



SANTA ANA UNIFIED SCHOOL DISTRICT

**REQUEST FOR INFORMATION (RFI)
FOR HOSTED VOICE OVER INTERNET PROTOCOL
AT VARIOUS E-RATE ELIGIBLE SITES DISTRICTWIDE
FOR FISCAL YEAR 2014-2015**

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Summary

The Santa Ana Unified School District is soliciting INFORMATION ONLY for a HOSTED Voice Over IP (VOIP) Telephony System. Once this information is collected from potential providers the District will be issuing a formal RFP for this service. Vendors must respond to all of the requested services. We are looking for a vendor provided/vendor hosted telephony solution to replace 4500 current phone lines at potentially sixty-one of our locations. The 4500 phone lines in question are presently on a mixture of existing District Managed Cisco Call Manger and a legacy Avaya PBX. SAUSD is looking to beta-test this technology at one location, to better evaluate the with the technology potential for installation at all remaining sites within the district at a future date.

Special Conditions

1. Prices to remain firm through SLD approval, execution, and duration of the proposed contract. In the event of a price decrease for service or from the manufacturer, said decrease shall be passed on to the Santa Ana Unified School District and documented with new price sheet sent to Santa Ana Unified School District Office.
2. All costs of equipment/services must be new and included, and identified separately.
3. This RFI will be posted to the Santa Ana Unified School District website (<http://www.sausd.us/erate>). Any additions or corrections will be addressed in the form of addenda posted to the same location on the website.
4. You must provide one original and two copies of your proposal (3 total). The Santa Ana Unified School District is requesting that the selected vendor enter into a multi- year contract for E-Rate Eligible Equipment and Services with the option to extend the contract on an annual basis if determined to be in the best interest of the District. The contract will be for eRate Year-17 (FY 14-15).
5. All existing telephone numbers (presently a 1:1 ratio of D.I.D to handsets) shall be maintained. The porting process and any related programming, engineering, and liaison services shall be included in proposal. Telephone company porting fees are understood to be a separate cost payable to local telephone provider (AT&T is area provider).
6. It is the responsibility of the submitter to check the website for updates or addenda.
7. Even after award of contracts, the District may or may not proceed with the project, in whole or in part, even in the event eRate funding is approved. Execution of the project, in part or in whole, is solely at the discretion of the District. Vendors wishing to respond to the formal RFP do so solely at their own risk. The District is not liable or responsible for any costs, loss, fees, or expenses, of any kind, associated with bid and/or a decision not to proceed with the project, even after award of the contracts. By submitting a bid, each vendor agrees to bear all of its own costs, fees, expenses, and losses, of any and all kind,

should the District cancel the project. The District reserves the right to choose one or more Vendors to provide the services listed in the RFP.

8. The District further reserves the right to accept Vendor proposals in whole or in part, therefore having the flexibility to select equipment and services that best meet the needs of the District.

System Requirements

1. The proposal must be an end to end solution. Ongoing Adds/Moves/Changes must be able to be accomplished by District personnel.
2. The RFI proposal must include costs for all necessary training for four (4) Santa Ana USD employees to effectively administer the proposed system plus ample end-user training.
3. The deployment method must allow for 100% up time for The District's existing phone system. The RFI must include all necessary installation and professional service hours in order to provide a "Turn-Key" solution for the District. The RFI must include all project management time necessary to provide a complete solution for the District including a "Phased in" approach for deployment.

System Features

The proposed solution to provide the following features:

- ability to maintain the same telephone numbers and allow five digit dialing throughout the district to every handset.
- area code restriction - capability to block long distance calls from specific stations.
- fully functional voicemail with unified messaging.
- music on hold - background music heard when a caller is placed on hold.
- external paging/overhead paging interface per property – allows the system to tie into the external paging system located at each school property.
- conference bridge capability – provide the ability to setup a conference bridge line with a minimum of twenty (20) users.
- speed dial – allows a user to press a button pre-programmed with a phone number.
- Each Front Office/Administrative Handset line will need the following features:
 - Call Pick Up Group Call Waiting Intra Group
 - Call Pickup Call Forwarding Don't Answer
 - Call Waiting Incoming Call Hold
 - Call Forward Call Forwarding Variable Unlimited
 - Call Forwarding Busy Call Transfer
 - Caller ID
 - Call Park 3-Way Calling
 - Hunting Voice Mail
 - Message Waiting Indicator
- Each Classroom handset will require:
 - Message Waiting Indicator

District Existing Telecom Infrastructure

- The district office is currently the hub for all school sites.
- The current voice environment is approximately 50% Cisco hosted VOIP solution via a private fiber WAN and 50% Avaya analog PBX via T-1 backbone.
- The District's current WAN data infrastructure has a minimum of 1000Mbps to every location.
- The District presently has POE switches sufficient or via existing eRate awards under separate cover to support the project.

Campus List (60 school sites, 1 District Office for 61 properties):

District Office		
Adams Elem	Lowell Elem	Wilson Elem
Davis (Wallace R.) Elem	Madison Elem	Carr (Gerald P.) Int
Diamond Elem	Martin Elem	Community Day Intermediate
Edison (Thomas A.) Elem	Mendez Int	Lathrop (Julia C.) Int
Esqueda Elementary	Mitchell Elementary (Cdc)	Mac Arthur (Douglas) Int
Franklin Elem	Monroe Elem	McFadden Intermediate
Fremont Elem	Monte Vista Elem	Sierra Intermediate
Garfield Elem	Muir (John) Fund	Spurgeon Intermediate
Greenville Fundamental	Pio Pico Elem	Villa (Raymond A) Int
Harvey (Carl) Elem	Remington (Frederick) Elem	Willard Intermediate
Heninger (Martin R.) Elem	Romero-Cruz (Lydia) Elem	Century High
Heroes Elem	Roosevelt (Theodore) Elem	Cesar E Chavez High
Hoover Elem	Saddleback High	Community Day High
Jackson (Andrew) Elem	Santa Ana High	Godinez High School
Jefferson Elem	Santiago Elem	Lorin Grisset (Mt View)
Kennedy (John F.) Elem	Sepulveda (Jose) Elem	Middle College High
King (Martin Luther Jr) Elem	Taft Elem	Seegerstrom High School
Lincoln (Abraham) Elem	Thorpe (Jim) Elem	Valley High

Handset Count: 4,000

Vendor Requirements

1. The vendor must meet or exceed minimum qualification requirements. All submitted proposals must provide, at a minimum, all requested information in the proposal document. Any portion not included will be cause of elimination from the quote process. The information should be organized as indicated in the proposal requirements. The District reserves the right to eliminate from further consideration any response, which is deemed to be substantially or materially unresponsive to the RFP. All information submitted is to be considered public knowledge and will be subject to The Public Records Act or any other applicable laws.
2. ERATE and CTF PARTICIPATION: The District is participating in the Federal Universal Service Discount program for schools and libraries (eRate), offered by the

Federal Communications Commission's (FCC), via the Schools and Libraries Division (SLD). The proposal and the contract negotiated implementing this proposal is conditional and subject to full E-Rate funding by the SLD. The District reserves the right to cancel or in any manner reduce the scope of this procurement in the event the SLD does not completely fund the request for funding submitted referencing this proposal. The District also intends to use the California Teleconnect Fund discounts. Therefore, the chosen vendor needs to acknowledge if they are eligible to apply CTF discounts.

3. The successful Vendor shall be responsible for providing the District the applicable eRate documents (such as the Item 21 attachments and any certifications grids or forms) and for providing discounts in accordance with eRate and CTF program rules and requirements on a timely basis. It is the Vendor's responsibility to maintain an invoicing and accounting system to track eRate and CTF discounts in a manner that is readily understandable by the District. In the bid response, Vendor will provide delineate between eligible and ineligible eRate costs.
4. Vendors are to detail their proposed methodology for providing the eRate discounts/invoices to the District.
5. SPIN: Each vendor providing services to the District, as part of the E-Rate program must have a Service Provider Identification Number (SPIN). Vendor is responsible to apply to and receive from the Schools and Libraries Division a valid SPIN.
6. All companies participating in this quote must have approved State or Multi-State Multiple Award Schedules.

RFI Evaluation

The District will be reviewing the vendor RFI responses looking at the following criteria to assist in the development of a comprehensive RFP to be issued at a later date.

1. Cost/Pricing - Detail of rates and fees.
2. Methodology and Service Level – Cutover and implementation plan, cost of change, implemented technology, billing capabilities, account support team, and response time in installation, repair and restoration of service handling and resolution of billing issues/problems.
3. Strength of Vendor and References - Financial soundness, stability, qualifications, and depth of knowledge of the vendor's staff, acceptability of the references presented by the vendor.
4. Experience and Knowledge - Experience in providing, installing and maintaining telecommunications services for customers. Experience with the eRate program.

Clarification of RFI Response

The District reserves the right to contact any and all firms submitting RFI's for the purpose of clarifying any issues related to the RFI submitted. Each RFI must identify one contact person authorized to interpret the Vendor's submission. This contact person must be available to answer questions and will be contacted via email.

Quotation Page

1. What equipment does the District need to provide? Describe in full to include:
 - a. What equipment?
 - b. Does that include first year Warranty/Maintenance?
 - c. How much is the yearly maintenance of that equipment (District required premise equipment) after the first year?
 - d. Assuming router(s) are needed, are they provided via lease or how?
2. How will service provider provide 24x7x365 monitoring and assuring network stability?
3. Where is the service provider's engineering and support team located?
4. How does the provider provide Quality of Service (QoS) for preferential treatment of voice calls over data traffic?
5. How do you support E911 service?
6. Will you provide all local, long distance, toll free and International calling for all IP phones via Hosted IP? Describe.
7. Does your solution allow for users to answer incoming calls on either the IP phone or at a remote designation, such as a mobile phone?
8. Does your solution have the capacity for integration with existing Cisco Unity voice mail, if so how would your firm price integration services (e.g. per voice mail box, per hour)?
9. How much are the handsets for a 3 year term? Describe all of your costs – monthly and Non-recurring, monthly extended costs, including all taxes and surcharges and separate by eRate Eligible and Non-eRate eligible.
10. How much are the standard classroom handsets for a longer term (such as 3 year with two one-year voluntary extensions?)
11. What other equipment might the District need to lease/rent and how much for each item for a 3 year contract? (Such as power adapter, wall mount, premium phone, conference phone, etc.)
12. Does the system support an IP soft phone, and if so on multiple operating systems MacOS, Linux and Windows?
13. Does the District pay the WAN provider or does the District pay the Hosted VoIP provider for the network connection, i.e. a trunk line(s) to providers' network operations center?
14. What are the costs for the VPN WAN and any other necessary circuits/network?
15. Typical Post-Install Monthly Bill: assuming the District converts all 61 properties, 4000 handsets; itemize out what your monthly bill would encompass so the District could know the approximate monthly invoice amount and costs. Include all taxes, surcharges, and separate by eRate Eligible and Non-eRate eligible.
16. Hosted IP Telephone Service: Describe all of your service fees – monthly and Nonrecurring, monthly extended costs, including all taxes and surcharges and separate by eRate Eligible and Non-eRate eligible. Include Local Number Portability charges, Receptionist User, Standard User, Fax, Auto Attendant, E911 Support for Emergency Location Identification and any other additional costs to include for a total communication package.
17. Summarize all costs: Equipment to be purchased for 61 sites, 4,000 handsets, IP VPN WAN and Hosted IP Telephone Service.
18. Include any other details and costs that are not included above that would apply.

19. What are the costs for ongoing moves or changes? Length of time business has provided this type of service.
20. Vendor must include a reference for a project of equal size and scope that has been completed within the past three (3) years. References from school districts or county offices of education in California are preferred.
 - Job Location
 - Contact name and telephone number
 - Date of contract
 - Project Description
 - Equipment/Service Installed
21. Service Level Agreement (SLA) for your proposal.
22. Describe maintenance and trouble notification procedures.
23. Show any applicable discounts separately.
24. Include your eRate Service Provider Identification Number (SPIN) on your proposal.
25. An implementation timeline proposal starting July 15, 2014 for one beta-site for a period of 120 days, with a phased implementation of balance of sites.
26. Corporate customer E-Rate contact information.