should respond in the Compliance Column: “Comply” – included at no additional cost; “Optional Cost” – available at additional cost, but not included in the base price; “Partial Comply” – included in the base pricing, and generally (though not exactly) provides the functionality requested; “Do not Comply” – is not available on the phone system, even as an option.

In the Notes Column, Vendors should provide costs for optional items, and explanations for partial compliance.

Vendor must include charges for all hardware and labor required to connect all components, all design charges, Telco interface hardware, cross-connects and wiring harnesses to support analog trunks/stations, rack mounting hardware, taxes, duties, shipping, travel and training charges.

Vendor will supply all servers for ALL applications proposed.

All hardware, software and installation must include a minimum of a 1 year replacement warranty including onsite labor, if needed. The cost of this warranty/maintenance should be included on Schedule A, where indicated.

Maintenance charges for years 2-5 should be calculated on the fully installed solution (not including optional items that are listed below the total line on Schedule A). Pricing quoted on Schedule A should reflect any combination of Manufacturer and Vendor maintenance required to meet the requirements of this RFP. Maintenance will not be prepaid, but a 5-year total term contract may be signed as long as there is the ability to terminate the contract with 30 days’ notice prior to the yearly anniversary of the contract effective date. Otherwise, PVSD will sign for a 1-year contract that may be renewed up to 5 years.

Maintenance charges for years 2-5 should include all data equipment quoted within the solution total price. 1st year warranty for data equipment should be bundled into the equipment price as noted within Schedule A.

PVSD expects to perform minor software release upgrades of the systems as required for maintenance compliance, and as needed to fix bugs and security issues. Vendor should include software bug fixes and minor release updates for 5 years in their proposed equipment or maintenance cost. These software upgrades will be performed by PVSD, and no additional labor needs to be added by the Vendor to support these upgrades.

Response:

Payment Schedule

PVSD agrees to the following payment terms.

* 25% due upon contract execution
* 25% due upon equipment delivery to specified client site, inventory and validation
* 40% due as progress payments - invoiced by Vendor after Installation and User Acceptance Testing of the phases delineated in Schedule A and Schedule of Events
* 10% due within 30 days of Delivery and Acceptance, by phase.

Response:

Vendor RFP Authorization

To receive consideration, proposals shall be made in accordance with the following general instructions:

1. The signature of all persons signing the proposal shall be in longhand and the primary signer shall have the authority to bind the proposer to the offer. The completed proposal shall be without interlineations, alterations or erasures.

2. Only the signed hard copy of the RFP response will be considered for the award of the contract. No oral, telephonic, telegraphic, faxed or e-mailed proposals will be considered for final award.

3. The submission of a proposal shall be an indication that the proposer has investigated and fully satisfied themselves as to the customer requirements and site conditions that will be encountered, and the scope of the work to be performed.

3. The pricing provided by this proposal is all-inclusive pricing for the turnkey installation of the solution proposed.

4. **This RFP, your response to the RFP, Appendices, Schedules, Addenda and written modifications to the RFP requirements will be incorporated into the final contract as indicative of the overall scope of work under which you are awarded the contract (and as a material inducement for PVSD to enter into contract), further defining the contractual responsibilities of the Vendor.**

Full Legal Name of Company:

Signer’s Name and Title:

Address:

Phone #:

E-Mail:

Contractor’s License Number and/or Federal ID #:

The following individual is an authorized officer of the company with the authority to commit the company to the terms and requirements of this RFP. This individual, or their agent, has had the opportunity to review this Request for Proposal and asserts compliance with the requirements therein; except where noted otherwise.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct:

**Signature Authorizing Vendor RFP Response Date**

(Required on paper copy)

1. Vendor Information

Contact Information

|  |  |
| --- | --- |
| Bidding Company Name:  |  |
| Head Office Address:  |  |
| Branch Office (responding to this RFP) Address: |  |
| Sales Representative name, telephone number and email address: |  |
| Technical Advisor name, telephone number and email address: |  |
|  |  |
| **State the name of the the manufacturer, telephone system, and model being proposed?** |  |
|  |  |
| What is the voice mail manufacturer, platform, and number of ports? |  |
| What is the ACD manufacturer, platform and software level being proposed? |  |
|  |  |
|  |  |
| Will the Vendor install the product or use business partners? |  |
| Will the Vendor sub-contract any portion of their Scope of Work in this RFP, if so to whom? |  |
| # of manufacturer certified technicians employed by the Vendor within 2-hour driving distance of PVSD Head Office; and total # of technicians certified on this platform. |  |
| Which Warranty/Maintenance Level or Package is included in the base proposal for the first year and additional years? |  |
| Who will provide warranty/maintenance service and who will PVSD call when service is needed (Vendor, Manufacturer, Joint, other, etc.)? |  |
|  |  |
| 1st date choice for demonstration if considered for shortlist: |  |
| 2nd date choice for demonstration if considered for shortlist: |  |
| Location for Vendor demonstration if considered for shortlist: |  |

Vendor Background

Provide a brief (two or three paragraphs) overview and history. Describe the organization of your company.

Response:

Please state how many years your company has been installing this manufacturer, this system. How many customers does the Vendor have with this system, installed within 2 hours of PVSD’s head office?

Response:

How many offices does the Vendor have in North America? Which PVSD office cities have a local Vendor office? What is the address of the closest permanent physical office to PVSD headquarters where. How will the Vendor provide sales, installation, warranty and maintenance support in cities where they have no on-site personnel?

Response:

Please summarize your Manufacturer certifications, sales volume, Distributor tier and any special recognition awarded by the system manufacturer you are proposing.

Response:

Briefly summarize the typical process for deploying a solution such as the one described in this RFP. (1-2 paragraph maximum, details can be provided in following sections.)

Response:

Briefly describe Vendor’s standard procedures for warranty and maintenance coverage, who would provide maintenance labor and hardware, and how repairs would be provided. (1-2 paragraph maximum, details can be provided in following sections.)

Response:

Reference Accounts

Provide contact information for a minimum of three local references, using similar make and model equipment to the proposed solution.

|  |  |
| --- | --- |
| Company name and location |  |
| Contact name, position and phone number |  |
| Products installed |  |
| Size of system |  |
| How long installed |  |

|  |  |
| --- | --- |
| Company name and location |  |
| Contact name, position and phone number |  |
| Products installed |  |
| Size of system |  |
| How long installed |  |

|  |  |
| --- | --- |
| Company name and location |  |
| Contact name, position and phone number |  |
| Products installed |  |
| Size of system |  |
| How long installed |  |

RFP Response

1. INFRASTRUCTURE AND Environment

For each section below please respond whether the solution being proposed will operate in the environment being described. If the solution is non-compliant with any section below, please copy a Response line beneath the section and explain the non-compliance. If there are no notes under a section, it will be understood to be “Read, Understood and Compliant”

Response:

Existing Voice Infrastructure

PVSD currently operates a a Nortel Networks (Avaya) PBX configuration as described below. The District is interested in upgrading to a new IP/Analog Telephony platform as outlined in this RFP package. PVSD envisions an integrated system with four digit dialing, system resiliency, and centralized administration.

The office locations and current telephone systems in place include:

|  |  |  |
| --- | --- | --- |
| **LOCATION** | **EXISTING TELEPHONE SYSTEM/VOICEMAIL** | **TOTAL STATIONS DIGITAL/IP/ANALOG** |
| District Office and Corte Madera School 4575 Alpine Rd., Portola Valley CA | Nortel (Avaya) Opt11C/Octel VM | 123/0/11 |
|  Ormondale School - 200 Shawnee Pass, Portola Valley, CA |  Nortel (Avaya) Opt11C – Carrier Remote  | 53/0/122 |

**The system Host and Carrier Remote are interconnected today via an AT&T point-to-point T-1. The Current Data connectivity between locations today is VPN over Comcast Business Class Cable. It is anticipated that the voice traffic on the new IP Telephony arrangement will be carried on a separate Point-to-Point T-1. Vendors should specify and include all equipment necessary to ensure that connectivity.**

Response:

IT Infrastructure

IT Architecture

PVSD’s planned LAN infrastructure upgrade will be capable of supporting all newly specified IP telephony solutions. The District currently has primarily analog phones with some digital and CCIS/VoIP trunking. The district will provide network QoS, which supports and guarantees the IP telephony performance and reliability across the entire enterprise.

PVSD has a mixture of a “flat” network at Ormondale and a “star” network at Corte Madera, functionally it is hierarchical. We will have a LAN/WAN architecture with Meraki MS22P and MS42P PoE switches throughout the campuses with all core routers standardized with the HP ProCurve brand. Most of the previous network equipment is three to four years old with many network switches having no support for PoE/PoE+ (minimum one per IDF). Currently, PVSD has a chassis based core router in both MDF data centers located at each campus, model is HP ProCurve 5406zl with 4 modules, 2 containing 4 SPF’s each with room for another 2 modules if needed. Most of the computing equipment in the MDF is on emergency power circuits utilizing 2 APC Smart-UPS 1500 XLM’s and 1 APC Smart-UPS 3000 RM XL. The core switch also provides 1 Gbps uplinks to end user computer workstations throughout the campuses. VLAN segmentation is employed on all LAN/CORE switches at Corte Madera. Ormondale is still considered a “flat” network, and STP is employed on all switches.

The WAN at PVSD is a Point to Point VPN over Comcast’s Business Class Cable Internet, T1’s are used for voice between campuses and a Juniper PTP VPN tunnel over the Comcast Business Class is being used between Corte Madera and Ormondale for business office software communication, which goes back to the San Mateo County Office over a dedicated T1 line. PVSD’s WAN has 25 Mbps+ of undedicated capacity at both sites. A Palo Alto Networks 2050 sits at the Internet edge of the network at Corte Madera and a Meraki MX90 will sit at the Internet edge at Ormondale.

At PVSD, the enterprise-computing environment is comprised with the following OSes: Windows Server 2008, Mac OS X Server Snow Leopard, Windows 7 Professional, Mac OS X Snow Leopard and iOS 6. PVSD has one AD DCs using a single forest and domain model and operating on a 2008 forest and domain functional level. Also, PVSD is a Microsoft Volume Licensing customer. The vast majority of the computer workstations receive their IP address via DHCP from an AD DC or a router. Servers, printers, networking equipment, and some mission critical workstation nodes have static IPs assigned. PVSD operates WiFi Access Points at all sites. Public traffic is segregated from business traffic.

PVSD will complete a network upgrade in March 2013 that will implement the above mentioned switches and security appliances. A network re-design was completed in Summer of 2012 that implemented a new content filter and firewall at Corte Madera campus. The network traffic was separated into separate VLAN’s for data and future VoIP implementation. The new Meraki switches will support PoE+, and each site will be further segmented into VLANs. Different STP protocols will be implemented on the new switches as well as updated QoS. Network monitoring will occur through the cloud-based Meraki Network Management interface. Additionally, PVSD has standardized all workstations and laptops to Windows 7 Pro/Ent and Apple OSX 10.6.8. The district is pursuing an investment of Chromebooks at the Corte Madera campus in the near future.

New local area network hardware will include Meraki MS22P and MS42P access (IDF) switches, along with APC 750VA 2U Rack Mountable battery backups for each IDF. New hardware will allow for up to 3 Gb fiber connections from core to edge, and 1 Gb PoE across CAT5e and CAT6 cabling to every classroom.

**Response:**

Network Topology





 Server and Application Standards

PVSD uses the following hardware and major applications in their business.

* PVSD prefers Intel based servers.
* Current server standard – Windows server 2008 SP2/R2 and Mac OS X Server Snow Leopard (10.6.8)
* Parallels Desktop for virtualization of two VM’s, one at each site (controls automated lighting)
* Active Directory 2008 forest and domain functional level
* 1 Domain Controller at CMS

**Response:**

 Workstation Personal Computing Standards

PVSD has no current hardware standard for PC Workstations other than Windows 7, Mac OSX 10.6.8 and iOS are the minimum OS supported.

* Windows 7 Professional 32 - 64 bit
* Windows Firewall disabled
* Microsoft Security Essentials
* Office 2007 Professional Plus
* Office 2011 for Mac
* Internet Explorer 8 (Windows workstations) is installed for San Mateo County of Ed requirements; however, Firefox and Google Chrome are also installed and are preferred browsers.

**Response:**

 Software Distribution and Updating Requirements

PVSD replies upon WSUS for all of its workstations, it is not run from Windows Server. Our Mac clients connect to a local SUS on campus for all system updates. No software distribution system is in place in the enterprise. PVSD currently uses AD GPOs to “push” software packages. There is no future plan to implement MS System Center 2012 for advanced systems management and administration, there are not enough workstations to justify the cost.

**Response:**

VoIP Compatible Network

The vendor can make the following assumptions in order to configure their proposed solution:

The current preference is to run the VoIP network on a converged backplane with the telephone connected to a Power over Ethernet LAN switch through the wall jack drop, with the option to connect the computer to the telephone. This is contingent on the ability of the IP telephones to lease and/or receive an IP address (lease and/or reservation), have a separate assigned voice VLAN, and offer different QoS prioritizations for voice and data.

QoS is not currently deployed in the LAN/WAN but with the possibility of new networking equipment, QoS will be a feature that can be implemented.

For the purposes of this RFP you can assume:

Minimum 1x Category 5 or better voice drop per office/cubicle for analog/TDM telephones/devices

Cable labeled prior to the deployment of the new phone system.

Various vendor manufactured racks/cages in MDFs and IDFs.

All of PVSD MDFs and IDFs will have two-post or wall mounted racks, however some will have limited space.

Most IDFs will have acceptable levels of UPS backup runtime (10-20 minutes). Many of these locations require analog or other centrally powered solutions. All IDFs have AC power, and will have fiber interconnects back to the MDF. Some IDFs have forward facing doors to the outside elements and can become hot or cold depending on the weather conditions.

**Response:**

VoIP Readiness

The PVSD network can support the following as a minimum (Without the proper networking monitoring tools and expertise, the following below cannot be fully verified.):

* Latency <100ms
* Average Jitter <50ms
* Packet Loss <1%
* Peak WAN utilization <80%

Response:

1. RFP Requirements

RFP responses **may be disqualified** if they do not meet the following requirements; upon review of any workaround or alternate strategy recommended by the Vendor. Disqualification is not automatic and may be tempered by the overall compliance of the proposed solution. If a Vendor responds as compliant, and it is later discovered that a Vendor is non-compliant to one of the following requirements in this section, Vendor will be considered to be in material breach of contract, and PVSD will have access to all remedies provided within this RFP, including cancellation of the contract with a full refund. **You may submit a written response to any of the following sections prior to the official due date and the evaluation committee will determine if your response will be considered materially compliant if you do not meet a specific critical consideration.**

Response:

Schedule C Non-Compliance

Schedule C lists features and functionality that PVSD requires in the proposed solution. However, as a spreadsheet it may not provide adequate room to explain non-compliance. Please use the following space to explain any features that were responded to as Optional, Partial, or Non-Compliant where PVSD marked the feature as “Required”. Also, describe work-arounds and optional pricing below if there was not enough space on Schedule C. Lastly, provide an explanation for any partial or non-compliance with features that we marked as “Should Have but Optional”.

Response:

Recommended Optional Upgrades

In answering this type of Request for Proposal, Communication Strategies recommends that Vendors provide pricing on the minimum cost alternatives that allow for full compliance with the RFP. However, we would be interested to know what options or upgrades you would recommend to your base configuration. Please name, define, describe, and price each upgrade that you would recommend in your hardware, software, or feature functionality.

Response:

1. Phone System

PVSD Specific Requirements

The following section, along with Schedule C summarizes PVSD’s general requirements.

Resiliency

Resilient with High Availability – All critical telephony servers that do not have a redundant hot failover server should have redundant hot-swappable power supplies, RAID hard drives, dual NIC, and be built on industrial grade servers.

Response:

Branch Survivability – In the event of a failure of the WAN, or the unavailability of the Data Center, the remote location should be configured so that it will be able to continue to process calls over local PSTN trunks with no loss of functionality. This includes forwarding calls directly to a specific user’s voicemail greeting, and recording a message.

Response:

Voicemail Branch Availability – Voicemail functionality at the branch must be able to survive a failure of the WAN or a catastrophic failure of the Data Center. Offices should be able to send calls to voicemail correctly even if the inter-office WAN is not available. This may be accomplished by the branch’s survivable system passing through the DNIS of the originally dialed party to a centralized voicemail over PSTN in such a way that the VM system answers with the correct user’s personal message. Alternately, distributed and networked voicemail systems may be considered at each branch as long as user feature functionality is identical when dealing with users on the same system or on a remote system.

Response:

All other peripheral servers should be industrial grade Tier 1 rack-mounted servers. High availability (redundant hot-swappable power supplies and mirrored hard drives) is desired but not required.

Response:

Architecture

PVSD prefers a Voice over IP telephone system. PVSD understands that the clear direction of telecommunications technology is towards VoIP and that TDM technology is no longer relevant for most of the desired features and functions.

Response:

Single System Functionality – should allow for 4 digit dialing between locations, centralized management, and centralized voicemail;

Response:

Single database image – all phones should be part of the same system and not connected to multiple networked phone systems;

Response:

Simplified system administration – to allow PVSD to administer their own telephone system moves, adds and changes;

Response:

Does the system install a Gmail add-in to allow for message playback and management without having to open a 3rd party media player such as Windows Media Player? Does the user have the choice to play the message through their telephone, or through their PC speakers, while still controlling the call through Gmail? Will the unified messaging system integrate directly with our Google Apps for Education implementation or will it require a 3rd party extension? This is critical for our users so that they have the option to receive voicemails directly in their Gmail inbox. Provide a screen shot of the software used to control Unified Messaging.

Response:

PVSD would prefer a Unified/Integrated Messaging system that stores voicemail on its own server. Ideally, the voicemail server would insert a placeholder into the Gmail message stack that would look like an email to the end user in Gmail. When the message is played through Gmail, it would stream or download directly from the voicemail server without touching Gmail. Are you able to support this configuration? *(Vendors that cannot support this functionality WILL NOT be eliminated from consideration. However, vendors are encouraged to propose a solution that comes closest to this ideal as they are able.)* This solution is preferred to overcome limitations of future decentralized Gmail environments, large mailboxes, latency between Gmail and your Unified Messaging platform, etc.

Response:

If a centralized voice mail system is being proposed, it is critical that time stamp is accurate at each remote location, which will include multiple time zones, if applicable.

Response:

Virtualization – PVSD is open to virtualized servers in order to minimize hardware requirements, leverage capital investments, and facilitate server/application replication and failover. Which parts of your equipment stack will support server virtualization, and would you recommend or discourage use of virtualization in the system. Virtualization is NOT REQUIRED in this RFP but vendors that can support virtualization will be preferred if all other aspects are equal. A thoughtful response to this question is required. Our current virtualization platform is 2 standalone VM's, 1 at each site running Windows 7 through Parallels Desktop. These VM's control our lighting system. A more robust enterprise solution may be explored if it is required for additional VM's. VMware's vSphere would be the initial choice for this.

Response:

Telephone Specifications for PVSD

 All IP telephones should be GigE, meaning that they can supply a switched Ethernet port to an attached computer at Gigabit Ethernet speeds.

 Phones that utilize paper designation strips for button labels will not be accepted.

 The PC Attendant Console should provide receptionist/operator functionality with an on-screen busy lamp field that shows status of telephones across any networked locations. Phone system should automatically re-direct any operator calls to a back-up reception position (described below) if the PC Console were to lock-up, fail, or require rebooting.

 Backup Receptionist or Departmental Answering Point telephone - PVSD requires a non-PC “Operator” position. This telephone will provide coverage to department operators and provide full operator functionality in cases of emergency, call coverage or when a PC console needs to be restarted. This should be a standard multi-line phone with attached Busy Lamp Field, or a hardware based (non-PC) attendant console.

 Staff (Standard) telephone requirement is for a multiline set capable of supporting at least 2 extension appearances. The following features, accessible via fixed or soft feature keys, are required: internal and PSTN dial-tone, hold, transfer, message waiting indicator, ad-hoc five-party conference call, system speed dial access, personal speed dial access, and forward to voice mail. LCD display, two-way speakerphone and the ability to independently mute speakerphone, headset and handset calls is required for this set.

 Executive telephone requirement is for a Full Duplex speakerphone capable of supporting Busy Lamp Field appearance for 1 other telephones, intercom to their assistant, and one touch speed dials for 3 numbers (minimum 6 button phone required). All other features of the Standard telephone need to be supported as well.

 Basic (or courtesy) telephone requirement is for a single or multi-line phone that would be placed in very low usage areas such as intern desks, waiting areas, warehouse, lunchroom, etc. The following features, accessible via fixed or soft feature keys, are required: internal and PSTN dial-tone, hold, transfer, system speed dial access, and park pickup.

 Analog telephones (in classrooms) should have Caller ID, message waiting lights and wall mounting capability. .

Response:

Telephone Questions

 Provide power requirements (or which PoE class) for each phone proposed.

Response:

 Provide a brief description for the PC based Operator’s console. Will the attendant console automatically pull database updates from the Call Processor for station extensions? If not, how is this process completed?

Response:

 The quoted phones should allow users to navigate a telephone directory from the display of their phone. Where will this directory be retrieved?

Response:

 If a color display option is available (and not already included in your proposal) include the incremental cost to upgrade all telephones to color in the options section of Schedule A.

Response:

 Do headsets require an external amplifier to provide adequate sound quality and volume? Do the telephones quoted have a “headset” mode where the handset does not need to be removed from the cradle, or is a handset lifter required? Does the phone have a separate headset jack, or does it connect in line with the handset?

Response:

Features

Departmental “must answer” line. This is a button that appears on a group of telephones to be answered by anybody in a department. Callers would access this line either by direct dial, operator transfer, or zero out of voicemail. It should have multiline attributes so multiple calls can be ringing into the group simultaneously. This button should include a Message Waiting Indicator for voicemails to this extension in addition to the user’s voicemail. This feature is intended for receptionist at smaller offices that do not have a dedicated receptionist.

Response:

How does a user log out of the telephone? Can a user remotely log out of a hot-desk phone. When a user relinquishes hot-desk control of a phone, will both phones return to their original user profile?

Response:

Analog Stations – PVSD has a number of analog telephones, fax machines and modems.

FXS (analog station) ports must provide **Telco Central Office Line** equivalentstandard 90v AC at 20 MHz with 5 REN ringing voltage and 48v DC talk voltage in order to interface with 3rd party equipment.

Response:

Overhead Paging

System must support independent overhead paging systems with dial access through all telephone handsets.

 Overhead Paging Amplifier types/models

a. Bogden MultiCom 2000

Response:

911

We require that your proposed solution be 911 compatible. Portola Valley School District is satisfied with the following 911 functionality in your core RFP response:

Route calls over appropriate local PSTN connections that are configured to identify the correct address to the Public Service Answering Point (PSAP), even if that route is different from the standard ARS route for that station and location

Allow a 911 call to be made from any station, even if that station is restricted to extension dialing

For stations that do not have local PSTN connections, calls over the WAN/VoIP infrastructure should correctly send a default location for that station to the PSAP that will differ from the rest of the stations that connect over those PSTN connections.

Response:

The following functionality, generally referred to as E911 compliance, is NOT required, but can be quoted as an optional application. However, please state your compliance, and describe how your solution could meet the following requirements, as well as your overall E911 strategy and abilities.

Send station specific location information to the PSAP through Inform 911 functionality on digital trunks

Notify internal extensions through on-display, email, or other real-time means when a user dials 911, and what extension has placed that call. This allows internal first aid staff to respond to emergencies immediately.

Provide specific ELIN or ALI information to the PSAP to allow for correct identification of the callers location.

Automatically update the user’s location when they log in to a different phone with their same extension or move their phone to a different area of the building, or to a different office.

Assign a temporary DNIS number to any extension that does not have a DID number to allow the PSAP to call the station back in an emergency.

Response:

Software

What underlying operating system is used for the applications that form the telecommunications platform (i.e. Windows 2000, VXWorks, Linux, Unix, etc.)? List the operating system for each server being proposed. The Vendor is responsible for providing the Operating System (OS) for all servers required.

Response:

Please describe how the underlying OS has been “bolstered” to prevent exploitation of OS security flaws. Unneeded applications should be uninstalled, removed, or disabled from the OS. This is particularly relevant to Windows operating systems. Which Firewall ports does your application use, keep open, or listen to?

Response:

Communication Strategies prefers to implement a new software release after it has been generally available (G.A.) for at least 3 months. The software can then be considered stable and there should have been an x.1 type software release to resolve any software bugs. Please make note if you are recommending the installation of any software that does not meet this criteria, and your justification for doing so. When is the next release due?

 Response:

System Reliability

If a branch location loses connectivity to the central call processor and fails into local survivable mode, which specific features will be lost in local survivable mode?

Response:

Music on Hold

In order to minimize traffic on the WAN in a VoIP implementation, the system should be able to provide music on hold from the PSTN gateway at each location. What music on hold interface is recommended for remote locations? Does the system provide the ability to play standard .wav or .mp3 files as music on hold from a file saved on the gateway?

Response:

If the system cannot provide Music on Hold locally at a branch, can it provide multicast music on hold that would stream one audio connection to each location (not one audio connection for every call on hold)? Can the system be configured to stream music on hold as G711 while the rest of the VoIP traffic between locations is G729?

Response:

1. Voice over IP

PVSD Specific Requirements & Network Readiness Assessment SoW

VoIP Quality and Performance Expectations

It is expected that a Voice over IP installation will be reliable and provide high quality voice. We define the following as our minimum acceptable performance for VoIP telephone systems:

 Provide 99.99% uptime of all applications during regular office hours;

 Provide 99.9% total uptime including after-hours system maintenance;

 For LAN calls using G711, telephones should deliver an average Mean Opinion Score (MOS) of 4.5 (better than toll quality), and minimum Mean Opinion Score of 4.0 (toll quality);

 For WAN or G729 calls between locations, telephones should deliver an average Mean Opinion Score of 4.0 (toll quality), and minimum Mean Opinion Score of 3.5 or better (cell phone quality);

 Telephone calls will be free of echo, choppiness, sound artifacts, poor sound quality, and dropped calls.

Response:

An initial discussion (upon contract award) will be held between the Vendor and PVSD to review all applications and data flows on the LAN/WAN, including all hardware installed, software revisions, and routing/switching programming. Upon completion of this initial discovery, Vendor will provide recommendations for upgrades and remediation.

Response:

Once the production LAN infrastructure has been upgraded to support VoIP (per the results of the Vendor recommendations above), Vendor will conduct a VoIP Readiness Assessment of the newly upgraded LAN. This assessment should be performed within one week of the installation of any new LAN equipment to support VoIP, and configuration of QoS on all links, so that PVSD has sufficient time to address any shortcomings discovered by the assessment prior to full deployment.

Response:

The **Network Readiness Assessment Scope of Work** will consist of the following:

 Use of a standard testing tool such as Vivinet NetIQ, Viola NetAlly, Verint, or equivalent;

 Testing Server shall be positioned on the core network switch expected to support the voice communications call server, with testing end-points strategically positioned in the voice VLAN of each and every IDF of every office;

 VoIP Assessment should test mesh connectivity from every IDF to every other IDF (not just closet to core);

 An initial test should be performed where call traffic is gradually “throttled up” to the limit set in Call Admission Control to ensure that the QoS bandwidth allocations are sufficient to prevent discarded packets;

Once voice capacity is established, Vendor should generate data traffic, such that the uplink from an IDF to the MDF is saturated to near 100% utilization while generating test voice traffic, to ensure that QoS on the LAN is properly implemented to prioritize voice packets over data packets. This test will be repeated one time for each different access layer switch type to ensure that implemented QoS methodology is working correctly;

 In order to test end-to-end QoS, Vendor should generate data traffic, such that the uplink from the Core Router to the Provider Edge (PE) Device is saturated and the Edge router is forced to shape traffic and drop excess data packets in favor of higher QoS voice packets, before putting traffic into the WAN link. Voice traffic will be generated and measured during the saturation test and Vendor will provide a Mean Opinion Score (MOS) for the voice traffic under load;

 In order to test QoS over the WAN, Vendor should generate data traffic from multiple remote locations, such that the uplink WAN link from the WAN provider to the PE WAN router and CPE Core Router is saturated and the WAN provider is forced to shape traffic and drop excess data packets in favor of higher QoS voice packets, before putting traffic into the WAN link. Voice traffic will be generated and measured during the saturation test and Vendor will provide a Mean Opinion Score (MOS) for the voice traffic under load;

 For the saturation tests above, the Vendor will provide all testing methodology, hardware and software that will be used to generate sufficient traffic to flood the uplinks from the IDF to the Core in the LAN, and between locations on the WAN. These tests will need to be conducted after business hours so that they do not impact business processes;

 A normal testing session will then be initiated between all end points using expected voice and data traffic and should last no less than 3 days;

Testing shall use the G711 codec using a 64kb packet size with a 20ms jitter buffer on the LAN. If your system recommends other “Best Practices” then test should match manufacturer recommendations;

Testing shall use the G729 codec using a 20ms sampling rate and 40ms jitter buffer on the WAN. If your system recommends other “Best Practices” then test should match manufacturer recommendations;

Test results should include: throughput (bandwidth), packet loss, packet delay (latency), jitter (variable latency), and the minimum and average Mean Opinion Scores that can be expected per LAN/WAN segment;

Vendor will then interpret, and summarize the findings and provide a verbal and written recommendation for any remediation;

If the initial test of the network fails, and remediation is required. Vendor will retest the network one time with the same process as above, after remediation is complete, and prior to bringing the new voice system into production.

This Network Readiness Assessment Scope of Work is our minimum acceptable SoW and may not be reduced or answered as non-compliant by the vendor. Nonresponsive or noncompliant responses may be eliminated from further consideration. Please note your compliance below and comment on any additional methodologies recommended.

Response:

Please comment on the diagnostic tools you will use and the type of report that we would expect to see. It is expected these tests will be performed by the awarded Vendor, or a sub-contractor that specializes in this type of analysis.

Response:

What tool will be used to generate the required data traffic load on the LAN and WAN, in order to flood the uplinks and WAN circuits? Please note that this traffic generator may need to generate 10G worth of data on uplinks from the IDF to the MDF and 1G at other points in the network.

Response:

After the initial VoIP network readiness assessment, Vendor will be required to explain and price any additional remediation recommended in order to achieve the goals above. Once PVSD has implemented the remediation, and the network has been certified through a follow-up assessment, the Vendor and Manufacturer are expected to guarantee the installation (other than WAN carrier quality issues). If the installation fails the requirements in Section7.1 (for example due to dropped calls, poor quality calls, static, echo):

 Vendor will have five days to identify the problem,

 PVSD (and WAN provider) will assist in problem identification/resolution under the direction of the Vendor,

 Vendor will need to provide definitive proof that the problem exists in the underlying Cabling/LAN/WAN fabric if there is an assertion to that effect,

 Vendor will have five additional days to correct the problem if it is in the hardware they have provided.

Response:

If the Vendor cannot provide a voice solution that supports VoIP to the expectations in Section 7.1, and this RFP (after PVSD’s implementation of any LAN/WAN remediation or upgrades recommended by Vendor), and cannot rectify the problem per the section above, it will be considered a material breach of contract on the part of the Vendor. Vendor will allow the customer to return the complete system for a full refund, and remove the system once an alternate solution has been put in place by PVSD.

Response:

VoIP Specifications

What is the manufacturer’s recommended best practice for CODEC choice, sampling rate, packet size, jitter buffer, etc? What bandwidth, including overhead and QoS, will each recommended CODEC require? What VoIP CODECs are supported on the platform, i.e. G.711, G.729A, G.729B, G.722, H.323, SIP, etc. (list all applicable)?

Response:

What is the highest common denominator Codec across all applications being quoted? Will calls require transcoding between applications (voicemail, call recording, etc.)?

Response:

Which CODECs are supported natively by the telephones? Will telephones auto-negotiate CODEC over the LAN/WAN when connecting between offices without the need for an intermediary translation or transcoding? If not, how is transcoding provided?

Response:

What network parameters are, or should be observed with the platform, i.e. 802.1p/q, Differential Services (DSCP), weighted fair queuing, Rapid Spanning Tree, VLAN pruning, device discovery, etc?

Response:

Do the telephones natively tag packets with both QoS (Layer 3 – IP Header) and CoS (Layer 2 – Ethernet Header) bits? Do all telephony servers and services automatically tag packets with both QoS and CoS bits? Which Layer 3 DSCP or IP Precedence tags are recommended by the manufacturer for voice RTP traffic and VoIP call control traffic?

Response:

When a call is re-routed from the WAN to PSTN due to Call Admission Control, QoS monitoring bypass, or Call Shuffle to PSTN (see Schedule C) what, if any, loss of features will be experienced? For instance, will a caller that is forwarding to voicemail when the call is re-directed over PSTN arrive at the correct user’s mailbox and personal greeting?

Response:

1. VOICE MAIL PLATFORM

PVSD Specific Requirements

It is imperative that any new voicemail platform be easy to use, easy to change greetings on, and require users to only press 1 button to access commonly used features.

Response:

Vendors are encouraged to evaluate a centralized voicemail system in their solution that will provide a high degree of sound quality and availability of the VM application to remote branches.

 If you are quoting a distributed system, how will messages between locations be transferred, where will messages be backed up, and how will the system present the users the appearance of being on a single voicemail system, including having the correct local time on the message timestamp?

Response:

If you are quoting a centralized system, what bandwidth and system design considerations must be taken into account for remote branches (especially dealing with PVSD’s proposed WAN topology)? In a centralized VM system, how will callers reach the voicemail server and be automatically delivered to the correct mailbox if the WAN is not available or performing poorly?

Response:

The Vendor is required to set up two guest mailboxes on a demo system with integration to the PBX you are quoting so that we can test the user interface.  **Please provide a phone number and login information below**. Please provide a copy of the voicemail quick reference guide on the following page and in the soft-copy of your proposal.

Response:

Voice Messaging System Description

Describe your voice messaging product offering. Include a brief overview of the hardware, software, architecture, and components of the equipment proposed to meet RFP requirements.

Response:

Is the voicemail built by the manufacturer of the PBX? If not please provide information regarding the OEM company, their history, and relation with the PBX manufacturer.

Response:

What operating system does the voice mail system use? Vendor will be responsible for installing and maintaining the voicemail Operating Software – including security fixes and updates.

 Response:

What physical connection will be established from the voicemail to the phone system? If additional voice ports are required in the future, how is the hardware/software added?

 Response:

What, if any, limits are there to greeting, message or announcement length? What will the voice mail do if an individual mailbox is full? What will the remote caller hear?

Response:

Voice Mail Security and Administration

Please describe the system administration interface for the voicemail. Can the voicemail be administered through the same interface as the PBX? Does it require separate sessions? Is system administration done through a standard web-enabled GUI? If so, which browsers does the administrative application support? If not, can the application be loaded on multiple PCs?

Response:

Users should be required to enter a password to access their voice mailbox. What is the minimum and maximum password length? Can it be different for different classes of users?

Response:

1. Unified Communications & CTI

Many telephone system manufacturers are beginning to group together applications that empower onsite and remote workers through a new paradigm referred to as Unified Communications. This umbrella term may include Unified Messaging, Find Me/Follow Me, Instant Messaging, Presence, Text to Speech access to emails, Speech Recognition access to system features, Computer Telephone Integration, etc.

Unified Messaging

PVSD would prefer a Unified Messaging (Integrated Messaging) system that stores voicemail on its own server. Ideally, the voicemail server would insert a placeholder into the Gmail message stack that would look like an email to the end user in Gmail. When the message is played through Gmail, it might stream or download directly from the voicemail server to the desktop without touching Gmail. This solution is preferred to overcome limitations of future decentralized Gmail environments, large mailboxes, latency between Gmail and your Unified Messaging platform, etc. Does the proposed solution support this configuration? (Vendors that cannot support this functionality WILL NOT be eliminated from consideration. However, Vendors are encouraged to propose a solution that comes closest to this ideal as they are able. Include pricing for 100 users in your base bid.

Response:

Does the system install an Email Client add-in to allow for message playback and management without having to open a 3rd party media player such as Windows Media Player? Does the user have the choice to play the message through their telephone, or through their PC speakers, while still controlling the call through their Email Client?

Response:

Some phone systems include a built in conference bridge at no additional cost. These conference bridges tend to leverage existing telephony infrastructure and provide a “meet me” number that can be provided to callers to automatically bridge calls into a conference call. Some Manufacturers allow the use of passcodes, scheduled and reserved meetings, and meeting invitations; while other Manufacturers simply add each incoming caller to the bridge without the requirement for a passcode. Please describe any functionality that the quoted system will provide for this type of Meet Me Conference Bridge.

Response:

Call Accounting - Optional

PVSD requires an enterprise-wide call accounting system. Sufficient buffering must be provided to allow for a minimum of 100,000 call records. Please describe procedures and costs for Rate Table updates. Pricing software suitable for accurate charge-back billing to individuals and/or departments is required. Accounting reports for individual departments must roll up to a consolidated system-wide report. Please describe your call accounting system below.

Response:

 Please describe what hardware is provided with your proposed solution

Response:

Mobility Applications (Find Me/Follow Me) - Options

Simultaneous Ringing

Describe any functionality that the system has to ring a call to a person’s cell phone and desk phone simultaneously. If the call is answered on the cell phone, how do you get the call back to the desk phone? If the call is answered on the desk phone, how do you extend the call to the cell phone? Will the user see the inbound caller’s Caller ID or the PBX’s Caller ID on the display of their cell phone? Provide any costs for this application per unit as an option on Schedule A.

Response:

Find Me/Follow Me

Describe and provide optional pricing for any other Mobility applications, or abilities that the system can provide in order for an employee to manage where the phone system can expect to find them. Provide any costs for this application to support 50 users as an option on Schedule A.

Response:

1. System Administration Requirments

PVSD Specific Requirements

PVSD requires a system administration tool capable of supporting all offices within the enterprise from a single intuitive user interface. Ideally, this program will allow management of the phone system, voicemail, etc. from a single unified interface. Please describe all functions and applications the administration tools can support and include screenshots for each application.

Response:

The system should maintain a change log of programming changes and which administrator made the change.

Response:

System Administration Questions

Describe the database, which contains user programming information for the phone system, voicemail, and other major system components.

Response:

Generally describe how the programming database might be integrated with Client’s current Active Directory, Email, and HR databases.

Response:

Can moves and changes be batched? That is, can changes be made to a number of subscribers or classes of service simultaneously? Can moves and changes be scheduled to run after business hours or when stations are not in use?

Response:

How is security provided to prevent unauthorized access to the administration application? Is there any limit to the number of administrative users that can be given access passwords? Can different administrators be given individualized permission levels? Can some administrative users be defined with “view-only” permissions? How many administrative levels can be defined?

Response:

System Monitoring and Diagnostics

What diagnostic tools, logs and reports are available to aid in isolating faults? Are the system’s diagnostic tools SNMP compliant?

Response:

Describe the system alarms and alarm notification available from each sub-system. Will the system call home to the maintenance company; call Client designated phone numbers; send out pages to pagers; send emails, etc.?

Response:

Does the proposed system have the ability to monitor VoIP Quality of Service? Does this application simply monitor for underlying network issues (latency, jitter, packet loss) through the use of some kind of probe or error logs? Or, does it monitor actual phone calls through data provided by the telephones? If data is provided by the telephones, can it be monitored in real-time, or are the statistics sent at the end of a call? Can this data be exposed in a simple network management protocol (SNMP) management information base (MIB) for easy access with traditional network management system applications? Please provide a brief description, with screen shot, and include a full brochure in the appendix.

Response:

Software Upgrades and Patching

The manufacturer must provide software updates to address security flaws in the OS and applications at no additional cost (other than labor to implement) during the warranty and maintenance period.

Response:

How does your company provide future software releases? Will the system need to reboot, or can these upgrades take place in an on-line environment? Briefly describe the process for installing a software update, and reverting to a previous software load if required. Specify for each major component proposed.

Response:

Is it possible to perform a software upgrade on a standby/redundant processor and then force a failover to minimize down time during a software upgrade? Is this functionality included in the base price? Can the 2nd processor stay on the old software level in case you need to revert to the previous software level?

Response:

1. Implementation Requirements

PVSD Specific Requirements

The entire “Implementation Requirements” section reflects the requirements of PVSD. Vendors should ensure that their proposal will meet the required Scope of Work in this section.

Response:

Installation

Please indicate your intended compliance with each of the following once you are awarded the contract. The plans and charts do not need to be created at this time.

***Responsibility -*** The selected Vendor is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.

***Initial Work -*** Vendor will perform needs analysis, station reviews, cutsheet database discovery, and original program initializations.

***Telco Coordination –*** PVSD or Communication Strategies will coordinate the ordering of all local and long-distance communications facilities as deemed necessary.

***Installation -*** Vendor will be responsible for placement and installation of all servers, gateways, telephones, and all other supplied hardware.

***Interconnection -*** Vendor will be responsible for interconnection of all newly supplied equipment, including patchcords, patching, cross-connecting, plugging, Telco terminations, specialty wire harnesses, Amphenol tails, toning of analog cable, any required analog station patch panels or termination blocks, and any additional cables or wires required to connect the new telephone system to PVSD’s house cable.

***Software Version -*** Vendor will implement the most recent and stable version of all supplied software. If the manufacturer releases a software update to fix flaws, bugs, or security during the installation timeframe the Vendor will update PVSD’s system at the earliest reasonable opportunity during a scheduled maintenance window. This maintenance window will be scheduled after hours for service impacting upgrades to an operational and partially deployed system at no extra cost to customer.

***Project Plan*** ***-*** A master project schedule must be created, along with a work responsibility matrix, identifying the tasks the Vendor will perform and the tasks PVSD is expected to perform to successfully implement the new system.

Vendors must furnish all space, power, and environmental requirements for the proposed system equipment.

Space – Provide the physical dimensions of all equipment that will not be rack mounted.

Power – All power requirements, including any special conditioning or grounding requirements.

Heat – Vendor must provide heat dissipation for proposed switch room and the recommended safe temperature operating range for the proposed system.

Rack elevation - showing the number of U, and recommended stacking of the equipment that is being proposed at Head Office, and at each location.

Response

Training

***Requirements -*** The successful Vendor is required to include end-user training on PVSD premises, with classes grouped by phone type or job classification.

Training class sizes will not exceed more than 15 station users at a time.

Each user should have access to a live telephone instrument during training.

Classes should not exceed 60 minutes (45 minutes preferred)

All users will require training on the new telephone system and voicemail

Operators will require training on the new attendant console(s). Training should occur away from the reception area prior to cutover. On the morning of the 1st day of service, Vendor should provide personnel to assist the receptionist, as required, for a minimum of 2 hours.

Three (3) users will require complete system administration training on all new systems implemented

Two to three (2-3) weeks after the initial training, Vendor should conduct 2 sessions at Head Office for Power Users showing how to use all advanced functionality.

***Training Materials -*** Vendor will provide a training program and soft-copy training materials for designated PVSD personnel who will train future employees. In addition, specify what computer based training materials are available and whether they are included in the base price.

***Quick Reference Guide -*** Vendor will prepare a 1-2 page handout that shows how to use the most commonly used features of the phone system and voicemail.

***Desk-side Training –*** Due to other commitments, it is often difficult to get Executives to attend training classes. For this reason, please add 1 full day, or 2 half days of trainer time starting the first day of service for walk-around and desk-side training at large locations, and 1 hour of desk-side training for small locations.

Please state your intended compliance with the section above.

Response

User Acceptance Testing

Vendor, Communications Strategies and PVSD will create a User Acceptance Test (UAT) plan that confirms the operation and resilience of all applications to the requirements specified in the RFP.

Vendor will test all installed equipment to manufacturer and vendor supplied test plans and correct all defects prior to UAT.

Vendor shall have lead technician and adequate support staff onsite for UAT system testing at least 1-2 weeks prior to going live with the telephony cutover.

Response:

Cutover Coverage

For each location cutover, it is expected that the lead engineer will physically attend onsite, and project manager will personally coordinate remediation, until all reasonable punch-list items are resolved.

For each location, Vendor shall provide at least 1 onsite Lead Engineer for programming and trouble-shooting for at least 1 x 8 hour day beginning with the first day in service, and continuing onsite until all punch-list items are resolved.

After reasonable punchlist items are resolved, additional issues will be moved to an exception list and will be tracked by Vendor with an action plan, responsible person, and deadline for completion. Vendor will provide daily updates on the remaining exception list items.

State intended compliance with the requirements stated above.

Response:

System Acceptance

System acceptance will be defined as follows:

* All equipment delivered and installed.
* All training completed
* All installation issues resolved to PVSD satisfaction
* All advanced features and software installed and tested, but not necessarily deployed
* Documentation representing the system “As Builts” is delivered and reviewed with PVSD
* PVSD may agree to system acceptance with an acceptable exception list

PVSD expects that they will move from installation support to warranty/maintenance support only upon execution of a Delivery and Acceptance agreement. Please define if Vendor has a different requirement for the beginning of the warranty/maintenance period.

Response

1. Warranty, Maintenance and Customer Support

PVSD Specific Requirements

**ALL** hardware, software, and installation labor provided by the Vendor or Manufacturer should be covered by a 1-year parts and labor replacement warranty or first year maintenance plan, including onsite support if required.

Response:

As most of the critical components of the system being quoted will be redundant and/or resilient, PVSD will only require 8x5xNBD support in order to minimize ongoing yearly expenses. This means that service and support will be provided at no additional cost during business hours Monday to Friday Pacific Standard Time, and that any replacement equipment will be delivered by the next business day.

Response:

Please provide an option to upgrade to 24 hours X 7 days X 4 hour Service Level Agreement on the core Telephone System hardware and software, including:

All Call Processors and Core Telephony servers and applications

Voicemail servers and applications

Voice gateways which terminate PRIs or T1s

Response:

If PVSD signs for 8x5 support, we would be interested in any option that provides for after-hours Emergency support on a Time and Materials basis.

Please describe PVSD’s ability to receive immediate service or advanced replacement from 5pm to 8am on an 8x5 plan by paying the price differential on the labor hours or an expedite fee for 24x7x4 type onsite service.

We understand that our call for service would have a lower priority than a maintenance customer that actually paid for 24x7x4 service. However, what service level agreements would Vendor be able to provide for T&M based, after hours support, in the case of an emergency?

Response

Telephones do not require a maintenance contract; PVSD will maintain spares and purchase replacement telephones as required. However, please provide an optional price for 8x5xNBD maintenance of the telephones where indicated on the pricing form.

Response:

Warranty Questions

What is the manufacturer’s standard warranty period on hardware, software, and other equipment without the purchase of additional maintenance or warranty?

Response:

Which of the maintenance options available (Vendor vs. Manufacturer, and which service level) has been included in the base pricing for 1st year Warranty and 2nd year Maintenance support? Why?

Response:

Is post installation warranty/maintenance support available from the manufacturer? Please describe briefly the options available.

Response:

Is post installation warranty/maintenance support available from the installing Vendor? Please describe briefly the options available.

Response:

Is hybrid maintenance available where the Vendor provides Tier 1 support, help desk, advanced replacement and escalation but manufacturer provides hardware replacement, Tier 2+ support, and resolution of software issues?

Response:

All maintenance during the warranty period and under any maintenance agreements shall be performed by manufacturer certified personnel that are full time employees of a manufacturer certified Vendor.

Response:

Please describe your ability to provide routine system monitoring to assure the continued operation of all system components. Will the Vendor implement software or hardware that will “phone home” proactively to inform the Vendor that there is an alarm in PVSD’s infrastructure? Will the Vendor automatically notify the customer if there is a fault detected in the system? How (phone, pager, email, escalation trees), and how often during the incident response will the service provider provide updates to the customer?

Response

Describe any portals or reports where PVSD can view past and current service calls, and moves/adds/changes with detailed resolution notes.

Response:

Emergency service will be defined by the warranty/maintenance contracts to include resolving problems which interfere with the normal operation of the business, and include the failure of >10% of stations, >25% of trunks, any core telephony server, an attendant console, or a substantial sub-system of the Telephony system. Emergency service shall consist of remote diagnostics within 30 minutes of the origination of the service ticket. Service Provider will provide a four-hour onsite response time for emergency services. Service Provider should update PVSD with a completion notification for emergency services immediately upon resolution of problem.

Response

Response time for minor system problems should be 24 hours. Service Provider should complete routine requests for additions, deletions, and feature changes within 48 hours of request. Service Provider will respond with a confirmation of completion for routine service requests within 48 hours of fulfilling the request.

Response

Maintenance cost increases should be limited by the cost of living as measured by the Consumer Price Index.

Response:

1. Contract Terms and Conditions

Order of Precedence

If there is a discrepancy in terms and conditions between any documents that will form part of the final awarded contract, the following order will prevail:

1. RFP, Response to RFP, Addenda, and RFP Schedules
2. Vendor Contract
3. Vendor Scope of Work
4. Vendor Project Plan
5. Written correspondence between the Vendor and PVSD

Response

General Conditions

The following conditions are typical for telecommunications projects. If you must take exception to any of the conditions below, please copy a blue “Response” clause to the appropriate spot, fully explain your objection, and suggest an alternative.

Response:

Not An Offer to Contract

This RFP is not an offer by PVSD to enter into a contract under these or any other terms. Acceptance of a proposal neither commits PVSD to award a contract to any Vendor, even if all requirements stated in this RFP are satisfied; nor limits PVSD’s right to negotiate in its best interest. PVSD reserves the right to reject all proposals and not make a decision, or to contract for only a portion of the project. PVSD shall have the right to modify the terms of this RFP without notice, and to make its selection decision on any basis, in its sole discretion. All costs for proposal preparation are the responsibility of the Vendor.

Addenda

Written Addenda (including emails) issued by PVSD, interpreting, modifying, or adding to this RFP shall be incorporated into the proposal. Any oral communication concerning this RFP is not binding on PVSD and shall in no way modify this RFP.

Valid Period of Offer

The pricing, terms, and conditions stated in the RFP Response must remain valid for 3 months from the due date of the response in order to finalize a decision and enter into contract. Thereafter, pricing should remain fixed for the term of the contract.

Inclusive Pricing

It is expected that there will be no additional charges other than those specified on Schedule A. The Vendor and Manufacturer are solely responsible for all Time and Materials, airfare, hotel, living expenses, mileage charges, shipping, duties, tariffs and Value Added Tax. These costs should be included in the quoted “turn-key” pricing. Any error in configuration or omission of required equipment is the responsibility of the Vendor to provide at no additional charge in order to provide a functioning system that meets the scope of the RFP.

Vendor’s proposal should identify all services and equipment to be provided by PVSD, required to implement the Vendor’s proposal. No materials (including servers or Windows OS), labor or facilities will be furnished by PVSD, unless specifically requested in this RFP.

“Optional” Pricing

PVSD wants to avoid any misunderstanding where it is assumed that a feature is included in the base pricing and turns out to be an optional, extra cost feature. As such, any question answered “Comply” will be considered included at no additional cost. Any service that is referred to in the body of this response and exhibits (does not pertain to attachments and brochures) will be considered included in the basic offer, and pricing, unless Vendor specifically refers to the service as optional and provides pricing.

Complete Response

Failure to answer all questions in this RFP may be considered non-responsive. PVSD may, at its sole discretion, waive minor inconsistencies in a response.

Joint Response

If two or more firms are involved in a joint venture or association in order to provide a response, the proposal must clearly delineate the respective areas of authority and responsibility of each party. All parties must submit section Vendor RFP Authorization. All parties signing the agreement must be individually liable for providing the services even when the areas of responsibility under the terms of the joint venture or association are limited. This often applies when the Vendor contracts with the Manufacturer for professional services in the installation of the system.

Sub-Contract of Work

Vendor must disclose below if they intend to sub-contract any portion of the work required under this RFP response. Sub-contractors must be chosen prior to submitting a bid and their abilities will be assessed as well as those of the Vendor. PVSD will contract directly with Vendor and Vendor will be completely responsible for the completion of all facets of this RFP (even if sub-contracted to others by the Vendor).

If Vendor sub-contracts work without prior disclosure or changes the designated sub-contractor, this will be considered a breach of contract and PVSD may, at its sole discretion, terminate the contract. Vendor will be paid only for actual work completed to that point and PVSD will pay no penalties for cancelling the contract. Please note below if any work will be sub-contracted, which work, to whom, and the percentage of the total proposal being sub-contracted.

Right of Refusal

Customer retains full right of refusal over Vendor staff or resources for any, or no, reason. Upon notification of a reasonable request to change staff, Vendor will identify alternate candidates with similar or equal qualifications for Customer to interview. Upon selection of alternate resource, Vendor will endeavor to schedule the new resources to the project with minimal delay.

Scope of Work

Vendor’s final Scope of Work will not be able to capture every action item, deliverable or responsibility of each party. If an action item is not listed in the SoW but is reasonably required in order to meet the requirements and specifications of the RFP, it will be assumed to be included at no extra charge and the responsibility of the Vendor if it relates to the hardware, software or services being provided by the Vendor. If an action item is not listed and is solely related to the inner workings of Customer’s LAN/WAN, IT network, or business processes, it will be assumed to be delivered by the Customer (but with Vendor support and consultation).

Assignment

Vendor may not assign their responsibilities under this contract to any other party without the written consent of PVSD. Vendor contract may not be assumed by another company through a merger or acquisition without PVSD’s written consent, which will not be unduly withheld. This is intended to prevent PVSD from being obligated to work with a Vendor that they would not have chosen to work with, through an evaluation of the assigned company’s own merits.

Insurance and 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, at Vendor expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect the Vendor's personnel and PVSD against damages for bodily injury, including death, which 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. PVSD requires $1,000,000 liability coverage.

Permits

The Vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work which requires an inspection certificate issued by local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the Vendor. The chosen Vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to PVSD.

Seismic Requirements

All systems, equipment, and materials proposed must be designed and installed to meet Universal Building Code (UBC) requirements for seismic protection. Vendor must certify that all work performed as a part of any contract resulting from this RFP will conform to the codes and other seismic protection requirements and regulations for the locality being installed into.

Single Point of Contact

The Vendor will act as a single point of contact for all installation/warranty/maintenance issues related to all equipment provided under this contract. Vendor will not refer customer to the manufacturer of the equipment for resolution of any service issues. Vendor will coordinate response between the suppliers of all hardware/software that the Vendor has provided under this contract, so that the customer is not affected by any “finger pointing.” Vendor will provide best effort in resolving issues unrelated to the equipment they provided but integrating with the equipment they have provided (for example Unified Messaging integration with a Vendor supplied Voicemail platform).

General Guarantee

Neither “sign-off” of operational readiness by PVSD or its representatives nor partial or full payment by PVSD to the Vendor shall relieve Vendor of liability in respect to any express or implied warranties, or responsibility for faulty materials, workmanship, or code violations in labor or material supplied by the Vendor.

On Time Performance

The successful Vendor will be required to commence work within fifteen (15) calendar days of execution of contract, to prosecute the work with faithfulness and energy, and to complete the work according to the schedule set out in this RFP. The parties hereto agree that it will be impractical and extremely difficult to fix the actual damage from a breach of the obligation to complete the work within the specified period, and therefore, agree that two hundred fifty dollars ($250) per day shall be presumed to be the amount of damages sustained for any such delay.

It shall be understood by all Vendors that time is of the essence in the prompt manufacture, shipping, delivery, and installation offered by the Vendor and PVSD reserves the right, and may at its sole election, cancel any award or purchase order arising hereunder for untimely delivery (more than 1 month after date shown in final Vendor project plan).

If the contractor shall be delayed in the work by the acts or negligence of PVSD or its employees or by changes ordered in the work, or by strikes, lockouts, fire, unusual delay in transportation, unavoidable casualties or any Force Majeure causes beyond the control of the Contractor, or by delay authorized by PVSD, or by any cause which PVSD shall decide justifies the delay - the time of completion may be extended for such reasonable time as PVSD may decide.

Failure to Perform

Unless otherwise specified, if an item is not provided or installed as specified in the contract or if the Vendor provides an item which does not conform to the specifications, PVSD may, at its option, annul and set aside the contract, either in whole or in part, and may enter into a new contract in accordance with law for furnishing and installing such item. Any reasonable additional cost or expense incurred by PVSD in making of such contract or any additional cost of purchasing or installing an item by reason of the failure of the Vendor as described in this paragraph shall be paid by the Vendor.

Confidentiality & Non-disclosure

The information contained in this RFP (or accumulated through other written or verbal communication) is CONFIDENTIAL. It is for proposal purposes only and is not to be disclosed or used for any other purpose. This RFP is submitted by PVSD for use by potential Vendor’s officers and select employees engaged in evaluating this request. The contents of this Request for Proposal may not be disclosed, in whole or in part, to any other party without the prior written consent of PVSD.

Intellectual Property Rights

Inasmuch as this RFP document represents the core product offering of Communication Strategies, Com-Strat LLC retains ownership of the RFP document template. This document may not be used in whole, or in part, outside of this particular RFP engagement with PVSD, nor disclosed or given to any other party for their use. PVSD and the Vendor are granted unrestricted rights to use this document in procuring and responding to this RFP.

RFP Responses

All materials submitted by the Vendor in response to this RFP become the sole property of PVSD upon receipt of the proposal.

Hold Harmless

Contractor (insert name) shall indemnify and save harmless the District, its officers, agents, employees and servants from all claims, suits, or actions of every name, kind, and description, brought for, or on account of:  (A) injuries to or death of any person, including contractor, its officers and employees, or (B) damage to any property of any kind whatsoever and to whomsoever belonging, or (C) any sanctions, penalties, or claims of damages resulting from contractor's failure to comply with applicable laws, or (D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of the contractor, its officers, agents, employes, or servants, resulting from the performance of any work required of contractor or payments made pursuant to this Agreement, provided that this shall not apply to injuries or damage for which District has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

Response:

1. Attachments

The following documents will be provided in soft copy to all Vendors.

Schedule A – RFP Pricing Worksheet (Microsoft Excel)

Schedule B – RFP Site Summary (MS Excel)

Schedule C – RFP Requirements Summary (MS Excel)

Vendor must provide the following required document with their response:

Itemized Equipment List or Bill of Material

A sample of the following documents should be provided by the Vendor in their response. They do not need to be customized for PVSD at this time:

Vendor Contract

Vendor Scope of Work

Manufacturer Software License Agreement

Any other contract documents expected to be signed

Response: