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February 15, 2012

Request for Proposal (RFP)

**ShoreTel VOIP E 911 Compliant Phone
System**

Vendor Notice Please Read!

Vendors, this RFP is being issued with the intent of utilizing Federal FCC E-rate funds. You **MUST COMPLY** with all rules and regulations associated with the E-rate program. If you or the company you represent are unfamiliar with this program, we strongly urge you to become knowledgeable before submitting a bid. For more information, please consult the Schools & Libraries Division website at: <http://www.usac.org/sl/>

Additional specific restrictions are laid out in the following bid packet. As a courtesy, we have provided the following summary of this bid.

By submitting your properly executed bid to the Manistique Area Schools School System, you, and the company you represent, are in full agreement of the following:

- This contract is for a turn-key installation of professional grade ShoreTel VOIP E-911 Compliant Phone System, and any necessary controllers, switches, network cabling, and installation services. At completion, Manistique Area Schools will have a fully functioning, integrated ShoreTel VOIP E-911 compliant phone system.
- You agree to be a fully authorized and properly certified E-rate Service Provider
- You agree to enter into this contract utilizing the Service Provider Invoicing (SPI) (Form 474) method of payment.
- If approved, the total amount of E-rate funds committed to this project may cover up to 90% of the total cost. The School System is **ONLY** responsible for the remaining percentage that E-rate does not cover.
- As with all federal programs, there are many requirements involving proper documentation and timely submissions. This can create large delays from the moment the vendor's work has finished to the time the Federal Government issues payment.
- We anticipate the costs and man-power requirements for this project to be significant. **VENDORS MUST BURDEN THE FEDERALLY COMMITTED PORTION OF COSTS** (up to 90% in some cases) while the E-rate process proceeds. The Manistique Area Schools School System will pay **ONLY** their percentage of the total contract at the time of completion. This may be as little as 20% of the total cost. The process of retrieving money from the E-rate program can take significantly longer depending on numerous issues that may arise.

******* READ THIS BEFORE PROCEEDING *******

If your company cannot burden massive amounts of funds being tied up while waiting for payment from the E-rate program, then DO NOT BID. The federally committed portion of the contract may not be paid for a significant length of time. As such, the bidder chosen by the Manistique Area Schools will be required to sign an agreement holding the Manistique Area Schools, Manistique Area Schools Board of Education, its employees, representatives and agents harmless from any liabilities to the bidder caused by delays in funding by the Schools and Library Division which are not proximately caused or under the control of the Manistique Area Schools. THE MANISTIQUE AREA SCHOOLS/MANISTIQUE AREA SCHOOLS BOARD OF EDUCATION IS NOT RESPONSIBLE, AT ANY POINT, FOR PAYING THE FEDERALLY COMMITTED PORTION OF THE CONTRACT.

REQUEST FOR PROPOSAL

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1.) INTRODUCTION

a) Purpose

This Request for Proposal (RFP) is offered to solicit proposals from qualified vendors for a ShoreTel VOIP E-911 Compliant phone system for the Manistique Area Schools, 100 N Cedar Street, Manistique, MI 49854. In order to receive consideration, the proposed system must meet the requirements of the aforementioned as herein described. Copies of this RFP can also be found online at <http://www.manistique.k12.mi.us/technology>.

b) Proposal Submittal

Mary Hook will accept sealed proposals labeled "MAS –ShoreTel VOIP Proposal", 100 N Cedar Street, Manistique, MI 49854 no later than time 4:00 p.m. EST. Date 3/15/2012 at the Manistique Area Schools Business Office, 100 N Cedar Street, Manistique, MI 49854 all RFP's must be in accordance with the conditions and instructions provided herein.

c) Schedule

RFP released - 2/15/2012

Closing date for proposal submittal - 3/15/2012

Oral presentations and system demonstration – (to be scheduled if needed)

Evaluation completed and vendor recommended – (to be scheduled)

This schedule is intended as a guideline for the timing of various events in this effort.

Management requirements and other factors may cause certain of these dates to vary from original intentions. In no event, however, shall the deadline for proposal submittal be changed.

2.) GENERAL CONDITIONS

a) Conformity with RFP

All Proposals must conform to the requirements presented in this RFP. Proposals not in conformity may be rejected. Exceptions to any requirement must be clearly noted in vendors' response.

b) Uniformity of Proposals

To facilitate evaluation, all proposals must be submitted in a uniform format as described in Section 4 of this RFP.

c) Additional Information

All inquiries or requests for information relative to this RFP should be directed by mail to the Manistique Area Schools, Attn. Mary Hook, 100 N Cedar Street, Manistique, MI 49854; Facsimile (906) 341-6751; or by email to mhook@manistique.k12.mi.us. All material submitted by the Manistique Area Schools must be treated as confidential and cannot be used for any

other purpose than the response to this RFP. Information submitted by any vendor will be considered confidential to the Manistique Area Schools and will not be used for any other purpose than evaluating vendor responses. Copies of this RFP can also be found online at <http://www.manistique.k12.mi.us/technology>.

d) Contract

The selected vendor MAY BE REQUIRED TO EXECUTE A CONTRACT WRITTEN FOR AND BY Manistique Area Schools. The Manistique Area Schools may not execute the vendor's standard contract. All Proposals should contain a statement indicating the vendor's willingness to accept a written contract. The vendor should indicate if this RFP and the vendor's written material could be included in the contract. Any exemptions to this requirement must be noted in the vendor's response.

e) Non-Collusion

Each Proposal shall contain a vendor affidavit, a copy of which is enclosed in Section 6.

f) Right to Reject Proposals

The Manistique Area Schools reserves the right to reject any or all proposals, to waive technicalities or informality and to accept any proposal deemed to be in the best interest of the School District.

g) Liability and Insurance

The selected vendor will save and hold harmless The Manistique Area Schools from any and all legal liability arising out of the infringement of any patent or copyright in respect to the normal use of proposed software. See attached form. The bidder chosen by the Manistique Area Schools (MAS) will be required to sign an agreement holding the MAS, its employees, representatives and agents harmless from any liabilities to the bidder caused by delays in funding by the Schools and Library Division which are not proximately caused or under the control of the MAS.

h) Price Protection

Price quoted in the proposal shall be firm prices and not subject to increase during the term of any contractual agreement arising between The Manistique Area Schools and a vendor. Vendors will quote on prices less any Federal Excise Tax. Vendors should stipulate the expiration date of their quoted price. All prices will include shipping and handling.

i) Right to Purchase from Any Source

The Manistique Area Schools reserves the right to purchase any desired equipment, software, or services from any source or sources in part or in whole as set forth in the Manistique Area School directives.

j) Delivery Date

Vendors will specify in proposals the delivery date of their equipment, services and/or products (i.e., how long from time of order to delivery of hardware and/or software). Delivery times will be correlated to actually placing the order after Erate approval for funding is granted.

k) Vendor Commitment

Vendors must state their commitment to maintain, support and upgrade their services at the current or the public-released level for at least the term of the contract.

l) Maintenance/Support

Vendors must supply the names and addresses of all service organizations that will provide support and maintenance on all products proposed herein. If appropriate, vendors must also specify the maximum time to elapse between the time a service call is made and the time a service representative arrives on site.

m) Systems Responsibility

Notwithstanding the contents of the RFP, it is the responsibility of the vendor to verify the completeness, accuracy, and suitability of the vendor's proposal to meet the requirements of The Manistique Area Schools. The vendor without claim for additional payment shall provide any additional equipment required after installation to meet The Manistique Area Schools requirements, even if not specifically mentioned herein. It is understood that a complete solution for the ShoreTel VOIP phone system, which operates effectively and to the satisfaction of The Manistique Area Schools Technology Department, is required. The successful vendor will be obligated to provide a solution that meets all guarantees in their proposal for the price contained therein and that all products provided operate successfully with The Manistique Area Schools existing telecommunication infrastructure and related systems and networks. All products must be completely new.

n) Rights to Submitted Material

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits, and other documents provided by vendors will become the property of The Manistique Area Schools when received. Supporting technical manuals will be returned at the request of the vendor. The Manistique Area Schools retains the right to use any or all system ideas presented in any proposal, whether amended or not amended. Selection or rejection of a proposal does not affect this right.

o) Disclaimer and Cancellation

The Manistique Area Schools reserves the right to waive any informality received where such acceptance, rejection, or waiver is considered to be in the best interest of the Manistique Area Schools District. Manistique Area Schools also reserves the right to reject any proposal where evidence or information submitted by the Vendor does not satisfy the Manistique Area Schools that the vendor is qualified to carry out the requirements of the contract documents.

This RFP does not commit the Manistique Area Schools to any specific course of action. The Manistique Area Schools reserves the right to not select any vendor or purchase any goods or services resulting from this RFP. The Manistique Area Schools may choose not to purchase

these services if the Manistique Area Schools does not receive Universal Service Fund (E-rate) funding for this project.

3) SELECTION PROCESS

The selection of a provider for the ShoreTel VOIP phone system by The Manistique Area Schools will involve both objective and subjective elements. The process to be used to make this selection is outlined below.

a) Request for Proposal (RFP)

The RFP is intended to provide interested vendors with uniform information concerning The Manistique Area Schools requirements for a ShoreTel VOIP phone system. In responding to this RFP, VENDORS MUST ADHERE TO THE INCLUDED FORMAT AND USE ANY REQUIRED FORMS.

b) Requirements

Three (3) copies of your completed proposal should be submitted. The scope of this project is to build upon our existing network infrastructure to provide seamless connection of a ShoreTel VOIP Phone System. Due to the complexity & amount of knowledge required for successful placement & configuration, the Manistique Area Schools System is seeking a complete “turnkey” solution that covers from equipment acquisition to complete installation.

i) Detailed Specifications

- The intent of this project is to expand upon our existing network infrastructure by adding a ShoreTel VOIP phone system. It is expected that all vendor proposals will provide a turnkey solution that integrates seamlessly into our existing network backbone.
- It is expected that proposals will not introduce unreasonable technical and administrative burdens associated with learning, troubleshooting, and connecting to the solution presented.
- The proposed solution will need to address POE switch port capacity for connecting required devices (ie. Phones, etc). Additional switch capacity exceed immediate need to allow for expansion later.
- The vendor proposal will take into account all costs, technicalities, planning, hardware, software, miscellaneous needs, and necessary labor required to provide a complete “turnkey” installation.
- The Manistique Area Schools District expects that vendors are fully certified and knowledgeable in regards to the physical cabling, installation, and configuration of all items required by this RFP.
- Vendor will fully comply with all building codes, as well as address all concerns raised by officials (either school district, local, state, or federal). Installation changes made to fulfill these concerns are the financial responsibility of the vendor.
- Vendor must provide satisfactory proof of insurance in regards to the requirements of this RFP.

- Any subcontractor used by the vendor will be considered an authorized representative of the vendor. Said subcontractor must carry all assurances, certifications, insurance, and other listed requirements of this RFP or other applicable laws.
- The bidder chosen by the Manistique Area Schools District (MAS) will be required to sign a agreement holding the MAS, its employees, representatives and agents harmless from any liabilities to the bidder caused by delays in funding by the Schools and Library Division which are not proximately caused or under the control of the MAS.

Network cabling & interconnects – Bid Specifications

As part of the turnkey installation, the physical network interconnections must meet the following:

- Cabling should be certified for 10-Gigabit
- Copper network cabling shall be Category 6 or higher
- Cabling will interface with the existing network backbone at Network Core junction points in appropriate wiring closets. Terminating connections into classrooms is not preferred.
- Cabling will terminate into patch panels and/or network boxes with appropriate faceplates & keystones.
- Cabling below the ceiling is to be placed into conduit and properly terminated into network boxes with appropriate faceplates & keystones. (existing building conduits may be utilized where available/appropriate).
- Wall penetrations must be properly sealed according to Fire Marshall specifications.
- Cables & panels must be labeled & easily traced utilizing a scheme agreed upon with the Manistique Area Schools Technology Department.
- Vendor must provide a post-installation schematic detailing all cable routes and termination points.

Post installation System Training – Bid Specifications

- Following the successful completion of the project, the vendor is to provide a minimum of 1 day of training on the proper configuration, daily operation, and maintenance of the system. This training shall be performed at a mutually agreed upon date on-site at the Manistique Area Schools Technology Department 100 N Cedar Street, Manistique, MI 49854. The training will be for no more than 4 individuals who work directly for, or closely with the Technology Department.
- Vendor will provide at minimum 2 copies of all installation, configuration, and training materials. This includes any and all materials offered by the vendor deemed to be helpful in the day to day operations of the system. A digital copy of these materials would be helpful but not required.

ii) The proposed contract should include three years of warranty on all aspects of this RFP. This includes warranties on all equipment and items associated with the installation. It is understood that if purchased with E-rate funding, any ineligible warranties will be excluded from the contract or purchased with non-erate funds. Quoted prices must be effective for the entirety of the E-rate year for which the application was made (July 1 – June 30).

iii) The successful vendor will be required to participate in the Universal Service Fund (USF) and will provide the appropriate discounts if applicable to this project. The successful vendor also agrees to file Form 474 (Service Provider Invoice) to collect the USF portion of the funded project and will bill Manistique Area Schools only for the discounted portion and for non-eligible items. If the Manistique Area Schools District does not receive USF funding for this project, the Manistique Area Schools District may choose not to purchase these services. Please provide your SPIN identification number and USF listed company name. The vendor must also provide, at the end of the annual contracted period and without additional cost, a complete copy of all serviced bills from all contacted locations, for use in facilitating USF applications.

iv) The proposal should include a contract for proposed services. If the vendor does not wish to submit an actual contract with the proposal, a sample contract would be submitted with the proposal.

v) Proposal must include pricing elements for all required and all available services.

vi) Proposal must include:

- Company Information- List your company's legal name, address, and telephone number. Include parent company information if applicable.
- Vendor Authorizations- Provide appropriate company authorizations.
- Technical Support Details- Provide normal support hours relative to Eastern Standard Time. Provide description of support options, maximum and minimum response times and appropriate details relative as to how to initiate and use support options. Provide technical certifications of all staff members.
- Universal Service Participation- Vendor must participate in the Universal Service Fund program and provide SPIN.
- Vendor Affidavit and Hold Harmless Release - Fill out appropriately and include in proposal.

vii) Proposal must include cost of complete proposed solution.

viii) The Vendor shall fully warrant with the manufacturer's warranty all items provided under this RFP against defects in material and workmanship. Warranty information should be on a per item basis and detailed in the bid proposal. The vendor will also be expected to provide 1st year maintenance in addition to the manufacturer's warranty, for items not covered by lifetime warranty. Please list this service in detail. Should any defects in workmanship or material, excepting ordinary wear and tear, appear during the warranty period, the manufacturer and his representative shall repair or replace such items immediately upon receipt of a suitable notice (i.e. telephone or email) from the Manistique Area Schools Technology department. Please provide cross shipment details for handling defective items.

c) Evaluation Criteria

A number of factors will influence the Manistique Area Schools decision in vendor selection. These factors (in order of importance) include cost, vendor qualification and experience, personnel resources, and the proposed technical solution. These factors include a technical evaluation based upon the vendor's ability to deliver these services in a timely manner. Equally

important is a vendor evaluation based upon vendor reputation, past performance with similar projects, service and support resources, knowledge of USF policies and procedures, etc. Please note that the Manistique Area Schools will evaluate cost-effective solutions based on features, functionality, implementation difficulties, as well as cost, and is not obligated to select the lowest price bidder. Of all these criteria for selecting, however, the highest emphasis will be placed upon cost. This is in keeping with the regulations set forth by the Schools and Libraries Division of the USF.

d) Solution Demonstration

Should demonstration of proposal solution be desired by The Manistique Area Schools, the demonstrations shall be arranged in advance at a location acceptable to The Manistique Area Schools in order to most effectively accommodate the scheduling requirements of The Manistique Area Schools officials and personnel. Demonstration should not exceed two hours in length and vendors should demonstrate equipment and software as similar as possible to that proposed for The Manistique Area Schools.

e) Selection

Following the evaluation process described above, The Manistique Area Schools will make all decisions regarding selection of finalists, contract negotiation and the award of the contract. The decision of The Manistique Area Schools will be considered final.

4) PROPOSAL FORMAT

Proposals should be written in a concise, straightforward and forthright manner. Superficial marketing statements and materials should be avoided. Proposals should be organized in the following manner.

1. Describe the proposed solution. Be very specific relative to how the solution addresses the requirements listed in Section 3b. Justify and describe any variance from the requirements listed in Section 3b.
2. List the purchase cost for the complete solution. Price quotations are to include the furnishing of all materials, equipment, maintenance, shipping cost, delivery, installation, and the provision of all labor and services necessary or proper for the completion of the work except as may be otherwise expressly provided for in the contractual documents. The Manistique Area Schools will not be liable for any costs beyond those proposed herein and awarded. Time and materials quotes will be unacceptable.
3. Estimated time frame for delivering the proposed solution.
4. Describe the solution's technical support scheme. Specifically list types of support available (i.e. telephone, email, on-site, etc.) and list hours of availability and any potential associated costs above and beyond the proposed solution.
5. Provide a list of five (5) references currently serviced by your company using a similar solution. Provide the organization's name, address, and name and telephone number of a contact person.

5) SCHOOL SYSTEM DESCRIPTION

The Manistique Area Schools District currently has three schools (Middle/High School, an Elementary School, and one Alternative School), Business Office/Maintenance Facility and a School Bus Garage. The distance from the Central Office to individual schools varies from less

than five (5) miles. Each location may receive some of the proposed solution. The bid price must include shipping or delivery and setup based on purchase order.

Due to safety reasons, building schematics are not being included in this online RFP packet. If you are planning to bid, please email the Manistique Area Schools Technology Department (mhook@manistique.k12.mi.us), call to request the information 906-341-4310, or send a fax to 906-341-6751, in order to obtain the building level schematics of each site included in this RFP.

6) VENDOR AFFIDAVIT

VENDOR AFFIDAVIT

I, _____ representing _____, (company) do hereby request that I have completed the questionnaire submitted with my information for the ShoreTel VOIP E-911 Compliant Phone System and do hereby attest to the accuracy of this information.

I accept that I can be required to demonstrate the features of the equipment and software, which I have stated, is currently present in the system that I am proposing. I acknowledge that any misrepresentation of the product will result in immediate disqualification from any consideration in the proposal process.

I further recognize that The Manistique Area Schools reserves the right to make its award for any reason considered advantageous to the jurisdiction. The product solution selected may be without respect to price and other factors.

Date _____

Signature _____

Name _____

Title _____

Firm _____

Address _____

City _____ State _____ Zip Code _____

Phone _____

Please return this form and the attached questionnaire with your proposal.

Manistique Area Schools

100 N Cedar Street

Manistique, MI 49854

Mrs. Kathy McDonough, Superintendent Phone: (906)341-4300

Business Office Fax: (906) 341-2374

Manistique Area Schools

Hold Harmless Clause

RELEASE

Comes _____ an officer, employee or duly authorized agent, acting with read authority, releases, and holds harmless the Manistique Area Schools Board of Education, the Superintendent of Schools, their agents and employees from any liability resulting from a violation of the

_____ act and specifically acknowledges that all persons in their or close proximity to school children, as contemplated in said statue are in full compliance with the requirements thereof.

Name

Title

Business Name

Business Address

Business Phone Number