



RFP No. 20/21-01 IT
VoIP Telecommunications System
PROPOSAL DEADLINE: November 30, 2020, 2:00 PM

Contact: Angie Pacheco
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NOTICE CALLING FOR PROPOSALS

DISTRICT: RED BLUFF UNION ELEMENTARY SCHOOL DISTRICT
PROPOSAL DEADLINE: November 30, 2020 at 2:00 PM PDT
PLACE OF RECEIPT: Red Bluff Union Elementary School District Office

Attn: Angie Pacheco
1755 Airport Blvd.
Red Bluff, CA 96080

NOTICE IS HEREBY GIVEN that the Red Bluff Union Elementary School District of Tehama County, California, acting by and through its Governing Board, hereinafter referred to as "District" will receive up to, but no later than, the above stated Proposal Submission Deadline, sealed Proposals at the place identified above for its upcoming RFP No. 20/21-01 IT, VOIP TELECOMMUNICATIONS SYSTEM.

Request for Proposal documents can be downloaded on November 12, 2020 at <https://www.rbuesd.org/purchasing>

Time is of the essence. The District reserves the right to reject any and all submissions, to negotiate with any or all responsible Proposers, and to waive any deficiencies, irregularities or informalities in any proposal or during the evaluation process. The award of the Contract, if made by the District, will be by action of the Governing Board.

Pre-Proposal Vendor Conference: The District will conduct a non-mandatory pre-proposal vendor walkthrough on November 19, 2020 at 2:00 PM PDT at Red Bluff Union Elementary School District Office, 1755 Airport Blvd., Red Bluff, CA 96080. Vendors who wish to attend this meeting should RSVP to Angie Pacheco at apacheco@rbuesd.org.

Any questions regarding the Request for Proposals shall be directed to Angie Pacheco at apacheco@rbuesd.org via e-mail *only*.

Red Bluff Union Elementary School District Governing Board

Publish: Red Bluff Daily News – November 12th, 19th, 2020

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2 Background and Overview

2.1 Overview

This Request for Proposal (RFP) states instructions for submitting proposals, the procedure and criteria by which a Bidder will be selected. This RFP also contains contractual terms by which RBUESD intends to govern the relationship between it and the selected Bidder.

2.2 Requested Services

This solicitation is intended to provide a mechanism for Red Bluff Union Elementary School District to procure a new Voice over Internet Protocol (VoIP) Telecommunications System to serve the staff and administrative operations of the District. The District is seeking a state-of-the-art telecommunications system to meet the needs of its varied facilities and programs. RBUESD is soliciting qualified service Vendors, (hereafter referred to as "Vendor", "Contractor" or "Provider") for one solution. Under this solution, the Vendor shall submit a proposal for the purchase, implementation and ongoing services for a VoIP Telecommunications System. RBUESD priorities for the solution and services include:

- VoIP Telecommunications System that supports:
 - All required Call Processing
 - Voice and Unified Messaging
 - System Services
 - Centralized and efficient management
 - Administrative Feature Requirements
 - Additional requirements as defined in this RFP.
- Hardware and equipment to support the proposed System
- Maintenance

2.3 Current Environment

RBUESD currently has a number of small digital and analog telecommunications systems serving roughly 200 stations across 6 District locations. The majority of the systems are older digital systems. The District has determined that the existing systems are end-of-life, obsolete and no longer supported. This hardware and software obsolescence requires the District to upgrade the existing systems or replace them with new products.

The data network uses Cisco Meraki data network switches. The District has de-centralized voicemail and all of the PBX systems are separate, with 3 digit dialing plans.

Voice communications services today for the facilities are provided through AT&T plain old telephone service (POTS).

The District currently has 6 locations connected with a private fiber Wide Area Network (WAN). All District buildings are connected with a wide area network that provides the needed data network connections. It is the District's intent to obtain a new telecommunications system that will continue to allow direct connectivity and enhanced communications.

The District network can provide Power over Ethernet (POE) and Quality of Service (QOS) features and capabilities. The District has also prepared the network to provide the needed IP addressing and subnet approach. Vendors should assume the District's data network will provide the needed POE and QOS capabilities for VoIP Deployment.

The data network is AT&T ASE and network connections to schools are 1Gb. There are no bandwidth or latency issues within the data network at this time.

The District has standardized on the following local area network configuration (in varying sizes) at each school:

RBUESD Network Hardware	
Device	Model
L3 Switch	Cisco Catalyst 3650
L2 PoE Switch	Meraki
Indoor AP	Ruckus Networks

The District desires a new telecommunications system that uses VoIP technology. The District intends to use best practices approach to the deployment of VoIP and integrate voice and data onto the same data network.

Any proposal for a new telecommunications system must use survivable remote technology for the telecommunications system. In the event of a loss of the WAN connection, the VoIP telecommunications system shall allow ALL system users to access local analog Plain Old Telephone Service (POTS) lines that will be available in each District site.

3 Instructions to Vendors

3.1 Proposal Contact and Correspondence

All correspondence related to the RFP must be directed to the following designated District RFP contact:

Angie Pacheco at apacheco@rbuesd.org

Red Bluff Union Elementary School District
1755 Airport Blvd.
Red Bluff, CA 96080

There will be no verbal understandings recognized by the District.

No Vendor should attempt to contact or obtain information from any other District representative.

All official records will be posted on the District website (<https://www.rbuesd.org/purchasing>) or sent in writing by the official contact listed on the RFP or Amendments.

3.2 Proposal Deadline and Submission

Proposals must be received no later than **2:00 pm PST on November 30, 2020.**

Vendor to submit:

3.2.1 Hardcopy Proposal

- (2) Additional Bound Hardcopy Proposals
- (1) Electronic Proposal on CD or Flashdrive

Proposals shall be clearly marked: "Response to RFP 20/21-01 IT: VoIP Telecommunications System."

Proposals shall be submitted to:

Red Bluff Union Elementary School District
Attn: Angie Pacheco
1755 Airport Blvd.
Red Bluff, CA 96080

3.2.2 Delivery to District

Written Proposals must be received at the District Office, no later than the Proposal Submission Deadline specified in the Calendar of Events. No telegraphic, facsimile, or emailed Proposal will be accepted. The District assumes no responsibility for late delivery.

If discrepancies between two (2) or more copies of the Proposal are found, the Proposal may be rejected. If, however, the Proposal is not rejected, the master copy will provide the basis for resolving such discrepancies.

3.2.3 Withdrawal, Resubmission or Modification

Vendor may withdraw the Proposal at any time prior to the Proposal Submission Deadline specified in the Calendar of Events, by submitting a written request for its withdrawal to the designated District RFP contact, signed by the Vendor or authorized agent. Vendor may thereafter submit a new or modified Proposal prior to the Proposal Submission Deadline.

Modification offered in any other manner, oral or written, will not be considered. A Proposal cannot be changed, corrected, or withdrawn after the Proposal Submission Deadline.

3.3 Calendar of Events

Activity	Due Date
Request for Proposal Issued	November 12, 2020
Onsite Bidder Walk-through	November 19, 2020
Deadline for Proposal Submission –	November 30, 2020 – 2:00 PM PDT

Hardcopy and electronic responses required (no public bid opening will take place)	
Vendor Follow-ups and Demonstrations	December 1, 2020 - Award
Award/Bidder Selection (on or before)	December 7, 2020

3.4 Preparation

Proposals must follow the District-prescribed format, including all required forms and response templates. Vendors must include all documents and forms indicated in the Proposal Submission Checklist provided.

A Proposal should be prepared in such a way as to provide a straightforward description of Vendor capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and completeness and clarity of content. The completed document(s) should be without interlineations, alterations, or erasures. The Proposal should present all information in a concise manner, neatly arranged, legible, and in terms understandable for evaluation. All information requested is to be addressed directly and completely. It is more desirable to give additional information than less when the answer could be misinterpreted. The contents of Vendor's proposal to the District, including technical specifications for hardware and software and software maintenance fees, shall remain valid for a minimum of ninety (90) calendar days from the Proposal due date. If selected, Vendor's Proposal pricing shall remain valid for the duration of the contract term including the original contract and all extensions.

Vendor shall include sample contracts for all applicable goods, services, and software in its proposal. All Vendor contracts are subject to negotiation.

3.5 False and Misleading Statements

A Proposal which contains false or misleading statements, or which provides references which do not support an attribute or condition contended by the Vendor, may be rejected. If, in the opinion of the District, such information was intended to mislead the District in its evaluation of the Proposal and the attribute, which is a condition or capability of a requirement of this RFP, the Proposal shall be rejected.

3.6 Request for Information (RFI)

Vendors are encouraged to ask questions during the open RFP period. All questions shall be in writing and submitted to the listed District contact person. Questions must be received by the deadline specified in the Calendar of Events. There shall be no verbal understandings or clarifications recognized by the District. All responses shall be in writing by an authorized District employee or their designated representative. Responses to all RFIs received will be posted on the District Website. It is Vendor's responsibility to monitor the District website for RFI Responses, RFP Amendments, changes, updates, revisions and/or uploaded documents.

3.7 Amendments to the RFP

During the RFP period, the District may amend the RFP. Amendments to the RFP and/or calendar of events will be posted at <https://www.rbuesd.org/purchasing>.

3.8 Limits of the RFP

RBUESD reserves the right to reject all proposals and will determine what future action, if any, will be taken. All costs incurred in the preparation or submission of a proposal shall be entirely the responsibility of the Vendor and shall not be chargeable directly or indirectly to the District.

3.9 Public Records Act

All records, documents, drawings, plans, specifications and other materials submitted by Vendor in its

proposal and during the course of any work awarded shall become the exclusive property of RBUESD and may be deemed public records and subject to the provisions of the California Public Records Act (Government Code, sections 6250 et seq.). RBUESD's use and disclosure of its records are governed by this Act. RBUESD will accept information clearly labeled "TRADE SECRET," "CONFIDENTIAL," or "PROPRIETARY" as determined by the submitting party in accordance with the Act. RBUESD will endeavor to inform Vendor of any request for the disclosure of such information. However, under no circumstances will RBUESD be responsible or liable to Vendor or any other party for the disclosure of any such labeled information. Vendors that indiscriminately identify all or most of their proposal as exempt from disclosure without justification may, at RBUESD's discretion, be deemed non-responsive. RBUESD will not advise as to the nature or content of documents entitled to protection from disclosure under the California Public Records Act, including interpretations of the Act or the definitions of "Trade Secret," "Confidential" or "Proprietary." If litigation is brought under the Public Records Act concerning documents submitted in response to this RFP, Vendor shall indemnify, defend and hold harmless RBUESD in such litigation.

4 Evaluation and Award

4.1 General Information

Award will be made to the Vendor offering the most advantageous proposal for a VoIP Telecommunications System and related services. RBUESD shall not be obligated to accept the lowest priced proposal, but will make an award in the best interest of the District after all factors have been evaluated. All proposals received in response to this RFP will receive a fair and impartial evaluation by the District. In conducting this evaluation, the District may obtain and use information, in addition to that contained in the proposals, from any source desired. Customers on each Vendor's reference list will be contacted, as may other customers selected by the District and listed by the Vendor as a reference.

The District shall make its evaluation in its sole discretion and its decision shall be final. Public Contracts Code section 20118.2 shall govern the evaluation of proposals, selection of vendor, and contract negotiations associated with this Request for Proposals.

4.2 Requirements

Vendors must meet all of the minimum requirements defined in this RFP, including compliance with performance, licensing requirements, ability to deliver specified services, conformance to the terms and conditions of this RFP, meeting mandatory system requirements, performance expectations, contract requirements and general terms. Vendors that do not meet the minimum requirements may be disqualified.

This RFP document describes the requirements of RBUESD for an Internet Protocol (IP)-based telecommunication system. All features/functions discussed in this RFP shall be provided in the proposed solution unless specifically noted. The proposed IP telecommunications system shall support all the required call processing, voice, and unified messaging, system services, management, and administrative feature requirements stated in this RFP.

This RFP is intended to provide a standard base from which to evaluate alternatives for the telecommunications system and to allow Vendor flexibility in proposing the most appropriate and cost-effective system.

This RFP contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for the District's operations, Vendors shall quote them as options and include supporting justification and cost detail.

4.3 Scoring

Qualifying Vendors will be evaluated on their complete proposal, based on the following considerations:

Factor	Weight
Vendor Support and Ability to Perform	30%
Technology Requirements	30%
Price	40%

4.3.1 Interviews/Vendor Presentations:

The District reserves the right to conduct in-person interviews and/or require a formal presentation for all or a portion of the responding Vendors.

4.3.2 Discussions:

Discussions may, at the District’s sole option, be conducted with responsible representatives who submit proposals determined to be reasonably susceptible of being selected for an award. Discussions may be for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements. Vendors shall be given fair and equal treatment with respect to any opportunity for discussion and written revision of proposals.

Revisions may be permitted after submissions and before award for obtaining best and final proposals. In conducting discussions, The District will not disclose information derived from proposals submitted by competing firms.

4.4 Award

The District will make a “Notice of Intent to Award” available to all Vendors on the District website. The Award of the RFP will be voted on by the Board of Education at a public meeting. Any Vendor protesting the award of a contract to another Vendor must do so, in writing, within five (5) days of the Intent to Award posting.

4.5 Contract and Warranties

The Selected Vendor will guarantee that the proposed products and services shall conform in all material respects to the District’s specifications in this RFP and the Selected Vendor’s documentation accompanying or referred to in this RFP.

If a contract is awarded as a result of this procurement process all warranties made by the Selected Vendor, including the Vendor’s response to the RFP, this RFP and any bulletins or addenda to the RFP shall be incorporated into the Agreement and shall be binding upon the Selected Vendor. This RFP, and Addenda issued, the Selected Vendor’s Proposal, and all supporting documentation will become a part of the Agreement. Any Proposal attachments, documents, letters, and materials submitted by the Vendor shall be binding and may be included as part of the Agreement. Submission of a successful Proposal is not the end of the contractual process; further negotiation over the Agreement terms and conditions will be necessary, which, in and of itself, could change the Selected Vendor.

5 Implementation Process

5.1 Project Timeline

Within thirty (30) days of contract execution, the selected Vendor shall provide the District with a project plan that details the proposed implementation approach and timeline for the VoIP Telecommunications System. The plan shall minimally include infrastructure and data network configuration recommendations, VoIP system installation, any applicable application integration, training and post-implementation support and project evaluation. The District expects the timeline to conform to a Winter 2020/2021 launch of the new telecommunications system.

5.2 Site Access and Work Hours

Access to each site will be coordinated through the District representative at least five (5) work days in advance. Site access schedule and work plan must be submitted and approved by RBUESD prior to the Vendor arriving onsite.

Vendor may not have workers on any site when there are students present, during school hours or during school events. All work will be performed after operational hours, on non- instructional days, or on weekends. Exceptions to this schedule must be approved by District personnel.

5.3 DOJ Clearance

All Vendor personnel working on any District site shall have attained the proper Department of Justice (DOJ) clearance. Vendor must demonstrate this green light clearance for all personnel to RBUESD prior to being allowed onsite. Those who are not cleared or are red-lighted are not allowed on the project.

5.4 Data Network Requirements

VoIP Telecommunications System Project Overview

- Kickoff
- Resource Scheduling
- Project Management Introduction
- Engineering Introduction
- Project Review
- Projected Timelines
- Project Risk Discussion

Network Design Review Workshop/Discussion

- Discuss expected business-level and technical outcomes across all technologies to be implemented
- Collaborate closely on District-provided design documentation and direction with the District staff and designated contacts.
- Provide configuration recommendations for best practices, especially in regards to VoIP implementations (including QoS, prioritization, and other factors).
- Provide review of Routing, QoS, and VLAN design and configuration with the District and its designated contacts.
- Recommend VoIP-related VLAN and QoS configurations on existing and replacement equipment, with input from the District and its designated contacts.

Review and discuss Network Routing and Switching Plan from the District and provide recommendations as needed.

- Recommend configuration objectives, which may include the following:
 - VLAN design
 - Utilization of 802.1Q to transfer VLAN between Layer 2 devices
 - QoS configuration requirements

- Implementation of SNMPv3 strings to communicate with the network management station

* The District will deploy and configure the equipment for the data network.

Perform Facilities Survey of all site MDF and IDF closets to verify the following parameters (this section is for the installation of **VoIP equipment - phone gateways, servers and related equipment**. District to install any other network equipment):

- Evaluation rack space availability
- District to be responsible for patch cable lengths, dressing issues, or cable management improvements
- Identify and remove existing obsolete telephone equipment for district disposal
- Determine VoIP installation labor effort
- Propose adjustments to the Bill of Materials, or other needs based on assessment of actual conditions, pending review and approval by the District as Change Order(s) – only if needed

6 Proposal Format

6.1 General

These instructions prescribe the **mandatory** Proposal format and the approach for the development and presentation of Proposal information. Proposal format instructions must be adhered to, all questions must be answered, and all requested data must be supplied. Vendor response to each of the minimum requirements in this RFP is required. Failure to respond or non-adherence to any minimum requirement in this section may be cause for the Proposal to be rejected.

Vendor shall submit a Proposal with **all** information requested. The Proposal should be as clear, complete, and consistent as possible. Some items in this section request a direct response or supporting information from the Vendor. Other items are written as statements of compliance. Vendor must confirm compliance/conformance to all statements in their response. All sections and subsections must be addressed. All documents requiring Vendor signature shall be executed by a duly authorized representative of Vendor.

In addition to responding to the defined minimum requirements, RBUESD encourages Vendor to submit information about additional functionality or services not specifically requested in the RFP and documentation to support the claims in the proposal. Vendor's proposal should be constructed to provide a complete picture of the features of the proposed solution, the Vendor's ability to perform, and functionality or services that may distinguish the proposed solution from other competitive offerings. Proposals will be evaluated both on the satisfaction of the District's minimum requirements, as well as the additional information submitted by Vendors to depict their complete solutions.

6.2 Proposal Content and Sequence

The completed Proposal must include the following items, with format and content as described.

7 Vendor Experience and Ability to Perform

This section should provide background information that supports Vendor's ability to provide the requested services effectively and reliably. Please respond to each requirement directly and provide additional documentation as needed to support the Proposal.

7.1 Vendor Background/Qualifications

Provide a brief description of Vendor's firm(s), as well as any other firms joining with Vendor to provide services. This description should include:

- A history of the firm(s)
- Age of the firm(s)
- Number of employees
- Organizational structure of the firm(s)
- Length of time in the telecommunications industry
- Number of office locations
- Address of the location nearest to the District
- Address of the local office responding to this RFP

Provide a list of company contacts. For each contact include:

- Description of role
- Background
- Detailed experience information

Provide a brief overview of Vendor’s technical experience, qualifications, and background in providing and maintaining VoIP Telecommunications Systems and related services for similarly sized customers. Indicate the prior experience of Vendor that is relevant to this contract. Include sufficient detail to demonstrate the relevance of such experience. Please provide specific examples of recently completed, K-12 projects similar in size, scope and timeline to this project. Proposal should evidence Vendor’s awareness of and support for the unique needs of education clients.

Describe Vendor’s relationship with the manufacturer of the proposed system. Vendor must have a primary full dealership status with the proposed manufacture. Vendors who are dependent on secondary distributor arrangements to obtain product and direct access to manufacturer level engineers are not acceptable.

The selected vendor will be responsible for acquiring any permits, fees, inspections, and construction administrative requirements. A copy of all applicable permit applications shall be provided to the District prior to submission. A copy of the approved permit(s) shall be provided to the District upon issuance.

7.2 Training

Include a detailed explanation of the training Vendor will provide for site telephone leads/management and system administrators. Please indicate on which functions the system administrator will be trained.

Include the recommend training approach and associated costs for all users. Provide cost options for direct, vendor-led training for end-users, train-the-trainer and on- demand/self-paced (video or document tutorials) alternatives.

Please describe additional system administration and technical training that is available.

Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if District staff completes various levels.

7.3 Support and Maintenance

Provide full-time, local, company-employed customer service professionals who are trained specifically to support the products and configuration recommended for RBUESD. Please describe the size, work location and organizational structure of the support team.

Provide response and resolution times to tickets/reported incidents. Include the severity/type of incident, the average response and resolution time for similar incidents over the past two years and the target and guaranteed response and resolution times included in Vendor’s proposal.

Describe the process for submitting service requests. Explain how service requests are tracked. Describe how the original requestor as well as centralized District support personnel (IT contact and contract administrator) can view servicerequest history.

Describe the escalation procedures for issues. Identify whether support requests are automatically escalated based on severity and/or time-lag.

Describe the process for submission, review, escalation and development for new feature requests.

8 Technology Requirements

This section should evidence Vendor's ability to implement the VoIP Telecommunications System in the required timelines, while meeting all technical and program compliance requirements of the RFP. The Technology Requirements section should demonstrate the security, reliability, and scalability of the proposed platform. Vendor should explain how its proposed solution meets each of the criteria.

8.1.1 General

RBUESD is seeking a highly reliable telecommunications system that will provide enhanced features and provide the District with superior service at a reasonable cost.

Any proposal for a new telecommunications system must use survivable remote technology for all locations from the primary District telecommunications system.

Vendors may propose Voice over Internet Protocol (VoIP) systems. The system shall provide the following high-level features and applications:

- 1.1. Capable of supporting Primary Rate Interface (PRI) services for inbound and outbound Public Switched Telephone Network (PSTN) services.
- 1.2. Capable of supporting Session Initiation Protocol (SIP) services for inbound or outbound Public Switched Telephone Network (PSTN) Services.
- 1.3. Capable of supporting analog PSTN services.
- 1.4. Capable of providing a single centralized voice mail system accessible to serve all users.
- 1.5. Capable of providing duplicate survivable core systems (Voice and Voicemail) to connect the 2 major locations. The intended operation is that the system provides redundant Communications Processor Unit (CPU), Power supplies and software operation services between the 2 major core sites and can provide the needed active fail-over. All of the systems must function as if they were one.
- 1.6. Capable of providing shared access to local inbound and outbound and long distance inbound and outbound services provided by carriers selected by the District.
- 1.7. The District's IT Operations are currently virtualized using VMWare. The District is open to both virtualized and non-virtualized solutions.
- 1.8. System Administration: A single point of management from any point on the network for all components including the Private Branch Exchange (IP-PBX), voicemail, auto attendant, ACD and unified messaging system, and other ancillary systems is preferred. The management interface shall provide the capability and flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface. System "Self

Diagnostics” and trouble reporting shall also be described.

- 1.9. Capable of providing unified messaging services.
- 1.10. Capable of providing analog telephone station, fax, modem, and overhead voice paging connectivity.
- 1.11. Capable of providing auto-attendant and dial-directory functionality for all locations.
- 1.12. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from one location.
- 1.13. The District is also seeking maintenance and ongoing enhancement and other support services from the selected vendor; however, the District wishes to manage the day-to-day adds, moves, and changes internally.
- 1.14. Quantities described in the RFP are estimated for the RFP period. The District reserves the right to purchase more or less of the units specified at the unit cost provided in Vendor’s Proposal. Vendor must list any minimum requirements that affect quantities ordered by the District. Requirements noted by the Vendor, or exceptions to terms contained in this RFP, deemed excessive or restrictive by the District, shall be cause for rejection.

8.1.2 Voice Requirements

Confirm that Vendor is proposing a VoIP solution from a manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

School site	Service Address	WAN CIR Mbps	Survivable
Bidwell Elementary	1256 Walnut St	1000 Mbps	Yes
Jackson Elementary	225 S Jackson St	1000 Mbps	Yes
Vista Preparatory Academy	1770 S Jackson St	1000 Mbps	Yes
Metteer Elementary	695 Kimball Rd	1000 Mbps	Yes
District Office	1755 Airport Blvd	1000 Mbps	Yes
Datacenter / Maintenance	1050 Dumosa Dr	1000 Mbps	Yes

System Configuration: The proposed system must be configured to provide the quantities detailed in the Table below. This information is provided for reference only. These quantities are estimates of the required quantities. The District makes no warranties that required quantities shall remain as listed.

School site	Station - Type 1 Analog Port	Station - Type 2 Admin- DO Staff	Station - Type 3 Teacher/ Classroom	Station - Type 4 Side-Car	Station - Type 5 Conf Room Phone	Analog Trunks/ POTS
Bidwell Elementary	4	3	34	3		4
Jackson Elementary	4	1	37	3	1	4
Vista Middle	4	7	34	4	1	4
Metteer Elementary	4	2	35	3	1	4
District Office	4	22		1	1	4
Datacenter	4	3	1			4
Maintenance						

Total	24	38	141	14	4	24
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8.2 Telephone station requirements:

Type 1 – Single-line analog station ports - These Ports will terminate in existing Modems, Fax Machines, and Postage Machines.

Type 2 – Administrative and DO Employees - - A minimum of 5-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

Type 3 – Teacher Phones - A minimum 2 line telephone with a multi-line display plus 8 programmable features plus fixed or flexible feature keys for conference, transfer, forward and hold capabilities with a speakerphone.

Type 4 – Side Cars – Provide Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality. Button functionality 24 or 48 Button capacity.

Type 5 – Conference Room Station. High quality wireless speaker phone designed to provide communication services in conference rooms of various sizes throughout District locations. Wireless phone to base application preferred. (i.e. Polycom Sound Station 2W – type of operation).

Please note – Vendor is not required to propose only the Polycom example. This example was used to illustrate the operation the District prefers. If other speakerphones are proposed, their operation will be reviewed accordingly.

Vendors are asked to make sure the count of any type of ports for these conference room phones are included in the system design, regardless whether they are IP or Analog stations.

Telephone sets must be provided with a minimum of a 10/100/1000 switch port.

The pricing section requires pricing on all models of currently available station equipment.

Please provide detailed description of the digital displays included with the proposed station hardware. Specifically, the District is interested in station sets that provide easily viewable displays with contrasting shades or colors for easy viewing.

Vendors are required to include all new telephone sets in the proposal as included with the proposed system.

PSTN Trunking Requirements

The proposed system must allow both SIP and Primary Rate Interface (PRI) circuits to terminate directly into proposed equipment. The intent is to utilize PRI or SIP as the primary inbound / outbound local service facility. The quantities and locations of PRI/SIP terminations are detailed in the equipment Table above.

- The systems must be configured to provide analog trunking, as detailed by location in the Table above. The analog trunks will provide back-up connectivity in the event of a PRI or WAN failure. The analog trunks, regardless of their location, must be able to work interactively with the PRI services such that the analog facilities are part of the normal inbound/outbound traffic pattern.
- The systems must be configured to provide analog trunking, as detailed by location in the Table

above. These lines will also be used to provide local address information to the Public Safety Answering Point (PSAP) in the event 911 is dialed. The proposed server or gateway for each location must be able to use these local lines for this 911 location identification function.

- Each location as indicated in the Table above will have additional analog facilities to provide PSTN access in the event of a PRI, WAN, call processor, router, or any other hardware or software failure of the system. The District is only interested in systems that can provide survivability using these lines.

8.3 Voicemail System

The District estimates a requirement for approximately 200 initial users of the voice system. Clearly indicate the number of simultaneous calls the system will support as configured and the overall storage capacity, in hours, as the system is configured.

Of the total number of Voicemail boxes approximately 5 are voicemail only. Confirm that these boxes will have email integration. The District provides Voicemail Boxes for many users throughout the District operation that do not have specific phones and will be using the Hot Desking operation to log in and log out of the system. Please describe the operation of the voicemail system in this environment.

8.4 Upgrades, Maintenance, and Warranty

Provide a copy of the warranty on the proposed system or a narrative description of the provisions of the warranty.

Vendor must guarantee all of the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of one (1) year from the date of final acceptance of the completed work. Vendor shall, at its own expense and without cost to the District and within a reasonable time after receiving a written notice thereof, make good any defect in materials and/or workmanship of the installation which may develop during the guarantee period. Any associated damage to other items and/or finished surfaces caused by the defect shall also be corrected by the Vendor to the satisfaction of the District and at no additional cost.

9 Price

Detail all costs associated with the proposed solution, including, but not limited to, the implementation, software licensing and maintenance, training, ongoing support, recommended professional services, taxes and surcharges, and costs of optional services and products. Describe any assumptions made impacting the cost proposal, and any limitations (e.g., professional service hours, number of initial distribution groups) that apply to the listed costs.

The response **MUST INCLUDE** an itemized schedule of all equipment and software for the proposed system. The pricing quoted must include all activities necessary for a complete, turn-key system, including, but not limited to:

- Complete installation of all system components and software.
- Complete programming of all system components and software.
- Complete testing of all system components and software prior to system cutover, including Quality of Service (QOS) testing.
- PSTN coordination including:
- Coordination of PRI and/or SIP trunk installation with the PSTN service Vendor selected by the District.
- Coordination of calling plan to allow for four-digit dialing between stations. (Currently, the District uses three digits. Due to growth, the District expects to move to four digits with this

implementation and expand the dial plans of each site district wide).

- On-site station reviews and determination of user requirements.
- Full system configuration documentation provided to the District to include all station features and function, complete trunking configuration information, and complete call flow information by station.

The district requires the ability to submit separate purchase orders for both the hardware and installation.

Provide a detailed description of the proposed Maintenance. Maintenance costs for the system for Years 1, 2, 3, 4 and 5 as configured. Please show each year separately. Maintenance costs should be itemized by component. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software. Provide details on how this price is computed.

Please describe any Parts and Labor Warranty included in the proposal. Clearly specify the warranty period for all hardware and software components.

Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.

Maintenance and support quotes should include software assurance protection for the District.

Indicate the hourly rate the District can expect for services not covered by warranty or service contract(s) for each of the proposed systems.

10 Exceptions

Describe any exceptions to the RFP content, general expectations, specific requirements, and/or the District's standard agreement. For each exception, propose acceptable alternative language and/or provide rationale to support the exception. Exceptions that are contrary to the District's best interests, do not meet the needs of our staff and students, or conflict with regulations related to public contracts and procurement will not be accepted by the District and may be cause for rejection of the proposal.

11 Required Supplementary Materials

All required forms must be submitted as part of the Vendor's complete proposal on or before the Proposal Deadline specified in the calendar of events. Required Supplementary Materials are listed below.

- Draft Project Plan
- Service Level Agreement
- Maintenance Agreement
- Station User's Manual
- Voicemail User's Manual
- Sample Reports and Training Materials
- Additional Resources that Support the Proposal

12 District Rules and General Terms

District Rules and General Terms are written as statements of compliance. Vendor must confirm compliance/conformance to all statements in its response.

12.1 Termination

- 6.2.1 Termination for Cause: District may terminate the contract resulting from this agreement for a material breach that is not remedied within thirty (30) days of written

notice to the Vendor by the District.

- 6.2.2 The District reserves the right to cancel this RFP at any time or limit quantities due to insufficient or non-appropriation of funds. No termination liability penalties will apply if funding is denied, reduced, or discontinued, or if it is not in the best interest of the District.
- 6.2.3 Non-Appropriation: Notwithstanding any other provision to the contrary, if for any fiscal year of this Agreement the Governing Board for any reason fails to appropriate or allocate funds for future payments under this Agreement, the District will not be obligated to pay the balance of funds remaining unpaid beyond the fiscal period for which funds have been appropriated and allocated.

12.1.1 PROPOSAL SUBMISSION CHECKLIST

- Cover Page: Company Name, Contact Information
- Vendor Experience and Ability to Perform
- Technology Requirements
- Pricing
- Exceptions
- Required Supplementary Materials
- Required Forms (EXHIBIT A)
 - Proposal Submission Checklist
 - Acknowledgment of Addenda to RFP
 - Vendor Representation and Certification
 - Non-collusion Declaration
 - Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters
 - Certification on Restrictions on Lobbying
- Optional Forms (EXHIBIT B) - *Required of Selected Vendor within ten (10) days of Notice of Intent to Award*
 - Workers' Compensation Certificate
 - Drug Free Workplace Certification
 - Tobacco Use Policy
 - Notice to Vendors Regarding Criminal Records Check
 - Criminal Records Check Certification by Vendor
 - W-9
 - Certificate of Liability Insurance, including an Additional Insured Endorsement

13 EXHIBIT A: Required Forms

EXHIBIT "A" Required Forms

ACKNOWLEDGEMENT OF ADDENDA TO RFP

PROPOSER HEREBY ACKNOWLEDGES RECEIPT OF ANY AND ALL ADDENDA TO THE RFP.

If Proposer has no knowledge of any ADDENDA to the RFP having been issued to, or received by, Proposer, please check following box:

ADDENDA:

Addenda No.	Date Published	Date Received

By: _____ Date: _____
Signature of Authorized Agent

Name and Title of Authorized Agent
Name of Proposer

EXHIBIT "A" Required Forms

PROPOSER REPRESENTATION AND CERTIFICATION

The undersigned hereby acknowledges and affirms that:

- He/she is a duly authorized agent of the Proposer with the authority to submit a Proposal on behalf of the Proposer (corporate or other authorization confirmation may be requested prior to final contract execution).
- He/she has read the complete RFP documents and all amendments issued pursuant thereto.
- The Proposal complies with State conflict of interest laws. The Proposer certifies that no employee of its firm has discussed, or compared the Proposal with any other Proposer or District employee, and has not colluded with any other Proposer or District employee.
- If the Proposer's Proposal is accepted by the District, the Proposer will enter into a contract with the District to provide the Services, Systems and Equipment described by the Proposal on the terms mutually acceptable to the District and the Proposer.
- The District reserves the right to reject any or all proposals.

I hereby certify that I am submitting the attached Proposal on behalf of

_____ [Specific Entity Submitting Proposal].

I understand that, by virtue of executing and returning this required response form with the Proposal, I further certify, that the Proposer understands and does not dispute any of the contents of the proposal requirements (except as may be noted in the response).

Proposer Name: _____

Address: _____

Telephone: _____

FAX: _____

E-Mail: _____

By: _____ Signature of Authorized Agent Date: _____

Name and Title of Authorized Agent

NOTE: If Joint Venture, each member of the joint venture must provide a completed certificate form.

EXHIBIT "A" Required Forms

NONCOLLUSION DECLARATION TO BE EXECUTED BY PROPOSER AND SUBMITTED WITH PROPOSAL

(Public Contract Code section 7106) The undersigned declares:

I am the _____ (title) of _____ (Proposer), the party making the foregoing proposal.

The proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The proposal is genuine and not collusive or sham. The Proposer has not directly or indirectly induced or solicited any other Proposer to put in a false or sham proposal. The Proposer has not directly or indirectly colluded, conspired, connived, or agreed with any Proposer or anyone else to put in a sham proposal, or to refrain from submitting a proposal. The Proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the Proposer or any other Proposer, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other Proposer. All statements contained in the proposal are true. The Proposer has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof, to effectuate a collusive or sham proposal, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a Proposer that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the Proposer.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on _____ [date], at _____ [city], _____ [state].

Signature

Print Name

EXHIBIT "A" Required Forms

CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The _____ (Principal) of _____ (Firm Name)

Certifies to the best of its knowledge and belief that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local), with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this proposal had one (1) or more public transactions (federal, state or local) terminated for cause or default.

If unable to certify to any of the statements in this certification, the participant shall attach an expiration to this certification.

I HEREBY CERTIFY AND AFFIRM THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTAND THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.

Signature

Proposer/Firm Name

Name and Title of Primary Participant/Authorized Official

Date

EXHIBIT "A" Required Forms

CERTIFICATION OF RESTRICTIONS ON LOBBYING

I hereby certify on behalf of _____ (name of offeror)
that _____ (Firm name) meets the
following qualifications:

1. No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit the attached, Standard Form-LLL, "Disclosure of Lobbying Activities", in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in all subcontracts, and that all subcontractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Executed this _____ day of _____, 2020

By _____

(Signature of authorized official)

(Name and Title of authorized official)

14 EXHIBIT B: Optional Forms

Required only of selected Vendor within ten (10) days of notification of Intent to Award.

14.1.1 WORKERS' COMPENSATION CERTIFICATE

Labor Code Section 3700.

Every employer except the state shall secure the payment of compensation in one or more of the following ways:

a. By being insured against liability to pay compensation in one or more insurers duly authorized to write compensation insurance in this state.

b. By securing from the Director of Industrial Relations a certificate of consent to self-insure either as an individual employer or as one employer in a group of employers, which may be given upon furnishing proof satisfactory to the Director of Industrial Relations of ability to self-insure and to pay any compensation that may become due to his or her employees.

c. For any county, city, city and county, municipal corporation, public DISTRICT, public agency or any political subdivision of the state, including each member of a pooling arrangement under a joint exercise of powers agreement (but not the state itself), by securing from the Director of Industrial Relations a certificate of consent to self-insure against workers' compensation claims, which certificate may be given upon furnishing proof satisfactory to the director of ability to administer workers' compensation claims properly, and to pay workers' compensation claims that may become due to its employees. On or before March 31, 1979, a political subdivision of the state which, on December 31, 1978, was uninsured for its liability to pay compensation, shall file a properly completed and executed application for a certificate of consent to self-insure against workers' compensation claims. The certificate shall be issued and be subject to the provisions of Section 3702."

I am aware of the provisions of Labor Code Section 3700 which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract.

Name of the Vendor

Signature

Print Name

Title

Date

(In accordance with Article 5 [commencing at Section 1860], Chapter 1, Part 7, Division 2 of the Labor Code, the above certificate must be signed and filed with the awarding body prior to performing any work under the contract.)

RED BLUFF UNION ELEMENTARY SCHOOL DISTRICT
Red Bluff, California

14.1.2 DRUG FREE WORKPLACE CERTIFICATION

This Drug-Free Workplace Certification is required pursuant to Government Code §8350, et seq., the Drug-Free Workplace Act of 1990. The Drug-Free Workplace Act of 1990 requires that every person or organization awarded a contract for the procurement of any property or services from any State agency must certify that it will provide a drug-free workplace by doing certain specified acts. In addition, the Act provides that each contract awarded by a State agency may be subject to suspension of payments or termination of the contract and the Vendor may be subject to debarment from future contacting, if the state agency determines that specified acts have occurred.

Pursuant to Government Code §8355, every person or organization awarded a contract from a State agency shall certify that it will provide a drug-free workplace by doing all of the following:

- a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the person’s or organization’s workplace and specifying actions which will be taken against employees for violations of the prohibition;
- b. Establishing a drug-free awareness program to inform employees about all of the following:
 - i. The dangers of drug abuse in the workplace;
 - ii. The person’s or organization’s policy of maintaining a drug-free workplace;
 - iii. The availability of drug counseling, rehabilitation and employee-assistance programs;
 - iv. The penalties that may be imposed upon employees for drug abuse violations;
- c. Requiring that each employee engaged in the performance of the contract be given a copy of the statement required by subdivision (a) and that, as a condition of employment on the contract, the employee agrees to abide by the terms of the statement.

I the undersigned, agree to fulfill the terms and requirements of Government Code §8355 listed above and will publish a statement notifying employees concerning (a) the prohibition of controlled substance at the workplace, (b) establishing a drug-free awareness program, and (c) requiring that each employee engaged in the performance of the contract be given a copy of statement required by §8355 (a) and requiring that the employee agree to abide by the terms of that statement.

I also understand that if the DISTRICT determines that I have either (a) made false certification herein, or (b) violated this certification by failing to carry out the requirements of §8355, that the contract awarded herein is subject to suspension of payments, termination, or both. I further understand that, should I violate the terms of the Drug-Free Workplace Act of 1990, I may be subject to debarment in accordance with the requirements of §8350, et seq.

I acknowledge that I am aware of the provisions of Government Code §8350, et seq. and hereby certify that I will adhere to the requirements of the Drug-Free Workplace Act of 1990.

Name of Vendor

Signature

Date

Print Name

Title

TOBACCO USE POLICY

In the interest of public health, the Red Bluff Union Elementary School District provides a tobacco-free environment. Smoking or the use of any tobacco products are prohibited in buildings and vehicles, and on any property owned, leased or contracted for, by the District. Failure to abide with this requirement could result in the termination of this contract.

I acknowledge that I am aware of Tobacco Use Policy and hereby certify that I and my employees will adhere to the requirements of the policy.

Name of Vendor

Name and Title

Signature

Date

14.1.3 NOTICE TO VENDORS REGARDING CRIMINAL RECORDS CHECK
(EDUCATION CODE §45125.1)

Education Code §45125.1 provides that if the employees of any entity that has a contract with a school DISTRICT may have any contact with pupils, those employees shall submit or have submitted their fingerprints in a manner authorized by the Department of Justice together with a fee determined by the Department of Justice to be sufficient to reimburse the Department for its costs incurred in processing the application.

The Department of Justice shall ascertain whether the individual whose fingerprints were submitted to it has been arrested or convicted of any crime insofar as that fact can be ascertained from information available to the Department. When the Department of Justice ascertains that an individual whose fingerprints were submitted to it has a pending criminal proceeding for a violent felony listed in Penal Code §1192.7(c) or has been convicted of such a felony, the Department shall notify the employer designated by the individual of the criminal information pertaining to the individual. The notification shall be delivered by telephone and shall be confirmed in writing and delivered to the employer by first-class mail.

The contract shall not permit an employee to come in contact with pupils until the Department of Justice has ascertained that the employee has not been convicted of a violent or serious felony. The Vendor shall certify in writing to the Board of Trustees of the school DISTRICT that none of its employees who may come in contact with pupils have been convicted of a violent or serious felony.

Penal Code §667.5(c) lists the following “violent” felonies: murder; voluntary manslaughter; mayhem; rape; sodomy by force; oral copulation by force; lewd acts on a child under the age of 14 years; any felony punishable by death or imprisonment in the state prison for life; any felony in which the defendant inflicts great bodily injury on another; any robbery perpetrated in an inhabited dwelling; arson; penetration of a person’s genital or anal openings by foreign or unknown objects against the victim’s will; attempted murder; explosion or attempt to explode or ignite a destructive device or explosive with the intent to commit murder; kidnapping; continuous sexual abuse of a child; and carjacking.

Penal Code §1192.7 lists the following : “serious” felonies: murder; voluntary manslaughter; mayhem; rape; sodomy by force; oral copulation by force; a lewd or lascivious act on a child under the age of 14 years; any felony punishable by death or imprisonment in the state prison for life; any felony in which the defendant personally inflicts great bodily injury on another, or in which the defendant personally uses a firearm; attempted murder; assault with intent to commit rape or robbery; assault with a deadly weapon on a peace officer; assault by a life prisoner on a non-inmate; assault with a deadly weapon by an inmate; arson; exploding a destructive device with intent to injure or to murder, or explosion causing great bodily injury or mayhem; burglary of an inhabited dwelling; robbery or bank robbery; kidnapping; holding of a hostage by a person confined in a state prison; attempt to commit a felony punishable by death or imprisonment in the state prison for life; any felony in which the defendant personally uses a dangerous or deadly weapon; selling or furnishing specified controlled substances to a minor; penetration of genital or anal openings by foreign objects against the victim’s will; grand theft involving a firearm; carjacking; and a conspiracy to commit specified controlled substances offenses.

14.1.4 CRIMINAL RECORDS CHECK CERTIFICATION BY VENDOR
(AB 1610, 1612 and 2102)

To the Board of Trustees of Red Bluff Union Elementary School DISTRICT:

I, _____ (name) certify that: _____ (Name of Vendor)

1. I have carefully read and understand the Notice to Vendors Regarding Criminal Record Checks (Education Code §45125.1) required by the passage of AB 1610, 1612 and 2102.
2. Due to the nature of the work I will be performing for the DISTRICT, my employees may have contact with students of the DISTRICT.
3. None of the employees who will be performing the work have been convicted of a violent or serious felony as defined in the Notice and in Penal Code §1192.7 and this determination was made by a fingerprint check through the Department of Justice.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at _____, California on _____.
(City) (Date)

Signature

Typed or printed name

Title