

Request for Proposals Britton-Deerfield Community Schools Phone Upgrade 2023

**Requested by:
Britton-Deerfield Community School
Britton, Michigan**

**Issue Date: May 8, 2023
Due Date: May 26, 2023 @ 11:00 AM**

Britton Deerfield Community Schools (Located in Britton, Michigan, seeks proposals from qualified vendors for a new turn-key phone system to replace the existing Avaya phone system, including provision, installation, configuration, and staff/operator training.

Britton Deerfield Community Schools is a rural school district comprised of two schools (high school and lower elementary in the Britton building and upper elementary and middle school in the Deerfield building), BD staff that utilizes the phone system (approximately 100), and the student count is 402 .

PROJECT SCOPE:

Base Bid

The selected vendor will provide, install, and configure a new phone system to replace the existing Avaya phone system in accordance with the following minimum specifications and scope of work. The selected vendor will follow all manufacturer requirements as it relates to the installation and configuration of the phone system.

- Provide, and install, a turn-key replacement phone system that incorporates all the existing functions and telephone numbers.
- Migrate data and existing configurations from the existing phone system to the new turn-key replacement system for a seamless migration.
- Include emergency services for e911, such that for each 911 call made, the following items are reported directly to emergency services: the Address, Building, Location Description, and Room # in which the phone from which the call was placed is located.

- Provide 5-year licensing and support. Licensing fees preferred to be aligned to the fiscal year which begins on July 1st and continues up to and through June 30th.
- **Ensure compatibility with existing network equipment and new network equipment; POE switches, racks, patch panels, patch cabling, cabling to end-point device and existing telephones. Respondents must describe which equipment is not compatible and propose a replacement.**
- Provide technical training to a systems administrator(s) and end-user device training, as necessary.
- Remove old equipment if not repurposing and provide it to Owner.
- Label and document new equipment and network environment.
- Provide documentation As-built drawings and all manufacturer documentation related to system operations and maintenance

Existing Phone System

The Britton Deerfield School District's existing phone system is an Avaya phone system, version 8.6.2 without a support contract. All Britton-Deerfield Community School buildings are connected via single-mode fiber and Cisco switches. There are established numbers for the school district for both voice and fax communications. Most classrooms have an existing phone with voicemail. D&P Communications hands services off via a PRI and POTS to the current PBX. The Lenawee ISD provides integrated technology support for Britton-Deerfield Community Schools. BD and the Lenawee ISD are connected with a 10Gb fiber. The LISD has a Cisco UCM phone system, version 12.5.1.12900.

Device	Protocol	Count
Avaya (Secretary) 1416D02A-003		5
Avaya 1403D01A-003		80

Current Network Infrastructure

The network backbone is composed of Cisco switches with minimum network speeds of 1 Gbps, most are 10 Gbps. All network closets have access to power over ethernet (PoE) switches.

Britton-Deerfield Network Stacks (Existing)

IT Closet	Model	PoE	Fiber Ports	Unused ports	Uplink
(A)Britton Tech Office	WS-C2960XR-48LPD-I	Yes			10 Gb (LISD)
	WS-C2960XR-48LPD-I	Yes			

	WS-C2960XR-48LPD-I	Yes			
	WS-C2960X-48TD-L	No			
(B)Concession Room	WS-C2960X-48LPS-L	Yes			
	WS-C2960X-48LPD-L	Yes			
	WS-C2960X-48TD-L				
(C)Britton-Loft	WS-C2960X-48TD-L	Yes			
	WS-C2960X-48TD-L	No			
(D)Britton Lab	WS-C2960X-48TS-L				
	WS-C2960X-48LPD-L	Yes			
(E)Britton Rm 126	WS-C2960X-48TS-L	No			
(F)Deerfield Hallway	WS-C2960S-48LPD-L	Yes			10Gb to Britton
(G)Deerfield Rm. 28	WS-C2960G-48TC-L	No PoE			
(H)Deerfield Server Rm.	WS-C2960X-48LPD-L	Yes			
	WS-C2960X-48TS-L	No			
	WS-C2960X-48TS-L	No			
(I)Deerfield Elem Lab	WS-C2960X-48TS-L	No			
(J) Deerfield Super-Office	WS-C2960G-48TC-L	No			

BASE BID – New Cloud-Based VOIP Phone System

The project must minimally include, but is not limited to:

- Provide, install, and configure a turn-key replacement phone system that incorporates all existing functions and telephone numbers.
- Migrate data and existing configurations from the existing phone system to the new turn-key replacement system for a seamless migration.
- Include emergency services for e911, allowing each calling location to specify the address, building name, location description, and room #.

- Provide 5-year licensing and support. Licensing fees preferred to be aligned to the fiscal year which begins on July 1st and continues up to and through June 30th.
- Capacity of 100 VOIP stations and 100 Voicemail boxes
- Licensing for 100 users with voicemails
- Coordinate with owner and SIP trunk service provider to provide and configure SIP connectivity to the new phone system. Provide SIP service capacity like current PRI service capacity.
- Include all servers, gateways, repeaters, cabling, hardware, software, labor, and subscription licensing needed for a fully functional turn-key phone system.
- Duplicate existing configuration and functionality of the existing phone system.
- Provide voicemail to email functionality and voice-enabled directory for external and internal callers.
- Pick-up and hunt groups
- Mobile client option allowing mobile two-way calling routing through BD phone system to send and receive calls as if from the end-user telephone. No softphone options without proper e911 configuration and compliance.
- Desk telephones with a 1Gb computer port.
- Provide technical training and end-user training.
- BD will be responsible for all network switch configuration, but Vendor shall provide detailed specifications on specific configuration settings pertinent to the performance of the IP Phone system.
- Label and document new equipment and network environment.
- Provide documentation As-built drawings and all manufacturer documentation related to system operations and maintenance.

ALTERNATE BID: NEW ON-PREMISE PHONE SYSTEM COMPARABLE

All alternative new phone system proposals must meet or exceed base bid specifications, system functionality, exiting/new network compatibility, manufacturer, and vendor support. Include detailed rationale and documentation that demonstrates the proposed phone solution meets or exceeds the base bid.

E-911 Capability

The proposed system must be fully compliant with E911 regulations and federal standards for emergency response, including, but not limited to, Michigan's Emergency 9-1-1 Service Enabling Act, MCL 484.1101 et seq.

Support

Respondents must include necessary system support costs in their bid response. The support contract must be included in the proposal and must match the duration of the license. Preferred to be aligned to the fiscal year which begins on July 1st and continues up to and through June 30th.

This will include migration, updates, service calls, training, and any other support piece that the district requires. Support does not include the day-to-day operation (moves/adds/changes).

Training

Vendor will include training options for maintaining the telephone system for Technology Staff and onsite training for all end users to make calls (internal and external), use various features available, and have knowledge of how to access and use voicemail capabilities.

"Quick Start" and "How To" documentation will be provided for distribution to end users. "Quick Start" and "How To" documentation should cover the basic usage of the telephone handset, and setup and usage of end-user voicemail.

Instruction for Technology Dept. staff will be ongoing. Vendor will provide a contact for questions and will provide documentation for the most common functions of the system administrator, including adding and removing users/handsets, resetting voicemail password, and basic troubleshooting.

References

Provide three (3) K-12 school district references for implementation and support

Implementation Plan/Transition Plan

It is important for the selected Vendor to provide for an organized and smooth transition from the current phone system to the new turn-key phone system, ensuring internal and external communications have minimal disruption. Verification of emergency services (e911) through testing is required prior to and after implementation.

The district requires a high-level implementation/transition plan to be provided with the Vendor's response. This document should include the summary level activities, milestones, timeline, deliverables, and the Vendor's approach for the following components:

- Project Kick-off
- Communication Plan
- Requirements Gathering
- Design and Implementation
- Data and Configuration Migration
- Testing
- Training
- Cutover
- Validation

In addition to describing the high-level implementation/transition plan, include resources dedicated to the project and a timeline of actions with an expected completion target date for the project.

The Contractor will be responsible for collecting all existing hardware, depositing them in a dedicated area in the IT storage room, and must provide to BD a total count and description of all hardware removed.

All areas that work has been done in, completed or partial, should be cleaned and free of obstacles at the end of each shift.

A successful project will close when a new turn-key phone system is installed and configured, staff has completed training, and the system is operating according to the manufacturer's best practice specifications and customer satisfaction.

Project Timeline - The substantial completion date for the project is August 15th, 2023.

The work sites will be available pursuant to the following schedule:

Work Site Availability

Work Site	Availability
Britton Building	M-F 3:00 PM – 9:00 PM
Deerfield Building	M-F 3:00 PM – 9:00 PM

Site access will need to be coordinated with the Owner in advance of the intended work date to ensure that the room(s) to be worked in is available at the proposed time of the work. **Liquidated damages in the amount of \$500 per day after August 15, 2023 on which the network is not operational and usable by the BD will be applied. BD will retain the \$500 per day liquidated damages amount from the final payment due to the selected Vendor.**

Optional Bidders Conference (onsite)

Respondents may attend the optional Bidder Conference prior to submitting a bid for the project. Potential respondents interested in responding must evaluate BD's existing network and the existing phone system's condition. A walkthrough opportunity is being provided to respondents: May 16, 2023 starting at 1:00 PM.

Contact: Jason Clark at jason.clark@lisd.us

Location: Britton Building 201 College Ave, Britton MI 49229

Deerfield Building 252 Deerfield Rd. Deerfield MI, 49238

A map of the building floor plans can be made available to all bidding companies and are available upon request for the district.

BID SHEET

Total Cost of all end-user phones	\$ _____
Total Cost of all system hardware	\$ _____
Total Cost of all software	\$ _____
Total Cost of all licenses	\$ _____
Total Cost of all maintenance contract	\$ _____
Total Cost of all installation and training services	\$ _____
Total payment and performance bond cost	\$ _____
Total Project Cost	\$ _____
Total Cost for 5 years of phone service	\$ _____
Estimated Project Completion Date	_____

ALTERNATE BID SHEET

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Total Cost of all licenses	\$ _____
Total Cost of all maintenance contract	\$ _____
Total Cost of all installation and training services	\$ _____
Total payment and performance bond cost	\$ _____
Total Project Cost	\$ _____
Total Cost for 5 years of phone service	_____
Estimated Project Completion Date	_____

PROJECT WARRANTY

In addition to warranties described elsewhere in this request for proposals and as are applicable as a matter of law, the selected respondent warrants that materials and equipment furnished as part of the work will be of good quality and new unless the specifications require or permit otherwise (materials and equipment must be of good quality and new unless otherwise authorized in writing by the Superintendent of BD). The selected respondent will warrant that work will conform to the requirements of this request for proposals, including, but not limited to, all specifications and drawings, and will be free from defect. Work, materials, or equipment not conforming to these requirements may be considered defective. The Contractor's warranty excludes remedy for damage or defect caused by abuse, alterations to the work not executed by the Contractor or a subcontractor of the Contractor, improper or insufficient maintenance by BD, improper operation, or normal wear and tear and normal usage. If required by BD, the Contractor shall furnish satisfactory evidence as to the kind and quality of materials and equipment. In addition to any other warranties, guarantees, or obligations set forth in this request for proposals or applicable as a matter of law and not in limitation of the terms of this request for proposals, the selected respondent warrants and guarantees that:

1. BD will have a good title to the work and all materials and equipment incorporated into the work and, unless otherwise expressly approved in writing by the Superintendent of BD, will be new.
2. The work and all materials and equipment incorporated into the work will be free from all defects, including any defects in workmanship or materials;
3. The work and all equipment incorporated into the work will be fit for the purpose for which they are intended;
4. The work and all materials and equipment incorporated into the work will be merchantable; and
5. The work and all materials and equipment incorporated into the work will conform in all respects to this request for proposals and all specifications and drawings.

Upon notice of breach of any of the foregoing warranties or guarantees or any other warranties or guarantees, the selected respondent, in addition to any other requirements, will commence correcting such breach within seven (7) days after written notice thereof and thereafter will use its best efforts to correct such breach to the satisfaction of BD; provided that if such notice is given after final payment hereunder, such seven (7) day period shall be extended to fourteen (14) days. The foregoing warranties and obligations of

the selected respondent shall survive the final payment and/or termination of the Agreement between BD and the selected respondent.

The selected respondent shall, at the time of final completion of work and as a condition precedent to final payment to the selected respondent, assign to BD all manufacturers' warranties related to the materials and labor used in the work. The selected respondent further agrees to perform the work in such a manner as to preserve all such manufacturers' warranties and deliver to BD the warranties, project manuals, operating procedures, and other materials related to each of the systems and materials included in the selected respondent's work and as required by this request for proposals and the Project specifications and drawings.

PROJECT GENERAL CONDITIONS

These general terms and conditions will apply to all purchases and will be incorporated into and be part of any solicitation for goods and/or services and every contract entered by the Britton Deerfield Community Schools, unless otherwise specified in writing by the BD Board of Education or the Superintendent. Within these general terms and conditions, the term, "selected respondent" refers to the entity whose proposal was accepted by the District.

1. Proposed terms, prices, and other commitments represent an offer to contract on the part of the respondent that, if accepted by the District, will become a legally binding contractual relationship between the District and the respondent.
2. All proposed terms, prices, and other commitments must remain in effect for at least 90 days from the date on which proposals were due to the District.
3. No respondent may withdraw a proposal after submission of the proposal to the District except in the case where a respondent demonstrates to the District's satisfaction that a material and substantial mistake was made in preparing the proposal, in which event the respondent has 24 hours after receipt of the proposal by the District to deliver to the District, a notice in writing that respondent desires to withdraw its proposal describing the reasons for withdrawal. Once a proposal is withdrawn, it may not be re-submitted. Furthermore, if a bidder makes an error in the extension of prices in a bid, the unit price shall govern at the discretion of the District.
4. The District reserves the right to waive any informalities or

immaterial omissions or defects in any proposal. In the case of error in the extension of prices in the proposal or other arithmetical error, the unit (line-item) price shall govern.

5. The District will not pay any costs associated with the preparation or submission of any proposals and/or any other expenses associated with any proposal in response to this RFP.
6. The District reserves the right to reject any and all bids or accept part and reject part of any bid, with or without cause and for any reason.
7. The District is a public school district exempt from taxation. The District will furnish the successful respondent with tax exempt certificates and other required information upon request.
8. Respondents must not be debarred, suspended, or proposed for debarment by any federal entity. Submission of a proposal in response to this request for proposals represents respondent's acknowledgement that respondent is not debarred, suspended, or proposed for debarment by any federal agency.
9. Pursuant to Michigan's Freedom of Information Act, proposals received by the District become public records subject to disclosure to requesting third parties after the time and day at which proposals are due. The District will comply with its obligations under the law and may disclose the contents of a respondent's proposal if such is requested under FOIA.
10. Delivery of the goods and/or services to the District shall be made in the quantities and at the time or times specified in this request for proposals. Time is always of the essence and failure to deliver the goods or perform the services within the time specified shall constitute a material default by the selected respondent. All goods will be delivered District FOB.
11. The selected respondent will indemnify, hold harmless, and defend the District from any and all claims, causes of action, or liability of any nature, whether arising out of tort, contract, statute, ordinance, or otherwise, which may be asserted against the District due to the acts or omissions of the selected respondent, its agents, employees, or subcontractors related to the performance of its obligations to the District.

Selected respondent agrees that the District will not be liable to the selected respondent, or any third party, for: (1) any liability claims, loss, damages, or expense of any kind, including, but not limited to any loss of profits or eligibility to receive profits, arising directly or indirectly out of the selected respondent's provision of the goods and/or services; (2) any incidental or consequential damages, however caused, and the selected respondent agrees, to the extent

allowable by law, to indemnify and hold the District harmless against such liabilities, claims, losses, damages (consequential or otherwise) or expenses, or actions in respect thereof, asserted or brought against the District by or in right of third parties; or (3) any punitive damages. For purposes of these terms and conditions, incidental or consequential damages shall include, but not be limited to, loss of anticipated revenues, income, profits or savings; loss of or damage to reputation or good will; loss of business or financial opportunity; or any other indirect or special damages of any kind categorized as consequential or incidental damages under Michigan law.

12. The selected respondent will serve as an independent contractor of the District. The selected respondent alone is responsible for the hiring, supervising, and payment of any assistants, subcontractors, or other individuals necessary for the selected respondent's performance of its obligations to the District. The selected respondent shall be responsible for the payment of any and all federal, state, and local taxes and any and all fees applicable to the selected respondent's provision of the goods and/or services to the District unless otherwise agreed to in writing by the District Superintendent.
13. Pursuant to Public Act 317 and 318 of 1968, as amended (MCL 15.321, et seq.), Public Act 451 of 1976, as amended (MCLA 380.1 et seq.), and District Board Policy no contracts shall be entered into between the District, including all agencies and departments thereof, and any District agent, unless such is expressly authorized by the law and District Board Policy and the proper steps have been followed. To avoid any real or perceived conflict of interest, respondents must, when requested, provide the District with a signed and notarized familial disclosure affidavit and shall promptly notify the District Superintendent in writing of any familial or business relationship that exists between the selected respondent and any board member or employee of the District.
14. These general terms and conditions shall bind and inure to the benefit of the District and the selected respondent, their successors, and approved assigns, if any.
15. These general terms and conditions are enforceable only by the District and the selected respondent. No other person or entity may enforce any of these terms or conditions and/or any of the terms or conditions contained in a written agreement between the District and the selected respondent, nor are any of the before-mentioned items intended to confer third party beneficiary status on any third party.
16. The selected respondent must perform its obligations to the District

in compliance with all federal, state, and local laws applicable, and with all regulations and administrative rules established pursuant to those laws.

17. The District shall have the right at all times to enforce the provisions of these general terms and conditions in strict accordance with the terms hereof, notwithstanding any conduct or custom on the part of the District in refraining from doing so at any time or times. The failure of the District at any such time or times to enforce its right under such provisions shall not be constructed as having created a custom in any way or manner, contrary to specific provisions of these general terms and conditions or as having in any way or manner modified or waived the same. If any provision of these terms and conditions shall be held invalid by any applicable statute or regulation or by a decision of a court of competent jurisdiction, such invalidity shall not affect any other provision of these general terms and conditions that can be given effect without the invalid provision, and, to this end, the provisions hereof are severable.
18. These general terms and conditions shall be deemed to have been executed in the state of Michigan and the substantive laws of the state of Michigan shall govern the enforcement of these general terms and conditions and the rights and remedies of the District and the selected respondent. The District and the selected respondent agree that no person shall be subject to unlawful discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability; or military service in programs, activities, services, benefits, or employment in connection with these terms and conditions.
19. When necessary, the District may disclose to the selected respondent confidential information which is protected under state and/or Federal law such as the Family Educational Rights and Privacy Act of 1974, as amended ("FERPA"), the Individuals with Disabilities Education Act ("IDEA"), the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), the Patient Protection and Affordable Care Act of 2010, Section 504 of the Rehabilitation Act of 1973. The selected respondent agrees to make reasonable effort to:
 - (i) not use any of the District's confidential information or for its own use or for any purpose other than the specific purpose of providing the services described herein;
 - (ii) not voluntarily disclose any of the District's confidential information to any other person or entity; and
 - (iii) to take all reasonable measures to protect the confidentiality of, and avoid disclosure or use of, the District's confidential information

in order to prevent it from falling into the public domain or the possession of persons other than those persons authorized to have such information.

20. In addition to any insurance required by applicable law, the selected respondent must obtain and maintain throughout the term during which service will be provided the following minimum amounts of insurance:

Public liability:	\$1,000,000
Professional liability:	\$1,000,000
Excess liability:	\$2,000,000
Worker's compensation:	as required by Michigan law

21. The selected respondent warrants and further guarantees that the services will be provided to the District with all due diligence and dispatch and will be performed with the highest degree of skill and competence. Services will be performed in a workmanlike manner and in compliance with all applicable laws and regulations.

BD reserves the right to reject all proposals received with or without cause, and reserves the right to select the proposal which is determined to be in the best interest of the BD.

SUBMISSION REQUIREMENTS

Proposals submitted in response to this RFP are to follow the outline described below and must address all requested information. Any additional information the respondent wishes to include that is not specifically addressed below should be included in the appendix to the proposal. Respondents are encouraged to keep proposals brief and to the point.

Respondents to this RFP must submit the following information to the District's Superintendent, **Stacy Johnson**, at or before 11:00 AM, on May 26, 2023.

Proposal documents may be delivered to either of the following:

Britton Deerfield Schools
Attn: Stacy Johnson, Superintendent

201 College Ave., Britton, MI 49229

OR

Stacy.johnson@bdschools.us

Subject: Britton Deerfield Community Schools Phone Upgrade 2023

Questions and Addenda

Please direct all questions regarding this request for proposals to Mats Holm via email at Mats.holm@lisd.us. Questions will only be addressed via email so that responses can be shared with all interested parties in the form of addenda to the RFP. Questions must be submitted no later than 5:00 PM on Tuesday, May 23, 2023.

Addenda will be posted at <https://www.lisd.us/our-district/administration/bids/> and on the BD website at www.bdschools.us.

Addenda will not be added after 12:00 PM on Wednesday, May 24 , 2023.