



Urbandale Community School District  
Request for Proposal - Phone System

Urbandale Community School District will receive sealed proposals to upgrade its Avaya Definity phone system. Proposals will be received via email addressed to [phone-rfp@urbandaleschools.com](mailto:phone-rfp@urbandaleschools.com) or at the District's administration office at: 11152 Aurora Ave, Urbandale, IA 50322 until the deadline of April 9, 2018.

### Calendar of Events

Issuance	February 28, 2018
Inquiries Deadline	March 26, 2018
<b>Due Date</b>	<b>April 9, 2018</b>
Review & Evaluation	April 10, 2018
Submitted for Board Approval	April 19, 2018
Contract Award	April 23, 2018
Implementation Begins	May 2018

## **I. Introduction**

Urbandale Community School District is soliciting bids to contract with a vendor to replace its Avaya Definity phone system with an on-premises solution.

## **II. Background**

The District is located in Urbandale, IA, a suburb of the capital city of the state, and employs approximately 700 teachers and staff. The District has 9 sites, including 6 elementaries (grades Pre-K through 5), one middle school (grades 6-8), one high school (grades 9-12), and an administrative office. The District educates approximately 4,000 students.

## **III. General Terms and Conditions**

### **A. General**

- 1) Bidders shall make all investigations necessary to thoroughly inform themselves regarding the delivery of services, materials and equipment as required by the solicitation. No plea of ignorance by the Bidder of conditions that exist or that may hereafter exist as a result of failure to fulfill the requirements of the contract documents will be accepted as the basis for varying from the requirements of the District or the compensation to the Bidder.
- 2) The terms and conditions of the Request for Proposal, the resulting contract(s) or activities based upon this Request for Proposal shall be construed in accordance with the laws of Polk County, Iowa. Wherever differences exist between Federal and State statutes or regulations affecting this procurement, interpretation shall be in the direction of that which is most beneficial to the interests of the District.
- 3) Bidders are required to state exactly what they intend to furnish to the District via this solicitation and must indicate any variances to the terms, conditions, and specifications of this Bid; no matter how slight. If variations are not stated in the Bidder's Proposal, it shall be construed that the Bidder's Proposal fully complies with all conditions identified in this bid.
- 4) Bidders are advised that the District endorses the participation and utilization of local contractors in its purchasing effort. Accordingly, Bid Proposals of equal price and quality will be awarded to Bidders residing within the geographic area when available. This policy does not prohibit Bidders who reside outside of the area from participating in the purchasing process as long as these Bidders can offer quality products and services at competitive pricing.

### **B. Clarification and Modifications**

- 1) Where there appears to be variances or conflicts between the General Terms and Conditions and the Scope of Services outlined in this Bid solicitation, the Scope of Services shall prevail.
- 2) Any apparent silence or omissions within this Bid solicitation regarding a detailed description of the materials and services to be provided shall be interpreted to mean that only the best commercial practices are to prevail and that only workmanship of the first quality are to be used.
- 3) If any bidder contemplating submitting a Proposal under this solicitation is in doubt as to the true meaning of the specifications, the Bidder must submit a written request for clarification via email by the date designated on the Calendar of Events by email at [phone-rfp@urbandaleschools.com](mailto:phone-rfp@urbandaleschools.com). The District shall make a list of all inquiries and responses available upon request via email by March 28, 2018.

- 4) The District shall issue a written addendum if substantial changes, which impact the technical submission of Proposals, are required. A copy of the addenda will be posted online at our website: <http://www.urbandaleschools.com/rfp> The Bidder shall certify its acknowledgement of the addendum by signing the addendum and returning it with their proposal. In the event of a conflict with the original contract documents, addenda shall govern all other contract documents to the extent specified. Subsequent addenda shall govern over prior addenda only to the extent specified.

#### **C. Pricing**

- 1) If the Bidder is awarded a contract under this Bid solicitation, the prices proposed by the Bidder shall remain fixed and firm during the term of the solicitation review and any subsequent contract; provided, however that the bidder may offer incentive discounts from this fixed price to the District at any time during the contractual term.
- 2) Bidders will not include Federal, State, or applicable local excise or sales taxes in bid prices, as the District is exempt from payment of such taxes. An exemption certificate will be provided where applicable upon request.
- 3) The bidder, by affixing its signature to this Proposal, certifies that its Proposal is made without previous understanding, agreement, or connection either with any persons, firms, or corporations offering a Bid Proposal for the same items, or with the District. The Bidder also certifies their proposal is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action.

#### **D. Bid Preparation and Submission**

- 1) This document is a Request for Proposal. It differs from a Request for Bid in that the District is seeking a solution as described herein, not a bid meeting firm specifications for the lowest price. As defined by the American Bar Association Model Procurement Code, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality, testing, references, and availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards, which measure how well a proposer's approach meets the desired requirements and needs of the District.
- 2) The proposal must be typed or legibly printed in ink, on the Form of Proposal supplied; use of erasable ink is not permitted. The authorized agent of the Bidder must initial all corrections made by the Bidder in ink.
- 3) Bid Proposals must contain the signature of an authorized agent of the Bidder. If the Bidder's authorized agent fails to sign the Proposal, it shall be considered a non-responsive offer and shall not be considered.
- 4) Proposals should be as thorough and detailed as possible so that UCSD may properly evaluate the Bidder's capabilities to provide the required products and services.
- 5) Unit prices shall be provided by the Bidder on their proposal. Where there is a discrepancy between the unit price and the extension of prices, the price that is most advantageous to the District shall prevail.

- 6) The Bidder must include all information and supplemental documentation required in conjunction with this Proposal. If the Bidder fails to supply any required information or documents, its Proposal shall be considered non-responsive and shall not be considered.
- 7) The accuracy of the Bid Proposal is the sole responsibility of the Bidder. Bidder will not be allowed to make changes to their Proposal after the date and time of the Bid opening due to error by the Bidder.
- 8) Information packages should not contain promotional or display materials unless specifically required in the System Requirements section. Informational packages must address the requirements as explained to aid the evaluation. All questions posed by the Request for Proposal must be answered clearly and concisely.
- 9) This solicitation does not commit the District to pay any cost incurred by the Bidder or any other party in preparation and/or submission of proposals or in making necessary studies or designs for the preparation thereof, nor is the District obligated to procure or contract for such products and services.
- 10) The District reserves the right to waive any and all informalities in information packages if such waiver does not substantially change the offer or provide a competitive advantage to any bidder.
- 11) To facilitate the evaluation of Bidder's proposal, Bidder is to number all pages of its proposal and provide tabs as indicated below.
  - a) **Tab 1 Services:** Address all areas detailed in Section IV completely
  - b) **Tab 2 Qualification:** Complete the vendor qualification statement attached.
  - c) **Tab 3 References:** Provide references as requested below.
  - d) **Tab 4 Exceptions/Alternatives:** Detail any exception with this request.
  - e) **Tab 5 Form(s) of Proposal:** Complete and sign the Form(s) of Proposal.

#### **E. Conflicts of Interest**

- 1) It shall be understood and agreed that Bid Proposals submitted are offered independently of any other proposals.
- 2) In the event that an independent contractor or firm in conjunction with the District developed this RFP, neither this contractor, nor its principals or subsidiaries, shall be allowed to submit a proposal for this solicitation.
- 3) In the event that this proposal request requires consulting services which may ultimately lead to the purchase of other products or services in the future, neither the selected consultant, nor its principals or subsidiaries, will be allowed to participate in the acquisition of these specific goods and services in the future.
- 4) Chapter 722 of the Code of Iowa provides that it is a felony to offer, promise, or give anything of value or benefit to a person serving in a public capacity including a school district employee with intent to influence that employee's acts, opinions, judgements, or exercise indiscretion with respect to the employee's duties. Section 68B.22 governs the solicitation and acceptance of gifts by public officials.

#### **F. Modifications or Withdrawals of Bid Proposal**

- 1) Bids may only be modified in the form of a written notice on company letterhead and must be received prior to the time and date set for the Bid opening. Each modification submitted to the

District's administration office must have the Bidder's name and return address and the title of the bid clearly marked on the face of the envelope. If more than one modification is submitted, the modification bearing the latest date of receipt by the administration office will be considered the valid modification. All requests for bid modifications must be signed by a duly authorized agent of the submitting company.

- 2) Bids may be withdrawn prior to the time and date set for the Bid openings. Such requests must be made in writing on company letterhead and signed by a duly authorized agent of the submitting company.

#### **G. Evaluation of Bid Proposal**

- 1) The District reserves the right to reject any and/or all bid proposals or parts thereof, to waive informalities or irregularities in the information packages, and to enter into such contract or contracts as shall be deemed to be in the *best interests of the District*.
- 2) The District reserves the right to reject proposals or parts thereof for the following reasons:
  - a) The bidder misstates or conceals any material fact in their Proposal.
  - b) The Bidder's Proposal does not strictly conform to the law or requirements of the RFP.
  - c) The Bid Proposal does not include documents including, but not limited to, certificates, licenses, information or specification sheets, bonds, and/or samples, which are required for submission with the Bid Proposal in conjunction with the General Terms and Conditions or the System Requirements
  - d) The Bid has not been properly executed by signature of an authorized representative of the Bidder.
- 3) A proposal may not be accepted from, nor any contract awarded to, any person or firm which is in arrears to the District upon any debt or contract or which is a defaulter as surety or otherwise upon any obligation to the District.
- 4) A proposal may not be accepted from, nor any contract awarded to, any person or firm, which has failed to perform faithfully any previous contract with the District, state, or federal governmental agency for a minimum period of one (1) year after the previous contract was terminated for cause.
- 5) A proposal may be rejected if the Bidder is currently under suspension or debarment by any local, state, or federal government, and if the Bidder cannot so certify, then it shall submit along with the proposal a written explanation of why it cannot make such certification.
- 6) A proposal may not be accepted from, nor any contract awarded to, any person or firm, which has pending litigation against the District on the date and time that the bid opens.
- 7) The award will be made to the bidder that best meets the needs of the District based upon the evaluation criteria. The District is not required to award the lowest-cost proposal.
- 8) The District reserves the right to:
  - a) Reject any and all Bid Proposals submitted by prospective Bidders.
  - b) Re-advertise this solicitation
  - c) Postpone or cancel the Bid process for this solicitation
  - d) Determine the criteria and process whereby proposals are evaluated and awarded.

## H. Selection Process

- 1) The following criteria may be used to assist in selecting the successful contractor:
  - a) **Completeness:** Each response will be reviewed prior to the selection process for completeness and adherence to format.
  - b) **Evaluation Process:** The District will rely on its staff to formally evaluate each complete proposal. The evaluation process will objectively grade the proposal on their merit and responsiveness. The District will develop and employ a grading scale when evaluating proposals, the criteria will be the sole responsibility of the District.
- 2) The District reserves the right to select the successful contractor based upon the original response along with whatever other evaluation methodology the District chooses to pursue, in accordance with the District policy.
- 3) Preliminary evaluations will be performed by the District's Technology department to determine if all the mandatory requirements have been met. Failure to meet the mandatory requirements may result in the proposal being rejected.
- 4) Site visits may be required by District selected bidders to clarify proposals. The District will make every attempt to work with the selected bidder to schedule a date and time for each presentation agreeable to the bidder(s). Failure to accept the District's invitation for a presentation may be grounds to reject the bidder's proposal.

## I. Award of Contract

- 1) **Contract:** This acceptance of a proposal is predicated on the total dollar amount to complete the project and the District's ability to secure adequate funding. In the event adequate funding is not available the District will not award a contract. If funding is available the Board of Directors for the District shall award a contract to the successful Bidder.
- 2) The General Terms and Conditions, the Scope of Services, the Bidder's Proposal, written letters, addenda and the Purchase Order are collectively an integral part of the contract between the District and the successful Bidder. The Awardee will be asked to enter into a contract with the District after the Board's approval at the conclusion of the process.
- 3) Selection shall be made of one Bidders deemed to be fully qualified and best suited among those submitting proposals on the basis of the valuation of factors identified above. The District shall select the Bidder which, in its opinion, has made the best proposal, *(not necessarily the lowest cost provider)* and shall award the contract to that Bidder.
- 4) **Insurance Requirements:** Successful Bidder shall submit to the District certificates of insurance, prior to beginning work under this contract and no later than ten (10) days after award of the contract. All policies of insurance required herein shall be written by insurance companies licensed to conduct the business of insurance in Iowa, and acceptable to the District, and shall carry the provision that the insurance will not be cancelled or materially modified without thirty days (30) prior written notice to the District. The certificates of insurance shall list Urbandale Community School District as the additional insured for the specified project as outlined in this RFP. Successful bidder must provide evidence of insurance coverage for professional liability insurance to cover all

of the areas for which they are submitting a proposal. This professional liability shall be written on claims made form with a retroactive date no later than the date of their proposed contract with the Urbandale Community School District. The coverage shall be written with a limit not less than \$300,000 for any one claim, with an aggregate not less than \$1 million for all claims in a policy period. The successful bidder must provide a statement saying that such coverage shall be written exclusively to cover the Urbandale contract or as an alternative guarantee that the aggregate has not already been impaired by other claims if this policy covers other activities and other products or services for other clients. Other forms of insurance which must be maintained during the entire term of the contract and any extensions shall be of the following forms and limits:

<u>Forms</u>	<u>Limits</u>
Workers' Compensation	Statutory
Automobile Liability	\$1,000,000 Combined Single Limit
Commercial General Liability	\$1,000,000 Combined Single Limit
<i>(Including Contractual Liability &amp; Products Completed Operations Coverage)</i>	
Umbrella/Excess Liability	\$2,000,000

The establishment of minimum limits of insurance by Urbandale Community School District does not reduce or limit the liability or responsibilities of the Successful Bidder.

5) Indemnification: The successful bidder shall assume the entire responsibility and liability for any and all damages caused by or resulting from the negligent or willful unauthorized disclosure of any confidential information or the use of trademarked / patented product without the proper authorization or permission on the part of the Successful Bidder, its subcontractors, agents, or employees under or in connection with this contract. The successful bidder shall also, upon written demand by the District, assume and defend, at the successful bidder's sole expense, any and all such suits or defense of claims alleging unauthorized disclosures of confidential information or improper use of product. Any negligent or willful unauthorized disclosure of confidential information or improper use of product on the part of the successful bidder, its subcontractors, agents, or employees under or in connection with this contract shall constitute a breach of the terms of this contract. The District may proceed by appropriate court action, including seeking injunctive relief, to prevent continuing unauthorized disclosures or uses, and Successful Bidder shall hold harmless and indemnify the District for court costs, litigation expenses, and attorney's fees that it may pay or incur as the result of seeking to prevent or stop any and all unauthorized disclosures or improper product or information. The Successful Bidder shall hold harmless, indemnify, and save the District, its officers, employees, and agents, from any and all liability claims, losses, or damages arising or alleged to arise during the performance of the work described herein by reason of any act or omission of the Successful Bidder or any of its agents, employees, or representatives. The indemnity applies to either active and passive acts or other conduct.

6) Award Requirements

a) Successful Bidders shall be familiar and comply with all local, state, and federal directives, ordinances, rules, orders, and laws as applicable to, and affected by, this contract including but not limited to Equal Employment Opportunity Commission (EEOC), the Occupational Safety, Health Act (OSHA), and Title I and Title II of the Americans with Disabilities Act (ADA) regulations. No Bidder shall be excluded from consideration for award in conjunction with this solicitation on the basis of race, color, creed, national origination, handicap or sex or be subjected to discrimination under any contractual award administered by the District.

- b) The Bidder shall not assign, transfer, convey, sublet or otherwise dispose of this contract, including any or all of its right, title or interest therein, or its power to execute such contract to any person, company or corporation without prior written consent of the District.
- c) All employees of the Bidder shall be considered to be, at all times, employees of the Bidder under its sole direction and not an employee or agent of the District. The Successful bidder shall supply competent and physically capable employees in a number that is consistent with the bid requirements. Where required, employees shall be licensed and accredited. The District may require the Successful bidder to remove an employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on District property is not in the best interest of the District. In accordance with the District's policy regarding the use of tobacco and alcohol products and/or illegal drugs, no employee of the Successful Bidder shall be permitted to use these substances when performing work on District property. The Successful Bidder shall certify that all employees employed in support of this contract who have direct contact with students, which is defined to mean being in the presence of students during regular school hours or during school-sponsored activities, have not been convicted of (i) a felony; (ii) any offense involving the sexual molestation, physical or sexual abuse or rape of a child; or (iii) a crime of moral turpitude.
- d) The bidder will be responsible for the cost of all the equipment, accessories, labor, materials in order to the work as detailed in the Scope of Services.
- e) Award of this contract will be based on an item-by-item basis, group basis, or an aggregate basis; whichever method is most beneficial to the District. The method of award will be determined after bid proposals have been received and opened by the District and shall be primarily determined on the basis of the selection criteria detailed earlier.
- f) The names of all subcontractors known, or contemplated, shall be listed. The District may approve all subcontracts.

#### 7) Payment

- a) To be eligible for payment, all labor, equipment and materials covered under Successful Bidder's invoice must be completed and accepted by the District. The District agrees to make payments under this contract within thirty (30) days after receipt of a correct invoice for such payment. Where payment is made by mail, the date of postmark shall be deemed to be the date of payment. Any amounts due the District under the terms of this or any other agreement may be applied against Successful Bidder's invoices with documentation for the basis of the adjustment attached. In no event shall any interest penalty or late fee accrue when payment is delayed because of disagreement between the District and Successful Bidder regarding the quantity, quality, time of delivery, or other noncompliance with the contract requirements for any product or service or the accuracy or correctness of any invoice.
- b) Successful Bidder shall submit to the District all invoices promptly upon completion of the requirements for installation, delivery, and acceptance of the products and services required under this contract. Invoices shall not include any costs other than those identified in the executed District purchase order awarding this contract or any subsequent change orders issued by the Purchasing Department. All shipping costs are the Bidder's responsibility,

except to the extent such charges are identified in the executed District purchase order or change orders. Successful Bidders invoices shall provide at a minimum:

- i) Type and description of the product or service installed, delivered and accepted; Quantity delivered; Charge for each item
  - ii) Extended total (Unit Costs x Quantity)
  - iii) This RFP Title or the Urbandale Purchase Order number
- c) Successful Bidder shall extend any special educational or promotional sale prices or discounts immediately to the District during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

#### **J. Termination or Cancellation**

- 1) In order to protect the vested interests the District, and to ensure the efficient utilization of dollars, successful bidders shall comply with all contractual obligations contained in the General Terms and Conditions, Special Conditions and The Scope of Services. With respect to these obligations, the District will report any non-compliance issues to the successful Bidder for corrective action. Continued non-compliance by the successful Bidder shall be the District's justification for placing the Bidder's contract on probation status or termination.
- 2) In the event that the Successful Bidder defaults on its contract or the contract is terminated for cause due to performance, the District reserves the right to re-procure the products or services from the next lowest Bidder or from other sources during the remaining term of the terminated/defaulted contract.
- 3) In the case of termination, costs shall be prorated to the date of termination and the parties shall execute a settlement agreement to specify the terms. Failure to agree on a settlement is subject to arbitration.
- 4) With the mutual agreement of both the contractor and the District, upon receipt and acceptance of not less than thirty days written notice, the contract may be terminated on an agreed date before the end of the contract without penalties to either party.
- 5) Either party may terminate the contract because of the failure of the other party to carry out the provisions of the contract. In such case, the party terminating the contract shall give thirty days' notice of conditions endangering performance and if after notice the offending party fails to remedy the violation of the terms to the satisfaction of the other party, the contract may be terminated.
- 6) In the event the filing of a Petition in Bankruptcy by or against the Successful Bidder, the District shall have the right to terminate the contract by providing fifteen days' notice of its intentions to terminate.
- 7) If funds anticipated for these products or services do not become available for any reason, the District shall have the right to terminate the contract without penalty by giving not less than 10 days written notice documenting the lack of funding.

#### **K. Severability**

If for any reason, any provision hereof shall be determined to be invalid or unenforceable, the validity and effect of the other provisions hereof shall not be affected thereby.

**L. Disclosure of Information Content**

The laws of Iowa require that at the conclusion of the selection process the contents of the information packages be placed in the public domain and be open for inspection by interested parties. The District will treat *all information* submitted by a Bidder as *public information*. The District's release of information is governed by Iowa Code chapter 22. Bidders are encouraged to *familiarize themselves with chapter 22 before submitting a Bid*. Bidders are advised that the District does not wish to receive confidential or proprietary information and bidders are not to supply such information except when it is *absolutely* necessary. Pricing information cannot be considered confidential information. Finally, identification of the entire Bid as confidential *will* be deemed non-responsive and disqualify the Bidder.

**M. Disposition of Information Packages**

All Bids become the property of the District and shall not be returned to the Bidder at the conclusion of the selection process; the contents of all Bids will be in the public domain and be open to inspection by interested parties subject to exceptions provided in Iowa Code Chapter 22 or other applicable laws.

**N. Audit or Examination of Contract**

Bidder agrees that any authorized auditor, the Office of Auditor of State and where federal funds are involved, the Comptroller of the United States or a representative of the United States Government, shall have access to and a right to examine, audit, excerpt, and transcribe any directly pertinent books, documents, papers, and records of the bidder relating to the orders, invoices, or payment of this contract.

**O. Copyrights**

By submitting a Bid, the Bidder agrees that the District may copy the Bid for purposes of facilitating the evaluation of the Bid or to respond to requests for public records. The Bidder consents to such copying by submitting a Bid and warrants that such copying will not violate the rights of any third party. The District shall have the right to use ideas or adaptations of ideas that are presented in the Bids.

**P. Release of Claims**

By submitting a Bid, the Bidder agrees that it will not bring any claim or cause of action against the District based on any misunderstanding concerning the information provided herein or concerning the District's failure to provide the Bidder with pertinent information as intended by this bid request.

## **IV. Products and Services**

### **A. General Information**

Urbandale Community School District is comprised of the following buildings:

- Urbandale High School, 7111 Aurora Ave, Urbandale, IA, 50322
- Urbandale Middle School, 7701 Aurora Ave, Urbandale, IA 50322
- Jensen Elementary, 6301 Aurora Ave, Urbandale, IA 50322
- Karen Acres Elementary, 3500 74<sup>th</sup> St, Urbandale, IA 50322
- Olmsted Elementary, 7110 Prairie Ave, Urbandale, IA 50322
- Rolling Green Elementary, 8100 Airline Ave, Urbandale, IA 50322
- Valerius Elementary, 3305 92<sup>nd</sup> St, Urbandale, IA 50322
- Webster Elementary, 12955 Aurora Ave, Urbandale, IA 50323
- Administration Office, 11152 Aurora Ave, Urbandale, IA 50322

The District seeks to replace its Avaya Definity PBX system, which is currently housed at Olmsted Elementary in accordance with the specifications set forth in this Request for Proposal (“RFP”). The District intends to replace the Definity system with a new VoIP-based on-premises system housed in the District’s datacenter at Urbandale High School.

### **B. Period of Contract Performance**

The period of performance for products and/or services received subject to this solicitation and any resulting contract are anticipated to begin in May 2018 for planning and datacenter equipment installation and configuration, with phone replacements to begin on or before June 4, 2018. Project completion would be no later than July 13, 2018.

### **C. Administrator Responsible**

The Administrator responsible for this project is Josh Whitver, Manager of Information Systems.

### **D. Installation Environment**

The District datacenter has 3 4-post rack enclosures with dedicated UPS systems with 3+ hour runtimes. Power provided is 120V (240V power is not available). Racks contain the fiber patch panels, Extreme Networks BD8806 core router, Fortinet 1200D firewall, iBoss Content filter, ISP demarc equipment, and the VMware environment consisting of 4 Dell R620 servers and an EMC VNX5200 SAN, as well as other associated equipment.

The District has 10 Gb single-mode fiber links connecting the high school to each elementary, the middle school, and the administration office. There is also currently a multimode fiber connection from Olmsted Elementary to the other elementaries (excepting Webster), the middle school, and the high school. While the current Definity phone system utilizes this multimode fiber infrastructure, it is anticipated that the replacement system will use the 10 Gb single-mode fiber centered at the high school for its connectivity, and that the multimode fiber will go dormant.

Equipment in the building MDF/IDFs consists of Extreme Networks Summit X450e-G2-48p switches capable of delivering both 802.3af and 802.3at PoE to every port. Each closet is equipped with a new UPS sized for 45 minutes of uptime (assuming 50% of ports delivering PoE).

Cabling going from IDFs to room drops varies across the District. The older elementaries (Jensen, Olmsted, Rolling Green, Valerius) and the first phases of Urbandale High School and Webster Elementary all have Cat-3 cabling terminated into 110-blocks being utilized by current phones. These rooms also have Cat-5 or better wiring available for data, and any locations where suitable Cat-5 cabling is not currently available may have suitable cabling run outside the scope of this project. Bidders may choose whether to respond to [Bid Form VIII.D](#), which provides an option to allow their proposed system to function over Cat-3 cabling, if that feature exists - the District will weigh the implementation of such an option against the cost of new cabling in its decision-making process. Bidders should consult the District on exact numbers of Cat-3 stations at the affected buildings, if that information is relevant to the price of that response.

The District utilizes G Suite for Education (formerly known as Google Apps for Education) for its email and collaboration platform. Successful Bidder's proposed solution must be able to utilize Gmail for sending and receiving email, and may provide integration solutions using Google SSO. District also has an Active Directory domain available for use by the Successful Bidder's solution.

The District currently utilizes Windstream for its phone system connectivity, delivered via two (2) T1/PRI lines at Olmsted Elementary. Connectivity for the proposed system may consist of either the T1/PRI lines being relocated to the high school, or a new SIP deployment. Bidders shall work with the District to determine the best plan for their proposal, and may optionally include any implementation costs in their proposal.

#### **E. Vendor Eligibility**

The Successful Bidder's ability to furnish certified and highly trained personnel is critical to the implementation and operations of the District phone system and related equipment and services. Bidders who solely rely on subcontractors for local service technicians to support the proposed solution in post implementation status will not be accepted. The Successful Bidder's employees shall maintain the highest level of certifications and distributor status available for the proposed solution. Any Bidders that do not meet the highest levels of certification and distributor status offered by their proposed solution will not be considered. The Successful Bidder shall supply dedicated project manager(s) for the entire scope of the implementation including but not limited to planning, execution and sign off.

The Bidder must have a minimum of (10) years' experience in multi-site, voice over internet protocol telecommunications implementations. Provide a minimum of 3 references documenting this experience.

#### **F. General Requirements**

The Bidder is expected to provide an enterprise class Voice over IP phone system and all labor, equipment, software, cabling, and licensing necessary to implement a turnkey solution for upgrade the existing District phone system with support of the following hardware, services and/or features including but not limited to the specifications herein. The successful Bidder shall agree to provide resources to physically visit and survey all equipment rooms, offices, and classrooms to provide the District with a site specific detailed analysis of the scope of work necessary for successful implementation prior to ordering, scheduling or installing any equipment. The successful Bidder must have a [Certified PMP Project Manager](#) on staff and assigned to this project. All installation locations are provided in [Section IV, Part A](#) above.

## **G. Scope of Work**

The Successful Bidder shall provide the District with an implementation plan agreed upon by all stakeholders including but not limited to the school principal or site administrator prior to performing any work.

Downtime should be minimal for staff who will still be working during the summer implementation. No building should be without phone service of some kind for more than fifteen (15) minutes. Whenever feasible, core systems should be migrated outside of normal business hours, after 5 PM or on weekends.

The Successful Bidder shall supply a consistent and dedicated implementation team that represents all aspects of their proposed solution including but not limited to a sales engineer, a project manager, a technical engineer, and all technicians involved in the installation of each site. The Bidder must provide pre-sales and post-sales design and implementation support. The proposed solution shall include complete documentation of design and engineering with a comprehensive user manual, troubleshooting manual, and all other specific documents that pertain to the solution. Electronic documentation is preferred.

## **H. Technical Specifications**

The Successful Bidder will provide the District with an industry standard on-premises solution that uses the latest technology, either in physical or virtual environments, to efficiently and affordably replace the existing District phone system using the information below.

### **Required in Proposed Solution:**

- Proposed system will be on-premises, not hosted
- System will support either 4- or 5-digit dialing
- System will be new. Refurbished equipment will not be accepted.
- System equipment, software, and licensing must be expandable.
- System will permit the District to upload audio files directly for use as music/message on hold and for recorded greetings to be used with automated attendant call trees and informational mailboxes.
- System should support multiple levels of administrative access, to permit qualified users to make routine programming changes (resetting voicemail password, adding an appearance of an extension to a phone, etc.) without being able to affect other functionality.
- System should have administrative notification capability to allow IT staff to be informed of system problems.
- All voice equipment shall support ethernet, VoIP, SIP, T1/PRI, and related networking technologies
- All voice equipment shall support hardware and/or software redundancy.
- All voice equipment shall be proposed in either a VMware virtual machine or a rack-mount configuration with all necessary hardware, software, and licensing for installation and support of the following:
  - Web-based administration
  - Central and singular database
  - Caller ID (inbound, maintained across transfers; and outbound, programmable per station to show either DID or District/department main number with override to send DID on 911 calls)
  - Directed and Group Call Pick-Up, Park, and Take-Back (if a call is transferred to a phone that does not answer)
  - Distinctive Rings (internal vs. external calls, differentiating stations, flexible number of rings)
  - Voicemail services for all users, including a robust IVR/Auto-attendant
  - Voicemail-to-email functionality
  - Audio Conferencing for every user profile, including audio bridges

- E911 services
- TDM and Analog interfaces to support elevator/fire alarms, etc.
- Fax-to-email capabilities (Fax store & forward)
- Active/Active or Active/Standby core server(s) and Voicemail
- Music on hold
- Programmable schedules for voicemail and auto-attendant greetings (office hours vs. non-office hours, holidays, school closures). Should be flexible to accommodate different schedules at different stations/locations, and easy to override should circumstances dictate.
- Phone Set Requirements
  - All proposed phones shall be at a minimum based on 4 general models: Classroom, Staff office, Conference Room, and Reception (Main answering position). All phone models will include basic phone features including (but not limited to): Hold, Transfer, Call Forward, Conference, VM Transfer, one-touch internal and external auto-dial.
    - Classrooms, break rooms, lounge and student-access area phones shall support, at a minimum, a single phone line with basic display, message waiting light, speakerphone, and 10/100 ethernet port.
    - Staff office phones shall support 2 or more lines, multi-line (or pixel-based) display, message waiting light, speakerphone, soft keys, auto-dial keys, programmable ringtones, and, on 25 sets, gigabit ethernet (the remaining Staff Office phones shall have 10/100 ethernet).
    - Conference Room phones shall support, at a minimum, a single phone line with display, full-duplex speakerphone-only operation (ie, handset is optional), and one or more microphones designed for input from multiple directions.
    - Reception (Main answering position) phones shall support 6 lines, multi-line (or pixel-based) display, message waiting light, speakerphone, soft keys, auto-dial keys, programmable ringtones, support for add-on modules, and gigabit ethernet port.
  - All phones shall be capable of supporting third-party wired or wireless headsets.
  - All phones shall support self-labeling.
  - All phones will be supplied with a 12-foot Cat 5E (or better) station cable. Cable color will be neutral and complementary to the color of the phone handset.

**Add-on Options in Proposed Solution (provide separate pricing for any/all of the following, which the District may or may not choose to implement independently of each other):**

- Emergency Notification system, allowing alerts to be sent from any handset or network device to District personnel, with configurable alerts, recipients, and actions. Note that this is *not* referring to a parent/community notification system.
- Email- or Web-to-fax (outbound, if not included in base phone system package above)
- Any additional hardware/software/licensing necessary to allow system to function over Cat-3 cabling (as noted above in [Section IV.D.](#), Installation Environment)
- Any additional hardware/software/licensing/services necessary to allow remote buildings to function independently in the event of loss of fiber connectivity between the high school and the remote building. Examples of a solution could include SIP trunking with cloud-based WAN and basic internet connection at each site, iFB Business lines at each building with supporting hardware, etc.

**I. Training**

The Bidder shall supply on site or classroom training that shall provide sufficient instruction for the District staff to become proficient with the daily operations and basic maintenance of the proposed solution and all related hardware. This training will include end user training for office staff at every site prior to sign off of

that location, as well as general education sessions for select employees. Bidder will coordinate training times with the principal or secretary of each site. Also include system administration training for up to four (4) District personnel. Bidder shall also supply video training files or other materials for ongoing new staff on-boarding or refresher training.

**J. Maintenance and Support**

The District requires a one year post implementation maintenance and support agreement that includes the manufacturer warranty plus an additional year of maintenance which covers all proposed hardware and software. Phone sets shall not be included. The Bidder must detail the support provided for the product once it's in production, including the quantity of support staff, method of escalation of urgent cases and location of support staff. Successful Bidder shall be expected to be able to remotely access the system during the term of the maintenance agreement for diagnostic routines, minor system alarms, major system failures, programming changes, etc. Successful Bidder shall take responsibility for diagnosing equipment problems and notifying the telephone company should the problem be determined to be in the LEC facilities. Vendor shall be responsible for any service charges if it is determined that the problem is in the interconnect equipment.

**K. Handset Inventory**

The number of phones of each type, at each site, is anticipated to be as specified in the table below.

Site	Classroom Phone	Office Phone	Conference Room	Receptionist Phone	Total
AO	1	16	2	5	24
Jensen	21	8	1	1	31
Karen Acres	29	4	2	1	36
Olmsted	40	10	1	1	52
Rolling Green	31	7	1	1	40
Valerius	23	5	1	1	30
Webster	47	7	2	2	58
UMS	66	14	5	2	87
UHS	150	28	5	4	187
Spare Stock	10	5	1	1	17
<b>Totals</b>	<b>418</b>	<b>104</b>	<b>21</b>	<b>19</b>	<b>562</b>



**Qualified States & Business**

Is your company qualified to do business in Iowa?  Yes  No

If Yes, what is your Contractor Registration Number?

List the states in which your partnership or trade name is filed:

List the name, address, and contact of the organization's insurance agents:

List the name, address, and contact of your organization's bank(s) or your D&B Number:

**Organizational Structure and Personnel**

Provide information on the key individuals of your organization who will managerially oversee/work this account; include their professional qualifications and ability to perform the required services.

**Questionnaire**

What is the primary scope of your organization's operation (In what areas does your company excel)?

Indicate the total number of years your firm has provided the products and services requested:

Indicate whether your firm is a factory-authorized dealer/vendor for the equipment being proposed, and indicate certifications/designations issued by the manufacturer (i.e. Gold or Platinum Dealer):

Give us a brief overview of a recent project similar in scope and complexity to the one in this RFP.

Detail any/all judgements, pending or expected litigation, or other real or potential financial reversals that might materially affect the viability or stability of the organization or warrant that no such conditions exist.



Detail the number of trained certified support staff in the Des Moines area, including their levels of certification and job functions.

Describe your company's policy and procedure when dealing with minor and major alarms. Are there guaranteed response times for these emergencies?

Detail your company's "normal work hours."

Detail your company's Service Level Agreements (SLAs) for response times.

Does your company have a National Service Center? Describe location, hours, and capabilities.

In the case of a disaster how quickly can a complete replacement system be in place and operational?

Detail the number of customers who have the proposed solution in the Des Moines, IA area (installed by your company).

**VI. References**

Provide a listing of at least three (3) references for whom the company has provided similar products/services within the last five (5) years, and whose complexities are similar to those presented in this proposal:

1.) Customer Name:

Address:

City/State/Zip:

Contact Name:

Contact Title:

Telephone:

Email Address:

---

2.) Customer Name:

Address:

City/State/Zip:

Contact Name:

Contact Title:

Telephone:

Email Address:

---

3.) Customer Name:

Address:

City/State/Zip:

Contact Name:

Contact Title:

Telephone:

Email Address:



## VIII.A Form of Proposal - Required Core System

*The proposal shall clearly state all of the costs associated with the product/service requested. No other costs post-award will be accepted.*

---

### Initial Costs

Hardware	\$
Software	\$
Licensing	\$
Training	\$
Labor	\$
Connectivity ( <i>optional</i> )	\$
Other (Please Describe)	\$

### Recurring Costs

Annual Software	\$
Annual Licensing	\$
Connectivity ( <i>optional</i> )	\$
Other (Please Describe)	\$

---

Company Name:

Street Address:

City/State/Zip:

Contact Phone Number:

Contact Fax Number:

Contact Email Address:

Authorized Representative Signature

Representative Name (Print):

---

THIS FORM AND EACH ADDITIONAL FORM OF PROPOSAL, IF ANY, MUST BE SIGNED. BY SIGNING THIS DOCUMENT THE BIDDER UNDERSTANDS AND AGREES TO COMPLY WITH ALL PROVISIONS AND REQUIREMENTS AS DETAILED IN THIS REQUEST FOR PROPOSAL, UNLESS NOTED ON THE EXCEPTIONS PAGE. THEY AGREE TO PROVIDE ALL PRODUCTS AND SERVICES AS DEFINED IN THE SCOPE OF SERVICES AND THE TERMS AND CONDITIONS AS SPECIFIED IN THIS DOCUMENT. BIDDER AGREES TO COMPLY WITH ALL LOCAL, STATE AND FEDERAL LAWS. THE BIDDER ASSURES TO THE BEST OF THEIR ABILITY THAT ALL INFORMATION SUBMITTED IS ACCURATE AND WAS SUBMITTED WITHOUT COLLUSION WITH ANOTHER PARTY. BY SIGNING THIS PROPOSAL THE SIGNATORY CERTIFIES LEGAL AUTHORITY TO BIND THE PROPOSING ENTITY TO THE PROVISIONS OF THIS PROPOSAL AND ANY CONTRACT AWARD PURSUANT TO IT. BY SIGNING THIS DOCUMENT, THE BIDDER DECLARES THERE ARE NO CONFLICTS OF INTEREST BETWEEN THE BIDDER AND THE DISTRICT. FURTHERMORE THE BIDDER CERTIFIES THAT NEITHER THEY NOR THEIR SUBCONTRACTORS HAVE EVER BEEN DISBARRED BY ANY FEDERAL, STATE, OR LOCAL GOVERNMENTAL AGENCY.

## VIII.B Form of Proposal - Optional Emergency Notification System

*The proposal shall clearly state all of the costs associated with the product/service requested. No other costs post-award will be accepted.*

---

### Initial Costs

Hardware	\$
Software	\$
Licensing	\$
Training	\$
Labor	\$
Other (Please Describe)	\$

### Recurring Costs

Annual Software	\$
Annual Licensing	\$
Other (Please Describe)	\$

---

Describe Optional Emergency Notification System Proposal:

Authorized Representative Signature

Representative Name (Print):

---

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### VIII.C Form of Proposal - Optional Email/Web to Fax

*The proposal shall clearly state all of the costs associated with the product/service requested. No other costs post-award will be accepted.*

---

#### Initial Costs

Hardware	\$
Software	\$
Licensing	\$
Training	\$
Labor	\$
Other (Please Describe)	\$

#### Recurring Costs

Annual Software	\$
Annual Licensing	\$
Other (Please Describe)	\$

---

Describe Optional Email/Web to Fax Proposal:

Authorized Representative Signature

Representative Name (Print):

---

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### VIII.D Form of Proposal - Optional Cat-3 Cabling Compatibility

*The proposal shall clearly state all of the costs associated with the product/service requested. No other costs post-award will be accepted.*

---

#### Initial Costs

Hardware	\$
Software	\$
Licensing	\$
Training	\$
Labor	\$
Other (Please Describe)	\$

#### Recurring Costs

Annual Software	\$
Annual Licensing	\$
Other (Please Describe)	\$

---

Describe Optional Cat-3 Cabling Compatibility:

Authorized Representative Signature

Representative Name (Print):

---

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### VIII.E Form of Proposal - Optional Building Redundancy/Resiliency

*The proposal shall clearly state all of the costs associated with the product/service requested. No other costs post-award will be accepted.*

---

#### Initial Costs

Hardware	\$
Software	\$
Licensing	\$
Services	\$
Labor	\$
Other (Please Describe)	\$

#### Recurring Costs

Annual Software	\$
Annual Licensing	\$
Annual Services	\$
Other (Please Describe)	\$

---

Describe Optional Building Redundancy/Resiliency Proposal:

Authorized Representative Signature

Representative Name (Print):

---

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### Offender Acknowledgement

\_\_\_\_\_ (“Bidder’s Company Name”) is providing services to Urbandale Community School District (“District” as a vendor, supplier, contractor or subcontractor and/or is operating or managing the operations of a vendor, supplier, or contractro. The services provided by the Company may involve the presence of the Company’s employees upon the real property of the schools of the District.

The Company acknowledges that Iowa law prohibits a sex offender who has been convicted of a sex offense against a minor from being present upon the real property of the schools of the District. The Company further acknowledges that, pursuant to law, a sex offender who has been convicted of a sex offense against a minor may not operate, manage, be employed by, or act as a contractor, vendor or supplier of services or volunteer at the schools of the District.

The Company hereby certifies that no one who is an owner, operator or manager of the Company has been convicted of a sex offense against a minor. The Company further agrees that it shall not permit any person who is a sex offender convicted of a sex offense against a minor to provide any services to the District in accordance with the prohibitions set forth above.

This Acknowledgment and Certification is to be construed under the laws of the State of Iowa. If any portion hereof is held invalid, the balance of the document shall, notwithstanding, continue in full legal force and effect.

In signing this Acknowledgment and Certification, the person signing on behalf of the Company hereby acknowledges that he/she has read this entire document that he/she understands its terms, and that he/she not only has the authority to sign the document on behalf of the Company, but has signed it knowingly and voluntarily.

Dated: \_\_\_\_\_

\_\_\_\_\_  
Bidder’s Company Name

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_