

REQUEST FOR PROPOSAL

CLOUD-BASED (HOSTED) VOICE OVER INTERNET PROTOCOL (VOIP) TELEPHONY SERVICES



TWIN LAKES CONSULTING
PURCHASING CONSORTIUM FOR CONNECTICUT
SCHOOL DISTRICTS AND MUNICIPALITIES

SECTION 1—BACKGROUND INFORMATION

Twin Lakes Consulting LLC, invites the submission of signed and sealed bids to furnish Cloud-Based (Hosted) Voice Over Internet Protocol (VoIP) Telephony Services on behalf of the **Cooperative Purchasing Consortium for School Districts.**

SECTION 2 – GENERAL SPECIFICATIONS

A. Intent

Twin Lakes Consulting LLC is seeking bids for Cloud-Based (Hosted) Voice over Internet Protocol (VoIP) Telephony Services. It is our intent to award the bid as soon as possible.

B. Project Management Staff Designation

For the purposes of this Request for Proposal, the Vendor shall be designated as the responsible party for providing direct integration services with the customer. In cases where this party is an agent/partner of an Underlying Service Provider (USP), the agent/partner is considered the Vendor.

The Vendor understands that successful installation, testing and operation of the systems that are the subject of this proposal shall be accomplished by a cooperative effort. The Vendor shall designate a single representative to act as project manager who shall have the authority to act on behalf of the Vendor in activities pertaining to this agreement.

C. Incurring Costs

Twin Lakes Consulting is not liable for any costs incurred by a vendor in preparing or submitting responses or for developmental/operations efforts in satisfying this Bid and the demonstration. Twin Lakes Consulting will be responsible for the normal and reasonable expenses of Twin Lakes Consulting personnel authorized to evaluate vendor offerings.

D. Nondiscrimination

Twin Lakes Consulting and its participating school districts will be a place where all persons feel welcomed, have a right to be treated equitably and without prejudice, and have a responsibility to treat others the same way. Twin Lakes Consulting and its participating school districts are equal opportunity institutions. Twin Lakes Consulting and its participating school districts do not discriminate on the basis of race, creed, color, national origin, age, sex or physical/mental disability or veteran status in its educational programming, enrollment, employment or contracting.

E. Drug Free Workplace

By submission of a Bid, the bidder certifies that he/she and said employees and subcontractors will not engage in the unlawful manufacture, sale, distribution, dispensation, possession, or use of controlled substance or drugs during the performance of the contract and that a drug-free workplace will be provided for the contractors employee's during the performance of the contract.

F. Contract Terms

Subsequent to a notice of award by Twin Lakes Consulting, the Vendor will commence work and shall continue the contract work until the project is completed. The issuance of a Letter of Award or a Purchase Order to the successful Vendor will be considered sufficient notice of acceptance of contract. The contract shall bind the Vendor to furnish and deliver goods or services at the prices, and in accordance with, the conditions of this Bid except as otherwise designated.

G. Contract Piggyback Extension

Twin Lakes Consulting would also like to make the same pricing structures available to other Connecticut Board of Educations and/or Municipalities. Bidders shall indicate whether they shall extend pricing. Inclusion is not mandatory and will have no bearing on the contract award.

We agree to extend pricing to other CT BOEs, Municipalities, and all Political Subdivisions: _____

We do not agree to extend pricing to other CT BOEs, Municipalities, and all Political Subdivisions: _____

SECTION 3– BID INSTRUCTIONS

Deadline for Proposals: Bids must be received no later than 2:00pm on Friday, August 5th, 2022 at which time all bids received shall be publicly opened in the Business Office at 476 Skiff Mountain Road, Kent CT 06757. Twin Lakes Consulting reserves the right to reject any and all proposals, wave defects in the same, or to accept any proposals deemed to be in the Purchasing Consortium and the school district’s best interest.

Bids will be accepted up to but no later than the time indicated on the Bid. All bids/proposals received after the time stated in the Bid will not be considered. The bidder assumes the risk of any delay in the U.S. mail or in the handling of the mail by employees of Twin Lakes Consulting. Bids may also be sent electronically to David@TwinLakesConsulting.org. Emails must be received by the time stated in the Bid. Whether sent by mail, email, or by means of personal delivery, the bidder assumes responsibility for having his bid deposited on time at the place specified. The official clock for determining the time shall be that utilized by Twin Lakes Consulting at the place bids are received.

- A. Clarifications:** Should be submitted in writing to the contact information given immediately above.
- B. Bid Content:** Bidders must submit the following with their bids:
 - a.** Attach pricing for a 3–year and 5–year contract.
 - b.** Response to Vendor Requirements - Section 4.
 - c.** Include a cost-breakout related to basic, mid-level or advanced features, with specific costs per-user and per-feature for anything not included with the basic monthly subscription for a user on the hosted VoIP platform.
 - d.** Include costs for ongoing support, including programming changes, troubleshooting and user and administrator training.
- C. Selection:** Twin Lakes Consulting reserves the right to hold the bids for 30 days; to accept or reject any or all bids; and to make awards as it considers its best interest, whether low bid or not.
- D. Bid Preparation:** Twin Lakes Consulting shall not be responsible for any costs or expenses incurred by the bidder during the preparation of the bid.
 - a. Contract:** The Bid does not obligate Twin Lakes Consulting to contract for any services specified herein.
 - b. Failure to Comply:** The bidder is specifically notified that failure to comply with any part of the Bid may result in rejection of the proposal as non-responsive.

- E. Rejection of Proposals:** Twin Lakes Consulting reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this Bid.

SECTION 4 – VENDOR / UNDERLYING SERVICE PROVIDER REQUIREMENTS

- 1) Underlying Service Provider:** The Underlying Service Provider (USP) of hosted VoIP services must meet the following requirements:
- a. USP must directly own and operate all hardware and software required to provide its hosted VoIP service. USP may not “white label” services provided by a third-party owner/operator
 - b. USP must maintain a minimum of two diverse network operation centers (NOCs). Each NOC must be located in a diverse metropolitan area.
 - c. USP must provide 24x7x365 U.S. based support call centers, accessible to both the USP agent/partner and client end user.
 - d. USP must have a minimum of 15 years of experience in the telecommunications industry.
- 2) Vendor:** The Vendor of VoIP services must meet the following requirements:
- a. Vendor must be registered to conduct business in the State of Connecticut and show proof of CT Sales Tax ID in good standing. Further information can be found online: <http://portal.ct.gov/DRS/TSC/Help-Text/Status-Letter>
 - b. Vendor must be USA based with preference of local, CT-based support staff, and available 24x7x365 for customer support.
 - c. Bidder must be the underlying Hosted VoIP provider, and not merely the agent of a 3rd party. Bidder must provide its own full-time support staff, and not outsource to another company.
 - d. Vendor must facilitate one to two-day advanced replacement of VoIP telephone devices.
 - e. Bidder must include a minimum of 5 years warranty on all telephone and related devices, with a preference for lifetime warranty for as long as the customer is using their service.
 - f. Indicate the bidder’s compliance with Kari’s Law and the Ray Baum Act. Outline any special obstacles with your e911 functionality included with your service or any special features available therewith.
 - g. The Vendor must demonstrate a minimum of five (5) years previous work experience within the Educational sector – public, independent or other.

SECTION 5 – COST PROPOSAL - CLOUD-BASED (HOSTED) VOICE OVER INTERNET PROTOCOL (VOIP) TELEPHONY SERVICES

Provide line-item pricing for 3-year and 5-year service contracts for the following services (list all Non-Recurring (NR) installation fees and Monthly Recurring Charges (MRC):

- A. Non-blocking call paths (minimum of one call allowed per user as needed, simultaneously) should be specified in each proposal
- B. User Extension with Voicemail (no physical phone set)
- C. User Extension with Voicemail (with physical phone set)
- D. Please provide cost, if any, for use of softphone by users (both desktop computer and mobile phone app), and any limitations of same
- E. Administrator features available to local administrator staff and costs, if any.
- F. User features available to local users, and costs, if any.
- G. Reporting, call recording, live-call-monitoring (supervisor-type) and other advanced features for administrators and any costs associated with same.
- H. Overhead Paging Interface for one or more zones (please outline costs of each)
- I. Any DID (direct inward dialing) number cost, if any, for users on the Hosted VoIP service, and any cost for additional DID numbers over and above those needed by the users.
- J. Cost of e911 Service at each facility
- K. Electronic Fax capabilities - monthly cost per number for electronic fax delivery as PDF files via email and the number of users who can be registered to use each number, and ability to send out faxes via email or other electronic means; optional cost for connecting an existing, physical fax machine to send faxes without analog lines.
- L. Automated Call Distribution (ACD) or Queueing ability for groups and departments, including all features available and the cost of each
- M. Video conferencing/Online video and screen-sharing meeting functionality - what is included at no extra cost and what features are at additional costs. Of

particular interest is the ability for teachers to have hybrid learning (home vs. in-class) teaching sessions.

- N. SMS functionality for texting with the public, especially parents – what is included and what is at an extra cost?