

## REQUEST FOR PROPOSALS

**ITEM DESCRIPTION:** Unified Communications, Paging/Public Address System and Clocks and Bells System

**DATE TO BE ADVERTISED:** March 8, 2023

**DATE AND TIME TO BE OPENED:** May 4, 2023 1:00PM EST

**PRE-BID CONFERENCE (Virtual, prospective bidders are encouraged to attend):** March 17, 2023 10AM EST

Zoom link for pre-bid conference:

[https://us02web.zoom.us/meeting/register/tZ0lcOggqDosHtzIrfNTFM8zN-XWbrKHuQ65](https://us02web.zoom.us/join/https://us02web.zoom.us/meeting/register/tZ0lcOggqDosHtzIrfNTFM8zN-XWbrKHuQ65)

**ON SITE WALKTHROUGH (Mandatory):** March 28, 2023

Vendors must register by March 24, 2023, 4PM EST, by e-mailing Brian Wilson at [brian.wilson@ppsd.org](mailto:brian.wilson@ppsd.org)

Walkthrough sites (6-10 sites) and walkthrough schedule TBD; (Walkthroughs are expected to be an entire day)

Attendees must provide their own transportation to all walkthrough sites

**SUBJECT MATTER EXPERT (NAME):** Lloyd Halvorsen, Rose Lorenzo

**SUBJECT MATTER EXPERT (EMAIL):** [Rose.Lorenzo@ppsd.org](mailto:Rose.Lorenzo@ppsd.org)

**QUESTION DEADLINE:** April 12, 2023, 4PM EST

Questions shall be sent to Rose Lorenzo at [Rose.Lorenzo@ppsd.org](mailto:Rose.Lorenzo@ppsd.org)

Questions will be answered via addendum posted on [www.providenceschools.org](http://www.providenceschools.org) and BidNet Direct on or after **April 19, 2023**

### Instructions

1. Bidders must submit sealed proposals in an envelope clearly labeled with the Item Description shown above on the outside of the envelope. The proposal envelope and any information relative to the proposal must be addressed to:

**Purchasing Department, Suite 206  
ATTN: Molly Hannon  
797 Westminster Street  
Providence, RI 02903**

2. Bidders must include **at least** one original, one copy, and a digital PDF copy on a flash drive.
3. Proposal responses must be in ink or typewritten.
4. Bidders are advised that all materials submitted to Providence Public Schools for consideration in response to this Request for Proposals shall be considered to be public records as defined in [R.I. General Law Section 38-2 et seq.](#), without exception, and may be released for public inspection. All proposals submitted become the property of Providence Public Schools.
5. Bid proposals that are not present in the Providence Public Schools Purchasing Department at the time of opening for whatever cause will be deemed to be late and will not be considered. Postmarks shall not be considered proof of timely submission.
6. Questions regarding this request for proposals must be submitted to the Subject Matter Expert via email by the question deadline listed above. Questions will be answered via addendum to be posted publicly on the Providence Schools website. Bidders are responsible for checking the website for all addenda distributed in response to questions and requests for additional information.

**Notice to Vendors**  
**General Terms**

1. Providence Public Schools reserves the right to award the contract on the basis of the lowest responsible evaluated bid proposal.
2. In determining the lowest responsive evaluated bid proposal, cash discounts based on preferable payment terms will not be considered.
3. No proposal will be accepted if it is made in collusion with any other bidder.
4. Providence Public Schools reserves the right to award to a single vendor, to split the award between multiple vendors and to reject any and all proposals. Unless otherwise specified, Providence Public Schools reserves the right to make the award by item or items or by total as may be in its best interest.
5. As Providence Public Schools is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
6. In case of error in the extension of prices quoted, the unit price will govern. In the event there is a discrepancy between the price written in words and written in figures, the prices written in words shall govern.
7. Awards shall be subject to the General Terms set forth herein, which terms shall be deemed accepted by the Bidder upon submission of the bid proposal, subject to the provisions of this paragraph, and shall be further deemed to be incorporated into the contract upon issuance of the award. Any proposed exceptions, modifications, or deviations from the terms, conditions, and specifications contained herein must be listed and fully explained on a separate sheet attached to the Bidder's detailed conditions and specifications and referred to separately in the Bids. Such proposed exceptions, modifications, or deviations shall be an additional variable for consideration by the Providence Public School District in addition to vendor qualifications, price, quantity, and/or scope of services. In all cases not indicated by Bidders as an exception, modification, or deviation, it is understood that the terms, conditions and specifications of the Providence Public School District shall apply. No exception, modification, or deviation shall be deemed accepted, approved, or otherwise incorporated into the contract unless expressly set forth in the award notice.
8. Proposals must meet the attached specifications. Bids may be submitted on an "equal in quality" basis. Providence Public Schools reserves the right to decide equality and determine whether bids are responsive. Bidders must indicate brand or make offered and submit detailed specifications if other than brand requested.
9. A bidder who is an out of-state corporation shall qualify or register to transact business in this State, in accordance with R.I. General Law [Section 7-1.2-1401](#) et seq. as amended)
10. Vendors must be located within three hundred (300) miles of Providence, Rhode Island; Bids submitted by vendors that do not meet this criteria will be considered unresponsive.
11. Providence Public Schools prefers to work with a vendor that is close in geographic proximity to Providence, RI.

12. Delivery dates must be shown in the bid. If no delivery dates are specified, it will be assumed that an immediate delivery from stock will be made.
13. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
14. For contracts involving construction, alteration and/or repair work, the provisions of State Labor Law concerning payment of prevailing wage rates apply (See R.I. General Law [Section 37-13-1](#) et seq. as amended).
15. All proposals will be disclosed at the opening date and time listed above. After a reasonable lapse of time, tabulation of proposals may be viewed on the Providence Public School's website (<https://www.providenceschools.org/Page/4634>).
16. Awards will be made within ninety (90) days of the proposal opening. All proposal prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
17. No goods should be delivered and no work should be started without a Purchase Order from Providence Public Schools.
18. Prior to commencing performance under the contract, the successful bidder (the "Contractor") shall attest to compliance with provisions of R.I. General Law [Section 28-29-1](#), et seq. If exempt from compliance, the Contractor shall submit a sworn Affidavit by a corporate officer to that effect, which shall accompany the signed contract.
19. Prior to commencing performance under the contract, Contractor shall, submit a certificate of insurance, in a form and in an amount satisfactory to Providence Public Schools.
20. The Contractor will not be permitted to: assign or underlet the contract; or assign either legally or equitably any monies or any claim thereto without the previous written consent of the Director of Purchasing.
21. The Contractor shall not be paid in advance.
22. The contract shall be in effect from the date of award through **June 30, 2026** or for such other duration as may be agreed to in writing and signed by the parties, unless terminated by either party at any time, with or without cause.
23. In the event of termination by District or the Contractor prior to completion of the contract, compensation shall be prorated on the basis of hours actually worked, and the Contractor shall only be entitled to receive just and equitable compensation for any satisfactory work completed and expenses incurred up to the date of termination.
24. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications.

25. The Contractor must conduct a criminal background check, at the Contractor's expense, of all employees employed under the contract who interact with students, except District employees. The Contractor shall provide a copy of the background check report(s) to the District, upon request.
26. The Contractor is not an employee of District and is not entitled to fringe benefits, pension, workers' compensation, retirement, etc. District shall not deduct Federal income taxes, FICA (Social Security), or any other taxes required to be deducted by an employer, as this is the responsibility of the Contractor.
27. The Contractor understands products produced as a result of the contract are the sole property of the District and may not be used by the Contractor without the express written permission of the District.
28. The Contractor agrees to hold District and the City of Providence harmless from any and all damages incurred by District or the City by reason of the Contractor's negligence or breach of contract, including without limitation, damages of every kind and nature, out-of-pocket costs, and legal expenses.
29. The contract may not be modified or amended in any way except by mutual agreement in writing and signed by each party. Notwithstanding the foregoing, and subject to the provision concerning exceptions, modifications, or deviations set forth in Paragraph 7 hereinabove, the General Terms shall not be modified or amended in any way by subsequent agreement. In the event of a conflict between the General Terms and any subsequent modification or amendment to the contract, the General Terms shall control.
30. The Contractor expressly submits itself to and agrees that all actions arising out of or related to the contract or the relationship between the parties shall occur solely in the venue and jurisdiction of the State of Rhode Island.
31. District agrees and acknowledges that Company and its licensors own all intellectual property rights in and to the Products including, without limitation, all trademarks, trade names, service marks and copyrights in the Products and all underlying software programs and related documentation. District agrees and acknowledges that District and any school shall not acquire any right, title or interest in or to any Company's intellectual property (IP), including, without limitation, software, trademarks, copyrights and other intellectual property of Company and no other rights are granted by Company to the District or any school in Company's IP by implication, estoppel or otherwise. District further acknowledges and agrees that Company shall continue, during the term hereof, to expand and modify its Products, in its sole discretion.
32. Data and Release (Representations and Warranties):
  - a. In connection with Company's provision of the Products to District and to allow for the proper functioning and purpose of the Products, the District agrees to and shall release certain data to the Company and agrees to permit the Company to collect certain data from District's users of the Products (collectively, "**Data**"). Certain of this Data may be subject to the Family Educational Rights and Privacy Act ("**FERPA**") (20 U.S.C. § 1232g; 34 CFR Part 99), in which case it will be known as FERPA Data ("**FERPA Data**"). Certain portions of the Data may be considered Personally Identifiable Information ("**Personally Identifiable Information**"). De-Identified Data ("**De-Identified Data**") is data generated from usage of Company Products from which all Personally Identifiable Information has been removed or obscured so that it does not identify an individual student and there is no reasonable basis to believe the remaining

information can be used to identify a student. For the purposes of this agreement De-Identified Data will not be considered Personally Identifiable Information and, thus, shall not be deemed FERPA Data, as defined above, or COPPA Data, as defined below. Personally Identifiable Information may be collected from students under the age of 13 during the normal course of such students' use of the Products and thus may be subject to the Children's Online Privacy Protection Act, in which case it will be known as COPPA Data ("**COPPA Data**"), but with respect to both COPPA Data and FERPA Data, such Data may only be used for the purpose of facilitating and enhancing the use and functionality of the Products and in connection with Company's providing the Products to District and its users. Company will access, use, restrict, safeguard and dispose of all FERPA Data and COPPA Data related to this Agreement in accordance with FERPA and COPPA, respectively. Notwithstanding such release or collection, the FERPA Data, COPPA Data, and Personally Identifiable Information remain the property of the District.

- b. Company in providing Products to the Customer may use external service providers as required to facilitate a variety of operations, known as Third Party Service Providers. Outsourced operations may include, but are not limited to: web hosting, assisting with providing customer support, database reporting, analytics, and assisting with marketing or billing. As a result of this relationship, Third Party Service Providers may have access to Personally Identifiable Information. Company Partners are obligated to take appropriate commercially reasonable steps to maintain the confidentiality of all District information they receive in connection with Company Product and are subject to other legal restrictions that prohibit the use of District information for any purpose other than that described below for specific Company purpose. Any data exchanged with Third Party Service Providers will be deleted or transferred, per District request, when no longer needed, or at contract expiration. Company Partners should be submitted when bidding.
- c. Company assures that data is secured and protected in a manner consistent with industry standards at a minimum and has attached documentation reflecting Company's existing data privacy and security guidelines and/or policies. The guidelines and/or policies will apply to both Personally Identified Information and De-Identified Data. Company's use of Personally Identifiable Information shall be for the exclusive use of the District and/or third parties identified and approved by the District. Company may use De-Identified Data for the following purposes: to improve the Product, to demonstrate the effectiveness of the Product, and for research or other purposes related to developing and improving the Product. Company's use of such De-Identified Data may survive termination of this Agreement.
- d. "Personally Identifiable Information" or "**PII**" means information provided to Company in connection with Company's obligations to provide the Products under the Agreement that (i) could reasonably identify the individual to whom such information pertains, such as name, address and/or telephone number or (ii) can be used to authenticate that individual, such as passwords, unique identification numbers or answers to security questions or (iii) is protected under Applicable Laws. For the avoidance of doubt, PII does not include aggregate, anonymized data derived from an identified or identifiable individual
- e. District represents and warrants that:

- i. any such FERPA Data released to Company has been released pursuant to, among other things, a limited exception under FERPA acting for the District as a “**School Official**” with a legitimate educational interest for the purposes of providing the Products; and
  - ii. District has complied fully with FERPA and, among other things, has specified at least annually in a FERPA notification to parents/guardians that it uses outside contractors/consultants as “School Officials” to provide certain institutional services and functions such as those set forth in this Agreement.
- f. Company shall function as a school official of the District and agrees to the following conditions, as required by 20 U.S.C. Section 1232g and 34 C.F.R. Section 99.31:
  - i. Company is performing a service or function for which the District would otherwise use employees;
  - ii. Company is under the direct control of the District with respect to the use and maintenance of education records;
  - iii. Company is subject to the requirements of 34 C.F.R. Section 99.33(a) governing the use and re-disclosure of personally identifiable information from education records; and
  - iv. Company represents that it has the knowledge, skill and resources necessary to provide and maintain a web-based educational product or platform that is sufficiently secure and encrypted to protect confidential information.
- g. Company and District each represent and warrant that any COPPA Data and FERPA Data released and/or shared by Company and/or District for the purposes of this Agreement shall be covered by that party's respective agreement with the other party regarding FERPA Data and COPPA Data and no further agreement shall be needed by the other party for such release or sharing.
- h. Company and District agree that all such FERPA Data is provided on an "as is" basis and neither party shall be liable for any express or implied warranties, including but not limited to implied warranties of merchantability, non-infringement, and fitness for a particular purpose. Further, absent gross negligence or willful misconduct, neither party shall be liable to the other for any damages in whatever form or under any theory of liability for the "as is" data, even if advised of such.

**33. Data Transfer Protocol.** The District will assign a team representing technical and academic expertise (“District team”) to work with Company to establish the automated data transfer. The project timeline, services provided by Company, and tasks required of the District Team will be finalized in a Statement of Work provided by Company and agreed upon by the District. Company will need to provide a detailed data definition and layout document that the District team will use to map their data system(s) to Company’s data feed specification. At that point, Company will work with the District team to establish scheduled, automatic data transfers between the District student data system(s) and a secure file transfer protocol (“SFTP”) site hosted by Company. Company will provide their data validation rules to the District team. Every time new data is published to the SFTP, Company will validate the data, load the successful records into the Company data system, and send an email to the District team notifying them of potential errors.

#### **34. Ownership and Protection of Confidential Information**



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- a. By virtue of this Agreement and providing District with the Products, the parties may have access to information of the other party that is deemed confidential (“**Confidential Information**”). Confidential Information includes information, ideas, materials or other subject matter of such party, whether disclosed orally, in writing or otherwise, that is provided under circumstances reasonably indicating that it is confidential or proprietary. Confidential Information includes, without limitation, all business plans, technical information or data, product ideas, methodologies, calculation algorithms and analytical routines; and all personnel, customer, contracts and financial information or materials disclosed or otherwise provided by such party (“**Disclosing Party**”) to the other party (“**Receiving Party**”). For the purposes of this agreement De-Identified Data will not be considered Confidential Information. Confidential Information does not include that which (a) is already in the Receiving Party’s possession at the time of disclosure to the Receiving Party, (b) is or becomes part of public knowledge other than as a result of any action or inaction of the Receiving Party in violation of this Agreement, (c) is obtained by the Receiving Party from an unrelated third party without a duty of confidentiality, or (d) is independently developed by the Receiving Party.

Confidential Information means any and all information of either party disclosed or otherwise made available to or learned by the parties under this Agreement, which is designated as “confidential” or “proprietary” or which, under all of the circumstances, ought reasonably to be treated as confidential, and includes, but is not limited to, school data and, all school student records and personnel records of both parties.

Company, the District, and each school partner will maintain the confidentiality of any and all Personally Identifiable Information exchanged as part of the Agreement. Confidentiality requirements will survive the termination or expiration of this Agreement. To ensure the continued confidentiality and security of student data, Company and school security plans will be followed

- b. Ownership. Confidential Information of either party (and any derivative works thereof or modifications thereto) is and will remain the exclusive property of that party or its licensors, as applicable. Neither party shall possess nor assert any lien or other right against or to Confidential Information of the other party. No Confidential Information of either party or any part thereof, will be sold, assigned, leased, or otherwise disposed of to third parties by the other party or commercially exploited by or on behalf of Company, its employees or agents.
- c. Method of Transfer. Company will employ industry best practices, both technically and procedurally, to protect the Data from unauthorized physical and electronic access during transfer.
- d. Restrictions on Use. The Receiving Party shall not use Confidential Information of the Disclosing Party for any purpose other than in furtherance of this Agreement, with the understanding that the Company also retains aggregate, de-identified, anonymized information for improvement, research and development purposes. The Receiving Party shall not disclose Confidential Information of the Disclosing Party to any third parties except as otherwise permitted hereunder. The Receiving Party may disclose Confidential Information of the Disclosing Party only to those employees, subcontractors or agents who have a need to know such Confidential Information and who are bound to retain the confidentiality thereof under provisions (including, without limitation, provisions relating to nonuse and nondisclosure) no less restrictive than those required by the Receiving Party for its own Confidential Information. The Receiving Party shall maintain

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Confidential Information of the Disclosing Party with at least the same degree of care it uses to protect its own proprietary information of a similar nature or sensitivity, but with no less than reasonable care under the circumstances. Each party shall advise the other party in writing of any misappropriation or misuse of Confidential Information of the other party of which the notifying party becomes aware.

- e. Exclusions. Notwithstanding the foregoing, this Agreement shall not prevent a party receiving a judicial order or other legal obligation from disclosing Confidential Information of the other party, provided that the other party is promptly notified and cooperates to allow intervention to contest or minimize the scope of the disclosure (including application for a protective order). Otherwise, neither Company nor any of its personnel may release confidential data or results if such data or results include individual person, District- or state-identifiable data or results, either directly or inferentially, unless agreed by the parties in writing on a case by case basis. Notwithstanding the foregoing, nothing in this Agreement shall limit Company's ability to use De-Identified Data for product development and research purposes as permitted under FERPA.
- f. Destruction of Confidential Information. At no cost to the party that owns the Confidential Information, the other party shall upon (a) written request by the owner at any time, and (b) upon termination or expiration of this Agreement, securely eliminate or return promptly in the format and on the media in use as of the date of the written request, all or any requested portion of Confidential Information that may be in the other party's possession or control.
- g. Breaches and Misuse. A Security Incident is a suspected, attempted, or imminent threat of unauthorized access, use, disclosure, breach, modification, disruption or destruction to or of District Data. In the event of a Security Incident, Company shall investigate the Security Incident, identify the impact of the Security Incident and take commercially reasonable actions to mitigate the effects of any such Security Incident. If the Security Incident results in a Security Breach, a documented, unsecured disclosure, access, alteration or use of the data, not permitted in this Agreement, which poses a significant risk of financial, reputational or other harm to the affected End User or the District, Company shall, (i) timely provide any notifications to individuals affected by the Security Breach that Company is required to provide, and, (ii) notify District of the Security Breach, subject to applicable confidentiality obligations and to the extent allowed and/or required by Applicable Laws. Except to the extent prohibited by Applicable Laws, Company shall, upon District's written request, provide District with a description of the Security Breach and the type of data that was the subject of the Security Breach.

The parties will each cooperate fully in resolving any actual or suspected acquisition or misuse of Confidential Information.

35. In the event of termination by District or Company prior to completion of the contract, only the segment of fees attributable to non-licensing shall be subject to proration. Compliance with FERPA and COPPA is subject to survival of any provisions in accordance with their specific terms. Company obligations to comply with FERPA requirements will survive the expiration or termination of this contract.



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**BID FORM 1: BIDDER INFORMATION**

**Agrees to Bid on: Unified Communications, Paging/Public Address System and Clocks and Bells System**

**DATE AND TIME TO BE OPENED: May 4<sup>th</sup>, 2023 1:00 Eastern Time**

You should use the form below for your Intent to Bid and it may be copied into an email response to Communication Strategies and PPSD. Additional information and Addendum communications will be delivered to the contacts delineated in the Intent to Bid.

Vendor Company Name:	
Sales representative name, telephone number and email address:	
Technical advisor name, telephone number and email address:	
State the Manufacturer, Service Provider, or System Vendor intends to propose for the phone system, paging/intercom, and clocks	

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Signature of Representation

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Title

Providence Public School District

## **Request for Proposals**

Unified Communications, Paging/Public Address System and Clocks and Bells System

2023-2026

Contingent on Funding

## I. Background

**Providence Public School District** (PPSD, Client, Customer) is soliciting Proposals from qualified Respondents (Vendor, Value Added Reseller (VAR), System Integrator (SI)) of various Solutions from qualified Suppliers (Manufacturer, Provider) to replace its aging telephone systems, upgrade or replace the paging/public address system and synchronized clocks and bells at all 40 location (Elementary, Middle and High Schools, and other locations) within the School District located in Providence, Rhode Island. The new phone system/systems will support approximately 1624 classroom and office VoIP phones, analog lines for survivability and local Public Switched Telephone Network (PSTN) connectivity, and interconnection to the paging system. The paging and clock systems will be either upgraded or replaced as needed depending on the serviceability. The upgraded or new paging and clock systems will support 2379 paging speakers for the classrooms, hallways, stairwells, and other locations as needed and 1904 clocks for classrooms and elsewhere through the school buildings. As much as possible, speakers and clocks that are in place and functional will be reused and not replaced. PPCSD has retained Communication Strategies (Consultant), an independent technology consulting firm, to assist in the design, evaluation, and implementation of this new platform.

## II. Desired Outcomes

- The purpose of this project is to take advantage of the significant technology shift that has happened since many of the current systems were installed, these include:
- Communication Systems to facilitate staff and student safety.
- Reliable system with no single point of failure and is supported by the manufacturer.
- Phone system that follows applicable E911 laws such as Kari's Law and the Ray Baum Act.
- All phones will be Voice over IP running on the existing data network.
- Centrally managed system that is easy to program and support by PSSD Information Technology (IT) support staff.
- Consistent user experience across the district.
- Paging system fully integrated with telephone system.
- Paging system that reaches all areas of the school buildings including bathrooms, stairwells, cafeterias, gymnasiums, etc.
- Paging system with adequate number of zones to meet the requirements of each school.
- Centrally managed clock and bell system with school level access and programmability.
- Synchronized clocks through the district.

## III. Technology Preference

PPSD expects that vendors will bid a system that reflects current technology and supports industry direction.

1.1.1 Premise, Hosted, Cloud, SaaS and Hybrid solutions will be considered if they are compliant with stated requirements and satisfy the desired TCO goals for the project. Solutions will be evaluated on a 3-year Total Cost of Ownership (TCO) based on recurring charges, one-time costs, telco charges, and maintenance support.

1.1.2 For this document, Manufacturer and Vendor are used generically, as are Hosted, Cloud, UCaaS, CCaaS, or Hybrid systems (generically referred to as Cloud) – capitalized terms are defined in this document. **Service Provider (SP)** is hereby defined as the company that hosts, provisions, runs, and maintains the UCaaS/CCaaS Solution and **Manufacturer** refers to the supplier/maker/programmer of the underlying technology if it is not internally developed by the Service Provider. **Value added Reseller (VAR)** will

be the company that programs and installs the solution. **Vendor** is used to refer to the Company that is responding to this RFP and will be legally obligated to fulfill the Solution contract. It is conceivable that one company may fulfill multiple or every role listed above in the Solution being proposed.

- 1.1.3 **Solution** is defined as the complete Platform and solution being proposed, and **Services** is defined as the component parts that make up the Solution. **Platform** is the coordinated combination of Services that makes up the core deliverable of the Solution, whereas some peripheral Services might be provided by other 3<sup>rd</sup> party Services. **Telco** refers to the Telephone Company that delivers phone numbers, inbound and outbound dial-tone, and other Carrier services. **PaaS** (Platform as a Service) refers to the underlying compute layer that the Solution is being deployed on, if it is a hosted model such as AWS, Azure, Google Compute Platform (GCP), hosted VMware, etc. **Hosted** refers to a solution that is provided in the Service Provider's environment and supplied to one or multiple customers. **Cloud** is a solution or the platform that the solution sits upon, that is provided in the Service Provider's environment and supplied to multiple customers. **Hybrid** is a solution with services or elements hosted within Service Provider's environment as well as PPSD locations.
- 1.1.4 PPSD will only consider solutions on a system platform that is currently supported by the Manufacturer and represents the current "Go to market" platform for the manufacturer for our solution requirements. Solutions that will be End of Sale, End of Life, or End of Service at implementation or within three years of implementation will not be considered. Furthermore, the manufacturer must provide written assurance that they will provide ongoing support for the solution and all proposed products for six years after the date of the proposal or a minimum of five years after the date of purchase. PPSD will only consider factory-new (not used or refurbished) equipment or hardware.
- 1.1.5 PPSD would be willing to consider reusing elements of the current telecommunication, clock, and paging infrastructure if there is a significant cost saving and it does not restrict their ability to implement desired functionality now, and in the future. If you are not reusing the current infrastructure, you may quote a trade-in price for the applications currently installed.
  - 1.1.5.1 If existing systems are going to be re-used by the Vendor, the Vendor is required to upgrade any such system, and Vendor should include the cost for hardware/software/labor to upgrade the system to the current software release, hardware platform and specifications, and integrating it with the rest of their system without the involvement of PPSD or other PPSD vendors. All work on the existing/retained hardware must be performed by technicians certified on such equipment that are employed by a VAR in good standing of that hardware.
  - 1.1.5.2 Additionally, this upgrade and integration must not affect current users that are attached to the existing telecom system.
  - 1.1.5.3 The Vendor must address any issues related to the retained systems remaining integrated to 2 different platforms (existing and new) and migrating users from one system to the other (probably with overlapping dial plans) over a phased multi-month implementation cycle.
  - 1.1.5.4 Vendors that wish to provide a quote to upgrade the existing phone system are strongly encouraged to provide two bids – one as an upgrade to the currently installed technology, the second as a complete and new installation. Any such quote requires that the new system functionality be implemented without any degradation or interruption in service to the existing telephone system. The logistics of deploying the new system while the old system remains operational should be considered and explained below.

#### IV. Executive Summary

In the following section, the Vendor should deliver an introduction to, and summary of, the RFP response and its specific fit for PPSD. It should be structured so anyone reading only this section will have a clear

understanding of the response and why the solution best fits PPSD's specific requirements. Please limit this response to 2-6 pages. Generic and boilerplate responses are NOT acceptable for this section.

- 1.1.6 Vendors are expected to demonstrate their ability to meet or exceed PPSD-specific requirements, Desired Outcomes, and business scenarios expressed in this RFP.
- 1.1.7 PPSD requires a Solution Architecture overview and description of the technical architecture including a Visio (or equivalent) drawing in this section that shows the internetworking of all equipment, integration points, and applications proposed.
- 1.1.8 Briefly summarize the typical installation Scope of Work and support model for the Solution.
- 1.1.9 Summarize any unique qualities of the Solution and capabilities of the Respondent to meet PPSD's requirements.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response

## V. Schedule of Events

Dates	Activity
03/08/2023	RFP distribution
03/17/2023 @ 10:00 AM EST	Bidder's Conference
03/28/2023, schedule TBD	Site Walk Through
05/04/2023 @ 1:00 PM EST	Responses Due
+2 weeks from due date. 2 days: N/N – X/N	Vendor Presentations and Demonstrations
2 weeks from Demonstration	Contract Award or Board Approval
2 weeks from Award	Contract signed
Show as 1-1.5-month duration.	Consultation and Design
2-4 weeks after C&D start and overlaps Design, show as 1-1.5-month duration	Solution delivered, deployed, programmed, and Vendor tested
1.5-2.5 months from C&D start, show as 2-week duration	User Acceptance Testing and begin Pilot Trial
2 months minimum from C&D start. 3 months for complex projects.	System Cutover and Deployment by Business Unit

## VI. Not an offer to contract.

- 1.1.10 This RFP is not an offer by PPSD to enter a contract under these or any other terms. PPSD shall have the right to make no selection, or its selection decision on any basis, at its sole discretion. All costs for proposal preparation are the responsibility of the Vendor.
- 1.1.11 While there has been an effort made to identify the quantities of the pieces and parts that make up this RFP, vendors should understand that all quantities are best effort estimates of what will be required to complete this project and is subject to site inspections and final configuration pricing. The quantities specified are best-effort estimates based on a 'point in time' at RFP publishing. They may not precisely match the going forward requirements over the period of the negotiated contract.

## VII. RFP Counts and Quantities

- 1.1.12 To determine the quantities of phones, paging speakers and clocks we applied the following assumptions for pricing the solution:

Size of School	Number of Classrooms	Classroom Phones	Office Phones	Misc. Phones	Classroom Speakers	Additional Speakers	Outdoor Horn Speakers	Classroom Clocks	Additional Clocks
Small School	0-20	Based on Number of classrooms	4	4	Based on Number of Classrooms	15	3	Based on Number of Classrooms	10
Medium School	21-30	Based on Number of classrooms	6	6	Based on Number of Classrooms	30	5	Based on Number of Classrooms	20
Large School	Greater than 30	Based on Number of classrooms	10	10	Based on Number of Classrooms	50	10	Based on Number of Classrooms	30

1.1.13 Prior to placing orders for the systems at each of the schools, the selected vendor will work with PPSD to conduct a site survey to determine final configuration and pricing for each of the schools.

### VIII. Bidder's Conference

An initial bidder's conference will take place via teleconference/web conference. Teleconference details will be provided to participating Vendors. Please note that not all items or questions brought up during the conference will necessarily be released in an addendum.

### IX. On Site Walk Through

As part of the bidding process and due to the unknown nature of the quantities of phones, speakers and clocks required to complete the bidding process, PPSD will be hosting a series of onsite walkthroughs at a representative sampling of each of the type and sizes of the schools that are part of this RFP. These walk-throughs are intended to allow vendor to understand the environment for the schools and assist to assist the vendors in providing as accurate as possible response to this RFP.

### X. RFP Response Instructions

1.1.14 PPSD's requirements are summarized in this RFP Word Document as well as the RFP Excel Spreadsheet Schedules. Both documents should be reviewed to engineer a solution that is fully compliant. Each question must be answered to be considered responsive. Questions should be interpreted by Premise and Cloud/Hosted/SaaS/Hybrid providers as needed to be applicable to their Solution.

1.1.15 **Schedule A** Pricing Worksheet, **Schedule B** Counts and Capacities, and **Schedule C** Features and Functionality are mandatory response documents. Instructions for completing these forms are included on the respective spreadsheets in text boxes or Comments that appear when you hover your cursor over the title of a row or column.

1.1.16 **Bill of Material or Services** – Vendor must also provide an itemized Bill of Material or Services (BoM) detailing counts, quantities, license level, model and version numbers, and list price organized in a similar fashion to Schedule A but on Vendor's normal proposal documents. **Vendor must ensure that the total cost on the Bill of Material matches the Schedule A – however the pricing in Schedule A will be considered definitive and used for the RFP evaluation.** Vendor should include Pro Forma calculations for Sales Tax, Shipping, other Taxes, and Regulatory/Usage Fees and includes these charges in Schedule A and the BoM.

1.1.17 **Attachments** – Vendors should respond with all documents listed in the final Section "Attachments" in electronic, searchable form. Please use file names that use the section number and/or document name listed in the Attachments section.

1.1.18 **Stand-alone response** – The RFP response document and RFP Schedules must stand with all responses inline, and without reference to websites, brochures, attachments, or technical documents, and these additional documents will not be read as part of the evaluation.

1.1.19 **Response** - Vendor should respond in the Word and Excel documents provided, with inline responses. Where the option is given, Vendor must respond to each question with its stated compliance, choosing from the following options:

- **Comply & Included** - Feature/Functionality is included in the proposed solution and price.



- **Partial Comply & Included** - Feature/Functionality is included in the base pricing provided, and generally (though not exactly) provides the functionality requested. Explanation of deviance from requested description is provided in the response.
- **Option Priced, Not Included** - Feature/Functionality is available at additional cost, and is not included in the base price for the proposed solution. Pricing is defined on Schedule A in the Options section at the bottom of the spreadsheet.
- **Do Not Comply** - Feature/Functionality is not available in the proposed solution. Explanation may be included as to reasons or if it may be in Vendor's roadmap.

1.1.20 **Non-Compliance** - For any requirement or question in this RFP; if Vendor needs to state non-compliance, provide an explanation, take exception to a requirement, or state alternate compliance - and a Response line is not provided, the vendor may copy in a "Response/Compliance" line and provide a "Response Description" as needed for that question. Any requirement or question in this RFP where the Vendor does not take Exception or provide explanation will be interpreted to have been "Read, understood, comply and included".

1.1.21 **Compliance** - Responses should be stated in the body of the document following the specific questions. Please indicate your compliance (*use the provided check ☐ boxes - click on the correct box to change it to ☒*) and provide the requested response underneath the compliance line and in **BLUE**. The following styles below have been created for your convenience. Please note your compliance in bold and explain or answer additional questions on the next line.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response: Description – Vendor should answer the question, explain compliance or describe their solution on the next line, still in blue, but not bolded. Where a blank line is not provided already, the correct "Response Description" Style can be obtained by pressing [Enter] at the end of the "Response:" line above.

**It is important to note that any material modification to the questions in this RFP by the Vendor may result in immediate rejection of that proposal. Do not add or delete rows or columns, change formulas, or re-label any cell in the Excel documents. If an error in the RFP is noted, please bring it to Communication Strategies' attention as soon as possible.**

## **XI. Complete Responsiveness and Compliance**

1.1.22 **Pricing** must be provided for each element in the RFP and any proposal that does not provide pricing in the base price or Option price section (as defined by Schedule A) will be considered non-responsive and may be excluded from consideration. If Vendors require any further information or discovery to respond, it is important that they provide all questions as early as possible in the RFP process to allow PPSD to research and reply. Pricing should be turnkey including discovery, design, implementation, integration, testing, training, hardware, and software. Any responses along the lines of "Further information is required to provide firm pricing", or "Pricing will be provided upon further discovery" will be considered non-compliant.

1.1.23 RFP responses **may be disqualified** if they do not meet the RFP requirements; upon review of any workaround or alternate strategy recommended by the Vendor. Disqualification is not automatic and may be tempered by the overall compliance of the proposed solution, at PPSD's sole discretion. Vendor may (within reason) submit a written response/answer to any of the following sections prior to the official due date and the evaluation committee will determine if your response will be considered materially compliant to the requirement if there is ambiguity.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

## **XII. Contract Duration, Pricing and Flexibility**

Vendors should base their pricing upon the following assumptions.

#### 1.1.24 Duration

- 1.1.24.1 Vendor's pricing should be based upon a 3-year contract term.
- 1.1.24.2 Year 1 can be assumed to be a ramp-up year where the Solution is engineered, design is documented, solution is programmed, solution is tested, UAT and PoC performed. Then the solution is rolled out to between 50-100% of the users. Therefore, Year 1 may invoice less than the full contract cost. Fees during the ramp should reflect actual counts and system usage. PPSD will pay for actual licenses utilized.
- 1.1.24.3 No auto-renewal – Term renewals must be explicit. If term renewal is not negotiated proactively, the contract will revert to a Month-to-Month term at the end of the contracted term, maintaining the then-current contracted rates.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

#### 1.1.25 Pricing

- 1.1.25.1 Per unit pricing should be fixed for the term of the contract or capped by a specified inflation rate factor.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 1.1.26 If Vendor believes that an alternate term or assumptions would better suit the solution and PPSD, they must provide justification on why other assumptions should be accepted.

- 1.1.26.1 Any alternate Contract Term or assumptions must be shared with PPSD prior to the final RFP Response submission so that PPSD can provide feedback to the Vendor on whether the alternate assumptions will be acceptable and compliant.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

### **XIII. Provider's Comfort Letter of Support**

Vendor should provide a signed and dated letter from the Manufacturer or Service Provider that confirms each and all the following:

- That the Vendor is currently an authorized Value-Added Reseller (VAR).
- That the Provider will lock in the proposed discount structure provided to the vendor.
- That if the Successful Vendor loses its authorized VAR status, goes out of business, or becomes insolvent; or upon PPSD request - due to Contract Breach by the Vendor which the Vendor does not reasonably or timely remediate; that the Provider will appoint an alternate vendor of Provider's and PPSD's mutual acceptance, and for the remaining term of the contract with PPSD that the Provider will honor the prices and discounts offered to the Successful Bidder and PPSD.
- Provider should confirm that the Solution being proposed is the current 'Go to Market' commercial offering, that there are no known plans to discontinue the Solution within the next 5 years, and that Manufacturer hardware and software support will be available for at least 5 years post implementation.
- Manufacturer should also agree to accept any hardware, software or licensing purchased that was not installed or was not needed, for return with no restocking or other fees - and for full refund.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

#### **XIV. Limitations**

This Request for Proposals (RFP) does not commit the Providence School Department to award any contract or pay for the preparation of any proposal submitted in response to this RFP. The Providence School Department may withdraw or amend this RFP in its entirety or in part, at any time if it is in the best interests of the organization to do so. This award is contingent upon the receipt of funding.

#### **XV. Questions**

Questions concerning this solicitation should be emailed to Rose Lorenzo at [Rose.Lorenzo@ppsd.org](mailto:Rose.Lorenzo@ppsd.org). Questions are due by **April 12, 2023**. Questions will be answered via addendum to be posted on [www.providenceschools.org](http://www.providenceschools.org) and BidNet Direct.

#### **XVI. Evaluation Process**

All proposals received by the specified deadline will be reviewed by the Evaluation Committee for content, compliance, proposed costs, and capabilities of the Vendor. After initial screening, the Evaluation Committee may shortlist, for further evaluation, those Vendors deemed most qualified based on a review of the proposals. Vendors are advised that PPSD, at its option, may award a contract strictly based on the initial proposals. The proposals will be evaluated on the following (in descending order of importance):

- 1.1.27 Pricing (30%) - Overall pricing for the complete solution
- 1.1.28 Understanding the needs (25%) - Vendor understands the needs of PPSD and designs a solution meeting or exceeding the needs of the District.
- 1.1.29 Experience (20%) – Vendor has experience in a project as defined by this RFP in the K-12 Public School and education market.
- 1.1.30 Personal Qualifications (15%) – Experience with K-12 Public School projects, level of technician certifications, number of technicians available to support a project of this scope.
- 1.1.31 Financial Stability (10%) – Overall financial health of Manufacturer and Vendor responding to RFP.

#### **XVII. Vendor Demonstrations**

PPSD will notify the vendors that make the short list of the available date and times for vendor Demonstrations/Presentations. PPSD will determine whether the demonstrations will be on site or remote and vendors will be notified of the location for the demonstrations and presentations.

#### **XVIII. Payment Schedule**

Please describe below how Vendor, Service Provider and Telco will structure payments and milestones.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**  
**Response**

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**XIX. Recommended Option Upgrades**

In answering this type of Request for Proposal, Vendors are recommended to provide pricing on the minimum cost alternatives that allow for full compliance with the RFP. However, we would be interested to know what options or upgrades you would recommend to your base configuration. Please name, define, describe, and price each upgrade that you would recommend in your Solution. Please place the brief description and price for these in the applicable “Options” section of Schedule A.

Additionally, you can use the space below to provide further explanation of any areas of Schedule C that could not be answered fully on the Excel spreadsheet due to format or space limitations.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

**Response**

## **2 COMPANY INFORMATION**

**XX. Vendor RFP Authorization**

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

- 2.1.1 The signature of all persons signing the proposal shall have the authority to bind the proposer to the offer. The completed proposal shall not alter the questions and specifications provided, nor add/delete/modify the text provided in the RFP request.
- 2.1.2 The submission of a proposal shall be an indication that the proposer has investigated and fully satisfied themselves as to PPSD’s requirements and site conditions that will be encountered, and the scope of the work to be performed.
- 2.1.3 The pricing provided by this proposal is all-inclusive pricing for the turnkey installation of the solution proposed, including but not limited to all discovery, design, implementation, integration, testing, training, trouble shooting, hardware, software, and licenses. Pricing must remain valid for 120 days after RFP response due date.
- 2.1.4 **This RFP, Vendor’s response to the RFP, Appendices, Schedules, Addenda, and written modifications to the RFP requirements will be incorporated into the final contract as indicative of the overall scope of work under which the Vendor is awarded the contract (and as a material inducement for PPSD to enter into contract), further defining the contractual obligations responsibilities of the Vendor.**

Full Legal Name of Vendor:

Signer's Name and Title:

Address:

Phone #:

E-Mail:

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

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

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and make an Offer to Contract according to the terms of the RFP response:

\_\_\_\_\_  
**Signature Authorizing Vendor RFP Response**

Physical or Electronic signature is required.

\_\_\_\_\_  
**Date**

## 2.2 CONTACT INFORMATION

Responding Company Name:	
Head Office Address:	
Branch Office (responding or closest to PPSD) Address:	
Sales Representative name, telephone number and email address:	
Technical Advisor name, telephone number and email address:	
What is the UC system manufacturer, platform, model, and software version being proposed?	
What model numbers of telephones are being proposed?	
What is the paging system and speakers being proposed?	
What is the synchronized clock and bell system being proposed?	
Will the provider carry the Telco services on their own platform or work with another Telephone company?	
What 3 <sup>rd</sup> party solutions are you quoting as part of this proposal?	
Will the Vendor sub-contract any portion of their Scope of Work; if so, to whom, and for which part?	
Which Warranty/Maintenance Level or Package is included in the base proposal for the first year (and additional years if different)?	
Who will provide 1 <sup>st</sup> level warranty/maintenance service and who will PPSD call when service is needed (Vendor, Manufacturer, Joint, other, etc.)?	

## 2.3 VENDOR/VAR BACKGROUND

2.3.1 Provide a brief (two or three paragraphs) overview and history of the company responding to the RFP.

**Response:**

2.3.2 Please state how many years your company has been selling or installing this manufacturer, this system, and/or the solution being proposed. Please summarize your certifications, annual sales volume with the provider of the solution, Distributor tier and any special recognition awarded by the system Provider of each component (UC, Paging system, synchronized clocks and bells, etc.) you are proposing. How many customers or installations does the Vendor have with this exact same solution, installed within 300 miles of PPSD's central office in Providence, RI?



Response:

## **2.4 PREMISES BASED SYSTEM**

Only answer the following section if you are quoting a Premises based solution.

2.4.1 Provide a brief (two or three paragraphs max) overview and history of the Manufacturer of the system being proposed. Include Market Share position and %, industry awards and acknowledgements, analyst rankings etc. Briefly summarize the history of the solution platform being proposed that has brought it to its current point of development. Summarize the future vision and roadmap of the system.

Response:

2.4.2 How many offices does the Vendor have? How many total technicians does the Vendor have certified on this solution? How will the Vendor provide sales, installation, warranty, and maintenance support in cities where they have no on-site personnel?

Response:

## **2.5 HOSTED, CLOUD, SAAS, HYBRID SYSTEM**

Only answer the following section if you are quoting a Hosted, Cloud, SaaS, or Hybrid System (generically referred to as Cloud). Capitalized terms are defined earlier in the RFP document.

2.5.1 Provide a brief (two or three paragraphs max) overview and history of the Service Provider company (and Manufacturer, if separate), including a history of the development of the solution being proposed. Include Market Share position and %, industry awards and acknowledgements, analyst rankings etc.

Response:

2.5.2 Briefly summarize the history of the solution platform being proposed that has brought it to its current point of development. Specify whether the technology is internally developed or developed by a different Manufacturer. Summarize the future vision of the system as it relates to the proposed Solution.

Response:

2.5.3 Will the Vendor/VAR participate in the actual programming, implementation, training, testing, cutover of the Cloud solution? Will the Vendor/VAR participate in maintenance and troubleshooting for the solution? Or will the Vendor/VAR only participate as a Sales Agent with all installation and maintenance processes completed/delivered by the Service Provider?

Response:

2.5.4 Does the Vendor/VAR/Service Provider responsible for programming, development, and implementation of the solution come onto PPSD Site for meetings, or will the deployment be conducted primarily (or exclusively remotely)?

Response:

## **2.6 PAGING SYSTEM**

2.6.1 Provide a brief (two or three paragraphs max) overview and history of the Manufacturer of the system being proposed. Include Market Share position and %, industry awards and

acknowledgements, analyst rankings etc. Briefly summarize the history of the solution platform being proposed that has brought it to its current point of development. Summarize the future vision and roadmap of the system.

Response:

## 2.7 SYNCHRONIZED CLOCK SYSTEM

- 2.7.1 Provide a brief (two or three paragraphs max) overview and history of the Manufacturer of the system being proposed. Include Market Share position and %, industry awards and acknowledgements, analyst rankings etc. Briefly summarize the history of the solution platform being proposed that has brought it to its current point of development. Summarize the future vision and roadmap of the system.

Response:

## 2.8 REFERENCE ACCOUNTS

- 2.8.1 Provide contact information for a minimum of three customer references, using the same Solution being proposed. Please endeavor to make these references as similar to PPSD as possible, ideally including having a similar set of features/functionality/complexity, same industry, same size, installing the same system. References will not be called until Vendor is notified that they have been chosen as the preferred solution.

Company name and location	
Contact name, position, and phone number	
Solution/Products installed	
Size of system as currently deployed	
How long has it been installed	

Company name and location	
Contact name, position, and phone number	
Solution/Products installed	
Size of system as currently deployed	
How long has it been installed	

Company name and location	
Contact name, position, and phone number	
Solution/Products installed	
Size of system as currently deployed	
How long has it been installed	

## 3 CURRENT INFRASTRUCTURE AND ENVIRONMENT

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

### 3.1 SCHOOL LOCATIONS

PPSD is in Providence Rhode Island, with all schools located within the city limits. Additional information about the school locations is provided below and in Schedule B.

### 3.2 VOICE INFRASTRUCTURE

PPSD has a variety of different manufacturer’s phone, paging, and clock systems currently installed in the school buildings. Their age ranges from current technology NEC 9100s that have been installed within the past several years to systems that were installed over 20 years ago. A listing of the current telephony infrastructure is detailed below.

Some schools have Aiphone intercom systems installed to facilitate communication between the classrooms and the front office. These systems do not allow for outside calls to be made or calls between classrooms.

PPSD has an agreement with Cox Communication to provide 4 analog lines at each school. These are delivered over the existing Cox Communication IP based fiber network. The local lines are then broken out by an ADTRAN Mux and terminated in the existing phone systems at each of the schools.

School	Address	Phone System
<b>Preschools</b>		
Pleasant View School	50 Obadiah Brown Road	NEC Electra Elite 192
Lillian Feinstein Elem. School @ Sackett St	159 Sackett Street	NEC Electra Elite 192
Mary E. Fogarty Elementary School	199 Oxford Street	NEC Electra Professional Level II
<b>Elementary Schools</b>		
Webster Avenue School	191 Webster Avenue	NEC 9100
Alan Shawn Feinstein Elementary School	1450 Broad Street	NEC Electra Professional Level II
Asa Messer Elementary School	1655 Westminster Street	NEC Electra 120
Harry Kizirian Elementary School	60 Camden Avenue	NEC Electra 120
William D'Abate Elementary School	60 Kossuth Street	NEC Electra 120
Robert F. Kennedy School	195 Nelson Street	NEC 9100
Frank Spaziano Elementary School	85 Laurel Hill Avenue	NEC Electra
Dr. Martin Luther King, Jr. School	35 Camp Street	NEC 8100 (digital)
Reservoir Avenue School	156 Reservoir Avenue	NEC Electra Professional Level II

George J. West Elementary School	145 Beaufort Street	NEC 9100
Veazie Street School	211 Veazie Street	Nortel Norstar Compact ICS
Vartan Gregorian Elementary School	455 Wickenden Street	NEC Electra Professional Level II
Carl G. Lauro Elementary School	99 Kenyon Street	NEC 9100
Robert L. Bailey, IV Elementary School	65 Gordon Avenue	Comdial DXP
Alfred Lima, Sr. Elementary School	222 Daboll Street	NEC 9100
The Sergeant Cornel Young Jr. & Charlotte Woods Elementary School	674 Prairie Avenue	NEC 9100
Anthony Carnevale Elementary School	50 Springfield Street	Comdial DXP
Leviton Dual Language Elementary School	65 Greenwich Street	Nortel Norstar Compact ICS
Middle School		
Nathan Bishop Middle School	101 Sessions Street	Cisco 4321 Gateway
Nathanael Greene Middle School	721 Chalkstone Avenue	NEC Electra Professional Level II
Roger Williams Middle School	278 Thurbers Avenue	NEC Electra Elite 192
Gilbert Stuart Middle School	188 Princeton Avenue	NEC Electra Professional Level II
Esek Hopkins Middle School	480 Charles Street	NEC 9100
Gov. Christopher & Lola DelSesto Middle School	152 Springfield Street	Comdial DXP
West Broadway Middle School	29 Bainbridge Avenue	NEC Electra
High School		
Central High School	70 Fricker Street	Cisco 4321 Gateway
Classical High School	770 Westminster Street	Cisco 4321 Gateway
Providence Career & Technical Academy	41 Fricker Street	Cisco 4321 Gateway
Mount Pleasant High School	434 Mount Pleasant Avenue	NEC 9100
The William B. Cooley, Sr. High School and The Providence Academy of International Studies (High	182 Thurbers Avenue	Nortel Norstar Compact ICS

School) at The Juanita Sanchez Complex		
E-Cubed Academy	812 Branch Avenue	Nortel Norstar Compact ICS
Hope High School	324 Hope Street	NEC Electra
Dr. Jorge Alvarez High School	375 Adelaide Ave	Nortel Norstar Compact ICS
360 High School	182 Thurbers Avenue	NEC 9100

### 3.3 PAGING/PUBLIC ADDRESS INFRASTRUCTURE

PPSD has a wide variety of paging/public address systems installed in the school buildings ranging from stand-alone amplifiers with push to talk microphones to more sophisticated systems such as Bogen Multicom 2000. While the Bogen Multicom is still a supported system, most other paging systems have reached the end of manufacturer's support and will be replaced as part of this project. Within the district, there are a wide variety of speaker designs currently installed from integrated speaker and clock panels installed in a recess in the wall to standalone speakers that are mounted on the wall. Cabling for the existing paging systems is typically single pair copper that is either home runned to the paging amplifier or daisy chained.

### 3.4 CLOCK AND BELL SYSTEMS

PPSD primarily has installed a Sonachron clock and bell controller, manufactured by Lathem Time Corporation.

### 3.5 IT INFRASTRUCTURE

#### 3.5.1 IT Summary

PPSD's schools are connected to the main data center located at the Administration building via a hub and spoke fiber network provided by Cox Communication. All schools have a 1Gb connection back to the Data Center. At each of the schools, Cisco ethernet switches that will support Power over Ethernet (PoE) and Quality of Service (QoS). Each school also has a Cisco router installed, performing layer 3 routing. Each school has their own IP Subnet for IP addressing. Internet connectivity for the district is provided by Ocean State Higher Education Economic Development and Administrative Network (OSHEAN) with a 10Gb connection that typically sees 10 – 15% utilization. PPCD has an extensive wireless network within the schools. There is an access point in every classroom. Each school has a Cisco wireless controller with one of the other schools serving as a backup in the event of a failure of the wireless controller.

PPSD utilizes Microsoft Active Directory with a single forest with two domains, one for the administrative users and a second one for academic users such as principals and teachers. All classroom applications are hosted in the cloud. PPCD has an enterprise agreement with Microsoft with A3 licenses. PPCD uses Microsoft O365 for email for most departments and the Microsoft suite of productivity applications. Microsoft Teams is not widely deployed within the District. The school district has adopted Google Meet and Zoom for conferencing, collaborating and video calling. PPCD uses primarily Dell laptop and desktop machines running predominantly Windows 10 and 11. Staff members use Microsoft Remote Desktop Web to access resources while away from the office.

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### 3.6 PPSD INFRASTRUCTURE COMPLIANCE

- 3.6.1 Vendor should note below whether it takes exception with any component of PPSD's current Infrastructure or is able to provide any unique benefits relative to PPSD's infrastructure. Are there any known or potential compatibility issues with any of the infrastructure standards within PPSD?

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 3.6.2 Vendor should list below any applications or software that will need to be installed to support all systems, including phone system, paging system and bells and clock systems and what pre-conditions this software require for OS, hardware, browser, etc. (For example, Windows 10, with Intel i5, 8G RAM, Chrome browser, etc.)

- 3.6.2.1 Additionally, note any network requirements, firewall settings, port requirements, or other LAN/WAN/Internet requirements for any applications that form part of your Solution – including desk phone, softphone, WebRTC or SIP audio connection, software, system administration software, call and screen recording, workforce management, database dips, integrations, screen pops, etc. List any dependencies between applications.

- 3.6.2.2 Explain any constraints on the software that users may use to control calls and receive the audio of the call over:

- Web-based - WebRTC
- VPN or LAN based SIP Soft Phone
- Hardware VoIP phones

- 3.6.2.3 PPSD will require a test of any software that will be loaded on computers with our standard system images to ensure compatibility and security.

- 3.6.2.4 Are Windows, MacOS, IOS, and Android Operating Systems all supported for softphones, UC applications, Contact Center applications, and other core software? If not, which applications are not supported on all 4 OS? What are the supported browsers?

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 4 SOLUTION PLATFORM AND ARCHITECTURE

Premise and Hosted Vendors should interpret the following questions as needed to be relevant to their solution. Hosted providers must divulge the underlying architecture of their solution as they likely still rely on Data Centers, compute, and Telco connections.

### 4.1 RELIABILITY REQUIREMENTS

The following additional elements are mandatory in the proposed Solution:

- 4.1.1 Schedule C sections: Platform Concerns, Reliability, Resiliency; Premise Architecture; Cloud Architecture and other sections specifies the PPSD's minimum requirements for resiliency of the proposed solution. Especially of note is the requirement for better than 99.99% uptime and reliability.



- 4.1.1.1 Explain below how this level of reliability (or better) is provided by the system for core features/functionality such as Unified Communications, paging systems and bells and clocks at the turnkey price.
- 4.1.1.2 If better than the required level of reliability is provided by the Solution, please explain how this is provided.
- 4.1.1.3 If not already answered in previous sections, please describe which resiliency features have been included into the base price of this RFP response. How does the proposed Solution provide for fault tolerance? Please describe any functionality that makes the Solution inherently fault tolerant. Are there any single points of failure?
- 4.1.1.4 Discuss how the system is architected to the required reliability as well as how it is enforced by practices and Service Level Agreements (SLA).

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

**Response:**

4.1.2 PPSD requires that the solution be redundant.

- 4.1.2.1 Geo-Redundancy – the system should have the ability to separate redundant server loads of the Solution to separate locations and Data Centers within a region and globally. Can you separate the primary and redundant servers for each application between the Primary Data Center and a DR Data Center for Geographic Diversity? What WAN bandwidth, latency and architecture will be required to implement geographic redundancy? Will the servers be active/active or active/passive? Where will the Primary and Redundant Data Centers be located in your solution? If connectivity to the Primary Data Center is lost will phones and softphones automatically failover to the DR Data Center; and if not – what manual steps must be taken? How long will the failover from Primary to DR take, and how would the Solution recover to normal operation upon recovery of the Primary DC?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

**Response:**

Only answer the following section if you are quoting a Premise based solution.
--

## **4.2 PREMISES SOLUTION ARCHITECTURE AND PLATFORM**

- 4.2.1 Unless fully described elsewhere (such as the Executive Summary, in which case you may refer the reader to that section) provide a brief description and discussion of the recommended system architecture. Describe connectivity and communication between its integral parts. Include a Visio or Bay Face diagram to illustrate the proposed architecture (not a generic drawing). Also, include a standard data rack elevation showing all Data Center equipment including servers, cabinets, switches, and routers.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

**Response:**

- 4.2.2 Include a brief overview of the hardware, software, architecture, and components of any ancillary systems such as the Voicemail, Contact/Call Center, Call Accounting, Reporting, Recording, etc.
- 4.2.2.1 Are all these ancillary systems built by the manufacturer of the core Solution? If not, please provide information regarding the OEM company, their history, and relation with the core Solution manufacturer.
- 4.2.2.2 What physical and logical connection will be established from the ancillary systems to the phone system? Will the connections be through direct proprietary closed integrations, or through API?
- 4.2.2.3 Does the manufacturer of the core phone system provide regression/integration testing and certification with each of the ancillary system when a new software level is released for the core system?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 4.2.3 Server Loads - Please describe and provide the specifications of the platform hardware you will be providing below. Explain, which parts of your Solution will be installed on Physical servers, and which parts will be installed on Virtual servers.
- 4.2.3.1 To normalize and compare apples to apples between Vendors that require ‘a lot’ of server load, and Vendors that require ‘a little’ server load - the Vendor is required to provide, install, and maintain all computer servers, OS, VM licensing, and software for the Solution – and such pricing must be included in the Vendors proposed solution. PPSD may later decide at the BaFO stage to provide the servers and licensing themselves to the specifications provided here.
- 4.2.3.2 For Virtual Server loads, provide complete vCPU, Processor Affinity, vRAM, vNIC, Physical NIC, I/O (IOPS), Hard Drive Storage, USB dongles, etc. requirements for each server that you plan to virtualize as well as an aggregate count of the vCPU for compute, vRAM, vNIC, and Hard Drive Storage that you will require. Provide this load for both the Primary and DR/Backup Data Centers.
- 4.2.3.3 What best practice recommendations or objections would you give related to joining to the existing VM server farm and utilizing shared resources such as SAN/NAS, etc.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 4.2.4 OS Software – What underlying operating system is used for the applications that form the proposed solution (i.e. Windows, VxWorks, Linux, Unix, etc.)?
- 4.2.4.1 List all applicable operating systems and describe how the underlying OS has been “bolstered” to prevent exploitation of OS security flaws.
- 4.2.4.2 If your solution uses any commercially available software for the Operating System, database, connectors, API, or other, please explain how the software is patched when the manufacturer of that software issues bug and security patches (Microsoft, Linux, and VMware as examples). Will PPSD be able to install these patches as soon as they are released, or must they wait for the Manufacturer to validate and support the patch?
- 4.2.4.3 How often does the Manufacturer do regression testing with OS patches (especially Windows), and provide recommendations on which OS level can be upgraded to on the

servers? What SLA will the Manufacturer commit to validating and releasing compliance with “High Risk” security patches?

4.2.4.4 Will upgrading the OS cause an outage of the Solution?

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

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

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

4.2.6 Describe the database which contains user programming information for the phone system, voicemail, and other major system components. Generally, describe how the programming database might be integrated with PPSD’s current Active Directory, Email, and HR databases.

Response:

4.2.7 Are voice messages stored in an industry standard format? How many Mbytes of disk space are required for each hour of voice storage?

Response:

4.2.8 The proposed system must be able to provide traffic reports and report historic trunk utilization by trunk group or for specific lines, in the base system being proposed. The system should provide a peak busy usage report that shows the maximum number of lines used during specified periods. Describe voicemail port, disk utilization and user status reports available. Please include samples of these reports in the appendix and your softcopy.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

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

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

4.2.9.2 Rack elevation – Total count of rack space used (in U) at Head Office, and at each location.

4.2.9.3 Power – Voltage requirement and total power draw per location in Watts or VA. Also, any special all power requirements, including any special plugs, conditioning, or grounding requirements.

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

4.2.9.5 PPSD will provide any required battery back-up. Will the proposed system require any non-standard plugs or voltage (DC, 220v, twist-lock), if so please specify?

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

Only answer the following section if you are quoting a Hosted, Cloud, SaaS, or Hybrid System (generically referred to as Cloud).

### 4.3 CLOUD SOLUTION ARCHITECTURE AND PLATFORM

4.3.1 Unless fully described elsewhere (such as the Executive Summary, in which case you may refer the reader to that section) provide a brief description and discussion of the architecture of your Cloud Solution. Describe connectivity and communication between its integral parts. Include a Visio to illustrate the proposed architecture (not a generic drawing).

4.3.1.1 Where are the data centers and POPs located? Where will the call processing for our implementation be located? Where will it failover to?

4.3.1.2 What data center redundancy exists for power, cooling, Telco services, and WAN connectivity? What tier of data center is the solution located in? How does the proposed Solution provide for fault tolerance?

4.3.1.3 Does the solution meet Soc 2 Type 2 certification?

Response:

4.3.2 Are all the ancillary built by the manufacturer of the core Solution? If not please provide information regarding the OEM company, their history, and relation with the core Solution manufacturer.

Response:

4.3.3 Virtualized Compute Load – Best practice would be to add additional compute resources whenever peak utilization goes above 50%; at what utilization % will the Service Provider add more server resources to a compute node? How does the Service Provider manage the compute environment over time to ensure that additional or growing customers within a compute node don't start to exceed utilization over time? If PPSD needs to be moved from one compute node to another due to the overutilization of computing resources within a node, will there be any interruption in operation or functionality? Also, will all historical data (such as call recordings, CC reporting, CDR records, etc.) remain intact and referenceable?

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

4.3.3.1 Does the proposed solution have the ability to provide survivability in the event of a loss of connectivity to the solution. This would require the installation of a gateway that the phones can register to and be able to make and receive calls over analog lines located at each school. Small schools will have 2 lines, medium schools will have 4 lines and large schools will have 6 lines. Describe how this would be accomplished.

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

### 4.4 CLOUD TELCO SERVICES

- 4.4.1 Telephone Company and Carrier Services – Vendors must provide this pricing in their RFP response, and responses that state that these prices will be provided or negotiated later will be considered non-compliant and non-responsive.
- 4.4.1.1 Does solution base-pricing include unlimited minutes/calls for inbound and outbound calling, DID and Toll-Free numbers? If so, mark “Included” where Telco pricing is requested in Schedule A, otherwise provide pricing.
  - 4.4.1.2 Vendor must provide pricing for inbound Telco traffic based on the quantity and types of phone numbers (toll-free numbers, DID numbers, and similar), quantity of phone calls for each type, and the minutes of inbound usage.
  - 4.4.1.3 Vendor must provide pricing for outbound Telco traffic based on per-call and per-minute rates for each type of traffic.
  - 4.4.1.4 Are there any discounted or bundled minute plans available?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 4.4.2 Telco redundancy – Solution should provide for multiple, redundant Telco/Carrier connections and back-end providers to ensure call completion and uptime.
- 4.4.2.1 Which Telco or Carriers will Vendor or Service Provider use to deliver PSTN services for the Solution Platform?
  - 4.4.2.2 What alternate Telco or Carriers are available on the Solution if PPSD desires an alternate?
  - 4.4.2.3 What backup Telco/Carrier providers does the solution support, and how is inbound and outbound traffic moved to the backup carriers automatically or manually during an outage of the primary providers?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 4.4.3 DID numbers – Describe methodology and any limitations concerning porting and/or provisioning DID and toll-free numbers around the world.
- 4.4.3.1 **Vendor must allow** PPSD to retain ownership of DID and toll-free numbers that they bring to the Provider or allow a change of ownership back to the PPSD at the end of the contract term if the PPSD decides to move to another Solution Provider. Solution must allow PPSD to gain/retain ownership of DID and toll-free numbers assigned by the Vendor in the event they move to another solution provider.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

Remaining sections should be answered by all Respondents.
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- 4.4.4 Before any installation can proceed, PPSD’s Cybersecurity personnel will need to review and approve the proposed solution. The selected Vendor will need to provide all resources and documentation required to satisfy Cybersecurity requirements and required remedies.
- 4.4.4.1 What type of security measures have you put in place to ensure data security, such as being SOC 2 Type 2 or ISO27001 accredited? ISO27001 provides best practice recommendations on information security management, risks, and controls within the

context of overall information security management systems. If Vendor, Service Provider and Solution operations are not SOC 2 Type 2 or ISO27001 certified, is it on the roadmap, and when will certification be completed?

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 4.4.5 Multiple Languages Supported – The telephone system in its greetings, announcements, automated attendants must be capable of supporting multiple languages and language packs. PPSD will allow users to choose their language of choice and system must either remember that choice and play the correct language prompt or create mirrored Automated Attendant and IVR trees with greetings in multiple languages. Please describe whether your system has this functionality, how it is deployed, and any restrictions. Please also provide pricing for implementing the following languages: <English, Spanish, >.

## 4.5 E911 COMPLIANCE

- 4.5.1 911 – The proposed solution should be 911 compatible globally, which we define in Schedule C, as well as below:
- 4.5.1.1 Route calls over appropriate local PSTN connections that are identified by the Telco Central Office with the correct address at the Public Service Answering Point, even if that route is different from the standard Least Cost Routing route for that station and location;
  - 4.5.1.2 Allow a 911 call to be made from any station, even if that station is restricted to extension dialing;
  - 4.5.1.3 For stations/locations that do not have local PSTN connections, calls over the WAN/VoIP infrastructure should correctly send a default location for that station to the PSAP that will differ from the rest of the stations that connect over those PSTN connections;
  - 4.5.1.4 The operator or system administrator should be notified when a 911 call is made from the phone system.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

- 4.5.2 Enhanced 911 (E911) – E911 Compliance requirements are enumerated in Schedule C in detail and are incorporated herein by reference, for brevity. E911 compliance, is required by PPSD in addition to basic 911 compatibility. Vendors must provide any comments or notes to the Schedule C requirements below, especially for any areas of Partial or Non-Compliance. Describe how your solution would meet the following requirements, as well as your overall E911 strategy and abilities.
- 4.5.2.1 Regulatory Compliance – whether specifically stated in this RFP or not, the proposed Solution must be compliant with all laws and regulations of the territories in which it is sold or installed. This includes Kari’s Law, RAY BAUM’s Act, and other FCC, national, state, or local laws as currently enforced, or may be required in the future.
  - 4.5.2.2 Vendor and Service Provider must not require PPSD to ‘sign off’ on E911 Vendor non-compliance, waive the requirement, or indemnify the Solution or Vendor from providing compliance.
  - 4.5.2.3 Besides the 911 functionality requested, what additional E911 advanced functionality does your Solution provide in North America and worldwide?



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Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 4.6 SYSTEM ADMINISTRATION REQUIREMENTS

4.6.1 Administration Portal – PPSD requires a system administration tool capable of supporting all offices within the enterprise from a simple to use, intuitive user interface. Ideally, the Solution will allow management of the phone system, voicemail, UC applications, etc. from a single unified browser-based interface. Please describe all functions and applications the administration tools can support and include screenshots for each application.

4.6.1.1 Describe the Solution administration interface for performing common administration tasks, such as onboarding/offboarding staff, programming buttons and features, modifying permissions, etc.

4.6.1.2 Describe the system administration portal available to System Administrators, Help Desk personnel, BU Leads, Supervisors, and Super Users to administer features, functionality, and flows in the Solution. Are all aspects of the system configuration accessible to PPSD’s administrators, or can certain features only be administered by the Service Provider? Please provide a screenshot.

4.6.1.3 Please describe all functions and applications the administration tools can support and include screenshots for each application.

4.6.1.4 The proposed solution should provide for a simple administration/programming interface for building Automated Attendant, IVR, and Call flow scripts. Ideally, the solution should provide for drag and drop program blocks that will allow managers to build call flows without having to ‘code’ in programming languages. Provide a screenshot of how to program an AA, IVR, Call Flow.

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

4.6.2 Administration Access – How is security provided to prevent unauthorized access to the administration application?

4.6.2.1 Is there any limit to the number of administrative users that can be given access passwords, if so what is the limit?

4.6.2.2 Can different administrators be given individualized permission levels? Can some administrative users be defined with “view-only” permissions? How many administrative levels can be defined?

4.6.2.3 Will the Solution track a Change Log of which administrator made what change to the system? Provide an example of this changelog and any restrictions on what it will track. Additionally, what other methodologies does your Solution provide to prevent an administrative user error from affecting the reliability of the system?

Response:

4.6.3 Coordinated Administration – Does the system support synchronization to Active Directory?

4.6.3.1 If a user is added or a name change made in Active Directory, will it download to the Solution? Does Active Directory synchronization happen automatically, or must it be manually ‘run’?

- 4.6.3.2 After the Solution recognizes an addition or change from Active Directory, what additional steps must an administrator take to complete the creation of a new user in the proposed Solution?
- 4.6.3.3 What % of your customers would you estimate run Active Directory integration, and are there any inherent benefits or drawbacks?
- 4.6.3.4 The solution should support Single Sign On (SSO) through for the user to any desktop applications and web portals. Is this supported in your solution? If not, what authentication framework does PPSD need to use for passwords in the network?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

4.6.4 Formal System Admin Training should be provided for the Solution.

- 4.6.4.1 Four (4) users will require complete system administration training on all new systems implemented. Knowledge transfer should occur during the full installation cycle. In addition, administrators should be provided a full orientation on the applications and tools they will need to use.
- 4.6.4.2 Describe any self-paced or Computer Based Training provided for system administrators. Is this training included with the Solution base licensing and maintenance/support charges?
- 4.6.4.3 Admin Effort – Please estimate how long it would take a trained System Administrator to add a newly hired employee to the Solution, assuming that they will need a new DID number, a new phone, a new voicemail box, they will be a UC Client user, a Call Center agent in 2 groups with Skills and proficiency in each, and mobility “extend call to cell phone” enabled. How long would it take to add 20 users at one time that have the same characteristics as above?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

4.6.5 Troubleshooting – What diagnostic tools, logs and reports are available to aid in isolating faults in the Solution? Are all tools available to PPSD, or must some of the tools be administered by the Manufacturer or Service Provider? Does the Solution have the ability to monitor VoIP traffic Quality of Service (QoS), and Quality of Experience (QoE)?

- 4.6.5.1 Does this application monitor for underlying network issues (latency, jitter, packet loss) through a network probe, or is the information gathered by the application on the user’s desk phone or softphone?
- 4.6.5.2 Is the voice quality monitored in real-time, or are the statistics sent at the end of a call?
- 4.6.5.3 What tools would be used to monitor the network? How will PPSD be notified in the event there are network issues.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

## 5 UC SOLUTION

Unified Communications (UC) refers to elements of the solution that include Telephony, Unified Messaging, Mobility, Instant Messaging and Presence, Collaboration and Conferencing, Computer Telephone Integration, etc. Unified Communication requirements have been documented in the RFP, Schedule C, and below.

## **5.1 CLASSROOM PHONES VERSES OFFICE PHONES**

- 5.1.1 Phones in the classrooms are only used for classroom to classroom and classroom to office calling, have access to 911 calling for emergency use, and limited outgoing calls. PPSD is requesting that due to the limited use of these phones and to keep the costs for these stations manageable, that the lowest price license be used for these stations.

## **5.2 MANDATORY REQUIREMENTS**

- 5.2.1 PPSD requires a solution that provides a Unified Communications (UC) platform for its employees as defined within this RFP including Schedule C. Please include pricing for the following applications on Schedule A. Descriptions can be provided in later sections.
- 5.2.1.1 Telephone system and voicemail functionality
  - 5.2.1.2 Hardware and Software Phone capability
  - 5.2.1.3 Mobility - Extend Calls to Cell Phone
  - 5.2.1.4 Mobility application for smartphones
  - 5.2.1.5 Fax Mail (Option)

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## **5.3 TELEPHONE SYSTEM**

- 5.3.1 Telephony Features – PPSD currently uses the features noted in this RFP and listed in Schedule C. Please respond with your compliance to these features, any features that are not supported, any required workarounds, and any limitations to the number of phones in a pickup group, ring group, page group, or shared extension.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 5.3.2 Overhead Paging – all PPSD locations have overhead paging systems. The proposed solution should include any required hardware to ensure compatibility with proposed paging systems at no additional cost. Inclusion of Valcom TIM, Bogen TAM-B, or similar paging interface hardware is recommended. Vendor is 100% responsible for providing all required hardware to integrate to existing paging systems (as-is), or to replace existing paging systems, including installation and all required hardware.
- 5.3.2.1 Locations such as cafeterias, band rooms and gymnasiums may have a need for a loud ringing bell or strobe so a ringing phone can be heard in areas with a lot of background noise. How will the proposed solution accommodate these requirements?

Response:

- 5.3.3 On Demand Ad-Hoc Call Recording – in the event of a staff member receiving an abusive or threatening call, can the proposed system record call on demand? Please describe how you would provide this functionality, whether desktop software will need to be deployed, how the application is controlled, whether calls will be recorded from the beginning of the call even if recording is

activated in the middle of the call, and how an outside caller would be notified that the call is being recorded. To meet recording notification laws, will the system play a greeting such as “Recording” or beep on the line every 30 seconds to indicate that the call is being recorded?

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 5.4 TELEPHONES

Note that all questions and references in this RFP to “**Telephones**” is intended to apply generically to any device used to answer calls, including Hardware Desk phones, Wall Phones, and softphones, softphone on Smartphones, conference phones, and 3<sup>rd</sup> party SIP phones unless explicitly noted in the question.

### 5.4.1 Telephone Specifications for PPSD

- 5.4.1.1 Standard office phones should be full function IP telephones, have a minimum 4-inch color display with at least 8 buttons for programming lines, speed dial or other programmable buttons and common telephony features e.g., answer call, hold, transfer, conferencing, etc., full duplex speaker phone, and headset jack.
- 5.4.1.2 Front office phones with Direct Station Selection/Busy Lamp Field (DSS/BLF) will be the same phone as the Standard Office Phones, but with an DSS/BLF expansion module capable of displaying the status of 24 station and one touch transfer to the programmed stations.
- 5.4.1.3 Miscellaneous phones – these Standard (Staff) telephone requirement is for a multiline set capable of supporting at least 2 extension appearances, with a voicemail box. LCD display, full duplex speakerphone and the ability to independently mute speakerphone, headset and handset calls.
- 5.4.1.4 Classroom telephones should have all the features of Standard telephones, but only need to support 1 extension appearance. These phones do not need a voicemail as they are not associated with a particular user. Classroom phones should have a display that shows Caller ID and text-based messages from the EA/PA system if that feature is purchased.
- 5.4.1.5 Analog stations – Standard analog phone.
- 5.4.1.6 All hardware desk phones should be GigE, meaning that they can supply a switched Ethernet port to an attached computer at Gigabit Ethernet speeds.
- 5.4.1.7 Phones that utilize paper designation strips for button labels will not be accepted.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response

### 5.4.2 Telephone Questions

- 5.4.2.1 Provide a brief description and picture for each telephone being proposed below, including data speed, number of buttons available, how any soft-keys work, and which PoE class (including nominal/max power usage, as well as average/actual power usage). Please note if any of the phones require a wall mount kit. Note which phones support external add-on Direct Station Select (DSS), or Busy Lamp Fields (BLF) button boxes. Provide unit pricing for wall mount kits Schedule A. Please fill in the model number that you have proposed for each phone type into the Notes field of the appropriate line of Schedule A.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 5.4.3 Does the proposed system and the phones associated with it have the ability for a call to be placed to a classroom and have the phone beep and then the speaker on the phone turn on and the caller will be able to be heard and the staff in the classroom be able to respond without picking up the handset? This feature is commonly called “Hands Free Answer Intercom”. Describe the functionality available on the proposed system.

Response: ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 5.4.3.1 Provide a screenshot and brief description for the Softphone for computers highlighting its features and functionality. Show examples for both Windows and Mac computers. Will calls to a soft phone be able to ring simultaneously on an attached (USB) headset/handset as well as at the PC? Will computers that do not have multimedia speakers be able to ‘ring’? In some solutions, call control windows for the softphone open in separate windows for every call and often stay up after completing the call. Users often ‘lose’ where the UC window is for call management. How will your solution solve this issue? If your solution relies on browser-based softphones how do you avoid the same issue related to browser tabs?

Response: ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 5.4.3.2 Provide a screenshot and brief description for the Softphone for Smartphones highlighting its features and functionality. Show examples for both iOS and Android phones. Does the softphone have the ability to extend the voice path over 4G/LTE/5G data, Wi-Fi where available, as well as extending the voice path to ring in on the underlying cellular phone network?

Response: ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 5.4.3.3 PPSD is interested in cordless telephones that would allow their personnel to move around their buildings. A cordless telephone will allow selected staff to answer calls to their shared phone while away from their station and provide basic call transfer and rudimentary multiline functionality. Describe any Digital Enhanced Cordless Telecommunications (DECT) capable telephones available with multi-line functionality. Describe any Wi-Fi capable telephones available with multi-line functionality. Does the Vendor recommend DECT or Wi-Fi cordless phones? If this capability is 802.11 based, will it work with access points from multiple Vendors? How is QoS over Wi-Fi provided by the solution? What Codecs are supported by the devices? What security and authentication protocols are supported? What type of headsets are supported on the Wi-Fi phones?

Response: ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

## 5.5 VOIP SPECIFICATIONS

- 5.5.1 Phones – Does the Vendor propose using SIP or proprietary signaling for call setup? Does the system provide an option of running SIP for a telephone’s call setup? How are advanced features

supported if using SIP telephones? If Vendor recommends deploying SIP telephones, how is call setup and teardown encrypted and secured?

Response:

5.5.2 SIP Compliance – Does the system support SIP trunks, SIP compliant gateways, or SIP telephones from other 3<sup>rd</sup> party manufacturers? Which manufacturers and telephone companies have been certified with the system? Describe any capabilities or limitations regarding the SIP implementation above or beyond the generic SIP feature set.

Response:

5.5.3 What is the manufacturer's recommended best practice for CODEC choice, sampling rate, packet size, jitter buffer, etc.? What bandwidth, including overhead and QoS, will each recommended CODEC require? What VoIP CODECs are supported on the platform, i.e. Opus, SILK, G.711, G.722, G.729A, G.729B, H.323, SIP, etc. (list all applicable)? Which CODEC is recommended by the Vendor on the Solution for LAN, WAN, and internet calls – and why?

Response:

5.5.4 QoS – Do all telephones (hard phones and softphones) natively tag packets with both QoS (DSCP or IP Precedence – Layer 3 in IP Header) and CoS (Layer 2 in Ethernet Header) bits? Do all telephony servers and services automatically tag packets with both QoS and CoS bits? Which Layer 3 DSCP or IP Precedence tags are recommended by the manufacturer for voice RTP traffic and VoIP call control traffic? What network parameters are, or should be observed with the platform, i.e. 802.1p/q, Differential Services (DSCP), weighted fair queuing, Rapid Spanning Tree, VLAN pruning, device discovery, etc.?

Response:

5.5.5 Softphones – Does the Vendor propose using WebRTC, SIP, or proprietary signaling for call setup? Does the Solution softphone application have the capability to mark voice and call control packets with QoS? What needs to be done on a computer in order for the QoS packets to be preserved into the network?

Response:

## 5.6 AUTOMATED ATTENDANT

5.6.1 Automated Attendant (AA) – All incoming calls to PPSD Central Office are currently answered by an Automated Attendant that allows callers to Dial by Name, Dial by Extension, listen to recorded information, transfer to departments, and transfer to various internal and external phone numbers. The proposed solution must be able to handle the volume of traffic and incoming lines shown in this RFP for inbound calls without call or port blocking. This functionality may be provided by an AA built into the UC platform or the voicemail system.

5.6.1.1 The proposed system should have the ability to provide reports on Automated Attendant traffic, including which options are chosen, when and how many callers hang-up, and which departments callers are transferred to.

5.6.1.2 If there is an school closing due to weather or other factor, the school may need to enact an 'emergency schedule' or 'outage message' that would play before normal greetings and inform callers that of the school closing. Describe how this closure message can be



enacted by a manager or supervisor internal to the system or external to the system (remote).

- 5.6.1.3 Describe what functionality is available for AA within the Solution, how call flows are programmed (including a screenshot), what sub-system of the Solution handles AA, and any unique functionality (noting features that are not included in the base price as an Option).

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

## **5.7 VOICEMAIL SYSTEM**

- 5.7.1 PPSD currently uses the features noted in this RFP and listed in Schedule C. It is imperative that any new voicemail platform be easy to use and require users to only press one (1) button for single digit prompting to access commonly used features. Please respond with your compliance to these features, any features that are not supported, any required workarounds, and any limitations. Describe your voicemail messaging product offering.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

- 5.7.2 Response: Unified Messaging – Solution must be able to place a copy of voicemails into the user's email inbox, and synchronize listening to and deleting messages across all media – directly from the voicemail/UC system, from the email inbox, from smartphones, from softphone applications, etc. Full functionality is described in Schedule C, confirm that all features/functionality are delivered on the proposed Solution, and briefly discuss how this functionality is provided. Note any exceptions or workarounds.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 5.7.3 Voicemail Transcription (Option) – UM solution transcribes voicemails to text in an email through Speech Recognition. Please describe how this functionality is provisioned in the solution that you are quoting, and price as an option if available optionally.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 5.7.4 Users should be required to enter a password to access their voicemail box. What is the minimum and maximum password length? Can it be different for different classes of users? Will the voicemail system prevent the use of trivial passwords such as sequential digits, repeating digits, and re-use of the extension number (i.e., 1234, 1111, 4567)?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

- 5.7.5 Does the system track failed voicemail password entries in a single session and disconnect the caller? Does the system track failed password entries across multiple sessions and automatically lock the voicemail? Does the system create a log and alarms (SNMP, email, pager) based on failed log-on attempts?

Response:

## **5.8 UNIFIED COMMUNICATIONS, COLLABORATION, CONFERENCING**



- 5.8.1 Unified Communications – Solution should include the Mandatory and Preferred items from this RFP and Schedule C and provide Option pricing on Schedule A for any items noted as Option. Please summarize the components required to add Presence, Instant Messaging, audio/web/video conference meetings, screen sharing, desktop video, and buddy lists through the telephone system’s native application or your recommended alternate. Vendor should state what, if any, Unified Communications functionality is provided in the base Solution at the price proposed, and what functionality is available at additional cost. Please describe any Unified Communications functionality available with the proposed solution whether included in the price or not.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 5.8.2 Please describe any existing or planned integrations between the proposed Solution and other market leading Unified Communications and Collaboration applications such as Microsoft Teams, Slack, Zoom, WebEx, etc.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 5.8.3 SMS Texting (Option) – PPSD is considering the ability to do SMS Texting from their DID number on the proposed system through the Unified Communications (UC) environment. Please provide a description of your ability to provide such integrated texting using soft phones, integrated mobility phones, and email. Provide details on SMS logging and text message searching. Provide option pricing where indicated on Schedule A.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 5.8.4 Fax Mail (Option) – Describe any functionality to send and receive faxes on your platform. Will the presented document be a tiff or .PDF (preferred) file? Can a user create and send a fax from their desktop using a custom cover page and a library of pre-existing documents? What format (word, .PDF, excel, etc.) can the pre-existing documents exist in?

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 5.8.5 PPSD is interested in having the ability for staff to be able to work from home (work from anywhere). Employees connect to the PPSD network remotely using standard remote access solutions.

5.8.5.1 How can allowing employees to work from home be provided by your solution – describe the functionality and any architectural implications?

5.8.5.2 Describe the applications and per unit pricing required to achieve each of the Work from Home goals for remote employees. Is this base system functionality or additional cost? In either case, Vendor must provide pricing on Schedule A.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 5.8.6 How will the user experience for employees differ from normal “in the office” mode? Will the features and functionality available to staff be identical to being in the office?

Response:

- 5.8.7 Home based users may need to run their softphone client over Wi-Fi or Cellular LTE/4G/5G depending on where their router is located and which room they will work from. Additionally, many laptops no longer have an RJ45 (LAN) port. Vendor shall not prohibit softphone functionality when running over such wireless connections or require wired connections for all employees. Vendor should describe below any inherent advantages or restrictions of their platform over Wi-Fi and Cellular data connections, including the ability to support QoS over Wi-Fi standards.

Response:

- 5.8.8 Internet connections that the users utilize at home are typically consumer grade broadband but could also be DSL, 4/5G cellular, and other methodologies. How will the proposed solution support users working in this configuration while still maintaining high quality voice connections?

Response:

- 5.8.9 To avoid potentially poor sound quality from residential quality internet connections – can the call be extended on PSTN to the user’s home or cellular number but maintain call control within the softphone?

Response:

## 5.9

### 5.10 MOBILITY APPLICATIONS

- 5.10.1 Describe any Mobility features available in the Solution including Find Me/Follow Me, Press 1 to reach me on my cell phone, and others noted in Schedule C. Note which features are built into the base price of the Solution, and which features are additional cost. Please describe how you will provide the functionality requested above and a screenshot of the user interface.

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 5.10.2 Extend calls to cell phone – Describe any functionality that the system has to ring a call to a person’s cell phone and desk phone simultaneously in such a way that the call can be answered at either device. When the call is extended to the cell phone, the caller ID of the original calling party should be passed to the display of the cell phone. Does the cell phone interface allow for pressing a digit to accept the call? If the call is answered on the cell phone, how do you get the call back to the desk phone? If the call is answered on the desk phone, how do you extend the call to the cell phone? Provide pricing where indicated on Schedule A.

Response:

### 5.11 AMERICANS WITH DISABILITIES ACT

- 5.11.1 ADA Americans with Disabilities Act – Please describe the features in the proposed telephones for use by those with hearing or vision impairments as required of Electronic and Information Technology (EIT) by Section 508 of the 1998 amendment to the Rehabilitation Act, as specified in the Information Technology Industry Council (ITIC) Voluntary Product Accessibility Template (VPAT). If special telephones and/or software are required for compliance, please provide a brief description and picture. Please provide any Option pricing in the appropriate line of Schedule A. The PPSD anticipates using soft phones with headsets for the hearing impaired. The PPSD will

continue to support necessary TTY devices using standard analog lines, which TTY devices are out of scope for the present quotation.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 6 PAGING, CLOCKS, AND BELLS SYSTEM

The following section outlines the requirements for the paging systems at all PPSD schools. As mentioned earlier in this document, quantities for paging speakers, clocks and bells are an estimate. Final counts will be determined via site surveys before orders are placed for a particular school. Costs for individual differential speaker/horn, clock types are requested in the “Option Cost” section of Schedule A. Determination of final counts for regular speakers, loudspeakers, horns, etc. may differ based on the vendor chosen and the capabilities of their different model types. Therefore, individual unit types will be determined after choosing a preferred vendor, or after contract award.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

### 6.1 PAGING SYSTEM

6.1.1 Paging systems must be sized to support the number of speakers and indoor and outdoor horns as outlined in Schedule B. This will include classroom, hallways, cafeterias, gymnasiums, stairwells, outdoor areas etc., and any additional speakers as required. The paging system must be audible in all areas of the building.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

6.1.2 The paging system must be able to directly access the speaker in the classroom as a separate zone.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

6.1.3 The paging system must be able to provide for 1-, 2-, 3-, or 4-digit number plan for the classroom zones, allowing the speaker zones to match the classroom room numbers.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

6.1.4 Classroom speakers must have two-way talk back capabilities.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

6.1.5 Existing cabling should be reused wherever possible to reduce the overall cost of the project, however there might be instances where it would make sense to utilize to IP enable the paging system using IP interface modules that will connect to the existing speakers. What options are available on the proposed system to IP enable the paging system?

Response:

6.1.6 System must sound an alert tone to any speaker connected for two-way communication to alert personal that a two-way call has been initiated.

---

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.7 The system must be able to have ‘all zone’ paging access within the school.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.8 The following areas must be able to be configured as separate zones:

6.1.8.1 Hallway and stairwells

6.1.8.2 Office areas

6.1.8.3 Gymnasiums

6.1.8.4 Cafeterias

6.1.8.5 Outdoor areas

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.9 If needed, additional amplification must be provided for high noise areas, such as cafeterias and gymnasiums.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.10 Speakers in an individual office will require a volume control for that speaker.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.11 The paging system and the zones must be able to be accessed from the VoIP phone system via a dial access code.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.12 The paging system must be able to integrate with the bell system to provide bell tones and alerts over the paging system.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.13 The paging system must be able to play pre-recorded messages and announcements via WAV files.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.14 With proper credentials, the paging system should have the ability to initiate an alert from any phone in the district wide system. Additionally, having the same ability through a browser or mobile application would be preferred.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.15 The paging system should have browser-based administration for programming, scheduling event changes, and emergency notifications. Describe the administration tool/portal, its architecture, and capabilities.

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**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.16 It is preferred to have a district wide management system that would allow for the IT Service desk to make changes to a particular school's paging system. This would not preclude the school from making changes as needed. School administrators should only be able to make changes to their individual school. Will the system log changes?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.17 The paging system must be able to support a push to talk microphone located in the school's front office. Using this microphone would override any pages in process.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.1.18 Does the proposed paging system have a methodology to generate "pink noise" for testing speaker quality and audio levels?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

## **6.2 CLOCKS AND BELLS**

6.2.1 Clock system must be centrally managed preferably via a browser and with support for individual schools to manage their own schedules. School administrators should only be able to make changes to their individual school. Will the system log changes?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.2.2 What is the maximum number of schedules that the proposed system can support?

Response:

6.2.3 What protocols and methodology are used to synchronize the clocks within the school and district? Clock system should support time synchronization via Network Time Protocol (NTP). How often are the clocks synchronized and what is the amount of time required to Synchronize the clocks? Clock system must provide for automatic daylight savings and leap year adjustments.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.2.4 Describe in detail what options for wireless clocks are available that do not require connectivity to the existing clock cabling or data network connectivity? How is power supplied to the wireless clocks, 110V or battery?

Response:

6.2.5 Does the proposed system require an FCC radio frequency license for controlling wireless clocks? If so, who will be responsible for managing the license?

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.2.6 The PPSD prefers classroom clocks with a minimum of 12-inch single sided analog clocks with black hour and minute hands and red second hand.

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**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.2.7 The PPSD prefers Hallway clocks should be double sided, with a minimum 12-inch analog clocks with black hour and minute hands and red second hand.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.2.8 The district is interested in alternatives to the above listed classroom and hallway clocks. What different options are available such as digital clocks, digital clocks with built in speakers, digital clocks with message display capabilities. Please provide descriptions and photos of the alternatives available. Please provide per unit pricing where noted in the Option Cost section of Schedule A, or in the open "Input" rows of the Option Cost section.

Response:

6.2.9 Does the proposed system provide for the ability to have a large digital display that normally shows date and time, but can also be used for displaying textual messages or emergency information? If so, describe and provide pictures.

Response:

6.2.10 Clocks in areas where students are engaged in athletic activities, should have guards available to protect the clocks from damage.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

6.2.11 Can the proposed system be managed at the school level with easy modifications when needed such as during standardized testing sessions. During these sessions, the room or zone would be excluded from receiving normal or general announcements and class change bells but would be able to receive priority or emergency announcements. The zone or classroom would have the option to return to the normal schedule the next business day.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

## 7 IMPLEMENTATION REQUIREMENTS

The entire "Implementation Requirements" section reflects **Mandatory requirements** of PPSD. Vendors should ensure that their proposal will meet the required Scope of Work in this section, as well as other Mandatory requirements throughout the RFP and Schedule C. Due to variability between Premise, Multi-tenant Cloud, Single-tenant Cloud, Cloud, SaaS, and Hybrid deployments – Vendor should read and interpret each requirement as broadly as is applicable to their scenario, understanding that some aspects might not be specifically applicable for their Solution. Please note in the relevant section any deviations from our requirements necessary for your platform architecture.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

### 7.1 INTEGRATION WITH CURRENT LAN/WAN



- 7.1.1 PPSD will be retaining its current IT infrastructure. Vendor is expected to work in concert with PPSD, outside Vendors and other specialists to provide recommendations for the configuration of a LAN, WAN, and PSTN configuration that is 100% operational and suitable for the Solution. Vendor will be responsible for providing consultation, best practice recommendations, sample configuration scripts and programming guides for the network hardware and software revision levels that PPSD has deployed. Network consultation and engineering will include all existing LAN/WAN switches, routers, and firewalls.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

## 7.2 VOIP NETWORK READINESS ASSESSMENT SOW

- 7.2.1 VoIP Quality and Performance Expectations – It is expected that a Voice over IP installation will be reliable and provide high quality voice. We define the following as our minimum acceptable performance for VoIP telephone systems (including desk phones, softphones, WebRTC phones – all termed telephones below):

- 7.2.1.1 For LAN (Premise) or Private/Dedicated/QoS circuit (Cloud) calls, telephones should deliver an average Mean Opinion Score (MOS) of 4.5 (better than toll quality), and minimum Mean Opinion Score of 4.0 (toll quality);
- 7.2.1.2 For WAN (Premise) or internet (Cloud) calls, telephones should deliver an average Mean Opinion Score of 4.0 (toll quality), and minimum Mean Opinion Score of 3.5 or better (cell phone quality);
- 7.2.1.3 Telephone calls will be free of echo, choppiness, delayed audio, sound artifacts, poor sound quality, and dropped calls.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

- 7.2.2 VoIP Readiness Assessment – Vendor must provide a mechanism of testing PPSD’s network for appropriate performance and configurations. Many cloud providers allow the download or web access of testing tools that will gauge expected performance of the installed solution. Premise vendors often require the installation of probes and head-end devices to gauge expected performance.

- 7.2.2.1 Please describe your normal Scope of Work for an assessment and provide a sample of a recommendation report with final findings. Name the tool that will be used for the assessment and whether any part of the assessment will be sub-contracted to a 3<sup>rd</sup> party.
- 7.2.2.2 Please address how the tool will gauge performance to key locations, all locations, and remote/home locations.
- 7.2.2.3 Will the solution ensure that end to end Quality of Service tags and prioritization exist?
- 7.2.2.4 Will the assessment be able to generate background data traffic to measure whether voice/video packets are dropped or delayed?
- 7.2.2.5 Will the assessment be able to identify other network misconfigurations?
- 7.2.2.6 Testing and/or probes should be complete/located in a representative sample of each size of school, small, medium and large school as defined in Section 3.4.
- 7.2.2.7 Test results should include throughput (bandwidth), packet loss, packet delay (latency), jitter (variable latency), and the minimum and average Mean Opinion Scores that can be expected per LAN/WAN segment.
- 7.2.2.8 Vendor will then interpret and summarize the findings and provide a verbal and written recommendation for any remediation.



**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 7.2.3 Best Practice Configuration – After the VoIP Readiness Assessment is completed, a discussion will be held between the Vendor and PPSD to review all IS infrastructure systems (including all hardware versions, software revisions, and routing/switching programming), and important applications and data flows on the LAN/WAN. Upon completion of this initial discovery, Vendor will provide recommendations for upgrades and remediation as needed, as well as Best Practice documentation and recommendations for deployment of Network and QoS configuration.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

### 7.3 PROOF OF CONCEPT AND PILOT TRIAL

- 7.3.1 Pre-Production Pilot Trial: Implementation of the new solution will follow the Pilot Trial model for deployment. All required applications, features/functionality, servers/hardware, hosted applications, PSTN access, etc. will be implemented for a fully functioning solution as proposed by the Vendor in their RFP response.
- 7.3.1.1 Vendor will complete Unit Testing (UT) and System Integration Testing (SIT) per this document and then turn the solution over to CLIENT for User Acceptance Testing (UAT).
  - 7.3.1.2 Upon successful UAT completion, Vendor will then fully deploy required functionality to a Pilot Trial group of about 30 users in selected locations.
  - 7.3.1.3 If it is discovered that the solution is materially non-compliant with the requirements of this RFP, or the specified reliability and quality cannot be provided (and cannot be remediated by Vendor within a reasonable amount of time); Client will be allowed to cancel the contract for material breach of contract by the Vendor.
  - 7.3.1.4 Once the functionality desired in this RFP is proven through the PoC, installation will continue for the rest of the users.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

- 7.3.2 PoC Acceptance Criteria will be defined as follows. Client expects that they will move from Proof of Concept to full implementation upon completion of a PoC Delivery and Acceptance agreement.
- 7.3.2.1 Installation of all applications required by this RFP.
  - 7.3.2.2 Solution is complete, reliable, and meeting Solution specifications.
  - 7.3.2.3 All integrations and functionality specified in RFP and SoW perform to expectations.
  - 7.3.2.4 Solution runs reliably with no outages or downtime for at least 2 weeks.
  - 7.3.2.5 System successfully completes mutually agreed System Integration Testing (SIT – Vendor led), and User Acceptance Testing (UAT – Client led), which will formalize testing of the functionality required in the RFP.
  - 7.3.2.6 Features of the solution are easy to use and logically deployed.
  - 7.3.2.7 Call flows and functionality are demonstrated to meet design criteria.
  - 7.3.2.8 Solution is able to generate reports and alerts to the specifications of the RFP.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

### 7.4 PHASED DEPLOYMENT/MIGRATION

- 7.4.1 Once the Proof of Concept is complete and successful, Client intends to deploy the solution to locations over a period of 4-8 months per a mutually-agreed schedule in the Project Plan. This deployment plan takes into account resource constraints within Client.
- 7.4.2 During deployment, the existing telephone system and proposed Solution must interoperate for extension, and PSTN calls. The proposed solution must support Uniform Coordinated Dialing between disparate telephone systems where a user simply dials an extension number and the phone system inserts, deletes, or modifies digits to place the call through dedicated connections to the existing phone system. This is required to simplify integration to the old system during deployment and testing, and phased branch-by-branch rollout of the new system.
- 7.4.3 Vendor should state their compliance with this requirement below as well as any recommendations for deployment with a multi-site, phased deployment, including any recommendations for Client to consider based on Vendor's experience, unique Solution characteristics, and best practices.

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 7.5 SYSTEM DESIGN, PROGRAMMING

- 7.5.1 Vendor is wholly responsible for programming the phone system, paging system, and clock and bell system, and it must be delivered to PPSD as a turnkey implementation ready for UAT testing, without PPSD personnel having to program the system.
- 7.5.2 PPSD IT will be responsible only for those Solution elements that it has sole dominion over and does not provide the Vendor access to (such as switches, routers, Active Directory, etc.).
- 7.5.3 Business Unit leads will provide documentation in whatever format is convenient to them of existing call flows, AA/IVR flows, workgroups, skills, etc. and Vendor will be responsible for translating them into the forms and procedures required in the proposed Solution to meet those requirements.
- 7.5.4 Vendor will assign qualified lead engineering personnel that will work with PPSD IT and management to establish processes, procedures, templates, best practices, etc., to allow for standardization between implementation teams.

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response

## 7.6 INSTALLATION

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

- 7.6.1 **Responsibility** - The selected Vendor is solely responsible for the complete turn-key implementation of the new Solution and all component hardware, software, services, and labor. Vendor may designate their affiliates (including sub-contractors, Service Provider, and Manufacturer), but Vendor remains responsible. Furthermore, PPSD is not responsible for the installation of the Solution.
- 7.6.2 **Single Point of Contact** – Successful Vendor will provide a single point of contact for all installation work. The Successful Vendor shall appoint a Project Manager for the duration of the project. The Project Manager will be subject to PPSD approval.

- 
- 7.6.3 **Programming Information** – Successful Vendor will be responsible to perform needs analysis, application discovery, call flow design, and all programming, with PPSD oversight.
- 7.6.4 **Telco Coordination** – For Premise solutions PPSD or Communication Strategies will coordinate the ordering of all PSTN, WAN, and internet facilities as deemed necessary for Premise solutions. For Hosted implementations, or when the Vendor is including PSTN/LD access with their solution, the Vendor or Service Provider is responsible for gathering CSRs from the current Telco, validating that all lines are portable, issuing the Port order and escalating/remediating any issues related to the Port.
- 7.6.5 **Installation** - Vendor will be responsible for placement and installation of all common control equipment, servers, gateways, telephones, paging amplifiers and associated equipment, speakers, clocks and central controller and all other proposed/supplied hardware that is included in the Solution, as may be relevant for Premise or Hosted providers.
- 7.6.6 **Removal of Equipment** – Vendor will also be responsible for removing the old (existing) telephone sets, placing them into box cartons, and returning them to a central PPSD site.
- 7.6.7 **Interconnection** – For Premise solutions, Vendor will be responsible for interconnection of all newly supplied equipment, including patch cords, patching, cross-connecting, plugging, Telco terminations, specialty wire harnesses, Amphenol tails, toning of analog cable, any required analog station patch panels or termination blocks, and any additional cables or wires required to connect the new telephone system to PPSD’s house cable.
- 7.6.8 **Software Version** – Vendor will implement the most recent and stable version of all supplied software. If the manufacturer releases a software update to fix flaws, bugs, or security during the installation timeframe the Vendor will update PPSD’s system at the earliest reasonable opportunity during a scheduled maintenance window. This maintenance window will be scheduled after hours for service impacting upgrades to an operational and partially deployed system at no extra cost to PPSD.
- 7.6.9 **Project Plan** – Vendor must create a master project schedule, along with a work responsibility matrix, identifying the tasks the Vendor will perform and the tasks PPSD is expected to perform to successfully implement the new system.
- 7.6.10 **Security** – PPSD requires that security compliance protocols be always followed. This may require some or all the following:
- 7.6.10.1 Vendor employees being escorted to all work areas on PPSD premises.
  - 7.6.10.2 Examination and certification of installed systems, programs, applications, and platforms (possibly in a PoC or Sandbox environment) for compliance with PPSD security requirements and protocols.
  - 7.6.10.3 Individual background checks of Vendor/Manufacturer/SP employees working on solution installation.
  - 7.6.10.4 Other factors deemed necessary by PPSD CISO and management.

**Response:**   ☐ **Comply & Included**   ☐ **Partial Comply & Included**   ☐ **Option Priced, Not Included**   ☐ **Do Not Comply**

## **7.7   SIT AND UAT SOLUTION TESTING**

- 7.7.1 **UT and SIT** – 1 to 2 weeks prior to UAT testing, Vendor will complete Unit Testing (UT) of individual solution components, as well as System Integration Testing (SIT) between various parts of the Vendor provided solution and the PPSD provided network. SIT should follow

Vendor/Manufacturer/Service Provider best practices but be at least as comprehensive as the UAT test plan to ensure that UAT testing will be successful. Vendor will test all parts of the Solution to manufacturer and vendor supplied test plans and correct all defects prior to UAT.

- 7.7.2 **UAT** – Vendor will provide a draft a User Acceptance Test (UAT) test plan which Communications Strategies and PPSD will review and edit to confirm the operation and resilience of all applications to the requirements specified in the RFP.
- 7.7.3 Vendor shall have a lead technician and adequate support staff ~~onsite and~~ available for UAT system testing at least 2-3 weeks prior to going live with the Solution.
- 7.7.4 Vendor will provide training to UAT testers so that they know how to use the system during the testing process.

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response

## **7.8 TRAIN THE TRAINER**

- 7.8.1 Vendor will conduct training sessions to the PPSD training team to enable the team to be able to conduct training classes on their own with minimal support from the Vendor. These Train the Trainer session will consist of at least the following:
  - 7.8.1.1 User Training – basic telephony
  - 7.8.1.2 Power User Training – advanced features including Unified Communications
  - 7.8.1.3 Administrator training on paging system
  - 7.8.1.4 Administrator training on clocks and bell system
  - 7.8.1.5 Administrator training on phone system
  - 7.8.1.6 Help Desk Support team training including recommended troubleshooting techniques and tools.

## **7.9 USER TRAINING - OPTION**

- 7.9.1 **Remote Training Requirements** - The successful Vendor should provide optional pricing to conduct direct end user training for all employees. Specify what training plan you have quoted and where you might recommend alternate strategies from our requested Scope of Work.
  - 7.9.1.1 Training classes can be mid to large group (20-50 people per session) live webinar format sessions that allow for some user questions back to the presenter but does not have to provide individualized support for each user.
  - 7.9.1.2 Training should leverage a mainstream conferencing provider, or the new UC being installed so that Client does not have to install new software on all user's computers to attend the training.
  - 7.9.1.3 Basic telephony classes should not exceed 60 minutes (45 minutes preferred)
  - 7.9.1.4 All users will require training on the Solution including telephones, softphones and all installed applications
  - 7.9.1.5 CC agents and supervisors should receive additional CC specific training in at least 2-3 separate groups to allow for 'coverage' during training.
  - 7.9.1.6 Operators, Department Answer Points, and power users should receive additional advanced feature training.

- 7.9.1.7 Training sessions must be recorded for participants that cannot attend the training live, and presented in editable format so that Client can splice or modify the session as needed.

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 7.10 TRAINING MATERIALS AND TRAINING SUPPORT

- 7.10.1 **For both User training or Train the Trainer** - vendor will provide a training curriculum, training program, as well as training materials. Vendor will prepare a 1-2 page Quick Reference Guide handout that shows how to use the most commonly used features of the Solution, including the phone system, voicemail, UC, paging, bells, etc. Training materials must be provided in soft copy, and all rights to the training materials will pass to PPSD once provided.
- 7.10.2 **Computer Based Training (CBT)** – Specify what generic or manufacturer/service provider computer-based training materials and videos are available and whether they are included in the proposed price.
- 7.10.3 **PPSD Specific Training Videos** – Upon request of PPSD, Vendor will allow recording of training classes so that PPSD can generate relevant videos for posting to PPSD intranet.
- 7.10.4 **Knowledge Base and FAQ** – Vendor will provide documentation that client can use for future new hires, as well as to populate an in-house online Knowledge Base or Wiki. Additionally, Vendor will support PPSD in generating and answering Frequently Asked Questions that will also be posted to the Knowledge Base.
- 7.10.5 **System Administration** training must be provided according to the specifications provided in the System Administration section.
- 7.10.6 Please state your intended compliance with the section above.

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 7.11 CUTOVER COVERAGE

- 7.11.1 Cutover to the new Solution should not impact users during PPSD's normal working hours or disrupt usage of the current telephone platforms. Cutovers will therefore need to be completed after hours for service-impacting events.
- 7.11.2 The implementation of the Solution will be accomplished in a phased approach over a multi-month schedule according to a mutually agreed upon project plan described in the scope of work.
- 7.11.3 Number porting will be a coordinated effort between PPSD, Vendor, and Com-Strat personal based on the aforementioned project plan.
- 7.11.4 For each location cutover, all required key personnel will be in attendance, including Vendor's lead system engineer, system programming resources, troubleshooting personal, and others as needed. These personal will be available for the entire duration of the migration.
- 7.11.5 The Vendor's project manager and implementation team will personally coordinate remediation until all reasonable punch-list items are resolved. Engineer and project manager will provide programming modifications, escalations to provider, MACs for small changes, trouble ticket prioritization in coordination with PPSD cutover resources.

- 7.11.6 Vendor will provide Hyper support for 5 days after each cutover (or longer if issues persist). This support would allow PPSD to bypass the post support organization and receive support directly from the Vendor's installation project team.
- 7.11.7 After reasonable punch list items are resolved, additional issues will be moved to an exception list and will be tracked by Vendor with an action plan, responsible person, and deadline for completion. Vendor will provide daily updates on the remaining exception list items.
- 7.11.8 State intended compliance with the requirements above and provide any other best practices or alternate methodologies that you believe would benefit PPSD. In your response, state whether you have included at least our minimum requirements in your pricing, and whether your additional recommendations are also included in the pricing.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

## **7.12 SYSTEM ACCEPTANCE**

- 7.12.1 System acceptance will be defined as follows:
- 7.12.1.1 All Solution components installed, and all core Solution applications and functionality deployed.
  - 7.12.1.2 Certain advanced features and applications may be deployed later upon PPSD preference at the end of the project, in which case they should be installed and tested before System Acceptance.
  - 7.12.1.3 All training completed.
  - 7.12.1.4 All installation issues resolved to PPSD satisfaction.
  - 7.12.1.5 System Administrator and Help Desk training provided that will allow PPSD to manage the Solution.
  - 7.12.1.6 PPSD may agree to system acceptance with a mutually acceptable exception list.
  - 7.12.1.7 All as built documentation has been provided to the district related to the phone system, paging system, and clocks and bells.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

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

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:



## 8 WARRANTY, MAINTENANCE AND SUPPORT

### 8.1 WARRANTY AND MAINTENANCE

8.1.1 **ALL** hardware, software, other Solution elements, professional services and installation labor provided by the Vendor, Manufacturer or Service Provider must be covered by a 1-year warranty and/or first year maintenance/support plan, and additional years should include Warranty/Maintenance Support (including parts and labor or onsite support if required).

8.1.1.1 What is the Solution's standard warranty period on hardware, software, installation, and professional services without the purchase of additional maintenance or warranty?

8.1.1.2 Is post implementation warranty/maintenance support provided by the Vendor, the Service Provider, or the Manufacturer?

8.1.1.3 Which of the maintenance options available (Vendor vs. Manufacturer, and which service level) has been included in the base pricing for 1<sup>st</sup> year Warranty and continual Maintenance support? Why was this level of support proposed?

8.1.1.4 All maintenance during the warranty period and under any maintenance agreements shall be performed by Solution certified personnel that are full time employees of a Manufacturer/Service Provider Certified Vendor.

8.1.1.5 Provide Option pricing on Schedule A to improve the proposed maintenance/warranty to the next best Tier, especially to allow for shorter repair SLA.

8.1.1.6 Warranty/maintenance/support must be included in any recurring charges for the Solution. Note that PPSD requires a minimum of 1 year warranty, and this must be added to the base price and standard warranty provided.

8.1.1.7 Are there any aspects of the Solution that will not be warrantied? Briefly describe the options available, the cost per year (if it is priced separately), and what is covered.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

8.1.2 The District is interested in a three year extended warranty. Where indicated on Schedule A, provide optional pricing for three-year extended warranty.

8.1.3 Warranty and maintenance should be covered by 24 hours X 7 days X 4 hour repair Service Level Agreement on all proposed hardware, software, hosted services, professional services, and other Solution elements except for physical phones and speakers which can be provided from onsite service spares and replaced by the vendor by RMA within 2-5 business days.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

8.1.4 Describe the process for opening a ticket, monitoring the status of a ticket, escalating an emergency ticket, the cadence of updates from the Provider on Critical and Normal priority tickets. Describe any portals or reports where PPSD can view past or current service calls and moves/adds/changes with detailed resolution notes.

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

8.1.5 Please describe your ability to provide routine system monitoring to assure the continued operation of all system components.



- 8.1.5.1 Will the Vendor or Service Provider automatically notify PPSD if there is a fault detected in the Solution that might affect PPSD? What method (phone, SMS, email, escalation trees), and how often during the incident response will the service provider provide updates to Customer?
- 8.1.5.2 Is there a system health web page that shows the status of all Provider systems, both globally and as related to the Customer's system?
- 8.1.5.3 Alarms – Describe the system alarms and alarm notification available from each sub-system in your Solution.
- 8.1.5.4 Will the Solution automatically open tickets with the Service/Maintenance Provider for proactive resolution, or does the PPSD have to open a ticket upon noticing a fault?

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 8.2 PREMISE WARRANTY QUESTIONS

- 8.2.1 The manufacturer must provide software updates to address security flaws in the OS and applications at no additional cost (other than labor to implement) during the warranty and maintenance period.
  - 8.2.1.1 How does your company provide future software releases, including security patching as part of the Solution or the maintenance package? Who will do OS upgrades? Briefly describe the process for installing a software update and reverting to a previous software load if required. Specify for each major component proposed.
  - 8.2.1.2 After installation of an update, will the system need to reboot, or can these upgrades take place in an online environment? Is it possible to perform a software upgrade on a standby/redundant processor and then force a failover to minimize down time during a software upgrade? Can the 2<sup>nd</sup> processor stay on the old software level in case you need to revert to the previous software level?

**Response:** ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 8.3 CLOUD WARRANTY QUESTIONS

- 8.3.1 Upgrade Notification – How will PPSD be advised of additional software updates/patches/upgrades that will be made to their production environment that could potentially be service impacting?
  - 8.3.1.1 How much notice, what is the outage window, and how often are updates/upgrades rolled out?
  - 8.3.1.2 How much notice, and what is the outage window for critical fault repairs?
  - 8.3.1.3 Can PPSD opt out of software updates, or schedule it at PPSD's discretion? Will PPSD have the ability to forgo or delay updates and feature enhancements?
  - 8.3.1.4 How will PPSD be notified of feature/functionality updates that do not require a full upgrade to the system?
  - 8.3.1.5 Will updates and new versions of the Solution be provided first to a Dev/Test Environment so that PPSD and 3<sup>rd</sup> party suppliers can perform regression and integration testing of all PPSD customizations and integrations?

- 8.3.1.6 What times will service impacting changes be made to PPSD's hosted environment? How often is the system upgraded each year? What are the impacts to the customers and agents during these upgrade periods?

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 8.4 SERVICE LEVEL AGREEMENT

- 8.4.1 What are the standard Service Level Agreement associated with your solution?

- 8.4.1.1 How does the SLA define uptime/availability, priority level for tickets, response time interval, status update intervals, mean time to repair (MTTR) targets, etc.?
- 8.4.1.2 What SLA are provided for each Priority Level or severity of outage?
- 8.4.1.3 Are SLA only for uptime/availability, or are there SLA for quality/performance such as Mean Opinion Score (voice quality), jitter, packet loss, etc.?
- 8.4.1.4 What SLA are available for any Telco services (PSTN/LD/TF) and Carrier services (Circuits, backbone, WAN)?
- 8.4.1.5 When do timers start for SLA attainment, when the problem starts, when it is reported by the client, or when it is proactively identified by the Service Provider?
- 8.4.1.6 What escalation paths and timeframes are available if SLA's are not being met on a specific ticket, or generally in the contract?
- 8.4.1.7 What SLA are available for MAC (Moves, Adds, Changes), and how long will it take to get quotes on small/large projects?
- 8.4.1.8 What automated reports are available to show Service Level Agreement objective attainment?
- 8.4.1.9 What Service Level Credits and Penalties for non-performance are included with the Solution? Will Credits be issued proactively without PPSD having to request the credit?
- 8.4.1.10 What Governance mechanism is included in the Maintenance and Support contract for ongoing regularly scheduled performance reviews?
- 8.4.1.11 Copy relevant contract SLA, Performance Guarantee, and Penalty terms directly below. (Do not provide a link/reference to a generic web document where it is difficult for us to determine which SLA are relevant for the proposed Solutions.)

Response: ☐ Comply & Included ☐ Partial Comply & Included ☐ Option Priced, Not Included ☐ Do Not Comply

Response:

## 8.5 GENERAL CONDITIONS

The following conditions are typical for similar projects. If Vendor must take exception with any of the conditions below, please copy a blue "Response" line to the appropriate spot, fully explain your objection, and suggest an alternative.

Providence Public Schools may choose to seek clarifications from vendors with regard to their proposals. All responses will be provided in writing, and incomplete and/or unclear responses may result in a proposal being deemed technically unacceptable. Providence Public Schools reserves the right to make a selection without requesting clarification. Additionally, Providence Public Schools may not necessarily seek clarifications from all vendors submitting proposals.

### **8.5.1 Not An Offer to Contract**

This RFP is not an offer by PPSD to enter into a contract under these or any other terms. Acceptance of a proposal neither commits PPSD to award a contract to any Vendor, even if all requirements stated in this RFP are satisfied; nor limits PPSD's right to negotiate in its best interest. PPSD reserves the right to reject all proposals and not make a decision, or to contract for only a portion of the project. PPSD shall have the right to modify the terms of this RFP, and to make its selection decision on any basis, in its sole discretion. All costs for proposal preparation are the responsibility of the Vendor. All RFP responses become the property of PPSD upon submission.

### **8.5.2 Complete Response**

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

### **8.5.3 Addenda**

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

### **8.5.4 Valid Period of Offer**

The pricing, terms, and conditions stated in the RFP Response must remain valid for 4 months from the due date of the response in order to finalize a decision and enter into contract. Thereafter, pricing should remain fixed for the term of the contract.

### **8.5.5 Inclusive Pricing**

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

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

### **8.5.6 "Option" Pricing**

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

### **8.5.7 Scope of Work**

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

Vendor's final Scope of Work will not be able to capture every action item, deliverable, or responsibility of each party. If an action item is not listed in the SoW but is reasonably required in order to meet the

requirements and specifications of the RFP, it will be assumed to be included at no extra charge and the responsibility of the Vendor if it relates to the hardware, software or services being provided by the Vendor. If an action item is not listed and is solely related to the inner workings of PPSD's LAN/WAN, IT network, or business processes, it will be assumed to be delivered by PPSD (but with Vendor support and consultation).

#### **8.5.8 Joint Response**

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

#### **8.5.9 Sub-Contract of Work**

Vendor must disclose if they intend to sub-contract any portion of the work required under this RFP response. Sub-contractors must be chosen prior to submitting a bid and their abilities will be assessed as well as those of the Vendor. PPSD will contract directly with Vendor and Vendor will be completely responsible for the completion of all facets of this RFP (even if sub-contracted to others by the Vendor). If Vendor sub-contracts work without prior disclosure or changes the designated sub-contractor to a firm that PPSD reasonably objects to; this will be considered a breach of contract and PPSD may, at its sole discretion, terminate the contract. Vendor will be paid only for actual beneficial work completed to that point and PPSD will pay no penalties for cancelling the contract. Please note below if any work will be sub-contracted, which work, to whom, and the percentage of the total proposal being sub-contracted.

#### **8.5.10 Assignment**

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

#### **8.5.11 Right of Refusal**

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

#### **8.5.12 Insurance, Liability, and Indemnification**

The successful Vendor is liable and responsible for any damage to the premises (e.g., floor, walls, etc.) or personnel caused by Vendor personnel or equipment during installation and is responsible for the removal of all project-related debris.

The Vendor shall, at Vendor's expense, procure and maintain satisfactory levels of insurance as described in the "Providence Schools Insurance requirements" that has been included in the RFP package.

#### **8.5.13 Permits**

The Vendor shall obtain and pay for any permits and licenses required for the performance of the work, post all notices required by law, and comply with all laws, ordinances and regulations bearing on the conduct of the work, as specified herein. On any work which requires an inspection certificate issued by

local authorities, National Board of Fire Underwriters, or any other governing body, such inspection certificate(s) shall be obtained by and paid for by the Vendor. The chosen Vendor shall procure all required certificates of acceptance or of completions issued by the state, municipal or other authorities and must deliver these to PPSD.

#### **8.5.14 Seismic Requirements**

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

#### **8.5.15 Single Point of Contact**

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

#### **8.5.16 On Time Performance**

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

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

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

#### **8.5.17 General Guarantee**

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

#### **8.5.18 Intellectual Property Rights and Copyright**

Inasmuch as this RFP document represents the core business offering of Communication Strategies, Com-Strat LLC retains ownership of the RFP document template. This document may not be used in whole,

or in part, outside of this particular RFP engagement with PPSD, nor disclosed or given to any other party for their use. PPSD and the Vendor are granted unrestricted rights to use this document in procuring and responding to this RFP.

#### **8.5.19 Terms and Conditions Acceptance**

Please note below your acceptance and intended compliance with the Terms and Conditions above.

**Response:**   ☐ **Comply & Included**   ☐ **Partial Comply & Included**   ☐ **Option Priced, Not Included**   ☐ **Do Not Comply**

Response:



## 9 ATTACHMENTS

**Vendors are instructed to follow the detailed instructions in the RFP. This section/checklist summarizes the documents required in the Vendor response. Please name the document files according to the Number and Title below so that they we can find the appropriate document in numeric order.**

### 9.1 REQUIRED RESPONSE DOCUMENTS

**The following documents will be provided in soft copy to all Vendors. Vendors should provide their responses inline and return their response documents.**

- 9.1.1 Request for Proposal Response – This Document with inline Vendor Responses (Microsoft Word)
- 9.1.2 Schedule A – RFP Pricing Worksheet (Microsoft Excel)
- 9.1.3 Schedule B – RFP Counts and Capacities Site Summary (MS Excel)
- 9.1.4 Schedule C – RFP Features and Functionality Requirements Summary (MS Excel)
- 9.1.5 Copies of all issued Addendum to the RFP with Vendor compliance noted.

### 9.2 REQUIRED RESPONSE ATTACHMENTS

**Vendor must provide the following required documents with their response:**

- 9.2.1 Itemized Solution Proposal or Bill of Material and Services with pricing
- 9.2.2 Signed “Vendor RFP Authorization”
- 9.2.3 Vendor Provided Solution Diagram (Visio and/or PDF)
- 9.2.4 Manufacturer’s Comfort Letter of Support

### 9.3 REQUIRED DOCUMENT SAMPLES

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

- 9.3.1 Sample Vendor and/or Service Provider Contract and any/all other contract documents required by Vendor.
- 9.3.2 Sample Vendor Scope of Work
- 9.3.3 Manufacturer Software License Agreement and/or Service Provider Acceptable Use Policies
- 9.3.4 Warranty and/or Maintenance Agreements and Service Level Agreements
- 9.3.5 Sample Installation Project Plan
- 9.3.6 Sample User Acceptance Test (UAT) Plan
- 9.3.7 Sample System Traffic and Peak Hour Reports
- 9.3.8 Sample VoIP Readiness Report

**Indicate your compliance in providing all required documents.**

**Response:** ☐ **Comply & Included** ☐ **Partial Comply & Included** ☐ **Option Priced, Not Included** ☐ **Do Not Comply**

Response:

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**OWNER'S INSURANCE  
REQUIREMENT**

The Vendor shall carry insurance coverage as specified below for not less than the following limits, unless a greater amount is required by law.

1. Workers Compensation Insurance, with Employers Liability Insurance, as required by law or the limits set forth below, whichever is greater:

\$500,000 Bodily Injury by Accident

\$500,000 Bodily Injury by Disease-Each Employee

\$500,000 Bodily Injury by Disease-Policy Limit

2. Commercial General Liability Insurance, with limits not less than:

\$1,000,000 Each Occurrence

\$1,000,000 Personal Injury Liability

\$2,000,000 General Aggregate

\$2,000,000 Products/Completed Operations Aggregate

3. Auto Liability Insurance, with limits not less than:

\$1,000,000 Combined Single Limit of Liability

4. Umbrella Liability Insurance

\$5,000,000 Each Occurrence

\$5,000,000 General Aggregate

\$5,000,000 Products/Completed Operations Aggregate

5. Environmental Liability Insurance, with limits not less than:

\$2,000,000 Each Claim

\$2,000,000 Aggregate Limit

Certificate Holder shall read as:  
Providence Public School District  
797 Westminster Street  
Providence, RI 02903

Further, the City of Providence, as well as Providence Public School District, shall be included as Additional Insured on all policies except Vendor's workers' compensation policy. Policies with respect to which the Owner is an additional insured shall include an endorsement that the Vendor's insurance is primary and the Owner's insurance is secondary with respect to covered losses.