

Charlottesville City Schools

1562 Dairy Road
Charlottesville, VA 22903

July 20, 2009

Phone: (434) 245-2400

Fax: (434) 245-2603

Dear Vendor:

You are invited to submit a proposal in accordance with the requirements set forth in the attached Request for Proposals (RFP). This RFP number 10-01 is being issued by the School Board of the City of Charlottesville (Board). The Board requests proposals from vendors wishing to provide equipment and installation services for a Voice Over IP (VoIP) telecommunications system to serve administrative users and classrooms.

The original proposal, signed by your contractually binding authority, with two (2) additional copies, must be received by the Issuing Office not later than 2:00 p.m. local time, Wednesday, August 26, 2009.

The Board will not pay for the information requested and reserves the right to reject any and all proposals received.

All inquiries related to this RFP must be directed to:

Mr. Barry Pendleton
Technical Support Specialist
1400 Melbourne Rd.
Charlottesville, VA 22901
Phone: (434) 245-2694
Fax: (434) 245-2604
Barry.Pendleton@ccs.k12.va.us

or

Mr. Mark Leach
Network Administrator
1400 Melbourne Rd.
Charlottesville, VA 22901
Phone: (434) 245-2675
Fax: (434) 245-2604
Mark.Leach@ccs.k12.va.us

Since there is a relatively short time frame for awarding of this RFP, vendors are encouraged to contact the above person as soon as possible with any questions or requests for clarifications.

THIS SECTION MUST BE COMPLETED AND RETURNED WITH VENDOR PROPOSAL

In compliance with this Request for Proposals and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Offeror or Firm:

FEI/FIN: _____

SPIN: _____

Date: _____

By: _____

Name: _____

Title: _____

Phone: _____

Attachment RFP 10-01

CHARLOTTESVILLE CITY SCHOOLS
REQUEST FOR PROPOSALS
FOR THE
DESIGN, DELIVERY AND INSTALLATION OF A
VOICE OVER IP (VoIP) TELECOMMUNICATIONS SYSTEM

RFP 10-01

ISSUED JULY 20, 2009

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SECTION 1: PROPOSAL ADMINISTRATION PROCEDURES**1.1 PURPOSE:**

Charlottesville City Schools (CCS) is undertaking a project to replace or upgrade our existing PBX system to expand voice services to classrooms and other currently unserved areas. The school division seeks to improve school safety, home-school communication, and telephone access. This system will utilize Voice Over IP (VoIP) technology and the project will require the engineering, delivery and installation of the system including training and instruments. This request for proposal seeks to identify a qualified vendor to furnish the system and partner with the Charlottesville City Schools in the installation of the components.

In addition to expanding voice services, CCS seeks to implement a robust and flexible platform for future voice, data, and video applications. As such, portions of this RFP are mandatory while others are designated as optional. While the optional items may not be purchased initially, the proposed platform must be able to support those options.

The data network infrastructure will be provided by CCS and is outside the scope of this RFP. However, vendors **MUST** review the data network information included in this RFP and identify any changes or upgrades required to support their proposed solution.

Charlottesville City Schools anticipates the proposed solution to be fully implemented by the end of 2009 however, based on the total solution cost it may become necessary to defer portions of this project until the 2010-2011 fiscal year.

1.2 SCOPE:

This document contains the instructions governing the proposals to be submitted; the format in which proposals are to be submitted, and the material to be submitted therein; project requirements; general evaluation criteria; and contractual terms and conditions.

By issuing this RFP, the Board is soliciting vendor proposals for the provision of equipment and installation services that will enable the Board to continue performing its essential business functions with minimal disruption. The Board expects to execute a knowledge-based procurement that results in best value and best practices for state and local government.

1.3 SUBCONTRACTORS:

The vendor is permitted to establish a contracting team that includes subcontractors if, in the vendor's opinion, subcontractor services are helpful in delivering a technically complete response. **THE VENDOR MUST CONFORM TO ALL MANDATORY TERMS AND CONDITIONS RELATING TO THE USE OF SUBCONTRACTORS AS SET FORTH IN SECTION 4 OF THIS RFP.** All potential subcontractors must be identified within the proposal.

1.4 CLOSING DATE AND TIME:

The original and two (2) copies of the proposal must be submitted and must contain the full name and address of every company bearing an interest in the proposal. The original proposal must be signed by the vendor's contractually binding authority. All proposals must be received not later than 2:00 p.m. local time, **Wednesday, August 26, 2009**.

1.5 RULES REGARDING LATE PROPOSALS AND MODIFICATIONS:

No proposal or modifications to a proposal will be accepted after the closing date and time. Vendors may use any means of delivery, but it is the responsibility of the vendor to allow adequate time for delivery to the Issuing Office. Proposals and modifications received after closing will be returned unopened.

1.6 MULTIPLE PROPOSALS:

A vendor may submit one or more proposals. At least one of the proposals must be complete and must comply with all of the instructions of this RFP. Additional proposals may be in an abbreviated form following the same format and providing only the information that is different from that in the complete version.

1.7 MANDATORY AND DESIRABLE CONTRACTUAL TERMS AND CONDITIONS:

This RFP, and the response submitted by the successful vendor, shall be incorporated into the contract signed by the vendor and the Board. Price quotations and other time dependent information contained in proposals shall be valid for a minimum of 180 days from the closing date. If a proposal contains items or services which are not manufactured, generally supplied, or maintained by the proposing vendor, the vendor must provide the Board with written assurance that the vendor will accept full responsibility for the product as if it were the vendor's own. The Board will contract only with the prime vendor who will be responsible for the performance of and payment to any subcontractor(s).

The Mandatory Contractual Terms and Conditions are located in Section 4.0 of this RFP #10-01.

MANDATORY: The vendor must complete and sign the Cover Letter to accompany the vendor's response to RFP #10-01. If the vendor wishes to suggest alternative wording for one or more of the Mandatory terms and conditions, without changing the intent, these suggestions must be separately documented in the Offeror's Transmittal Letter. The Board will not accept vague or general wording changes, specific contract provisions must be provided. The vendor's suggested language will be considered by the Board during the contract negotiation process. The Board's willingness to consider alternative language does not change the requirement that the vendor agree to accept the Mandatory Commonwealth of Virginia clauses as written.

1.8 PROPRIETARY INFORMATION:

SECTION 11-52D, Virginia Public Procurement Act, states “Trade secrets or proprietary information by a bidder, Offeror or contractor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the bidder, Offeror, or contractor must invoke the protections of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary”. All identification must be specific, and all reasons must be stated in detail. FAILURE TO MARK THE DATA OR OTHER MATERIALS AS STATED WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO BIDDERS OR THE PUBLIC AS PROVIDED IN THE VIRGINIA FREEDOM OF INFORMATION ACT.

1.9 REJECTION OF PROPOSALS:

The Charlottesville City School Board reserves the right to reject any and all proposals, in whole or in part. The Board shall not cancel a Request for Proposals or reject any proposal solely to avoid awarding a contract to a particular responsive and responsible Offeror. In addition, the Board reserves the right to waive informalities and to delete items prior to award.

1.10 PROCUREMENT POLICIES AND PROCEDURES:

Procurement activity conducted by agencies of the Commonwealth of Virginia are governed by the Virginia Public Procurement Act and guided by provisions of the Vendor’s Manual at <http://www.eva.state.va.us/learn-about-eva/vendors-manual.htm> (Manual), December, 1998 Commonwealth of Virginia. The provisions of this RFP are intended to conform to applicable policies and procedures contained in the aforementioned Manual. In the event that a vendor should perceive a provision of this RFP to be at variance with a provision of the Manual, VENDORS ARE DIRECTED TO REGARD THE RFP PROVISION AS PREVAILING.

1.11 ORAL PRESENTATION:

At the discretion of Charlottesville City Schools, oral presentations by selected vendors may be required. If an oral presentation is required to clarify or substantiate any area contained in the vendor’s response, the Issuing Office will schedule a time and place for the presentation. The response must be complete, however, in all respects, as oral presentations MAY NOT be scheduled. All costs incurred by the vendor to provide oral presentations and product demonstrations are the responsibility of the vendor.

1.12 IDENTIFICATION OF PROPOSALS:

All proposals submitted for consideration shall be clearly marked on the outside cover of all envelopes, boxes or packages:

From: Name of Vendor
 Street or P.O. Box Number
 City, State, Zip Code
 Due Date: **Wednesday, August 26, 2009**
 Time: Not Later Than (NLT) 2:00 P.M. Local Time
 RFP Number 10-01

1.13 “MANDATORY” DEFINED:

All mandatory requirements must be met in order for any proposal to be considered. The vendor must respond to the mandatory section identifying if he or she can fulfill the requirements identified therein and how the vendor proposes to meet the requirements. Substantiation of responses must be provided. The Board has established guidelines for Offerors governing the interpretation of RFP requirements. The use of “shall”, “must”, or “will” in this RFP or its official amendments indicates a requirement or condition that is *mandatory (mandatory requirement)*, and shall not be construed in any way as allowing deviation from any requirement. Deviation from mandatory requirements will not be accepted by the Board. The Board reserves the right to reject any and all proposals and to waive minor informalities.

Words such as “desirable”, “should”, “is requested”, “is urged to”, are likewise important to the Board in selecting a vendor, but in order to permit vendors to meet the Board’s requirements creatively, they are not specified as strictly as mandatory requirements. Proposals that provide more of the desirable features or that meet them more effectively than another proposal will be given stronger consideration in selecting a vendor. Vendors must document that they can meet mandatory requirements of the RFP.

1.14 CONTRACT NEGOTIATIONS:

After notification of award of this procurement action is made, the Board will negotiate further with the selected vendor to establish a contract containing mutually agreeable terms and conditions. Award of this procurement action is dependent upon the signing of a mutually acceptable contract by both parties. Should the parties fail to agree upon a contract, the Board, at its sole discretion, will cancel negotiations with the first selected vendor and proceed with the next acceptable vendor.

1.15 COST OF PROPOSALS:

The vendor is responsible for all costs of proposal preparation. The Board is not liable for any costs incurred by a vendor in response to this RFP.

1.16 PROPOSAL GUIDELINES:

Vendors are strongly encouraged to adhere to the following general instructions in order to bring clarity and order to the proposal preparation and subsequent evaluation process:

- a. The response should be complete and comprehensive, but with a corresponding emphasis on being concise and clear.
- b. Elaborate bindings or literature are not necessary, but all documents should be clear and legible. Poor quality copies of materials may be rejected.

1.17 PROPOSAL FORMAT:

1.17.1 Part I of the proposal must include the following:

- **Cover Letter:** The completed cover letter (included with this RFP) bearing the signature of the Offeror's contractually binding authority.
- **Transmittal Letter:** Identifies the prime vendor, primary contact, and any subcontractor or partnership arrangements involved in the proposal and that the prime vendor accepts the "mandatory" terms and conditions identified by Section 4 of this RFP. In accordance with Section 1.8 alternative wording may be submitted. However, failure to accept the mandatory terms and conditions as written will result in the vendor's proposal being ruled non-responsive.
- **General Information:** For this section, vendors must:
 - a. Provide company history including background in voice and data products and services. Include the number of years installing and supporting the proposed solution or other similar solutions from the same vendor.
 - b. List key vendor contacts, names, addresses, telephone numbers and facsimile numbers. Also include qualifications of key personnel assigned to this project including your designated single point of contact for this project.
 - c. List key subcontractors, names, addresses, telephone numbers, and facsimile numbers.
 - d. The prime vendor shall provide at least three (3) customer references who have, within the last three (3) years, obtained equipment and services similar in size and scope to those proposed in this RFP. The Board reserves the right to conduct such investigations as it deems appropriate with other customers and may consider other internal and/or external references. Experience with the Board shall be especially relevant.

1.17.2 Part II of the proposal should include the following:

- **Design Details:** A detailed description of the proposed solution must be provided, including hardware, software and system features. Appropriate configuration diagrams should also be provided to illustrate the system layout and functionality. The vendor is encouraged to provide a list of materials that will be used, including manufacturer part numbers where available. Further, the vendor must fully explain how the proposed system handles emergency services such as E911 and malicious call tracing, tracking and reporting. Vendors must explicitly state whether the proposed solution meets all of the mandatory requirements. Vendors are also encouraged to identify which of the optional requirements are included in the proposed solution.
- **Implementation Plan:** The implementation plan should explain the implementation steps and installation timeline required to have a functional system in place by the end of 2009. Vendors should provide detailed scheduling charts, inventories, critical path items and a description of exactly how the implementation is to be accomplished. The vendor must furnish a detailed list of infrastructure improvements that CCS must provide to support the proposed solution. A phased implementation is anticipated; therefore vendors are requested to detail any elements affecting the start of the project, implementation, and anticipated delivery schedule. In addition the vendor must provide a detailed explanation of the phased transition from the old system to the new system.
- **Warranty and Service:** Details should be provided as to which part of the installation and which materials are covered by either a manufacturer or vendor warranty and the length of the warranty. A detailed description of service offerings, including: pricing, applicable sample contracts, service level agreements with response times, location and number of qualified service personnel, and a list of existing service clients in the Charlottesville area. Procedures for requesting service should be clearly explained.

1.17.3 Part III of the proposal should include the following:

- **Cost:** Detailed pricing must be provided. All costs necessary to complete the project and all costs associated with the implementation must be provided and must be broken down to reflect
 - a) one time material and labor cost for mandatory items
 - b) recurring licensing and other charges for mandatory items
 - c) training cost for initial implementation
 - d) ongoing service and maintenance cost
 - e) detailed cost for requested optional items
 - f) detailed costs for optional items recommended by the vendor
 - g) other costs

Pricing must be provided in a clearly understandable format. Where possible, vendors should identify possibilities for portions of the project to be implemented during the 2010-2011 fiscal year (beginning July 1, 2010) when additional funding may become available.

1.18 EVALUATION PROCESS:

Proposals are evaluated on the basis of the criteria enumerated in the RFP and are scored in accordance with a weighting scheme established and approved prior to proposal openings.

Charlottesville City Schools is not required to furnish a statement of the reasons why a particular proposal was not the most advantageous. Should CCS determine, and in its sole discretion, that only one vendor is clearly more highly qualified than others under consideration, a contract may be negotiated and awarded to that vendor.

The proposal evaluation process involves, first, the review by a Selection Committee of all proposals received in response to the RFP to ensure that each proposal meets the mandatory requirements. Vendors may be asked for clarifications to determine whether the submitted proposal meets the mandatory requirements. Proposals that have been determined by the Selection Committee to have not met one or more mandatory requirements are excluded from any further consideration.

The second step in the evaluation of proposals involves each Selection Committee member evaluating the vendor's proposal and assigning a score to each of the selection criteria based on his/her personal understanding or interpretation of each of the proposed items. It will be decided at the beginning of the process how scores are to be assigned to each of the criteria. The full Selection Committee will then meet to discuss the scoring. Members may change their scoring, if they desire.

At this point the selection committee will determine which vendors will move to the next step and be asked to make an oral presentation of their proposed solution. It is anticipated that these oral presentations will take place during the week of September 8, 2009. Preliminary scoring may also be changed by committee members after oral presentations or demonstrations. Final scores are then totaled and multiplied by the weights assigned to arrive at a cumulative score. Vendors may be requested to provide revised pricing for their proposals, as amended during negotiation. If revised costs are requested, costs will be recomputed; scores for the other evaluation criteria may not be altered.

Final scores are then computed for purposes of ranking, and the vendor having the highest total score is selected for award. Charlottesville City Schools will then enter into negotiations of Terms and Conditions and any pricing issues with the selected vendor.

1.19 EVALUATION CRITERIA:

Proposals will be evaluated by the Selection Committee using the following criteria. The order in which they are listed is not indicative of their weight or importance:

- a. Overall Completeness, Accuracy, and Suitability of Vendor's Response
 - 1) Adherence to the response formats as specified in this RFP.
 - 2) Completeness and accuracy of information as requested in this RFP.
 - 3) Degree to which the vendor responds with a complete set of requested services.
- b. Functional and Technical Suitability of Proposed Installation
 - 1) Degree to which the proposed solution meets the mandatory functional and technical needs specified in the RFP.
 - 2) Degree to which the proposed solution can provide future features and functionality not defined as mandatory in the RFP.
 - 3) Degree to which the proposed solution integrates into the existing CCS data and voice infrastructure.
 - 4) Warranty on installation and materials and ongoing service on the proposed system.
- c. The Cost of the Requested Services
 - 1) Total cost to Charlottesville City Schools for all goods and services included in this RFP.
 - 2) Ability of the proposed solution to be implemented over a two fiscal year period, if necessary.
- d. Implementation Plan and Schedule for Installation
 - 1) Clarity and completeness.
 - 2) Perceived ability to complete the project in a timely fashion.
 - 3) Degree to which the proposed solution impacts users during the phased transition.
 - 4) Pre, post, and ongoing implementation support.
- e. Qualifications of the Vendor and Manufacturer
 - 1) Vendor's documented relevant experience in implementing and honoring service agreements of similar size and scope to that specified in this RFP. This item may be confirmed through reference validations at the option of the evaluation committee.
 - 2) Vendor's documented ability to perform and complete comparable work (as defined in this RFP) within specified time schedules. This item may be confirmed through reference validations at the option of the evaluation committee.
 - 3) Manufacturer's demonstrated ability to deliver functional and innovative solutions designed for the K-12 education market and commitment to future product development.

1.20 VENDOR UNDERSTANDING OF REQUIREMENTS:

It is the vendor's responsibility to inquire about and request clarification of any requirement of this RFP that is not understood. Inquiries should be directed to:

Mr. Barry Pendleton
 Technical Support Specialist
 1400 Melbourne Rd.
 Charlottesville, VA 22901
 Phone: (434) 245-2694
 Fax: (434) 245-2604
Barry.Pendleton@ccs.k12.va.us

or

Mr. Mark Leach
 Network Administrator
 1400 Melbourne Rd.
 Charlottesville, VA 22901
 Phone: (434) 245-2675
 Fax: (434) 245-2604
Mark.Leach@ccs.k12.va.us

1.21 VENDOR IDENTIFICATION:

Clearly identify the primary (prime) contractor for this proposal. The full name, address, and telephone number of every company bearing an interest in the proposal must be identified within the proposal. In addition, the primary (prime) vendor must identify a contact person who will serve as the responsible agent for coordinating the efforts and personnel of the vendor and all subcontractors involved in the proposal to include, but not be limited to, oral presentations, demonstrations, site visits, responses to clarifications, and actual management of the project.

Name:
 Organization:
 Address:
 (Area Code) Telephone Number:
 (Area Code) Facsimile Number (if available)

1.22 OPTIONAL VENDOR PRE-BID MEETING

Charlottesville City Schools will be hosting an optional pre-bid meeting at 1:00 P.M. on August 5, 2009 to answer any questions vendors may have. This meeting will take place at Central Office #2 which is located on the lower level of Charlottesville High School. An opportunity to view a limited sample of the existing infrastructure will also be offered. A maximum of three individuals from each company can be accommodated. Please contact Barry Pendleton at Barry.Pendleton@ccs.k12.va.us by close of business on Monday, August 3, 2009 if you are planning to attend.

SECTION 2: EXISTING ENVIRONMENT

2.1 SCHOOL DIVISION BACKGROUND INFORMATION

Charlottesville City Schools serves approximately 3900 students in six elementary schools (preK-4), an upper elementary (5 & 6), a middle school (7 & 8) and a high school.

Charlottesville City Schools
Strategic Plan 2006-2011
Personal and Academic Success for All

Goal 1: Increase academic achievement for all students and close achievement gaps.

Goal 2: Support the whole child (physical, social, emotional needs).

Goal 3: Increase family, school, and community involvement and collaboration.

Goal 4: Recruit, retain, and support diverse and effective leadership, teachers, and staff.

Goal 5: Provide all students and staff with an environment conducive to learning.

2.2 EXISTING VOICE CONFIGURATION

Charlottesville City Schools installed the current voice system approximately ten years ago. CCS currently utilizes as Nortel Meridian One Option 11 PBX for centrally managed voice services. The Option 11 is housed at Charlottesville High and serves eleven additional remote buildings (see Appendix A for a list of locations). PBX extensions are provided on digital and analog instruments at Charlottesville High, Central Administration, and Walker. All other locations have PBX extensions on analog instruments. Central Administration and Walker are served by a Mini Carrier Remote. All other buildings are served by point-to-point T1s for voice traffic terminated on Adtran CSU/DSUs at each end. The Option 11 is currently managed centrally through Optivity Telephony Manager.

Embarq Central Office connectivity to the Option 11 is provided by 2 PRI circuits. CCS currently has 579 DID numbers available through Embarq. Four digit dialing is standard throughout the school division. Extension numbers are roughly grouped by building with some exceptions.

Voicemail is provided through a central Call Pilot server integrated into the Option 11. We currently have approximately 365 mailboxes in use. The Call Pilot is currently managed centrally through the built-in web administration portal.

See Appendix B for detailed information regarding the voice configuration.

2.3 EXISTING DATA CONFIGURATION

Charlottesville City Schools currently utilizes a mix of point-to-point T1s and Metro Ethernet for WAN data connectivity. Centralized resources are housed in the main data center located at Charlottesville High. Most WAN circuits are terminated on Cisco 3640 series routers at remote buildings and on a Cisco 7206 series router at Charlottesville High. These routers are slated for replacement as part of the VoIP implementation. The router replacement is outside of the scope of this RFP, but vendors are strongly encouraged to provide detailed recommendations for router replacement. Currently no QoS is being performed on WAN data traffic.

Each location currently utilizes Cisco switches and a CAT5e wiring infrastructure to provide data services to individual locations. All data closets are joined via 1Gbps links to a central data closet in each building. Currently individual locations are served via 10/100Mbps links. Switch upgrades and expansion to accommodate VoIP are outside of the scope of this RFP, but vendors are encouraged to provide recommendations for LAN infrastructure improvements. Most buildings also have a centrally managed campus-wide Cisco 802.11 a/b/g wireless network with a wireless controller located on-site. There is a PoE infrastructure in place to serve the wireless access points. The expansion of the PoE infrastructure to accommodate VoIP is outside of the scope of this RFP, but vendors are encouraged to provide recommendations for PoE infrastructure. Currently no QoS is being performed on LAN traffic.

The school division currently partners with Embarq for data connectivity, Verizon Wireless for wireless telephony, Dell for server hardware, Novell for server software, collaboration software and directory services, and Syncsort for data backup. End-user workstations are a mix of Windows XP and Mac OS X (10.4. & 10.5).

See Appendix C for detailed information regarding the data configuration.

SECTION 3: SYSTEM SPECIFICATIONS

Section 3 provides the desired specifications for the proposed VoIP system. The specifications encompass both mandatory core requirements and optional desired functionality.

3.1 MANDATORY CORE REQUIREMENTS

The proposed system must provide the mandatory features listed below.

- 1) IP (Internet Protocol) Based
- 2) Capability for Redundancy/Load Balancing/Clustering
 - a. As initially deployed the system will not need to be redundant or load balanced, but future expansion must be able to accommodate multiple servers for scalability, redundancy, load balancing, clustering, or disaster recovery purposes.
- 3) Coexistence with Current PBX
 - a. During the phased transition to the new system users on both systems must be able to communicate seamlessly.
 - b. Users must be able to be migrated from the old system to the new system during the normal operating calendar.
 - c. The voicemail transition should minimize the need for users to monitor mailboxes on both the old and new systems.
 - d. The current numbering plan should be maintained during the transition to the new system. Required extension number changes should be minimized.
- 4) Failover Capabilities at Remote Sites
 - a. If a network or power failure occurs, equipment in a remote building must support emergency calls (E911) and at least a limited number of connections to the PSTN.
 - b. The failure of any component in the system should not prevent users from making emergency calls.
- 5) Emergency Services/Malicious Call Management
 - a. E911 calls must be identified to the local Emergency Communications Center as originating from the address where the caller is physically located at the time of the call.
 - b. Clear & simple procedures for identifying and reporting malicious calls (e.g. bomb threats) must be provided.
 - c. A call log with originating number, terminating number, call time and call duration must be maintained for all incoming and outgoing calls. This data must be able to be exported in a format that would allow further analysis through third-party software such as a database application.
- 6) Disaster Recovery
 - a. The system must support automated backup to both removable media and off-site locations utilizing built-in mechanisms or division-owned backup software.
- 7) Support for Multiple PRIs
- 8) Ability to Manage the Entire System Centrally
 - a. Centralized administration and management of the phone system must be possible from multiple workstations.
 - b. Access to system status must be available remotely (SNMP or other monitoring protocol must be supported).
- 9) Support for Third-Party Applications or Functionality

- 10) Utilize Existing Call Pilot Voicemail System or Replace with a Comparable Enterprise Voicemail System
 - a. If a new voicemail system is implemented, users should only receive new messages on one system at any given point in time.
 - b. If a new voicemail system is implemented, users should be able to check their Call Pilot voicemail after they have been moved to the new system unless all voicemail can be migrated from Call Pilot to the new system.
 - c. Must support mailbox trees to support multiple users
 - d. System must be capable of supporting unified messaging.
 - e. Pricing should be supplied for at least 800 mailboxes.
- 11) Conference Calling
 - a. The proposed system must allow users to initiate and join multi-party voice conference calls that include both internal and external callers.
 - b. The maximum number of parties on a conference call for the base system must be identified as part of the response.
- 12) Paging Capability
 - a. The proposed system must be capable of interfacing with external paging systems.
 - b. Must allow users to connect and perform all call pages or pass codes to support zone pages.
- 13) Auto-Attendant
 - a. The caller must be presented a greeting with selection options and the ability to connect to a selected user or mailbox.
 - b. Dial by name and extension must be supported.
- 14) Support for 4 Digit Dialing with DID and Non-DID Numbers
- 15) Support for Basic and Advanced Telephone Instruments See Appendix D for a breakdown of the number of each type of instrument.
 - a. Classrooms/Other Areas must have at least:
 - i. Single Line
 - ii. Monochromatic Display
 - iii. Built-in 10/100 Ethernet switch
 - iv. Message Waiting Indicator
 - v. Monitor Speaker
 - vi. Desk or Wall Mount Capable
 - b. Conference Rooms/Standard Offices (Office 3) must have at least:
 - i. Two Lines
 - ii. Monochromatic or Color Display
 - iii. Built-in 10/100/1000 Ethernet switch
 - iv. Message Waiting Indicator
 - v. Desk or Wall Mount Capable
 - vi. Full-Duplex Speakerphone
 - vii. Software Defined Feature Buttons

- c. Administrative Offices (Office 2)
 - i. Four Lines
 - ii. Monochromatic or Color Display
 - iii. Built-in 10/100/1000 Ethernet switch
 - iv. Message Waiting Indicator
 - v. Desk or Wall Mount Capable
 - vi. Full-Duplex Speakerphone
 - vii. Software Defined Feature Buttons
 - viii. Ability to Monitor Station Status for Other Users
 - ix. Expansion Module Capable
 - x. Headset Capable
 - d. Receptionist/Executive Offices (Office 1)
 - i. Six Lines
 - ii. Color Display
 - iii. Built-in 10/100/1000 Ethernet switch
 - iv. Message Waiting Indicator
 - v. Desk or Wall Mount Capable
 - vi. Full-Duplex Speakerphone
 - vii. Software Defined Feature Buttons
 - viii. Ability to Monitor Station Status for Other Users
 - ix. Expansion Module Capable
 - x. Headset Capable
 - e. Support for Analog Lines (e.g. fax machines)
 - f. Support for 802.11 Telephone Instruments
 - g. Support for 3rd Party SIP Compliant Telephone Instruments
- 16) Service & Support
- a. Support vendor must have certified staff available for both remote and on-site diagnostic and repair services.
 - b. Support requests must be able to be initiated via both telephone and web 24 x 7.
 - c. Support vendor must commit to mutually agreed upon outcomes and response times in a Service Level Agreement (SLA). Sample SLAs must be included in response documents.

3.2 OPTIONAL FEATURES

It is desired that the proposed solution provide the optional features listed below. Pricing should be provided individually for the options and for the number of users identified. Also included in any pricing should be any additional hardware and software costs. If the optional features are included as part of the base system, this should be clearly identified. It should also be noted if the pricing for an optional feature covers more users than is specified. If package pricing would be beneficial to CCS it should be provided with a detailed explanation of what options are included in the package.

- 1) Unified Messaging to enable users to access voicemail via alternate methods such as our Novell GroupWise email system.
 - a. Pricing should be provided for 200 users.
 - b. Pricing should be provided for all users.
- 2) Conferencing to enable collaboration for internal and external parties via voice, video, and web.
 - a. Pricing should be provided for 20 concurrent users.
 - b. Pricing should be provided for 50 concurrent users.
- 3) Workstation software to extend communications features to Windows and Mac OS X based computers. This may include softphones or communications managers.
 - a. Pricing should be provided for 1 workstation.
 - b. Pricing should be provided for 20 workstations.
 - c. Pricing should be provided for 100 workstations.
- 4) Integration with Novell eDirectory for features that require or optionally take advantage of directory services.
 - a. Native integration, Identity Manger integration, or LDAP integration.
- 5) Ability to integrate, and extend functionality to, existing mobile telephony devices such as wireless phones and smartphones.
- 6) Software to track and communicate “presence” in order to make communication more efficient by presenting employees with the best methods of communication.
 - a. Pricing should be provided for 50 users.
 - b. Pricing should be provided for 100 users
 - c. Pricing should be provided for all users.

3.3 VENDOR RECOMMENDED FEATURES

Vendors are encouraged to provide information and pricing for features and options not requested. These optional, recommended features should provide value to our mission as a small, urban K-12 school system serving a diverse student population.

SECTION 4: MANDATORY TERMS AND CONDITIONS

In accordance with Section 1.14, the Commonwealth of Virginia requires the inclusion of certain “Mandatory” contract provisions in any Agreement the Board enters into. The vendor must review these clauses in detail because a specific agreement to these clauses is required in the Transmittal Letter accompanying the Vendor’s response to RFP #10-01.

4.1 APPLICABLE LAWS AND COURTS

This Solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with all applicable federal, state and local laws, rules and regulations.

4.2 COMPLIANCE WITH LAWS

Offeror represents and warrants that it is now in compliance with and will, for the duration of any agreement arising from this Solicitation, comply with all foreign and domestic laws, statutes, ordinances, policies, rules, regulations and orders (collectively “Law” or “Laws”) applicable to the provision of Services and performance of its obligations hereunder.

Offeror shall use its best efforts to protect its ability to offer and deliver the Services under the terms, conditions and total costs set forth herein, including without limitation, obtaining and maintaining required federal, state and local authorizations, and making and maintaining tariff filings.

4.3 TAXES - FEDERAL, STATE AND LOCAL

Sales to the Charlottesville City Schools are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request.

4.4 NON-APPROPRIATION

All payment obligations under agreements arising from this Solicitation are subject to appropriated funds being available for expenditure for this purpose by the Board.

Upon the Board’s receipt of a formal notification from any agency, institution, or other public body certifying the unavailability of appropriated funds for such expenditure, the Board shall promptly forward such written notification to the Offeror. Notwithstanding any other provision of this Solicitation, any such termination or reduction shall be without termination charge or other penalty or liability on the part of the Board.

4.5 INTERPRETATION OF SOLICITATION

Headings are for reference purposes only and shall not be considered in construing this Solicitation. Nothing in this Solicitation shall be construed as an express or implied waiver of the Board's sovereign immunity or Eleventh Amendment immunity, or as a pledge of its full faith and credit.

The documents comprising any agreement arising out of this solicitation, and their order of precedence in case of conflict, are:

- (1) Any written agreements pursuant to negotiations;
- (2) The Offeror's proposal submitted in response to the Board's RFP #10-01; and
- (3) The Board's RFP #10-01.

The foregoing documents represent the complete and final agreement of the parties with respect to the subject matter of this Solicitation. (Note: this listing of documents can be amended to include additional documents exchanged between the parties prior to negotiations).

It is understood that the Board has relied upon the truthfulness of the Offeror's response to this RFP #10-01 and should said response prove to be false or misleading the Board may seek any and all remedies at law or in equity without limitation notwithstanding any other provision herein to the contrary.

4.6 AMENDMENT AND WAIVER

No amendment to or modification of this Solicitation shall be effective unless it is in writing and signed by a duly authorized representative of each party. Under no circumstance shall any term or condition on or in any invoice, package, license or other Offeror-supplied document be effective unless signed by the Board's duly authorized representative.

No waiver of, or consent to, any breach shall be effective unless expressly made in writing and signed by the waiving or consenting party's duly-authorized representative.

4.7 ANTI DISCRIMINATION

By submitting their proposal, Offerors certify to the Board that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans with Disabilities Act and Section 11-51 of the Virginia Public Procurement Act.

In every contract over \$10,000 the provisions in 1 and 2 below apply:

1. During the performance of any contract arising from this Solicitation, the Contractor agrees as follows:

- a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, or disabilities except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

- b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The Contractor will include the provisions of 1 above in every subcontract or purchase order of over \$10,000 so that the provisions will be binding upon each subcontractor or vendor.

4.8 IMMIGRATION REFORM AND CONTROL ACT OF 1986

By submitting their proposal, Offerors certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.

4.9 ETHICS IN PUBLIC CONTRACTING

By submitting their proposal, Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit or money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

4.10 DEBARMENT STATUS

By submitting their proposal, Offerors certify that they are not currently debarred by the Board of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

4.11 MANDATORY USE OF TERMS AND CONDITIONS FOR RFP'S

Modification of or additions to the Mandatory Terms and Conditions of the solicitation shall be done in accordance of Section 1.14 of this proposal.

4.12 CLARIFICATION OF TERMS

If any prospective Offeror has questions about the specifications or other solicitation documents, the prospective Offeror should contact the individual whose name appears in Section 1.20 of RFP #08-01 no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the Board.

4.13 QUALIFICATIONS OF OFFERORS

The Board may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to the Board all such information and data for this purpose as may be requested. The Board reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. The Board further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the Board that such Offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

4.14 VENDOR'S MANUAL

As stated in Section 5.4 of the Vendors Manual, in the event of a conflict between the Vendor Manual and the other provisions of this Solicitation, such other provisions shall take precedence. This Solicitation is subject to the provisions of the Commonwealth of Virginia Vendors Manual which was revised in December, 1998 and any revisions thereto, which are hereby incorporated into this Solicitation in their entirety. A copy of the manual is normally available for review at the purchasing office and can also be obtained by calling the Division of Purchases and Supply (804) 786-3842, or online at <http://www.eva.state.va.us/learn-about-eva/vendors-manual.htm>.

4.15 COMPLIANCE WITH FEDERAL LOBBYING ACT

By executing this agreement, the Offeror agrees as follows:

- a. Offeror shall not, in connection with any agreement, engage in any activity prohibited by 31 U.S.C.A. Section 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal contracting and financial transactions") or by the regulations issued from time to time thereunder (together, the "Lobbying Act"), and shall promptly perform all obligations mandated by the Lobbying Act in connection with any agreement arising from this Solicitation, including, without limitation, obtaining and delivering to the Board all necessary certifications and disclosures.
- b. Offeror is hereby advised that a significant percentage of the funds used to pay invoices under an agreement may be federal funds. Under no circumstances shall any provision of an agreement be construed as requiring or requesting the Offeror to influence or attempt to influence any person identified in 31 U.S.C.A. Section 1352 (a) (1) in any matter.
- c. A representative of the Offeror shall sign the certification and deliver such certification to the Board simultaneously with the execution and delivery of an agreement. The Offeror shall have the certification signed by a representative with knowledge of the facts and shall fulfill the promises of undertakings set forth in the certification.

4.16 PRIME CONTRACTOR RESPONSIBILITY

If the services ordered, pursuant to any agreement arising from this Solicitation, include any goods or services to be supplied by a party other than the Offeror, the Offeror agrees as follows:

The Offeror shall act as prime contractor for the procurement and maintenance of the entire proposed configuration and shall be the sole point of contact with regard to all obligations under an agreement to include all invoicing for goods and services.

The Offeror hereby represents and warrants that the Offeror has made or will make such other party aware of the proposed use and disposition of the other party's products or services, and that such other party has agreed or will agree in writing that it has no objection thereto. Such notification and agreement shall be made and obtained prior to delivery of the Service in question. Upon request by the Board, Offeror shall promptly provide the Board with a copy of such written notices and agreements.

4.17 CONTRACTUAL RECORDS

The Offeror shall make all contractual books and records and other documents relating to any agreement available to the Board and its designated agents for purposes of audit and examination for a period of five years after final payment.

Contractual records include, but are not limited to, this Solicitation and any resulting agreement, all associated attachments, the Offeror's proposal, modifications, invoices, and correspondence between the parties to this negotiation.

4.18 LIABILITY

Offeror shall maintain such personal injury and property damage liability insurance as necessary to protect itself from claims arising out of the performance of any agreement. Offeror shall indemnify and hold harmless the Board, its officers, agents and employees from any and all claims, suits, actions, liabilities and costs of any kind, including attorneys fees, for personal injury and damage to real or personal property arising from the wrongful acts or omissions of the Offeror, its agents, officers, employees or subcontractors.

Except as otherwise provided in this solicitation and in any resulting agreement, in no event shall either party be liable to the other party for any indirect, special or consequential damages arising out of any breach of its obligations under any agreement.

4.19 TESTING AND INSPECTION

The Board reserves the right to conduct any test/inspection it may deem advisable to assure materials and workmanship conform to the specifications.

The Offeror shall provide the materials and services identified in the RFP in accordance with the specifications set forth in RFP #10-01. The Offeror's materials and workmanship shall meet and maintain the quality as specified in the Offeror's response to the RFP #10-01.

4.20 GOVERNMENT ORGANIZATIONAL CHANGES

Upon written notification to the Offeror by the Board, or its successor, the Board's rights hereunder shall be exercisable by any other agency of the Board to which or into which the Virginia General Assembly or other governing body may transfer, combine or merge the Board or the Board's function.

4.21 ADVERTISING / PUBLICITY

Offeror shall issue no public announcements, press releases, promotional materials or other forms of advertising concerning any agreement without the written consent of the Board.

Appendix A

Site Locations

Locations where voice services will be required as a result of this RFP:

- **[CHS] Charlottesville High School**
 - 1400 Melbourne Rd. Charlottesville, VA 22901
- **[BUF] Buford Middle School**
 - 617 Ninth St. SW Charlottesville, VA 22903
- **[WLK] Walker Upper Elementary School**
 - 1564 Dairy Rd. Charlottesville, VA 22903
- **[B-M] Burnley-Moran Elementary School**
 - 1300 Long St. Charlottesville, VA 22901
- **[CLK] Clark Elementary School**
 - 1000 Belmont Ave. Charlottesville, VA 22901
- **[GBR] Greenbrier Elementary School**
 - 2228 Greenbrier Dr. Charlottesville, VA 22901
- **[J-V] Jackson-Via Elementary School**
 - 508 Harris Rd. Charlottesville, VA 22903
- **[JON] Johnson Elementary School**
 - 1645 Cherry Ave. Charlottesville, VA 22903
- **[VEN] Venable Elementary School**
 - 406 14th St. NW Charlottesville, VA 22903
- **[ALT] Henry Avenue Learning Center**
 - 715 Henry Ave. Charlottesville, VA 22902
- **[ADU] Adult Learning Center**
 - 935-A Second St. SE (Ix Building) Charlottesville, VA 22902
- **[CO1] Central Administration Office (Central Office #1)**
 - 1562 Dairy Rd. Charlottesville, VA 22903
 - Shares a campus with Walker Upper Elementary
- **[CO2] Central Office #2**
 - 1400 Melbourne Rd. Charlottesville, VA 22901
 - Located on the lower level of Charlottesville High School

Appendix B

Existing Voice Services

Listed below is an outline of the current voice communications system with relevant release numbers.

- **Primary Site (Central Office #2 - Charlottesville High School)**
 - Northern Telecom Meridian One Option 11c
 - o S/W release 3.00
 - o ACD Agents 10
 - o 2 PRI Trunk groups (23B+D x2)
 - Call Pilot Voice Mail
 - o S/W Release 4.00
 - o 10 Voice channels
 - o 700 Mailboxes
 - o 350 Storage hours
 - Optivity Telephony Manager
 - o S/W Release 2.1
- **Remote Sites**
 - Mini Carrier Remote (1 P2P T-1):
 - o Central Administration Building/Walker Upper Elementary
 - Adtran CSU/DSU with a full P2P T-1 (24 analog channels):
 - o Buford Middle (2 T-1's with 48 channels)
 - o Burnley-Moran Elementary
 - o Clark Elementary
 - o Greenbrier Elementary
 - o Jackson-Via Elementary
 - o Johnson Elementary
 - o Venable Elementary
 - Adtran CSU/DSU with partial T-1 (12 voice channels):
 - o Adult Learning Center
 - o Henry Avenue Learning Center

Appendix C

Existing Data Services

Listed below is an outline of the current data communications system. More detailed information, including software versions, is available on request.

- **Primary Site (Central Office #2 - Charlottesville High School)**
 - Cisco 7206 VSX Router
 - 100 Mbps Metro Ethernet connection
 - Cisco 4506 Core Switch
- **Remote Sites**
 - Cisco 3640 Routers
 - Buford Middle
 - Walker Upper Elementary/Central Administration Office
 - Burnley-Moran Elementary
 - Clark Elementary
 - Greenbrier Elementary
 - Jackson-Via Elementary
 - Johnson Elementary
 - Venable Elementary
 - 10 Mbps Metro Ethernet
 - Buford Middle
 - Walker Upper Elementary/Central Administration Office
 - Burnley-Moran Elementary
 - Clark Elementary
 - Greenbrier Elementary
 - Jackson-Via Elementary
 - Johnson Elementary
 - Venable Elementary
 - Cisco 4506 Core Switch
 - Buford Middle
 - Walker Upper Elementary/Central Administration Office
 - Cisco 1604 Routers
 - Adult Learning Center
 - Henry Avenue Learning Center
 - Partial T-1 (770 Mbps)
 - Adult Learning Center
 - Henry Avenue Learning Center

Appendix D

Extension & Instrument Counts

Listed below are the required number of extensions and telephone instruments of each type at each location.

	CHS	BUF	WLK	B-M	CLK	GBR	J-V	JON	VEN	ALT	ADU	CO1	CO2	Total
Classrooms	85	48	45	21	25	26	28	29	29	5	4	0	0	345
Conf. Rms.	2	1	1	2	1	0	0	1	2	0	1	1	3	15
Office 1	1	2	1	1	1	1	1	1	1	0	0	3	1	14
Office 2	5	2	2	1	1	1	1	1	3	2	2	8	8	37
Office 3	21	6	8	3	4	4	5	3	6	3	5	12	37	117
Other	36	12	18	20	12	7	7	11	6	1	0	1	5	136
Faxes ¹	6	3	2	1	1	2	1	1	3	1	1	3	4	29
Total	156	74	77	49	45	41	43	47	50	12	13	28	58	693

¹ No instruments are required for this line. These numbers represent existing fax machines and other analog extensions that will need to remain and be serviced by the new system.

Appendix E**Important Dates**

Listed below are the significant milestone dates for this RFP. These dates are subject to change and any changes will be noted on an updated RFP which will be available from the same source that you received this original RFP.

Friday, July 20, 2009	RFP Posted
Monday, August 3, 2009	Notify CCS of Intent to Attend Optional Pre-Bid Meeting
Wednesday, August 5, 2009	Optional Pre-Bid Meeting (1:00 P.M. @ Central Office #2)
Wednesday, August 26, 2009	RFP Responses Due (2:00 P.M. @ Central Office #1)
Week of September 8, 2009	Possible Oral Vendor Presentations (Times & Location TBD)
Wednesday, September 16, 2009	Notice of Intent to Award Contract