



*Adams-Friendship Area
School District Request for
Proposal*

PHONE HARDWARE

JANUARY 3, 2024

Prepared by: Sean Ringer

Adams-Friendship Area School District

All communications, questions and responses shall be directed to:

**Sean Ringer
Adams-Friendship Area School District
201 W 6th Street
Friendship, WI 53934
608-403-1377
ringer_s@afasd.net**

NOTE: This RFP is for the actual phones (hardware). A separate RFP is posted for the cabling upgrade/replacement related to our phone system.

General Information

This RFP is for a replacement of the district analog telephone system and Paging/Pa systems for the Adams-Friendship Area School District.

- Voice over IP is the desired technology for phone system
- Paging system must integrate with voice system
- Options and/or features to expand unified messaging capabilities during day-to-day operations
- Proposals for this project must include the installation (as specified), configuration and training costs. A turn-key solution is desired
- Emergency 911 Monitoring with direct inward dialing (DID) for each building recognizing building and room number

Specific Information

Phone System:

Adams-Friendship Area School District (AFASD) is seeking to implement an on premise VoIP system to replace the existing analog system. AFASD has approximately 231 phone extensions across 3 schools, and one administration building. All buildings are connected via dedicated 1 gigabit fiber to the main district location at Adams-Friendship High School 1109 E North Street - Adams, Wisconsin. All district Main Distribution Frames (MDFs) and Intermediate Distribution Frames (IDFs) are connected via CISCO switching.

AFASD will supply 10/100/1000 PoE+ switched data ports (approximately 231) in multiple closets of the High, Middle, Elementary school, and Administration buildings along with voice Vlan configuration.

Any proposed on premise VoIP telephone system that at a minimum, maintains capabilities of our existing system:

1. Phones:

- a. All Phones:
 - i. Must be 1GB pass-thru capable
 - ii. Must have a wall mount option
 - iii. Voicemail indicator light
 - iv. Feature Keys: Transfer, conference, hold, redial, voicemail, directory lookup, call history
 - v. Ability to configure a button on phone as a panic button to initiate an alert and/or building lockdown

2. Required Phone Types and Quantities

- a. Administrative/Office Phones: (QUANTITY: 28)
 - i. 4" minimum color display
 - ii. Bluetooth enabled
 - iii. USB for charging or wireless handset
 - iv. Navigation and selection keys

- v. Hold/resume, transfer, and conference keys
- vi. Speakerphone, headset, and mute/do not disturb keys
- vii. Programmable line keys
- viii. Soft Keys
- ix. Full-duplex speakerphone
- x. Ability to add expansion modules

b. Classroom Phones: (QUANTITY: 203)

- i. Standard keypad
- ii. Navigation/selection keys or button
- iii. Hold/resume, transfer, and mute/do not disturb conference keys
- iv. Message and Directory keys
- v. Line keys
- vi. Soft Keys
- vii. Volume Control key
- viii. Speakerphone

c. Conference Phones: (QUANTITY 4)

- i. Provide 360-degree coverage for small conference rooms (15' x 20' minimum size)
- ii. Provide coverage for at least 8 persons in a conference room
- iii. Support a minimum of 3 outside lines
- iv. Volume and mute/do not disturb buttons

d. Wireless Handset Phones (QUANTITY 7)

- i. Wireless phone with same basic specifications as classroom phone

3. Voicemail Boxes:

- a. Proposed system should provide voicemail for 244 users or voicemail accounts with the ability for an additional 25 accounts.
- b. Users should have a voicemail box whether they are assigned to a phone or not
- c. Users assigned to a phone should have voicemail indicator on the phone
- d. System should, at a minimum, forward voicemail notification messages to the Districts email provider, Google Apps (GMAIL). Ideally, system would provide audio link to listen to voicemail directly from email

4. User and Non-User Phone Types:

- a. Office phone shall be assigned to a user and should have DID(Direct Inward Dialing) option
- b. Ability to configure classroom phones to have a user assigned or no user assigned to them and are not DID
- c. Conference rooms may use office phones with no user assigned or specialized conference phone
- d. Phones should be placed into groups with the system for assigning similar option and function sets
- e. System should provide advance operator software for controlling phone from local computer

5. Mobility Options:

- a. Optional wireless phone solutions for staff
- b. Bluetooth headset compatibility
- c. Options or ability to integrate with or forward to 3rd party mobile phones and devices

6. Directory Structure:

- a. Directory should contain local users, extensions, and main listings per local site
- b. Outside caller should be able to look up and connect to local user by name or extension, based on site called
- c. A global directory should be available internally that contains all local site directories. Internal directory should be searchable by the first or last name of the staff member.

7. Auto Attendant:

- a. Global auto attendant message should be configurable for district wide messages like school closings
- b. Each site should have a multi-level auto attendant specific to that site's needs
- c. Role-based management of auto attendant should be limited per site and level of attendant
- d. Authorized users should be able to change auto attendant messages off site

8. Fax Service:

- a. Support for standard fax machine should be maintained
- b. Incoming faxes should be able to be stored on a server or emailed to designated user
- c. Users should be able to send faxes from computer using print option

9. Safety and Survivability:

- a. The system must provide basic function of local phones in the event of all outside network access disconnection
- b. Direct dialing within the building should continue to work
- c. System must support local to POTS/Centrex lines for continual access to emergency service like 911 dialing
- d. Phone should be able to be rebooted or powered on after network disconnect and provide above functionality

10. Dialing:

- a. Internal calls within a site should support four-digit extension dialing
- b. Outside calling should support ten-digit dialing based on phone group restrictions
- c. Restrictions on 900 and international calls should be set per phone group
- d. Each site should have a DID that allows for multiple incoming calls
- e. Some users should have DID mapped to their extensions
- f. SIP Trunks should be centrally located and shared with all sites
- g. Outgoing calls should have Caller ID set to District main DID
- h. System should allow for custom Caller ID setting for select users and fax lines

11. Robo Calling (mass notification system):

- a. System should provide group messaging service for notification through multiple formats. (voice, text, or email message)
- b. Group contact list should be able to support users within the system and outside of the phone system
- c. Authorized users should be able to initiate the notification remotely for urgent and emergency messages from any phone

12. Integration:

- a. Connect/integrate new system to proposed paging system
- b. G-Suite Integration: Ideally, the proposed system would integrate with, and/or take advantage of the feature-sets within Google G-Suite for Education, which is the division's email, remote meeting, intranet and document management system.

13. Licensing, Support & Warranty

- a. Licensing for On-site controller with
 - i. 244 phones with the ability to add more if necessary
 - ii. 244 Voicemail boxes with the ability to add more if necessary
 - iii. Any other licensing requirements required for use of hardware and features of proposed system
- b. Please include licensing and support fees for 3 years and per year costs after that
- c. A complete warranty agreement must be included as part of the bidder's proposal to support the business between 8am.and 4:30p.m. Monday through Friday.
- d. One Year Warranty - The telephone system and all associated equipment in the bidder's proposal must be warranted by the bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system cutover.

14. Peripherals:

- a. Provide pricing on peripherals & accessories that are not mentioned in RFP

Systems Integration for Safety, Crisis and/or Mass Notification Events

1. Proposed VoIP and PA/Paging systems must integrate to provide alert and communication capabilities for safety, crisis and/or mass notification events. Please indicate systems abilities to do the following:

- a. Does the system or systems have the ability to add panic buttons in offices with options to trigger alerts for fire / intruder / tornado or other natural disasters?
- b. Does the end user have the ability to initiate an alert using a predefined code from any VoIP phone on the system?
- c. Can designated users receive alerts via email, text, workstation screen when a 911 call is placed?
- d. Can Designated users be prompted to participate in a conference call to coordinate responses when a 911 call is placed
- e. When a 911 call is placed, does the system provide an option to review audio of the call?
- f. Can emergency announcements come from any VoIP phone with proper access code to all paging zones and classroom VoIP phones simultaneously?
- g. Does the proposed system allow anyone to be able to dial directly to any paging zone from any VoIP phone in the district with proper access codes?
- h. Do proposed systems have the ability to initiate alerts from a personal mobile device using a predefined code?

Paging System:

- 1. Zones:** System should support paging to zones within three sites. Zone's per building would be

requested through building leadership depending on how paging is utilized.

2. Speakers:

- a. Shall be of sufficient quality and quantity to be clearly heard from all areas, on all floors (i.e. hallways, restrooms, conference rooms, suites, offices)
- b. Options for both IP and analog speakers along with documented reasoning for the recommended/preferred selection
- c. Existing speakers may be considered for reuse in this project. Bidder will need to verify and guarantee compatibility with proposed system
- d. Speakers for all cafeterias, gymnasiums and outside areas should include protective wire cages for areas that could be susceptible to vandalism or damage during athletic events or physical education classes
- e. Speakers for all cafeterias, gymnasiums and auditorium should have capability to provide visual notification of messages

3. Amplifiers: Adequate to support proposed speakers or a mix of existing and proposed speakers

4. Audio:

- a. Ability to use tones or sound files for bells or prerecorded messages
- b. Automatic gain control on intercom speech to assure constant talkback speech level
- c. Provide pre-alert tone to classroom for intercom calls and general announcements

5. Programming:

- a. Ability to program and control the built-in bell scheduler with unlimited events and unlimited time schedules with multiple audio groups
- b. Programmable via Ethernet connection and provide off-site programming and diagnostics of the system

6. Scheduling: Calendar based scheduling up to one year in advance

7. Paging:

- a. Multiple options for paging zones including but not limited to all zones, inside/outside, individual buildings, assembly areas, etc
- b. Direct dialed communication to any zone from any VoIP phone in the district with proper access codes
- c. Two-way speaker options for classrooms and locker rooms indicated on maps with ceiling speakers rather than phones
- d. Tied into current system if compatible or price provided for needed upgrades to incorporate into purchased system

Implementation of All Proposed Systems

1. Project management:

- a. Project Plan - Bidders are required to supply a description of the key activities required for the installation of all proposed systems
- b. Transparency - It is essential that the installation of new systems be as transparent as possible to the users. There should be no telephone service interruptions, no interim changes in dialing procedures, and no perceived degradation in the quality of service

- c. Bidder will provide a description of tasks the bidder will perform and the tasks AFASD is expected to perform to successfully implement the new system

2. Installation:

- a. The bidder is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.
- b. Bidder will provide a description of tasks the bidder will perform and the tasks AFASD is expected to perform to successfully implement the new system
- c. Bidder will work with AFASD/Cable installer to facilitate when hardware can be installed

3. Training:

- a. Bidder is required to conduct end-user training on AFASD premises, tailored specifically to AFASD's particular requirements
- b. Bidder will also provide a training program and training materials for designated AFASD personnel who will train future employees

Expectations and Timelines

- RFP posted January 3, 2024 - January 31, 2024.
- Walkthrough tours of District facilities will be provided by a member of our District Technology staff to interested bidders on
 - January 17, 2024
- The District requests bidder's sealed proposals no later than 3pm January 31, 2024
 - Proposals can be submitted via email to Sean Ringer: ringer_s@afasd.net
- The District reserves the right to accept or reject all proposals
- AFASD will review proposals and may elect to schedule a presentation of proposed solutions TBD
- After review of proposed solutions, AFASD will recommend a proposed solution to the Board of Education at AFASD finance committee and regular board meetings during the month of April/May
- We expect and respect your professional expertise in recommending the best affordable solution
- Expected install date: June or July 2024