

Charter School of Educational Excellence

REQUEST FOR PROPOSAL

CSEE-VoIP -18

Hosted Voice over Internet Protocol

Issued May 16, 2018

Proposal Submission Deadline: June 20, 2018, 5 pm EST

INVITATION TO BID

The Charter School of Educational Excellence is a growing organization serving students in K through eighth grade. The school anticipates a decision by the New York State Board of Regents on a charter revision authorizing the enrollment of children in grades 9 – 12 in June of 2018.

The Charter School of Educational Excellence VOIP system will need to be installed at two locations. Initially, the VOIP system will be installed at 260 Warburton Ave., Yonkers, NY 10701 – a property presently in use for K-8 school operations. Subsequently, the VOIP system will need to be expanded to 220-236 Warburton Avenue, Yonkers, NY 10701 – a recently purchased property that requires development for school use. A new school at this site is anticipated to open in September in the 2019-2020 state fiscal year

Charter School of Educational Excellence is seeking proposals in response to this RFP for a VoIP phone system at each location. We are replacing our end of life call manager and existing phones. The school's existing system is connected to a Lightpath service of 1.5 Megs. We will be transitioning to at least a 1 gig circuit in the summer of 2018.

Please quote 20 phones for administrators and staff, and 40 teacher phones at 260 Warburton Avenue. Include a cost for initial installation and the cost to transition the system to the new ISP. When our new annex opens, we expect to need an additional 20 teacher phones, and 8 administrator phones. The needs of the expanded system are subject to change, however, please quote based on RFP quantities. The price quoted for the second installation expanding the VOIP system to 220 -236 Warburton Avenue, should include the cost of installation and maintenance for the expanded VOIP system.

Quote voice services and voice hardware, included as part of the VOIP system. The Charter School of Educational Excellence is interested in VOIP systems which include the following features:

- Conference Bridge
- 3-way calling
- Mobile Apps
- Auto Attendants
- Individual paging to phones
- Voicemail to email
- Call recording
- Ring groups/cues
- Messaging/music on hold
- Custom scheduling
- Detailed call analytics
- Intercom integration

The proposal should provide prices for leasing and owning each phone proposed. Also quote any installation and maintenance agreement prices associated with hardware and software. Please state your installation timeline and services.

The school wants the phone system to be installed after the 1 gig fiber optic circuit is put in service during the month of July, and before August 20, 2018.

RFP Schedule

Release of RFP: May 14, May 2018

Questions due via email by: May 28, 2018

Response to questions by: June 6, 2018

Proposal due date: June 20, 2018, 5 pm EST

On site presentations by short-listed bidders: June 29, 2018

Expected award date: July 6, 2018

CONTACT PERSON SHenriquez@cseeschool.org ALL COMMUNICATION
SHALL BE BY EMAIL PRIOR TO ON-SITE PRESENTATIONS

ADDENDA TO THE RFP

If it becomes necessary to revise any part of this RFP, addenda will be provided to all Bidders who acknowledged receipt of this RFP to Stephan Henriquez by email, and posted on the site where. All addenda will become part of this RFP, and will be incorporated into any contract entered into between Charter School of Educational Excellence and the Bidder.

INCURRING COSTS

Charter School of Educational Excellence is not liable for any cost or expenses incurred by the Bidders in the preparation of their proposals or for attendance at any conferences or meetings related to this RFP.

Charter School of Educational Excellence is not liable for the payment of any amounts to the selected Bidder until a contract is negotiated, signed by the Bidder and all Charter School of Educational Excellence signatures, as required by law, have been obtained.

DISCLOSURE OF PROPOSAL CONTENT

Cost and price information provided in Bids will be held in confidence and will not be revealed or discussed with competitors. The proposal of the selected Bidder, being their work product, may become part of any contract entered into.

BID REQUIREMENTS

To be considered, the Bidder's proposal must consist of a complete response. Bidders are not allowed to change any part of a proposal after submission until an award is made and final component quantities identified. The contents of the proposal of the successful Bidder and this RFP will become contractual obligations when a contract is entered into. All RFP responses must have

- Page numbers on all pages
- A written description of products and services, including make, model, quantity, and price in the body of the RFP response with the company name and logo on each page
- A summary page detailing the total VOIP systems costs to lease and own the system submitted in excel and PDF file formats, with both files including your company logo

We reserve the right to choose a vendor based on the strength of their specific product, price, and ability to integrate with the network.

Any proposal submitted in response to this RFP must remain valid for the lesser of 120 days, or until the date a contract is executed. Failure to meet any of the above requirements will result in disqualification.

Your proposal must be prepared simply and economically in strict accordance with the format and instructional requirements of this RFP. Your proposal should provide a concise delineation of your firm's capabilities to satisfy the requirements of this RFP, with emphasis on completeness and clarity of content.

INCOMPLETE PROPOSALS OR PROPOSALS THAT ARE NOT PREPARED IN ACCORDANCE WITH THIS RFP WILL BE ELIMINATED FROM THE EVALUATION PROCESS.

We reserve the right to reject any and all bids, if such action is deemed to be in the best interest of our school.

All bidders are expected to have any and all city, state and federal licenses or certifications that are necessary to allow the bidder to perform the work as outlined in this RFP. Bids may be withdrawn by written request prior to bid opening or the date which is 30 days subsequent to bid opening, excluding the date on which the bid is opened, if no award has been

made. Charter School of Educational Excellence reserves the right to at any time reject any and all proposals received as a result of this request; late proposals will not be considered for any reason.

DISCLAIMERS

You are hereby advised that we are not committed to any course of action as a result of our issuance of this Request for Proposal and/or its receipt of a bid from you or other firms in response to it. In particular, you should note that we may:

- reject any bid which does not conform to these instructions and specifications
- not accept bids after the stated submission deadline
- reject all bids, if so decided
- negotiate with one or more firms
- award only a portion of the contract
- make no award of a contract

You are also advised that we will not reimburse your firm for any bid preparation costs or other work performed in connection with this RFP, whether or not your firm is awarded a contract.

BID Evaluation and Scoring Rubric

- Price and a commitment to install the system on a deadline 40 %
- Prior Experience Installing and Maintaining Similar Networks 25%
- Industry Credentials and Certifications 25%
- Long Term Experience in K-12 settings 10%

Scope of Services Required

- Quote 20 administrator phones and 40 teacher phone, with an additional quote of 60 teacher phones.
- Outline all features: Local and LD calling, Mobile Apps, etc.
- Minimum network uptime has to be 99.5% for each location.
- Vendor should have a 24 x 7 help desk facility (accessible through a toll free number) and to provide alert notification for an interruption of services. The facility should provide for comprehensive problem notification and resolution.
- VoIP system may be plugged into our exiting Lightpath voice bundle

- VoIP system will need to be transition to a new Internet provider during the summer of 2018. Quote this cost separately,
- Hosted Voice of IP system should function without segregating the Internet circuit.
- Any contract will be concurrent for services for future locations and added to the contract as an addendum.
- Bidders are required to submit a sample scope of work outlining their process for implementation of the service.
- Include a timeline of work from signing the contract to cutover of live service
- All responses should include fixed pricing including taxes and fees. Final costs must also include router management fees (if necessary), all installation, and Basic Maintenance of the system.
- Quote pricing on a two-year and three-year contract.
- No contract with an automatic renewal clause will be considered

Bid Response Sheet for RFP CSEE- VoIP-18

Please prepare you response according to the following listing of requirements:

1. Please provide documentation to support the following based on the performance indication

Price and Installation 40%	Prior Experience Installing and Maintaining Similar Networks 25%	Industry Credentials and Certifications 25%	Long Term Experience in K-12 settings 10%
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- 2 Please provide the authorizations your company maintains with the installed component manufacturers; we are looking for your company certifications rather than a listing of individuals who may currently be employees of your company.