

# ***Ionia County Intermediate School District***



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## ***Telephone System Request for Proposal***

*November 27, 2024*

# 1. OVERVIEW & INTRODUCTION

*Ionia County Intermediate School District (hereafter referred to as "ICISD") is a service agency in Ionia County that partners with local Intermediate School Districts (ISDs) and Local Education Agencies (LEAs).*

## 1.1 Request for Proposal

*ICISD is requesting proposals from qualified vendors for the procurement and installation of a new Voice over IP Telephone & Voicemail system providing service in the following districts (See Appendix A for a complete list of buildings for each district):*

### 1. Ionia County Intermediate School District

*Vendor's proposals must include a complete and turnkey solution. Vendors may partner with other providers to supply a complete and turnkey solution. If the bid response contains proposed equipment from multiple providers, all responding parties must be clearly identified and a synopsis of the partner relationship as well as the party that will serve as the prime vendor/contact for the district must be detailed. ICISD reserves the right to "unbundle" the responses and proceed with the providers deemed most suitable.*

## 1.2 Additional Terms (Glossary)

**1.2.1** *"Vendor" and "Bidder" are used interchangeably to mean both any number of companies interested in bidding on this RFP (typically known as bidder) and one or more companies awarded the bid for this work (typically known as the vendor)*

**1.2.2** *District" is used to represent ICISD.*

# 2. GENERAL REQUIREMENTS

## 2.1 CONTACT INFORMATION

*Include your company name, RFP authors, and AT LEAST one primary point of contact, including phone numbers, e-mail addresses, and any other relevant contact information. The primary contact should be able to provide ICISD with any additional information we may require and should also be able to supply a technical contact should we have any technical questions regarding the RFP response.*

## 2.2 DEADLINE FOR PROPOSALS

*Bids will only be accepted electronically via email to [technology@lonialSD.org](mailto:technology@lonialSD.org). Submission must be received by 3:00 PM, December 9<sup>th</sup>, 2024, in response to the "ICISD Phone System RFP." No Bids will be considered after the appointed bid end time.*

**2.2.1** *Any Bidder may withdraw from their bid at any time before the official Bid due date by emailing [technology@lonialSD.org](mailto:technology@lonialSD.org) and stating the intention to withdraw. Negligence or error on the part of the Bidder in preparation of the Bid confers no right for the withdrawal or modification of a Bid after it has been opened.*

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**2.2.2** Bids must remain firm and in effect until February 1<sup>st</sup>, 2024.

## **2.3 BIDDING SCHEDULE**

The following is the schedule of events for the Bid process:

November 27, 2024	RFP Released
December 9, 2024, 3:00 PM	Bid Due Date
December 12, 2024	Consideration of Recommended Bid by ICISD Board of Education; <b>Note:</b> This is subject to change.
December 16, 2024,	Bid Award Notification (if any); <b>Note:</b> This is subject to change.

## **2.4 ALTERNATE BID(S)**

Bids should fully comply in all respects with the specifications provided. Any deviation that the Bidder suggests as an alternative to the specified product must be explained in writing. It is the Bidder's responsibility to identify how the substitution is of equivalent or superior quality to the stated specification. ICISD shall be the final judge of whether a substitution is equivalent to the originally stated specification for the purpose of Bid evaluation.

## **2.5 FAMILIAL RELATIONSHIP(S)**

All Bidders must provide a notarized Familial Relationship Affidavit for the purpose of disclosing any familial relationship between the owner(s) or any employees of the Bidder and any member of ICISD, or any of the listed entities' Boards of Education or Superintendent. (see "Appendix B").

## **2.6 HOURLY RATES**

Prices quoted in the Bid, including "per hour" charges, must be on a unit price basis and included in the total price. ICISD reserves the right to provide some of the personnel required to complete the project. If the District does elect to dedicate staffing to this project, the per hour pricing from the bidder shall remain firm, regardless of the number of hours needed to complete the project.

## **2.7 BIDDER SPECIFICATIONS & PRODUCT INFO**

Bidders are required to provide the manufacturer and model numbers for each piece of equipment and should provide "cut" or "specification" sheets when available.

## **2.8 BID QUESTIONS & CLARIFICATIONS**

ICISD will answer any Bid questions & clarifications via response to emailed inquiries sent to [technology@IoniaSD.org](mailto:technology@IoniaSD.org). No verbal statements by any employee of ICISD will be considered as binding or enforceable.

## **2.9 IRAN LINKED BUSINESS AFFIDAVIT**

Bidders must provide a notarized Iran Linked Business Affidavit (see "Appendix C").

## **2.10 PROPOSAL FORMAT**

To facilitate the comparison of vendor proposals, it is required that each proposal be organized into the following sections:

### **2.10.1 Bidder Response Summary**

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*The Bidder Response Summary should be a single-page summary of the solution, key points or technologies, and key differentiators from competitor solutions. It should also provide high-level overviews of the solution architecture and implementation process.*

- 2.10.2 Vendor Profile (See 6.1)**
- 2.10.3 Vendor References (See 6.2)**
- 2.10.4 Vendor Rates and Response (See 6.3)**
- 2.10.5 Bill of Material**

*A complete bill of material must be included with the bid response. It should be organized by single component to include:*

- A. System Component Name/Description
- B. Quantity Quoted
- C. Unit Price
- D. Extended Price

*See 6.4 for any additional required details.*

#### **2.10.6 Detailed Solution**

*This should include both high-level functionality as well as detailed answers to the technical requirements, and how the solution meets or exceeds them.*

#### **2.10.7 Project Implementation**

#### **2.10.8 Additional Information**

*Additional information may be provided at the Vendor's discretion including Add/Alternate designs.*

### **2.11 Right to Request Additional Information**

*ICISD reserves the right to request any additional information that might be deemed necessary after the completion of this RFP response.*

### **2.12 Right of Refusal**

*ICISD reserves the right to refuse any or all proposals in their entirety, or to select certain equipment, products and/or services from various vendor proposals, based on the best interests of ICISD and at the sole discretion of ICISD.*

### **2.13 Proposal Preparation Costs**

*The Bidder is responsible for any and all costs incurred by the Bidder in responding to this request for proposal. This includes shipping and return costs for the evaluation system and any demonstration and/or interviews.*

### **2.14 System Design Costs**

*The successful Bidder shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base bid.*

### **2.15 Additional Charges**

*No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, customized setup & configuration, installation, operation, testing, and cleanup.*

### **2.16 Federal or State Sales, Excise, or Use Taxes**

*ICISD does not pay sales use tax. All other taxes, fees, permits and shipping costs, etc. shall be included.*

## 2.17 Purchase Quantities and Pricing

ICISD reserves the right to adjust upward by twenty (20%) percent, or downward by twenty (20%) percent, the quantities of items purchased without altering the unit purchase price upon award and throughout the contract period. The 'markup' percentage used to quote unit prices in the bidder's response to the RFP must be held constant from the time that the bid is submitted through February 1, 2025. This 'markup' percentage is defined as the percentage difference between what the bidder pays for the product (or its cost to build and assemble the product) and what ICISD pays for the product when purchasing it from the bidder.

## 2.18 Contract Requirements

ICISD considers this RFP legally binding and will require that this Request for Proposal and the resulting Vendor Proposal, including the bidder response, be included as addenda to any subsequent contract between the Bidder and ICISD and/or its partners. It should be understood by the Bidder that this means that ICISD expects the Bidders to satisfy substantially all requirements and reports listed herein. Exceptions should be explicitly noted in the Bidder Proposals. The lack of exceptions listed on the bid will be considered acceptance of all the specifications as presented in this RFP.

## 2.19 Insurance

The Vendor must have adequate insurance, for damage or loss, for all equipment and other valuables, until such time as ICISD receives a good and clear title. In defining insurance coverage, the Vendor shall secure full replacement value for the system without the requirement that ICISD be responsible for any payments or deductibles. In the event that it is necessary to make a claim under this policy, any funds received by the Vendor shall be used to secure replacement equipment for ICISD.

The Vendor agrees to hold harmless and defend ICISD and its agents, officials, and employees from any liability, claim or injury, related to or caused by fault or negligence of Vendor employees. The insurance policy shall make clear this coverage of the ICISD installation. The insurance policy shall be initiated prior to the installation of the system and maintained until final acceptance of the system by ICISD according to the prescribed procedures. Prior to beginning work, the Vendor shall furnish to ICISD with a copy of the insurance policy and all subsequent changes or updates.

In order to demonstrate this responsibility, the successful bidder shall provide from insurance companies licensed and "admitted" to do business with the State of Michigan, insurance certificates or minimum insurance coverage as follows:

### COMPREHENSIVE GENERAL LIABILITY

	Each Occurrence	Aggregate
Bodily Injury Liability	\$ 500,000	\$ 1,000,000
Property Damage	\$ 500,000	\$ 1,000,000

OR

Bodily Injury & Property Damage Combined	\$ 1,000,000	\$ 1,000,000
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### AUTOMOBILE LIABILITY

	Each Occurrence	Aggregate
Bodily Injury (Per Person)	\$ 500,000	
Bodily Injury (Per Accident)	\$ 1,000,000	
Property Damage	\$ 500,000	

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OR

Bodily Injury & Combined Damage \$ 1,000,000

**EXCESS LIABILITY**

	Each Occurrence	Aggregate
True Commercial Umbrella Coverage	\$ 1,000,000	\$ 1,000,000

**WORKER'S COMPENSATION & EMPLOYER'S LIABILITY**

Each Accident	\$ 500,000
Disease – Policy Limit	\$ 500,000
Disease – Each Employee	\$ 500,000

The following language shall be indicated on all certificates of insurance from successful bidders:

**“The Ionia County Intermediate School District, their elected or appointed officials, employees, and volunteers are included as insured with regards to damages and defense claims arising from: (a) activities performed by or on behalf of the named insured, (b) products and completed operations of the named insured, or (c) premises owned, leased, or used by the named insured”.**

**2.20 Warranty**

The Vendor warrants that all components provided under this Agreement, whether installed initially or under subsequent purchase orders, shall be: newly manufactured equipment or assembled from newly manufactured parts; approved by Underwriter's Laboratories; and, will be free from defects in workmanship or material for a period of a **minimum** 36 months from the date of final system acceptance by the District. During this 36-month warranty period, the Vendor shall furnish all replacement new parts, shipping costs, repaired parts, service labor, travel costs, and other repair costs at no cost to ICISD. At the conclusion of this warranty period, ICISD will consider Vendor support under a separate maintenance agreement.

**2.21 Final Acceptance of the System**

The system proposed shall be defined to be finally accepted by ICISD after the installation of the equipment, training, and successful completion of the following performance examinations: system hardware examination, performance examination, system functional competence examination, system capacity examination, full-load processing capacity examination, system availability examination, approval of as-builts, training, and system documentation. ICISD and its consultants shall be the sole judge of whether all conditions for final acceptance criteria have been met.

**2.22 Standard Forms and Contracts**

Any forms and contracts the Bidder proposes to include as part of any agreement resulting from this bid between the Bidder and ICISD must be submitted as part of the proposal. Any forms and contracts not submitted as part of the bid and subsequently presented for inclusion may be rejected. This requirement includes, but is not limited to, the following types of forms: franchise, warranty agreements, maintenance contracts, and support agreements.

**2.23 SELECTION CRITERION**

ICISD intends to enter into a long-term relationship with a well-established vendor whose products, features, design philosophy and support policies come closest to meeting ICISD's needs. The selected vendor must be a well-established, financially stable firm committed to technology for school districts, will have a commitment to attracting and retaining an excellent staff of technical and product support personnel, and will have a proven track record of support

from installation planning through implementation and ongoing use. There should also be evidence of responsiveness to clients' suggestions for improvements. Finally, there must be a good fit between vendor staff and the ICISD staff to assure a good working relationship.

The Vendors will be evaluated based on the following selection criteria:

**2.23.1 Compliance to Specifications**

- a) Technical Requirements
- b) Proposal Requirements
  - 1. Submission deadline compliance
  - 2. Proposal format
  - 3. Bid summary
  - 4. Completeness of information supplied
  - 5. Complete "bill of material"
  - 6. Completeness of solution

**2.23.2 Implementation Support**

- a) Commitment and technical experience and certifications of local personnel
- b) Implementation Time Frame

**2.23.3 Operations Support**

- a) Availability of Support Personnel
  - 1. Local support
  - 2. Local support experience and technical certifications
  - 3. Proven responsiveness
  - 4. Response time guarantees
- b) Internal Organization
  - 1. Size
  - 2. Reputation
  - 3. Specialization
  - 4. Financial viability

**2.23.4 Experience**

- a) Overall Experience
- b) Local Experience
- c) Vertical Market Experience

**2.23.5 Cost**

- a) Initial System Price and Implementation Fees
- b) Maintenance Costs
- c) Payment Terms

**2.24 SPECIAL NOTES**

Failure to include in the proposal all information outlined above may be cause for rejection of the proposal.

**2.25 PAYMENT TERMS**

It is the intent of ICISD to negotiate a payment schedule based upon the following milestones:

- A.** Installation Completion
- B.** Acceptance Testing

Alternate payment schedule(s) must be included in the initial bid submission.

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## 3. TECHNICAL SPECIFICATIONS

### 3.1 INTRODUCTION

ICISD is interested in replacing the existing telephone system at all listed district locations (see Appendix A) with an integrated, VoIP telephone system that provides a high level of reliability and functionality. This RFP is intended to solicit bids for all the necessary equipment, software licenses, and installation services to successfully migrate ICISD from the existing telephone systems to the new telephone system during the winter of the 2024-2025 school year.

ICISD's preference is for a cloud-hosted back-end server infrastructure with the ability to use local SIP providers, with all locations and users managed together via a single pane of glass. Authentication to the servers needs to utilize Azure AD.

### 3.2 PROJECT SCOPE

The VoIP telephone & voicemail system should perform as a single system and be scalable to up to 1,000+ users.

### 3.3 PHONE SYSTEM REQUIREMENTS

The system shall include all the basic functionality: voicemail, unified messaging, SMS messaging, integrated fax service, and system administration. All equipment shall be new and of the latest design.

Features and functions listed as optional are features and functions we would like the system to have but are not technical requirements.

#### 3.3.1 Phone Set Matrix

Appendix A outlines the number and type of phone sets needed at each location district. District reserves the right to re-use existing phones, if compatible with chosen solution. Below is a description of what we are looking for each phone model:

1. Admin Phone
  - a. A phone that has 5–10-line buttons
  - b. The ability to integrate with Video Intercoms
2. Standard Phone
  - a. A phone that has 2–4-line buttons
  - b. Can be wall mounted.
  - c. The standard phone for teachers and common spaces
3. Secretary Phone
  - a. A phone that has 5–10-line buttons
  - b. Can have a side car attachment for quick transfer.
  - c. The ability to integrate in with Video Intercoms
4. Conference Phone
  - a. A phone in the center of a table that can be heard by all around the table and those on the call can hear those talking around the table.
5. Wireless Phone
  - a. Phone connected to district Wi-Fi or dedicated base stations to service an entire building.
  - b. Primarily used by school nurses so district staff can contact them while walking around the building.

## 4. INSTALLATION EXPECTATIONS

### 4.1 Logistics

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1. Bidders are required to wear identification at all times while on district property.
  2. Bidders will not be allowed to work in classrooms while school is in session.
  3. Bidders are required to remove unused materials and debris from the work and storage areas. Bidder is expected to clean up the work and storage areas on a daily basis.
  4. Bidders will be provided with space to prep the equipment at each district.

## **5. VENDOR PRODUCT DEMONSTRATIONS**

Each bidder may sign up for a 45-minute time slot to demonstrate their system by emailing [technology@lonialSD.org](mailto:technology@lonialSD.org) to schedule a conference call. Product demonstrations will take place on December 8<sup>th</sup> and December 9<sup>th</sup>. District reserves the right to reject a demonstration if the product has previously been demonstrated/presented to the ICISD staff (WebEx Calling, Ring Central).

## **6. ADDITIONAL INFORMATION**

### **6.1. VENDOR PROFILE**

The bid response must include:

1. Staff certifications for the proposed phone system.
2. About Company
3. Office Locations
4. Vendor Insurance (see 2.27)

### **6.2 REFERENCES**

The bid response must include at least two (2) K-12 project deployments.

### **6.3 SERVICE RATES AND RESPONSE**

Bidders are to include service rates and response times for non-warranty work in the bid response.

### **6.4 SYSTEM COSTS**

#### **6.4.1 PURCHASE PRICE**

Provide all costs associated with the equipment and services specified. Provide the following information:

1. A complete list of services necessary to meet the RFP's Detailed Requirements. If any miscellaneous costs need to be included, be sure to identify and explain them.
2. An itemized price list including all components & services necessary to meet the RFP's specified objectives.
3. A Bottom-Line, One-Time Investment Summary. A single page that lists the total costs for purchase and installation of equipment and software at each site.

#### **6.4.2 PURCHASE CONTINGENCY**

The purchase will be contingent on available budget funds and board approval for each district involved.

#### **6.4.3 INVOICES**

The deployment of the selected bid will be deployed at the Harwood Campus first (Administration Building, Freedom Acres & Autism Education Center), then Ionia County Career Center, Transitions and finally Independent Living Center.

## Appendix A

### Ionia County Intermediate School District

<b>Building</b>	<b>Admin Phone</b>	<b>Standard Phone</b>	<b>Secretary Phone</b>	<b>Conference Phone</b>	<b>Wireless Phone</b>	<b>Fax/Analog lines</b>
<b>Administration Building</b> 2191 Harwood Rd Ionia MI 48846	18	20	2	0	0	1 fax
<b>Freedom Acres</b> 2191 Harwood Rd Ionia MI 48846	2	73	2	0	0	2 fax 1 elevator
<b>Autism Education Center</b> 2191 Harwood Rd Ionia MI 48846	2	17	0	0	0	0
<b>Ionia County Career Center</b> 250 E Tuttle Rd Ionia MI 48846	3	20	1	0	0	0
<b>Transitions</b> 601 Washington St Ionia MI 48846	3	2	0	0	0	0
<b>Independent Living Center</b> 201 E Main St Ionia MI 48846	0	3	0	0	0	0
<b>Totals</b>	28	135	5	0	0	3 fax, 1 elevator

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## **Appendix B**

### ***Ionia County Intermediate School District Board of Education & Superintendent 2024-2025***

***President  
Vice President  
Secretary  
Treasurer  
Trustee  
Superintendent***

***Linda Hoxie-Green  
Randy Masterson  
Maury Geiger  
Brian Talbot  
Kerry Possehn  
Ethan Ebenstein***

**Affidavit of Bidder – Familial Relationships Form**

***Important: This disclosure statement must be included with your bid as required by state law (Public Act 232 of 2004).***

As required by Public Act 232 of 2004, all bids shall be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the bidder and any member of the Ionia County Intermediate School District Board of Education. The Board of Education shall not accept a bid that does not include this sworn and notarized disclosure statement.

The undersigned, the owner or authorized officer of \_\_\_\_\_ (the "Bidder"), pursuant to the familial disclosure requirement provided in the Ionia County Intermediate School District Request for Proposal, hereby represent and warrant, except as provided below, that no familial relationships exist between the bidder(s) and any member of the Board of Education of Ionia County Intermediate School District.

List any Familial Relationships:

**BIDDER:** \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

STATE OF MICHIGAN )

) ss.  
COUNTY OF \_\_\_\_\_)

The instrument was acknowledged before me on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by

\_\_\_\_\_.

\_\_\_\_\_, Notary Public  
\_\_\_\_\_, County, Michigan

My Commission Expires: \_\_\_\_\_

Acting in the County of: \_\_\_\_\_

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## Appendix C

# VENDOR CERTIFICATION THAT IT IS NOT AN “IRAN LINKED BUSINESS”

Pursuant to Michigan law, (the Iran Economic Sanctions Act, 2012 PA 517, MCL 129.311 et seq.), before accepting any bid or proposal, or entering into any contract for goods or services with any prospective Vendor, the Vendor must first certify that it is not an “IRAN LINKED BUSINESS”, as defined by law.

Vendor Legal Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

State, Zip: \_\_\_\_\_

Corporate I.D.  
Number / State: \_\_\_\_\_

Taxpayer I.D. #: \_\_\_\_\_

The undersigned, with: 1) full knowledge of all of Vendors business activities, 2) full knowledge of the requirements and possible penalties under the law MCL 129.311 et seq. and 3) the full and complete authority to make this certification on behalf of the Vendor, by his/her signature below, certifies that: the Vendor is NOT an “IRAN LINKED BUSINESS” as required by MCL 129.311 et seq., and as such that Vendor is legally eligible to submit a bid and be considered for a possible contract to supply goods and/or services to the District.

Signature of Vendor's  
Authorized Agent: \_\_\_\_\_

Printed Name of Vendor's  
Authorized Agent: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Printed Name of Witness: \_\_\_\_\_