

MONTVILLE BOARD OF EDUCATION

MONTVILLE BOARD OF EDUCATION
800 OLD COLCHESTER ROAD
OAKDALE, CONNECTICUT 06370
(860) 848 1228

REQUEST FOR PROPOSAL SPECIFICATION FORM
PROPOSAL #2021/05-15- VOICE OVER IP SYSTEM

The Montville Board of Education reserve the right to reject any and all proposals, or separate parts thereof, requested herein before. When items are mentioned by a particular brand, substitution of equal quality items will be considered only if the proposed substitution is clearly stated. When a PROPOSER fails to so identify a proposed substitution, it will be assumed that he is making a PROPOSAL on the exact item requested.

The Montville Board of Education & Town of Montville are exempt from the payment of Federal Excise Taxes and Connecticut Sales and Use Tax according to State Statute. Such taxes must not be included in PROPOSAL prices nor added to any items specified.

INSTRUCTIONS ON PROPOSAL DEADLINES AND REQUIREMENTS:

PROPOSAL #2021/05-15 – VOICE OVER IP SYSTEM

TYPE OF PROPOSAL: SEALED PROPOSAL VENDOR QUOTATION #: _____

PROPOSAL CLOSURE DATE: Received Until: Friday, June 11th, 2021 – 10:00 AM

LOCATION TO FORWARD PROPOSALS:	Kathy Lamoureux Business Manager Montville Board of Education 800 Old Colchester Road Montville, CT 06370
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PROPOSAL SECURITY: Required Not Required _____

PREVAILING WAGE: See Wage Rates, Section 9, Page 4.

FORMS TO COMPLETE PROPOSAL: Submit 5 copies of: this Cover, the Specification Tabulation Sheet, the Financial Statement (1.17) of the Specifications and the System Features (1.20) of the Specifications.

IDENTIFY ENVELOPE:

PROPOSAL # 2021/05-15 VOICE OVER IP SYSTEM

LENGTH OF TIME PRICES WILL BE HONORED: _____

STATE ESTIMATED DELIVERY DATE:

STATE ESTIMATED COMPLETION DATE: _____

I have read and understand the PROPOSAL requirement of this PROPOSAL specification included for my review herein:

Signature of Company Representative *Date*

PRINTED NAME AND TITLE: _____

COMPANY: _____

ADDRESS: _____

TOWN: _____ STATE: _____ ZIP: _____

TELEPHONE NUMBER: _____ FAX NUMBER _____

Please return FIVE Submit 5 copies of: this Cover, the Specification Tabulation Sheet, the Financial Statement (1.17) of the Specifications and the System Features (1.20) of the Specifications when submitting your PROPOSAL. Thanks!



INVITATION TO BIDDERS

**Montville Public Schools, CT
April 30, 2021
VOIP – Telephone Solution
800 Old Colchester Road, Oakdale, CT 06370**

You are invited to submit a proposal for providing materials and installation services for the phone systems for the Montville Public Schools. The Town of Montville schools are seeking proposals to upgrade the current phone system an on-premises based voice over IP (VoIP) telephony system. The telephone system will be designed to support SIP trunks for internal and external calling, locally survivable PBX devices, and IP based classroom, office, and conference handsets. The selected vendor will also be required to upgrade category 3 cabling to category 6 cabling where required.

The selected vendor will provide a turnkey migration from the current analog service provider to a hosted SIP provider. The vendor will provide three (3) options for SIP service providers.

Proposal Structure-

The proposal will consist of four (4) main sections-

Section 1- Telephone system hardware and installation

Section 2- Structure cabling

Section 3- SIP provider proposals

Section 4- Ongoing maintenance and support

A **mandatory** pre-proposal conference will be held on:

**Friday, May 14th, 2021 at 8:00 AM
Montville Public Schools
Office of the Superintendent
800 Old Colchester Road
Oakdale, CT 06370
860-848-1228**

The sealed proposals will be received at the Montville Board of Education, Office of the Superintendent, Attn: Kathy Lamoureux, Business Manager, 800 Old Colchester Rd., Oakdale, 06370 until **10:00 am on June, 11th 2021**. Proposals transmitted by facsimile will not be accepted. All Proposals must be in a sealed envelope. Each envelope is to be marked on the front with the name of the project and the Proposer.

Any questions should be directed to be emailed to Nicholas Savoie, Director of Technology, at (nsavoie@montvilleschools.org), no later than **4:00 pm on May 21st, 2021**.

No Proposal will be accepted after the deadline for Proposals and no Proposer may withdraw his Proposal within 120 days of opening thereof. The Montville Public Schools reserve the right to waive any informality or to reject any or all Proposals when such action is deemed in the best interest of the Montville Public Schools.

Non-discrimination in Employment: Proposers on this project will be required to comply with the President's Executive Order No. 112246.

Information for Proposers

1. TAX EXEMPTION – Purchase of materials for this project are exempt from Connecticut sales tax.
2. PROPOSAL BOND – A 5% Proposal bond is required for this project. Any Proposal may be withdrawn by the Proposer prior to the time scheduled for receipt of Proposals. No Proposal may be withdrawn within 120 days of the Proposal opening.
3. PRE-PROPOSAL MEETING – There will be a pre-proposal meeting on **FRIDAY, May 14th, 2021 at 8:00 AM at the Montville Public School, Office of the Superintendent, 800 Old Colchester Road, Oakdale CT 06370**. Any questions should be emailed to Steve Carroll at scarroll@montvilleschools.org.
4. QUALIFICATION OF PROPOSERS – The Montville Public Schools may make such investigations as it deems necessary to determine the ability of the Proposer to perform the work and the Proposer shall provide the Town/Schools with any information requested for this purpose. It is expected that prior to award one or more vendors will be requested to make presentations to the selection committee. The Montville Public Schools reserve the right to reject any Proposal if the investigation of such Proposer indicates that the Proposer is not qualified to complete the project or has previously failed to properly perform or complete on time any contract. **ANY EMPLOYEE WORKING IN A MONTVILLE PUBLIC SCHOOL BUILDING MUST SUCCESSFULLY PASS A BACKGROUND CHECK.**
5. RIGHT TO REJECT PROPOSAL – The Montville Public School reserve the right to reject any or all Proposals to waive minor irregularities in the bidding and to select other than the lowest bidder if deemed in the best interest of the district. Any Proposal which contains any omissions, alterations of form, additions or alternates not called for, erasures or corrections, or any irregularities may be disregarded or rejected as improper except that the Town and Schools may waive any defects or irregularities. **Any Proposals that are submitted or received after the scheduled closing time for receipt of Proposals will be rejected.**
6. ACCEPTANCE AND AWARD OF CONTRACT – Acceptance of Proposal will be by notice in writing signed by the Superintendent of Schools and mailed to the address designated in the Proposal form. The judgement of the award by Montville Public Schools shall be final.
6. INSURANCE – The Montville Public Schools will not enter into Agreement with the Contractor for any work under this project until required insurance as detailed under SPECIAL CONDITIONS has been obtained and the Montville Board of Education has received certificates of insurance, nor shall the Contractor permit any subcontractors to commence work until similar insurance has been obtained and the Montville Board of Education has received certificates of insurance. All policies shall hold harmless the Montville Board of Education

and their agents shall be named additional insureds. Each insurance certificate shall contain a statement by the insurance carrier not to cancel the policy except upon (30) days notice to the Montville Board of Education.

8. FAILURE TO EXECUTE CONTRACT – If the successful Proposer fails to execute the contract within twenty (20) days after the mailing of the Notice of Award of the Contract, then the Contractor shall be deemed to have refused to enter into the contract and to have waived all claims to the work. The Montville Public School shall then have the right to contract with the next acceptable Proposer to perform the work under this contract.
9. WAGE RATES – If applicable the contractor must be in full compliance with CGS Section 31-53 and 31-53(a) which applies to each contract for the construction, remodeling, refinishing, refurbishing, rehabilitation, alteration, or repair of any public works project by the state or its agents, or by any political subdivision of the State, CGS Section 31-53 (g) provides monetary thresholds which must be met before the law is applicable. In accordance with CGS Section 31-53, projects are subject to the payment of minimum prevailing wages where the total cost of all work to be performed by all contractors and subcontractors in connection with new construction of any public works project is \$400,000 or more and where the total cost of all work to be performed by all contractors and subcontractors in connection with any remodeling, refinishing, refurbishing, rehabilitation, alteration or repair of any public works project is \$100,000 or more. For qualifying projects, all contractors and subcontractors shall submit to the Finance Department certified weekly payrolls for all contracts meeting the stated monetary limits. The certified payrolls shall be submitted to the Finance Department with the contractor's monthly certificate for payment. The contractor should familiarize themselves with all aspects of the provisions under state law in order to ensure full compliance.
10. 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 and specified herein. On any work that requires an inspection certification issued by local authorities, or any other governing body, such inspection certificate(s) shall be obtained by and paid by the vendor. Upon completion the vendor must deliver inspections to the Montville Public Schools.
11. PAYMENTS AND FINANCING - A payment schedule, as agreed to by the Montville Public School shall be part of the Agreement. The Montville Public School will not make any pre-payments prior to deliverables. Retention of 10% will be withheld until 30 days following final acceptance. Vendor shall include a direct purchase agreement along with lease/purchase or other payment plans, 0% financing, etc. which are available for terms of 3, 5 and 7 years. Lease purchase agreements shall include annual buyout amounts projected throughout the life of the lease. No additional charges will be paid by the Montville Public School unless expressly included and itemized in the response to this invitation for proposal or authorized through properly executed contract change orders. After an analysis of all proposals the School will determine the method of funding. The Montville Public School reserves the right to obtain third party funding.

PROPOSAL SPECIFICATIONS

PROPOSAL #2021/05-15 – VOICE OVER IP SYSTEM

Sealed proposals are due on or before **FRIDAY, June 11th, 2021 – 10:00 AM** at the central office of:

**Montville Public Schools
Office of the Superintendent
Kathy Lamoureux
800 Old Colchester Road
Oakdale CT 066370
860-848-1228**

Each PROPOSAL should be clearly marked (example):

Kathy Lamoureux - 2021/05-15 – VOICE OVER IP SYSTEM

CONDITIONS FOR PROPOSAL

1. The Montville Board of Education reserve the right to reject any proposals if it is deemed to be in the best interests of the Montville Board of Education and its students.
2. The Montville Board of Education reserve the right to grant an award in total or for any part thereof for the items or services being PROPOSED. In addition, the Board of Education reserve the right to award this PROPOSAL as a package in conjunction with other proposals for similar services/supplies/equipment. The Board of Education, reserve the right to award **with preference** to State of Connecticut contract holder. In evaluating the RFP's, a significant amount of preference will be given to companies who:
 - 1) have worked with hosted SIP provider services
 - 2) configured resilient phone systems capable of local survivability
 - 3) have excellent references from current clients preferably in an educational setting.
3. The submission of a PROPOSAL shall be conclusive evidence that the PROPOSER has satisfied himself as to the requirements of the PROPOSAL specifications and any controlling conditions which may exist.
4. PROPOSER may not withdraw their PROPOSAL for a period of 60 days from the date of PROPOSAL opening. The Board of Education, and the PROPOSER may mutually agree to extend the time limit.
5. In determining the ranking of responsible Proposals, the Board of Education may consider, in addition to price, the quality, availability and type of items, the experience of the PROPOSER, the sufficiency of the financial resources of the PROPOSER and the reputation of the PROPOSER for ability, integrity, judgment and performance, as well as the ability of the PROPOSER to provide future service/supplies/ equipment.

7. It is anticipated that the project will commence in the current fiscal year and continue into future years, but the Board of Education reserve the right to cancel or alter this contract because of enrollment changes, budget consideration or unforeseen circumstances which require a change.
8. All PROPOSED prices are to include the complete costs, which includes shipping. All deliveries must be made prepaid and must be delivered to the location subsequently designated on the purchase orders at no cost over and above the PROPOSAL price indicated in your PROPOSAL. Deliveries must be made inside building indicated. In no case will we collect shipments or accept sidewalk deliveries. A packing slip shall be included in each shipment. All packages must be clearly marked as to content and recipient.
8. **EQUIPMENT:** When proposing an item, indicate the Brand and Model identification on the PROPOSAL specification sheets. The Montville Board of Education reserves the right to request equipment samples on specific items.
10. **SUBSTITUTIONS:** Indicate on the Specification Sheet substitutions identified by name or catalogue number and the net difference in cost to the Montville Board of Education. Listed substitutions will be considered for approval only after the award of contract; the Board reserves the right to require the originally specified material or equipment at the price submitted by the PROPOSER in his PROPOSAL, notwithstanding the fact that the PROPOSER may have based a price for a specific item on a proposed substitution. In this regard, the determination shall be made in good faith, on the basis of the quality and type of the article listed. Any benefit in price reduction due to a substitution shall accrue to the Board.
11. **FORM AND STYLE OF PROPOSAL:** All blanks on the Specification Form, except where otherwise requested, shall be filled in by typewriter or manually in ink.
12. **WARRANTIES:** Whenever an item or service is covered by a specified product or service warranty, such warranties must be submitted with the official PROPOSAL or quotation specification sheets. All such warranties shall inure to the benefit of the Montville Board of Education.
13. Provide descriptions of similar work with PROPOSAL documents.
14. See attached Specification Cover Sheet to be used.

NOTE: By Proposing on this contract the vendor agrees that any or all past clients may be contacted by the Montville Board of Education. The vendors Proposing on this contract also agree to release and discharge by Proposing on this contract for the vendor him/herself, his/her heirs executors administrators and assigns, release acquit and forever discharge the Montville School System, and its Board of Education, and all employees and any or all other persons, firms and corporations of and from any and all actions, causes of actions, claims or demands for damages, costs, loss of services, expenses, compensation, consequential damage or any other thing whatsoever, on account of, or in any way growing out of any former client contacted by the Montville Public School System obtain an opinion regarding any work performed by your company. The above release shall also include and apply to any former client contacted.

PROPOSAL SPECIFICATION TABULATION SHEET
PROPOSAL #2021/05-15 – VOICE OVER IP SYSTEM
Friday, May 14, 2021 - 10:00 AM

APPLICATION PROPOSAL:

Section 1- Telephone System	Description	Price
System hardware/software	Hardware and Software- Please attach detailed bill of materials including manufacturer, model, and quantity.	
Equipment buy back credit	Provide estimate regarding equipment buy back (if applicable)	
System set up costs	Delivery and any provisioning costs	
Installation	All labor associated with system installation	
Training	All labor and materials associated with training	
	Total Hardware and Installation	
Section 2- Structured Cabling		
Cabling to support new phone system	Provide time and materials related to cabling installation	
	Total Cabling	
Section 3- SIP Services		
Provider 1	Include service descriptions, overage charges, and any other related information. Price should be based on annual subscription	
Provider 2		
Provider 3		
Section 4- Ongoing Service/Maintenance		
Annual maintenance agreement	Provide description of included services and out of scope services	
Hourly support rate	If applicable, provide hourly support rate for out of scope activities, including emergency support	
Moves, adds, changes	Provide MAC hourly or activity-based rate	
Ongoing manufacturer license/support	Provide annual license and support estimate	
	Total Annual Support/Licensing	

ADDITIONAL INFORMATION:

COMPANY NAME: _____

The proposal must contain a fee schedule that includes, but not limited to, line items for equipment, licenses, warranties, installation, and training.

All costs associated with the proposal must be included in the bid. Montville Public School relies on the Vendor to assure that all charges to complete the VOIP system for the District and that there are no hidden costs or charges that will be incurred by Montville Public Schools. It is the vendors responsible to complete a review of existing system to provide a turn-key system at the end of the project.

DESCRIPTION OF EXISTING PHONE SYSTEM

The current system is Vodavi analog system. Each building is currently supplied with analog roll over lines for incoming and outgoing calls. The Vodavi system currently has one (1) auto-attendant configured per building location. Voicemail is currently managed by a standalone voicemail server. Current internal dial plan is a 3-digit plan. The dial plan will need to be modified to a 4-digit plan with the first digit as a building designation. Analog services for faxing, alarms, and other analog devices are not connected to this system and are “out-of-scope” for this migration. The Vodavi system currently integrates with the building paging systems. This integration will be part of the migration and the integrator will be responsible for configuring the new system for building paging.

The total phone count is-

- 85 office phones
- 299 classroom phones
- 7 conference phones
- 14 DSS consoles

Added Stock see chart

By service location-

Location	Office Phone Qty.	Classroom Phone Qty.	Conference Phone Qty.	Paging System	DSS
MHS	42	79	2	Rauland	2
Tyl	13	82	2	Dukane 125	6
Murphy	5	44	1	Rauland Telecenter	2
Oakdale	8	42	1	Telcor	2
Mohegan	10	37	1	Telcor	2
Palmer	2	15			0
Bus Depot	4	0			0
Added Stock	5	5	1		1

NETWORK ENVIRONMENT

Montville is currently in the process of upgrading the networking backbone to 10 gigabit. With the 10G implementation, a dedicated Voice VLAN will be created for interbuilding, and external SIP connectivity. At each building location, a separate Voice VLAN will be configured for telephone handsets. The Voice VLAN will also support end to end quality of service. The selected vendor will work with the Montville’s network team by providing QOS and VLAN specifications, but LAN configuration should not be included within the Proposal. Internet connectivity is currently provided by the Connecticut Education Network (CEN). Current internet speed is 1G, symmetrical, but is currently being upgraded to 5G, symmetrical. Montville

IT will work with the selected vendor to provide external IP addressing for SIP firewall and gateway equipment.

Integrator will be required to evaluate the Voice VLANs prior to system implementation to determine appropriate level of quality of service. Montville switches are support LLDP-MED. The integrator will supply all port and location information for Montville IT staff to program the switches for location-based E-911 services.

A network diagram is provided in Appendix A.

SPECIFICATIONS FOR PROPOSAL #2021/05-15– VOICE OVER IP SYSTEM

1.1 Workmanship

All Workmanship, Materials or Equipment, either at the Site or intended for it, shall conform in all respects with the requirements of all the Contract Documents, and shall be a strictly first class, workmanlike installation and the best obtainable from the crafts and trades. In all cases, the materials, equipment, and workmanship shall be equal to or better than the grade specified, and the best of their kind that is obtainable for the purpose for which they are intended. All Labor shall be performed by mechanics skilled in their respective trades. Prior to submitting a Proposal, the Contractor shall become familiar with the local labor conditions, skilled and unskilled.

1.2 Scope

The Contractor shall be responsible for providing all systems engineering, equipment, materials, fabrication, project management and supervisory labor personnel to ensure full and proper operations, in accordance with the intent of the Proposal specification, whether or not all of the items required for proper operation are specifically covered by these specifications.

1.3 Cleaning Up

The Contractor shall at all times keep the premises free from accumulation of waste materials or rubbish caused by Contractor's employees or subcontractors, and at the completion of the work shall remove all rubbish from and about the project and all tools, scaffolding and surplus materials and shall leave the work "Broom clean" or its equivalent, unless more exactly specified. In case of dispute, the Customer may remove the rubbish and charge the cost to the Contractor. The Contractor will make every effort to remove excess packing materials prior to arriving on site in order to minimize the amount of waste needing to be disposed of

1.4 Manufacturer's Guarantees

The manufacturer shall furnish a minimum five (5) year commitment, effective from date of accepted installation, for continued manufacture and manufacturer support for all products supplied as part of this system. In addition, the manufacturer shall agree to provide or arrange to provide maintenance by a properly trained supplier should the Contractor fail to fulfill its maintenance obligations. Proposers shall provide a written acknowledgment from the equipment manufacturer attesting to these commitments, to be submitted with the Contractor's proposal.

1.5 Manufacturer's Directions

Where it is required in the specifications that materials, products, processes, equipment, or the like be installed or applied in accord with manufacturer's directions, specifications or instructions, it shall be construed to mean that the said application or installation shall be in strict accord with instructions furnished by the manufacturer of the material concerned for use under

conditions similar to those at the job site. One (1) copy of such instructions shall be furnished to the Consultant and/or Customer with approval obtained before work is begun.

1.6 Installation

Contractor agrees to furnish all necessary cables, patch cords, interfaces, software, hardware, and labor with such other items as necessary to complete the installation and cross-connections of their systems.

The Contractor must furnish, at their sole expense, any and all additional hardware, software, and services which are discovered to be necessary to make the system operate to meet the Customer's requirements as stated, whether or not such items are specifically referenced in the final Contract Bill of Materials or Statement of Work.

Contractor shall have no duty or obligation to make any structural alterations to the premises to install the systems. The Contractor's work will be performed in a professional manner so as to provide minimal interference with Customer's operations at the premises. Customer shall permit reasonable use of, to the extent available to Customer, elevator service, heat, light, sanitary facilities, and electrical power in the premises. Customer agrees to allow access to the premises as shall reasonably be required for the purpose of installing the system.

1.7 Staffing

Contractor will assign a Project Manager and a back-up Project Manager or Installation Supervisor. Resumes of these individuals must be provided with the Proposal Forms. Customer must approve any changes to these assignments.

The Project Manager's responsibilities will include, but not be limited to:

- 1.7.1 Develop and maintain an implementation plan in close coordination with the Customer Project Manager and Consultant. Plan shall be kept up to date in Microsoft Project or comparable format.
- 1.7.2 Schedule and conduct regular status/progress meetings at the Customer premises.
- 1.7.3 Keep minutes of each meeting and distribute them electronically with an agenda at least one full business day prior to each regularly scheduled project meeting.

1.8 Standards

1.8.1 All of the work within the scope of this bid shall be performed in accordance with the applicable state, county and city laws and ordinances. The bidder shall be able to obtain all permits and licenses as required in addition to being a licensed contractor. All materials, supplies and equipment being furnished shall be installed in accordance with the latest version of the applicable standards of:

1. OSHA
2. Uniform Building Code
3. Americans with Disabilities Act (ADA)
4. Components of the system shall be of the type approved by Safety and Regulatory Agencies including:
 - a. Underwriters' Laboratories (UL), Inc.
 - b. Federal Communications Commission (FCC).
 - c. Agency approvals and UL Listing declare the system's design, components, and installation shall meet the highest standards.
 - d. System installation shall comply with UL 681 and UL 611.

5. The equipment shall comply with Part 68 of the FCC Telephone Requirements Rules.
6. All circuits and equipment shall be installed and protected according to the National Electric Code and any applicable local requirements.

1.9 Telephone Hardware Base Proposal (Complete features are available in Section 1.21)

1.9.1 Telephone Sets

1.9.1.1 All office desk telephone sets will be IP/SIP-compatible, with minimum 4-line display, 2-way speakerphone, 24 feature keys, POE powered with an internal 10/100/1000 Ethernet switch. Sidecar option to be specified for reception desks. All office desk phones are required to support either Bluetooth or other wireless headset options. Installer will provide five (5) additional office desk phones for spare use.

1.9.1.2 Classroom phones will be IP/SIP-compatible and support a minimum of 2 line appearances and minimum 8 feature keys with wall mount. Installer will provide five (5) additional classroom phones for spare use.

1.9.1.3 Conference Room Phones will serve rooms approximately 15x20' in size. Conference phones will be IP/SIP-compatible. Conference phones should have the option to connect external microphones, support multiple active participants, and have USB integration with PCs for Zoom/Teams microphone/speaker integration.

1.9.1.4 All IP phones- SIP-compatible (non-proprietary) with display, and 2-way speakerphone POE powered with an internal 10/100/1000 Ethernet switch. Support for hi-def audio codecs is strongly preferred. All phones- All phones SIP will be self-labeling.

1.9.1.5 All patch cables for handsets and wiring closets will be provided by the installer. It is requested that the installer supply one (1) six (6) foot patch cable, color purple, for each handset and connect VoIP device (PBX, SIP gateway, etc.) for wiring closet locations, and one (1) six (6) foot patch cable, color black, per office/conference room handset. The contractor will supply appropriate length patch cables, color black, for all wall mount and classroom phone locations.

All station cabling shall be properly dressed in a neat fashion that is acceptable to the owner. This shall include Velcro & nylon ty-wraps secured to the furniture and or racks, so that all cables are properly supported, protected from damage in an aesthetically pleasing fashion. Where necessary, cabling shall be protected by Wiremold or other raceway.

1.10.1 PBX Base Requirements

1.10.2 Analog interface for paging system integration.

1.10.3 Hardware and software needed to administer the system including capacity and performance reporting. Web based interface for programming.

1.10.4 The system must provide the functionality needed to comply with the Connecticut E-911 system, Ray Baum's Act, and all other applicable E-911 standards.

1.10.5 The system must provide internal E-911 enhanced notification, including location data and call information, to designated internal recipients via email and text message.

- 1.10.6 The system should have a centralized Call Detail Reporting (CDR) to report calls being made and received, including the origination
- 1.10.7 The system should have a softphone option to allow for remote calling from cell phones or computers.
- 1.10.8 The system should support remote survivability through the use of cellular or analog backup lines.
- 1.10.9 IP extensions should have the capability of reregistration on an alternate PBX in the event of a PBX failure.
- 1.10.10 Voicemail to email shall be in the form of a notification to end users. User should be directed to a voicemail portal for retrieval of the message. Voicemail files will not be attached to emails. Users should be provided with the ability to retrieve voicemail by calling into the system from an external phone line.
- 1.10.11 Each PBX will require a dedicated battery backup (UPS) capable of providing 30 minutes of runtime.
- 1.10.12 All SIP gateway hardware will be located at the Montville High School server room. A SIP firewall device, with redundant WAN connections, will be required as part of this configuration. Montville Public Schools will supply IPV4 external IP addresses for the configuration. The installer will be required to configure the firewall according to best practices, including but not limited to- restricting connectivity to the IP addresses of the SIP provider, logging and alerting, and any other manufacturer or industry best practices.
- 1.10.13 All network electronics must be installed using industry and manufacturer best practices. In addition, all electronics must be configured with-
 - Custom credentials- default usernames and passwords must be changed.
 - Firmware updates- all firmware must be on the most current general release.
 - Network time protocol- all devices must be configured with a centralized, consistent time source.
 - Legacy protocols such as Telnet and HTTP must be disabled. Only secure protocols such as HTTPS and SSH are permitted.
- 1.10.14 The installer will be responsible for configuring regular configuration and content backups of each PBX. At the completion of the installation, configuration backups will be provided to the owner.
- 1.10.15 The installer will provide options for telephone equipment buy back as part of this proposal.

1.11 SIP Service Requirements

- 1.11.1 The SIP trunk service will be capable of forty (40) simultaneous call paths.
- 1.11.2 SIP services must include unlimited, non-metered, domestic, and long-distance (US/Canada), calling plans. International calling is not required.

- 1.11.2 100 Direct Inward Dial (DID) numbers will need to be procured as part of this configuration.
- 1.11.3 Contractor will be responsible for porting of existing analog inbound/outbound numbers to selected SIP provider.
- 1.11.4 Call routing configuration must be configurable at the provider level. Options for call forwarding to alternative inbound numbers must be available to maintain emergency inbound call failover. Automated failover is not required.
- 1.11.5 SIP gateway and firewall will support WAN failover. Montville will be adding a backup internet connection to the High School for WAN failover.

1.12 Structured Cabling

- 1.12.1 Where applicable, the installer will be required to supply plenum rated Category 6 cabling to locations currently served by Category 3 cabling. The contractor will be required to terminate all cabling in the nearest IDF Location.
- 1.12.2 Each 4-pair cable will terminate in its own 8-pin modular T568B connector. It will be a continuous cable run from the work area location to the horizontal cross-connect located in the corresponding IDF. Splicing will not be allowed.
- 1.12.3 “J” hooks will be installed above the suspended ceiling to create a cabling pathway from the work area to the IDF location. All cable pathways will run parallel and/or perpendicular to the outside walls.
- 1.12.4 Surface mount raceway (Wiremold) will be installed, as needed, to properly protect and conceal the cables being installed.
- 1.12.5 The data cables will terminate on 24-port equipment rack mounted patch panels. These panels will be an 8-pin modular T568B Category 6 type. Patch panels are to be supplied as part of this bid.
- 1.12.6 Each faceplate or box and the end of each cable will be labeled with a consistent numbering system. Labeling will be done in a professional manner with (black on white, large font) printed labels.
- 1.12.7 All work described is to be done in compliance with NFPA-70 (National Electric Code) and necessary electric code.
- 1.12.8 Each Category 6 cable and pair will be tested at 250 MHz using a Microtest Omni II Scanner Test Set. This test performs a full range of tests and compares the results to the ANSI/TIA/EIA 568-B (Category 6) standard. Certification data will be provided for each cable run.
- 1.12.9 Warranty- All cabling shall carry a 1 Year warranty on cable, terminations, and installation.

1.12.10 Removal of existing cabling- Existing cabling to these locations will be removed as part of this project.

1.13 Proposer Alternative Options

Discuss any factors that you think Montville Public Schools should consider that might cause them to reconsider any of the design elements included in Sections 1.9, 1.10, 1.11, and 1.12. Describe any additional optional features and/or hardware/software that in your opinion will facilitate or enhance the operation of the Customer and include pricing information.

1.14 Installation Approach

Describe the approach and procedures to accomplish a successful cutover of this upgrade with minimal disruption. Address in detail:

1.14.1 Existing phone system documentation and discovery

1.14.2 Initial system configuration, burn-in, and testing. Include options and recommendations for both a one-time cutover and a phased-in approach.

1.14.3 Infrastructure integration and testing- Describe how the system will be tested including all functionality, call routing, call quality, and failover capability including the loss of commercial power, all redundant and non-redundant components, and the loss of SIP. Describe how E9-1-1 service will be tested.

1.14.4 Training- Describe the training approach for this project. Include administrative and end user training approach.

1.15 Installation Schedule

Provide a schedule detailing the steps required to install and implement the system. Assume that the contract is signed within thirty (30) days and the cutover occurs no later than ninety (90) days from the signing of the contract.

1.16 Project Manager Resume

Provide a detailed resume for the individual that will be responsible for acting as project manager on this installation.

1.17 Subcontractors

Provide the names and services to be provided by any subcontractors you propose to use on this project, with references.

1.18 Financial Statements

Provide a copy of the firms most recent audited financial statements.

1.19 Purchase Agreement

Provide a sample purchase agreement that you would propose to use as the starting point for negotiating a final purchase agreement.

1.20 Maintenance Agreement

Provide a sample maintenance agreement to commence after the warranty period has expired. The agreement must cover all hardware, all OS and application software; telephone need only to be covered under the manufacturer's warranty.

The Contractor will be responsible for the following:

- Analyzing and correcting a trouble once contacted by the Customer,
- Providing continuous assistance from the initial trouble report until the trouble is cleared.
- Firmware and software updates per manufacturer schedule and best practices.

If necessary, the Contractor will notify and coordinate their work with local exchange and/or interexchange carriers. Contractor may bill for problems that are exclusively carrier-related.

1.21 System Features

Describe if the following Features are included in the base Proposal or not. If not included in base Proposal add cost on options page.

<u>System Features</u>	Included in Proposal (y/n)	Available at Add'l Cost (y/n)
FCC System Certification for connection to the public telephone network.		
Automatic Restore after Power Failure provides automatic restart of the system after complete power failure.		
Surge Protection provided at all power sources.		
Power Failure Arrangement in the event of a local power outage		
Remote Diagnostics Capability enables a technician to inspect, diagnose, and repair certain switch conditions from a maintenance center located away from the PBX site.		
Software Maintenance Capability allows on-site software changes and other system administration.		
SIP gateway and firewall allowing connectivity to SIP provider network		
ANI/DNIS/CLID Call Programming allows routing based on incoming call information.		
Automatic Call Distribution provides the ability to route calls to a group of lines and to report on call statistics.		
Authorization Codes allow codes to be assigned to station users and are associated with a station class of service.		
Call Forwarding - No Answer permits a station to be programmed for forwarding of all calls when the phone is not answered after a specified number of rings.		
Call Park (With Callback) allows an active call to be placed on hold automatically and assigned a code so it can be retrieved from another set.		
Call Transfer allows calls to be transferred to another extension or, selectively, to an external number.		
Callback allows unanswered parked or transferred calls to return automatically to the originating set after a preset number of rings.		

<u>System Features</u>	Included in Proposal (y/n)	Available at Add'l Cost (y/n)
Class of Service (minimum of 8 station classes) controls calling privileges allowing all calls including international and/or domestic toll calls and/or instate toll calls and/or local calls and/or internal calls only while allowing calls to be placed to 911.		
Dial "0" Station allows a designated receptionist to be reached from any other set in the system by dialing "0."		
Dial Intercom Capability allows abbreviated dialing between sets within intercom groups.		
Direct Feature Access allows programmable single-button access on a telephone instrument to a frequently used feature.		
Direct In Dial allows outside callers to dial directly into extensions without the Customer operator's assistance.		
Disconnect Supervision assures that after an external call disconnects, the line drops immediately, preventing the line from being incorrectly identified as busy or on hold.		
External Line Access allows users to bypass the attendant to place outside calls.		
Find Me- Follow Me allows users to define flexible call coverage as they change offices and from land-line to cell phone.		
Fixed Night Service automatically reroutes incoming phone calls to different locations (i.e., a predetermined set or voice mail) on a preprogrammed time of day basis.		
Held Line Reminder allows periodic reminder tones to be played over the set speaker until a held call is retrieved.		
Internal Paging allows paging through the telephone speaker to a minimum of three zones.		
Long Tones allows the system to generate long DTMF tones to access devices requiring them.		
Malicious Call Trace		
Meet Me Conferencing (6-Party Or More)		
Menu Driven Programming Interface which provides a menu of programming choices for system administration.		
Mobile Twinning- allows for simultaneous call ringing on mobile device and handset		
Music On Hold provides the capability to provide music on hold from a Customer supplied source.		
Softphone Option for Mobile Devices and Computer		

<u>System Features</u>	Included in Proposal (y/n)	Available at Add'l Cost (y/n)
Off-Hook Alarm		
Password Protection requires the use of a password in order to change the system programming.		
Speed Dialing allows station users to access both personal and system speed dial lists/		
Station Message Detail Reporting produces a running list of outgoing call information including the called number, time of day, originating station, and trunk route and call duration written to server log file.		
SNMP support - Allows SNMP information from the IP handsets and PBX		
Tone On Hold provides periodic tones to notify callers that they are still on hold.		
Alternate Restrictions allows alternate control of calls by station and line after hours, on weekends, and holidays.		
Coordinated Dialing Plan allows four or five digit dialing to calls across a network of multiple systems.		
Dialed Number Identification Service (DNIS) displays the 800 or 900 number being dialed (when DNIS is provided by the carrier).		
Discriminating Ringing allows different rings for internal and external calls.		
Private Lines allows private external lines to appear on specific instruments		
Ring Again on Busy Set alerts a user that an internal extension is no longer busy and automatically places a call to that extension.		
SIP Trunk interface allows direct connection via Ethernet to carrier services using the SIP protocol		

1.22 Console Features

Console Features	Included in Proposal (y/n)	Available at Add'l Cost (y/n)
Alarm Indicators which report any telephone system alarm.		
Alphanumeric Display		
Attendant Recall will return transferred calls to the attendant after a pre-determined number of rings.		
Barge-In		
Busy Verification which allows the attendant to verify the status of a C.O. line or station.		
Calls Waiting to Be Answered indication.		
Camp On (Call Waiting) allows an external call to wait at a busy set, making alerting tones until answered or until Callback returns it to the attendant.		
Conference		
Direct Station Selection W/BLF		
Display of Internal and External Telephone Numbers on the console display.		
Paging integration with schools' current PA system		
PC Attendant Console with GUI interface, drag/drop capabilities		
Time and Date Display on the console. Supports network time protocol (NTP) for automatic update		
Attendant Controlled Conference allows the attendant to establish and control a conference call with up to six parties.		
Direct Trunk/Line Selection allows the attendant to directly select any line or station by depressing a button.		

1.23 Station Features

Station Features	In Proposal? (y/n)	Available at Add'l Cost? (y/n)
Automatic Callback allows automatic redialing of a busy number.		
Auxiliary Ringer Interface allows attachment of a loud ringer for use in a noisy environment.		
Call Forwarding by Call Type allows different forwarding paths for internal and external calls.		
Calling Number Display shows the number of the incoming caller before answering and during the call (in conjunction with Caller ID or DNIS).		
Distinctive Ringing allows telephone instruments to be programmed with different ringing tones		
Do Not Disturb allows a station user to prevent calls from being delivered to their instrument.		
Handset Volume Adjustment allows the handset volume level to be adjusted at the instrument and to stay set for subsequent calls.		
Call Forwarding - All Calls permits a station user to forward all calls by pressing a button or entering a code on their telephone instrument.		
Call Hold permits calls to be put on hold by depressing a Hold button.		
Call Pick Up - Directed enables a telephone user to answer any call directed to another station by dialing a pick-up code and the called station's number.		
Call Waiting provides an audible alert to a station user that another caller is waiting for them and allows the called party to put the first call on hold and retrieve the second call		
Conference Calling - A multi-person call with both internal and/or external parties.		
Last Number Redial provides automatic redialing of the last number dialed.		

1.24 System Administration Features

System Administration Features	In Proposal? (y/n)	Available at Add'l Cost? (y/n)
Web Based System Administration Program		
System Alarms reporting via email and/or page		
Call Detail Reporting/Call Accounting		
SIP Trunk Traffic Reporting & Monitoring		
VoIP QoS Monitoring		
DSS consoles for main offices		
Phone system must provide interior room location on 911 calls		
Minimum of a 5-year warranty (Provide coverage)		
SIP to analog option		
Central voicemail programming		
Calls between 7 school buildings dial by extension		
Schools PBX's will be able to stand alone in the event of network failure.		
Classroom phones to have a minimum of 4 direct dial soft keys		
Notification of a 911 call dialed in system to select extensions		
All phones to have a display screen with functional internal and external caller id		

Please provide narrative answers to the following Questions

Explain the methodology you will use for maintenance and ongoing support. Describe response times and escalation process for problems.

Explain the costs associated with ongoing support for the system.

Please list the equipment and staff required to facilitate the migration.

Explain the background of your company including size and number of staff that will be dedicated to this project.

Provide an expected timeline of the project from start to finish.

The Montville Public Schools would like to install the phone system district wide through the summer months June 21- August 20. Show a timeline of steps and how long it will take to complete the installation.

Provide a network diagram of the proposed system showing equipment infrastructure and telephone connectivity to the outside world as well as other buildings.

How would you provide training and knowledge transfer so that internal staff can take over the administration of the system?

Explain where support will be dispatched from for this installation.

Explain if the Connecticut Education Network (CEN) goes down, what does backup look like so there is no interruption of the telephone system.

Explain how your system is protect from a Cyber Security standpoint? How will the phone system be connected to the SIP provider? How do you protect the phone system and SIP gateway from unauthorized access?

1. **SPECIAL CONDITIONS: SCHEDULE OF INSURANCE:**

Insurance Requirements

Contractor/Vendor shall agree to maintain in force at all times during the contract the following minimum coverages and shall name Montville Board of Education as an Additional Insured on a primary and non-contributory basis to all policies, except Workers Compensation and Professional Liability. All policies should also include a Waiver of Subrogation. Insurance shall be written with Carriers approved in the State of Connecticut and with a minimum AM Best’s rating of “A-“VIII.

		(Minimum Limits)
General Liability	Each Occurrence General Aggregate Products/Completed Operations Aggregate	\$1,000,000 \$2,000,000 \$2,000,000
Auto Liability	Combined Single Limit Each Accident	\$1,000,000
Professional Liability	Each Claim Aggregate • Including Cyber Liability	\$1,000,000 \$1,000,000

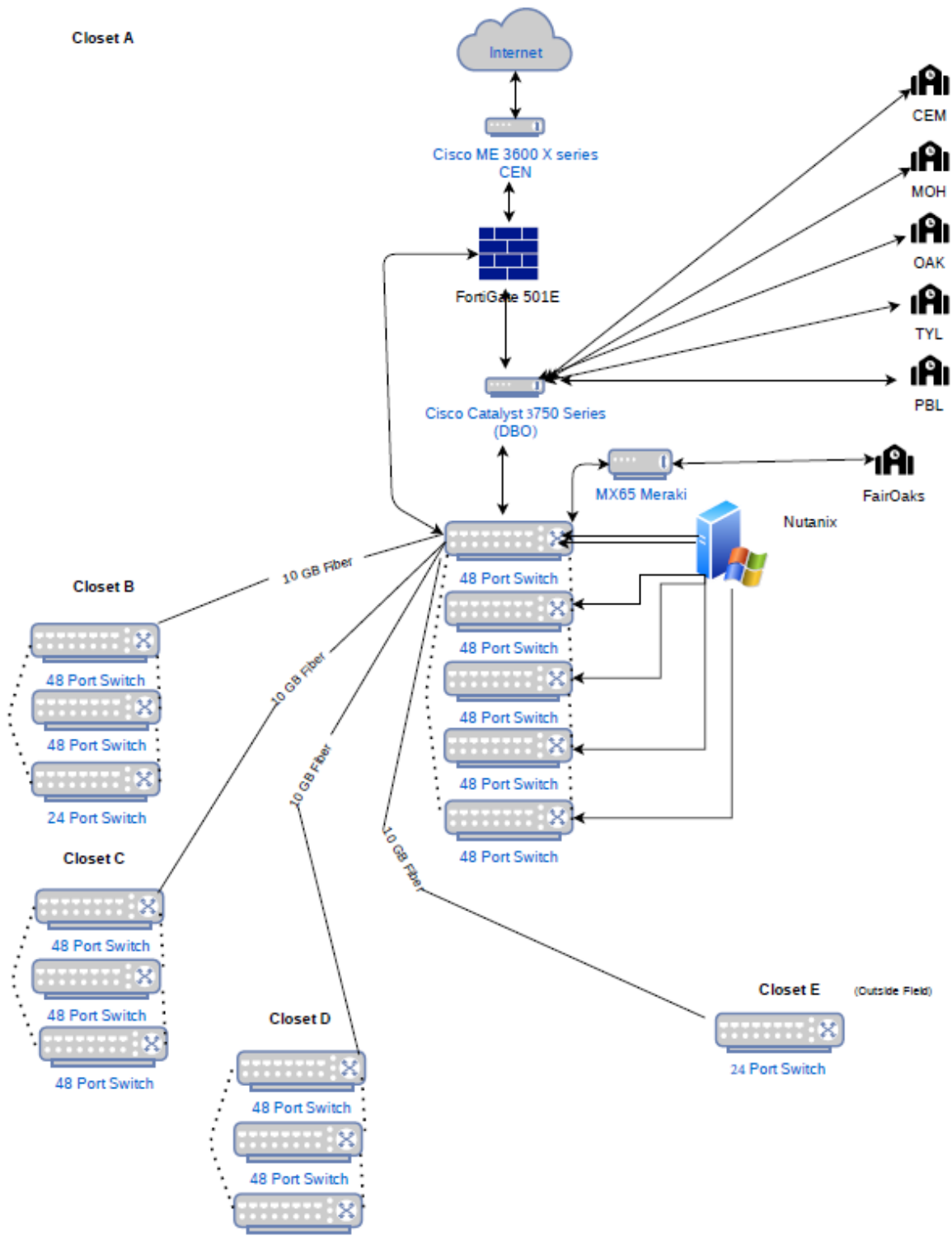
If any policy is written on a “Claims Made” basis, the policy must be continually renewed for a minimum of three (3) years from the completion date of this contract. If the policy is replaced and/or the retroactive date is changed, then the expiring policy must be endorsed to extend the reporting period for claims for the policy in effect during the contract for three (3) years from the completion date.

Workers’ Compensation and	WC Statutory Limits	
Employers’ Liability	EL Each Accident	\$1,000,000
	EL Disease Each Employee	\$1,000,000
	EL Disease Policy Limit	\$1,000,000

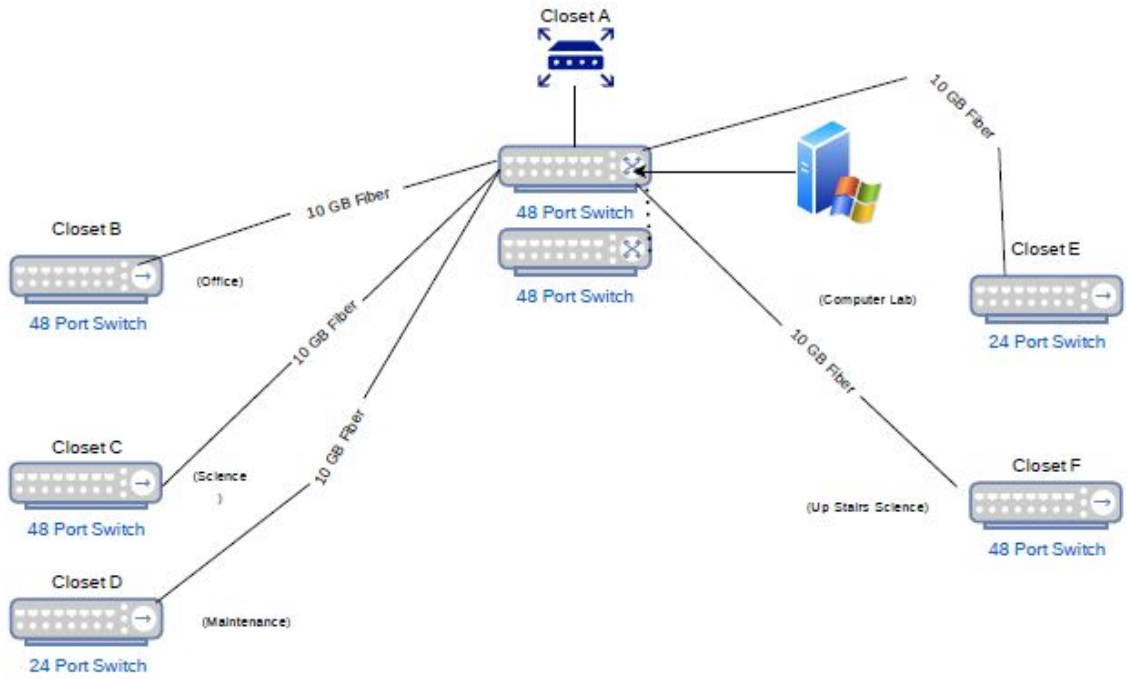
Original, completed Certificate(s) of Insurance must be presented to School prior to contract issuance. The Certificate(s) shall evidence all required coverage including Additional Insured and Waiver of Subrogation. Vendor agrees to provide renewal certificates at least 30 days prior to the expiration date of the policies. Should any of the above-described policies be cancelled, limits reduced or coverage altered, 30 days written notice must be given to the Montville Board of Education.

Network Diagrams

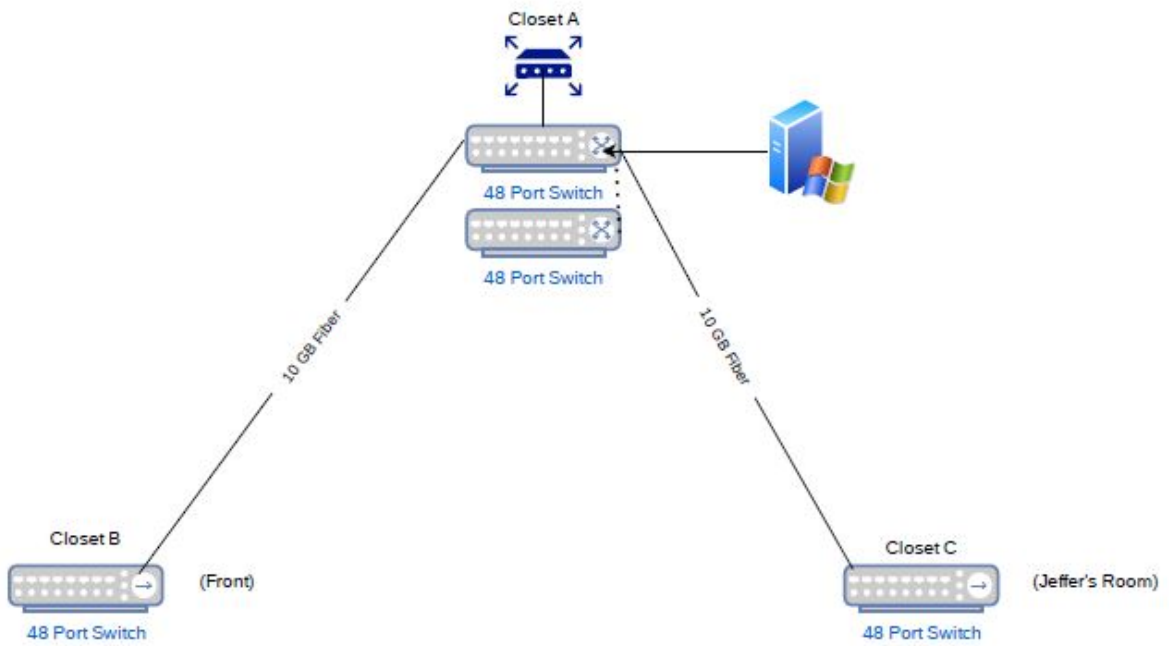
Montville High School Network



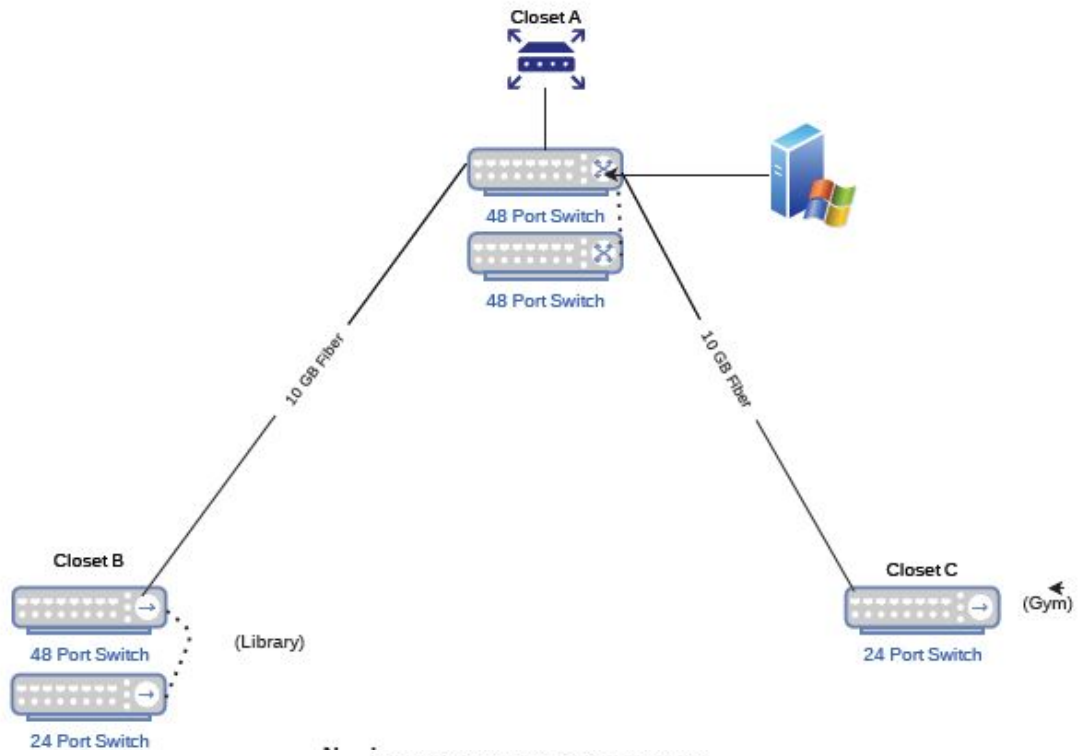
Leonard J. Tyl School Network



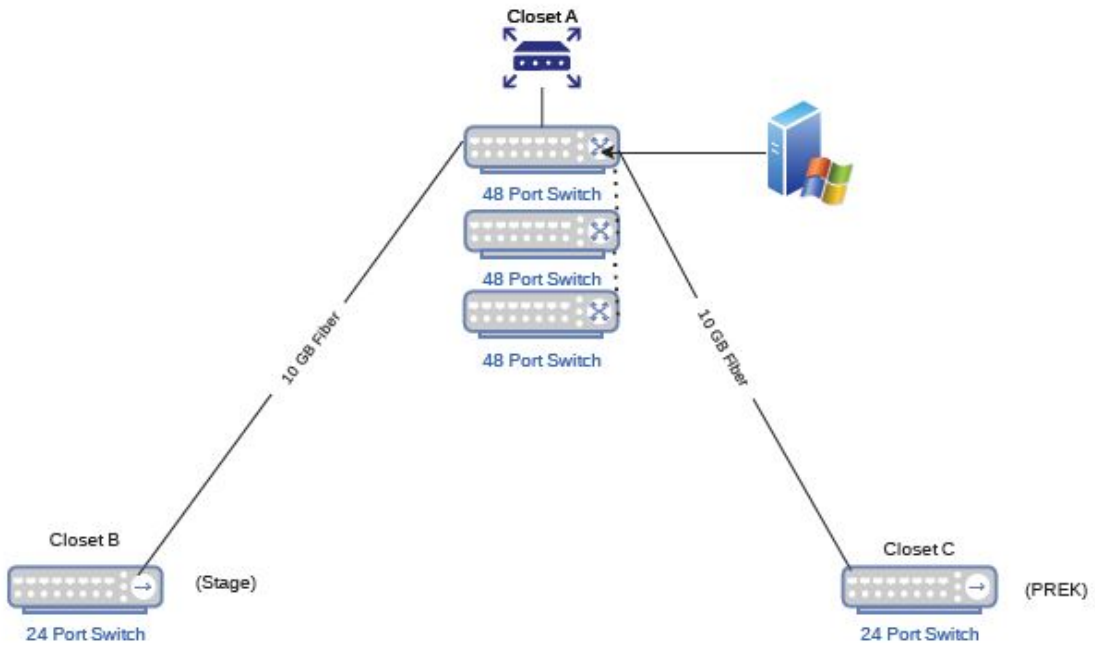
Dr. Charles E. Murphy Elementary School Network



Mohegan Elementary School Network



Oakdale Elementary School Network



Palmer Network

